

**BROADBAND INTERNET SERVICE REQUEST**

Complete and sign. Return by mail or by fax along with copies of your French bank RIB and the first page of your latest France Telecom bill corresponding to the line you wish to be activated. If the line is not in your name, send the bill of the current line holder. This is required in order to process your request. You may opt to scan all documents and send an e-mail to [subscribe@teleconnect.fr](mailto:subscribe@teleconnect.fr)

Offer code/Referred by:

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Customer information	Line to be activated
<p><input type="checkbox"/> MMR <input type="checkbox"/> MRS <input type="checkbox"/> MISS <input type="checkbox"/> (existing customer)</p> <p>First Name: <table border="1" style="width: 100%; height: 20px;"></table></p> <p>Last Name: <table border="1" style="width: 100%; height: 20px;"></table></p> <p><i>if you own a business please specify your business name:</i> <table border="1" style="width: 100%; height: 20px;"></table></p> <p>Address: <table border="1" style="width: 100%; height: 20px;"></table></p> <p>Postal code: <table border="1" style="width: 100%; height: 20px;"></table></p> <p>City: <table border="1" style="width: 100%; height: 20px;"></table></p> <p>Tel: <table border="1" style="width: 100%; height: 20px;"></table></p> <p>E-mail: _____ <i>(for online billing purpose)</i></p> <p>How did you know us? _____ <i>(optional)</i></p>	<p>Tel N°: <table border="1" style="width: 100%; height: 20px;"></table></p> <p>RIO : <table border="1" style="width: 100%; height: 20px;"></table></p> <p><i>Please distinguish zero and O letter by barring zero like that: Ø</i></p> <p>The RIO code (i.e., Relevé Identité Opérateur) is a 12-characters code that can be obtained by calling 3179 from your landline. DO NOT CANCEL the contract you have with your previous landline service provider because if you do so, we will not be able to get your number back. We just need the RIO code to complete the process.</p> <p>I hereby subscribe to Teleconnect AngloPack ADSL Service by Budget Telecom and agree to its terms and conditions and rates (enclosed). I authorize Budget Telecom in cooperation with France Telecom, to establish ADSL broadband internet access on the line indicated above by partially sharing the line (<i>dégroupé partiel</i>) or, if not technically possible, by access in unbundled zone (<i>non dégroupé</i>). I am the holder of this France Telecom line, and if not, I am authorized by the line holder to establish such service. I further authorize Budget Telecom to preselect this line.</p> <p><input type="checkbox"/> I wish to speed up the activation process and thus give up on the 'droit de rétractation' which will enable Budget Telecom to start the activation process upon receipt of this form.</p> <p><b>Signature:</b> _____ <b>Date:</b> _____</p>

AngloPack Service & Options
<p><i>Please note that subscription of any of the following offers cancels previous options &amp; call plans you may have with us on the same line.</i></p> <p><input checked="" type="checkbox"/> <b>AngloPack broadband ADSL Internet Access: €34.90/month</b></p> <p><input checked="" type="checkbox"/> 2h of FREE calls to AngloZone + UK2U number: included free of charge</p> <p><input type="checkbox"/> Unlimited calls to AngloZone (fixed lines in UK, Ireland, Australia, USA, Canada + cellphones in USA, Canada): €5/month</p> <p><input type="checkbox"/> Unlimited calls to fixed lines in France: €5/month</p> <p><input type="checkbox"/> 2 hours of calls to fixed lines in any of the 40 countries below: €3/month  <small>Argentina, Austria, Belgium, Brazil, Bulgaria, Chile, China, Colombia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hong Kong, Hungary, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Peru, Poland, Portugal, Puerto Rico, Russia, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey, Venezuela.</small></p> <p><input type="checkbox"/> NEW: includes the landline for FREE! save the landline rental price, if eligible to "degroupage total" → <span style="border: 1px solid black; padding: 2px;">Ask our reps on 04 99 77 27 24</span></p> <p><input type="checkbox"/> Line Rental: rent your existing France Telecom line through Teleconnect for €15.90/month, if not eligible to "degroupage total"</p>

Payment by SEPA direct debit				
<p>By signing this mandate form, you authorize BUDGET TELECOM to send instructions to your bank in order to debit your account, and your bank to debit your account as instructed by BUDGET TELECOM. You have the right to be refunded by your bank as described in your banking convention conditions. A refund request must be presented within 8 weeks following a given authorized direct debit date.</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"> <p>Name and address of bank account holder:</p> <table border="1" style="width: 100%; height: 40px;"></table> </td> <td style="width: 50%;"> <p>Bank name: _____</p> <p>Bank address: _____</p> <p>Zip &amp; City: _____</p> </td> </tr> </table> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%;"> <p><b>ICS : FR78ZZZ464012</b> Receiver: BUDGET TELECOM S.A. 52 RUE D'ODIN CS 40900 34965 MONTPELLIER CEDEX 2 - FRANCE</p> </td> <td style="width: 70%;"> <p>Account to debit (as printed on your RIB or bank statement)</p> <p><b>IBAN</b> : International Bank Account Number</p> <table border="1" style="width: 100%; height: 20px;"></table> <p><b>BIC</b> : Bank Identifier Code</p> <table border="1" style="width: 100%; height: 20px;"></table> </td> </tr> </table> <p>You must attach your French RIB (<i>Relevé d'Identité Bancaire</i>) <b>Signature:</b> _____ <b>Date:</b> _____</p>	<p>Name and address of bank account holder:</p> <table border="1" style="width: 100%; height: 40px;"></table>	<p>Bank name: _____</p> <p>Bank address: _____</p> <p>Zip &amp; City: _____</p>	<p><b>ICS : FR78ZZZ464012</b> Receiver: BUDGET TELECOM S.A. 52 RUE D'ODIN CS 40900 34965 MONTPELLIER CEDEX 2 - FRANCE</p>	<p>Account to debit (as printed on your RIB or bank statement)</p> <p><b>IBAN</b> : International Bank Account Number</p> <table border="1" style="width: 100%; height: 20px;"></table> <p><b>BIC</b> : Bank Identifier Code</p> <table border="1" style="width: 100%; height: 20px;"></table>
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## Terms and conditions for AngloPack broadband service

This document describes the terms and conditions under which Budget Telecom (hereafter The Company), a French 'Societe Anonyme' with registered capital of €531.037,95, entry No. SIREN 422716878 RCS Montpellier, provides a broadband internet access Service to its Customers under the Teleconnect AngloPack trademark.

1. Prerequisites. To obtain the Service, the Customer must have: an independent France Telecom analogue line (hereafter the Customer Phone Line), a touchtone telephone, a modem supplied by The Company, a PC computer using Windows 98 SE, Millenium, 2000, XP or Vista with at least 128M of active memory with an Ethernet or USB port; or Apple Mac with an Ethernet port; For optional Wi-Fi, the computer needs a Wi-Fi adapter key or integrated Wi-Fi. If these prerequisites are not met, quality of service cannot be assured to the Customer and the Service may not be technically supported by The Company.

### 2. Description of Service

2.1 The Service includes: ADSL high-speed internet access; emission and reception of phone calls; complementary services as detailed in sales brochure.

2.2 Activation: The Company will carry out the steps necessary with France Telecom to assure the activation of the highest-speed ADSL service permitted by the technical capacity of the line. The service is normally activated in 2-3 weeks but could take as long as 8 weeks depending on processing by France Telecom. The Company cannot be held responsible for activation delays due to France Telecom, nor to refusal or incapacity by France Telecom to unbundle the line in order to carry out activation.

2.3 Unbundling (*dégroupage*): When a Customer's line is within a zone covered by unbundling, The Company will seek to provide a partially unbundled ADSL access. The Customer must first sign a mandate authorizing France Telecom to unbundle the line. In case Customer is not the line holder, the Customer remains responsible to the actual line holder and guarantees The Company against any eventual claims by actual line holder. If the line is not within a coverage zone for unbundling, The Company will activate a standard access (*non dégroupé*) if technically available. Teleconnect reserves the right to convert a standard access to a partially unbundled access when it becomes technically available. The Customer is informed that the activation process technically replaces any previous ADSL service, however that it remains the Customer's responsibility to formally cancel such services directly with the previous provider in accordance with its contract.

2.4 Description of telephone service: The Customer phone line is automatically preselected with Teleconnect phone service. In case preselection is not desired, or if preselection is later removed, a supplement may be charged according to price list. The Service enables the emission and reception of calls through a touchtone phone plugged directly into wall sockets equipped with ADSL filters as described in the provided setup guide. The calls made from this phone transit through Teleconnect network except for special numbers (emergency calls, 08 numbers, etc) that are automatically routed via the public switched network managed by France Telecom. The Service includes 2 hours of calls each month to fixed lines in the UK, Ireland and Australia, and to fixed and mobile lines in the USA and Canada. The Customer may opt for unlimited and hour call plans at price indicated on price list. The unlimited options are reserved for residential lines only. Should the Customer already benefit from Teleconnect fixed-line residential service, all tariff options chosen by the Customer continue to apply except for the Happy Hour, International Call Plan and WorldPlan Options, which are not compatible with the Service.

2.5 Modem: The Company provides a modem to Customer that enables ADSL internet access as well as telephone service. The service features available may differ according to different versions of the modem and the Customer may eventually opt to exchange his modem for a more recent version at the fee indicated in the price list. The modem must be plugged in and turned on at all times for the Service to function. The Customer is responsible for installation of modem accordingly to the provided setup guide and, eventually, to directions from Teleconnect technical support. The Company may remotely update modem or require Customer to assist in the update process in order to remain connected to Service. The modem remains the property of The Company and must be returned, along with its accessories, in working order, by registered mail parcel service (*colis recommandé avec avis de réception*) to the address supplied at that time by The Company. Failure to return the modem, in working order, within 30 days of service cancellation will cause Customer to be billed a non-return fee indicated in price list. In the event of malfunction, the modem will be exchanged as detailed by our technical support at the time of the exchange.

2.6: The Customer must maintain a Telephone Line Rental subscription, either with Teleconnect or another supplier, on the ADSL line throughout the contract period. In case the line is modified (change of number, change of address), the ADSL service will not be automatically maintained. The Customer must contact The Company to assure that ADSL service can be transferred on new line. In case of transfer to new line, or in case modification of line causes disruption of ADSL service, The Company may bill Customer to re-establish ADSL service at fee indicated on price list.

### 3. Access to Service

The Service is accessible to Customer 24 hours a day, 7 days a week, once it has been activated and installed according to installation guide and terms described in this document. The Company will not be held responsible for any malfunctioning of Service due to events outside the control of The Company.

### 4. Availability of Service

4.1 Internet: Because of reasons inherent to the internet network, ADSL access is not permanent. Nevertheless, The Company will assure availability at least 97% of the time, excluding interruptions for system maintenance. Upon a Customer's request, The Company will credit Customer, on a pro rata basis, for access interruptions, outside of system maintenance, that surpass 3% in a billing month.

4.2 The Company reserves the right to restrain or suspend service in the case of late payment, in case of abnormally high phone usage (in which case The Company will first inform the Customer), and in the case of fraudulent usage, and in the case of usage in violation of laws and regulations.

### 5. Duration of contract and cancellation

5.1 The contract remains in effect for an unlimited period from the date of activation. The Customer may cancel the contract for any reason, and at any time, by registered letter (*lettre recommandée avec avis de réception*). Cancellation will become effective within 10 business days from receipt of letter, provided that modem and accessories, in working order, are also returned within this period. A cancellation fee, indicated in price list, may be applied. Amounts for service and options, if any, will be due through the end of the cancellation month. If these amounts have been paid in advance on an earlier invoice, the customer will be billed only for remaining call charges on the month following cancellation. The contract may be cancelled by The Company for any reason upon 10 days of notice. In the case of non-payment of bill, the contract may be cancelled without prior notice.

5.2 Moving If Customer moves within zone covered by Service, The Company will transfer Service to new line upon Customer's request. Customer may be billed a fee, indicated in price list, for such transfer of Service. The Company cannot assure that Customer will retain previous phone number on new line.

### 6. Usage of Service by Customer.

6.1 Risks: The customer is informed that information circulating on the internet is not subject to any protection and that it's the responsibility of the Customer to take the precautions necessary to secure his transmissions and computer data. The Company cannot be held liable in the event transmissions or data are obtained by unauthorized parties. If the Customer uses Wi-Fi, he should secure his access (for example by configuring WEP or MAC codes in the modem), as described in the installation guide or indicated on Teleconnect's website to prevent third parties from using his internet access. The Company cannot be held responsible for any consequences due to such access by a third party.

6.2 Laws and regulations: The Customer is responsible for respecting the French laws and regulations concerning the usage of the internet, particularly as it concerns the protection of minors, the respect of intellectual property of third parties & the downloading of such material ("loi Hadopi"), the publication of content of a racist, anti-Semitic or pornographic nature, the sending of unsolicited email (spam), pirating of computer networks, etc.

### 7. Prices, billing and payment

Prices of various Service elements are available on price list below and apply on date of service activation. For the first month only, the amounts due are calculated in proportion to the days remaining until the end of the month. Prices are subject to change; the most recent pricelist may be found on Teleconnect's website. An invoice is issued each month if greater than €3 inc. VAT (if not it is postponed until next invoicing period). Subscriptions and options are billed one period in advance, calls are billed afterwards. The Company reserves the right to collect an advance payment for services provided prior to first billing; such payment will be credited back on customer's first invoice. The Customer authorizes the Company to provide invoice by electronic means such as online billing. Customer may elect to receive invoice by regular mail for a supplement indicated on price list. Customer agrees to pay invoices upon reception and authorizes automatic payment by bank debit or bank card, and will notify The Company of any change in bank account or bank card details. In case of rejection of payment by Customer's bank, The Company may add charge, indicated on price list, to cover such costs.

### Price list effective 01/10/2016

ADSL Subscription	€34.90/month
Line Rental Subscription	€15.90/month
Service Pack	€4.90/month
UK2U virtual number in UK	FREE
2 hours/month calls to AngloZone <sup>(1)</sup>	FREE
Unlimited calls to AngloZone <sup>(1)</sup>	€5.00/month
Unlimited local and national calling <sup>(2)</sup>	€5.00/month
2 hours/month call plan covering 40 countries <sup>(3)</sup>	€3.00/month
Activation Fee & Wi-Fi modem usage	€45.00
Modem swap	€45.00
Non-return modem in good working order	€160.00
Service cancellation	€45.00
Reactivation after line cut	€45.00
Reactivation after suspension	€25.00
Transfer of subscription to another line	€45.00
Surcharge for service without preselection	€5.00/month
Rejection by bank of direct debit	€15.00
Payment failure	€15.00
Administrative fee regarding paper invoice	€1.50/month
Online billing feature	FREE

(1) landlines in UK, Ireland, Australia, USA, Canada + mobile lines in USA and Canada.

(2) France Telecom landlines with geographic numbers in France (01, 02, 03, 04, 05), excluding calls to 017 numbers, to VoIP & "Box" numbers, to computer servers, calling platforms, etc.

(3) landlines in Argentina, Austria, Belgium, Brazil, Bulgaria, Chile, China, Colombia, Cyprus, Czech Rep., Denmark, Estonia, Finland, Germany, Greece, Hong Kong, Hungary, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Panama, Peru, Poland, Portugal, Puerto Rico, Russia, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, Turkey and Venezuela.