

### Contractual summary

Bouygues Telecom S.A.  
 37-38 rue Boissière - 75116 PARIS  
 Clients Service Phone number: 634  
**Le 09/01/2023**









As required by EU legislation<sup>(1)</sup>, this contract summary outlines the key components of this service offer. It enables comparison of service offers. There is comprehensive information on the service in other documents.

#### SERVICES AND EQUIPMENT

Service available in Bouygues Telecom stores, Relay outlets, tobacconists and press shops selling it. The offer is not accessible on the banking network. Service accessible in metropolitan France with suitable hardware and communications (apart from short and special numbers, SMS+/MMS+) for private use between two individuals. Consumption of the Service outside metropolitan France may be billed at the current rate when it exceeds reasonable use. For additional details on our acceptable usage policy, please see our General Terms of Service (clause 2.3).

This prepaid card includes all of the mobile services listed in «Les Tarifs» section «Services et options mobiles». In this same area, you may find the options that might be compatible.

Pre-loaded and pre-activated SIM card.

|   |  |  |
|---|--|--|
| In metropolitan France                                |  Calls      | Unlimited  |
|   |  SMS        |  |
|   |  MMS       | Charged to consumption DATA  |
|   |  Internet | 30GB (usable in France and in Europe/DOM)  |
| In Europe/DOM   |  Calls    | Unlimited  |
|   |  SMS      |  |
|   |  MMS      |  |
|   |  Internet | 30GB (usable in France and in Europe/DOM)  |
| From metropolitan France, Europe/DOM to International | Free communication credit for international calls and SMS                                    | 25€  |
|   | Or   | Price per country starting from 0,06€/min<br>Refer to the rate guide on pages 30 to 35 |
| Customer Service                                      | 10 min calls included to call customer service   |  |
| Credit validity                                       | 30 days  |  |

#### FLOW RATES AND ESCAPE ROUTES

|   | 2G               | 3G+  | 4G  | 4G+  |
|---|------------------|--|---|--|
| Maximum theoretical descending data rates | Up to 236 Kbit/s | Up to 7.2 Mbit/s,<br>14.4 Mbps, 21 Mbps<br>or 42 Mbit/s depending<br>on areas covered. | Up to 300 Mbit/s<br>or 49 Mbit/s depending<br>on the area covered.                | Up to 900 Mbit/s<br>or 300 Mbit/s<br>depending on<br>areas covered<br>and the aggregation<br>of frequency bands. |
| Maximum theoretical ascending speeds      | Up to 118 Kbit/s | Up to 0.4 Mbit/s<br>or 5.7 Mbit/s depending<br>on areas covered.                       | Up to 75 Mbit/s<br>or 18 Mbit/s depending<br>on depending on the<br>area covered. | Up to 150 Mbit/s<br>or 38 Mbit/s depending<br>on the areas covered<br>and the aggregation<br>of frequency bands. |

In the event of proven permanent or recurring performance discrepancies, you may first make a request to Customer Services for possible compensation, then to the Bouygues Telecom Consumer Service, and finally to the Electronic Communications Ombudsman in accordance with the Terms and Conditions.

(1) Article 102(3) of Directive (EU) 2018/1972 of the European Parliament and of the Council of 11 December 2018 establishing the European Electronic Communications Code (OJ L 321, 17.12.2018, p. 36).

## PRICE

|       | European tourist card |
|-------|-----------------------|
| Price | 39,90€                |

- Available in RCBT (Réseau Clubs Bouygues Telecom) stores.

## DURATION, RENEWAL AND TERMINATION

The My European SIM card is an offer without fixed term. The validity of your line is 12 months from your last top-up. At the end of 12 months, the termination is automatic and you will lose your phone number at the end of the line validity. The uses included in your offer are valid 30 days after the first use.

If your line is not de-anonymized within 30 days after the first connection, the line is terminated.

## FEATURES FOR DISABLED END-USERS

Bouygues Telecom is making calls to Customer Service and everyday telephone calls accessible for its deaf and hard-of-hearing customers.

Bouygues Telecom is making its website accessible to customers with visual impairments, color blindness, dyslexia or Parkinson's disease.

Bouygues Telecom is adapting its information media for its visually impaired customers.

Information and accessibility to services on <https://www.bouyguetelecom.fr/accessibilite-services>

## OTHER RELEVANT INFORMATION

Customer Service is accessible from the Bouygues Telecom Customer Centre or from 634 from 8 a.m. to 8 p.m. Monday to Saturday (except public holidays):

- from a cell phone for customers with a prepaid card: free call waiting then connection with an advisor deducted at €0.25/min,
- from a landline or from a mobile line of another operator: price of a local call according to the operator's rate, including the waiting time. Some procedures may be subject to a charge,
- from a cell phone for customers with a Bouygues Telecom package: free waiting time, then contact with an advisor deducted from the package or of the communication credit.

See details in «Les Tarifs».