

My European SIM prepaid cards (eSIM version)



Contractual summary

Bouygues Telecom S.A.
37-38 rue Boissière - 75116 PARIS, FRANCE
Customer Service telephone number: 634
01/01/2024

This contractual summary sets out the main features of these service offers, as required by EU law⁽¹⁾. It provides a means of comparing service offers. Full details of the service can be found in other documents.

SERVICES AND EQUIPMENT

Services available in Bouygues Telecom shops, Relay outlets, tobacconists and newsagents selling the service. Services accessible in Metropolitan France with compatible equipment and communications (excluding short numbers, special numbers, SMS+/MMS+) for private use between two individuals. Consumption of services outside Metropolitan France that is in excess of reasonable usage may be billed at the current rate. For more information on our reasonable use policy, please see our General Terms of Service (paragraph 2.3).

These prepaid cards contain all the mobile services described in "Les Tarifs", under "Mobile Services and Options" section. Compatible options are shown in the same section.

Pre-loaded and pre-activated eSIM cards.

	15 GB Basic	15 GB Basic+	30 GB
Period of validity	15 days		30 days
Customer service	30 min call time included to call Customer Service		
From Metropolitan France to Metropolitan France and overseas departments and from Europe to Europe, Metropolitan France and overseas departments			
@ Internet	15 GB	15 GB	30 GB
📞 Calls	-	Unlimited	
💬 SMS	-	Unauthorized outgoing SMS	
✉️ MMS	-	Deducted from internet allowance	
From Metropolitan France, Europe and overseas departments to abroad (excluding Metropolitan France, Europe and overseas departments)			
Free communication credit	-	-	€25
	Details of rates by destination, in "Les Tarifs".		

PRICE

	15 GB Basic	15 GB Basic+	30 GB
Maximum recommended retail price	€19.90	€21.90	€39.90

Offers available in Bouygues Telecom shops and partner distributors (including on the Internet). Offer availability may vary depending on the point of sale.

(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 (JO L 321 dated 17.12.2018, p. 36).

(2) List of planned destinations as of 01/01/2024 at the date of publication and subject to change. List updated on bouyguestelecom.fr.

SPEEDS AND REMEDY OPTIONS

	2G	3G+	4G	4G+
Maximum theoretical download speeds	Up to 236 Kbps	Up to 7.2 Mbps, 14.4 Mbps, 21 Mbps or 42 Mbps depending on the area covered.	Up to 300 Mbps or 49 Mbps depending on the area covered.	Up to 900 Mbit/s or 300 Mbit/s depending on the areas covered and carrier aggregation.
Theoretical maximum upload speeds	Up to 118 Kbps	Up to 0.4 Mbps or 5.7 Mbps depending on the area covered.	Up to 75 Mbps or 18 Mbps depending on the area covered.	Up to 150 Mbit/s or 38 Mbit/s depending on the areas covered and carrier aggregation.

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

DURATION, RENEWAL AND TERMINATION

My European SIM cards are non-binding offers. Your line is valid for 12 months from your last top-up. After 12 months, termination is automatic and you will lose your telephone number at the end of the line's validity. Included uses are valid for 15 days for the 15 GB offers and 30 days for the 30 GB offer, after the first use.

If your line is not de-anonymised within 30 days of the first connection, the line will be terminated.

FEATURES FOR DISABLED END USERS

Bouygues Telecom makes Customer Services calls and everyday telephone calls accessible to its deaf and hard-of-hearing customers. Bouygues Telecom makes its website accessible to customers with visual impairments, colour blindness, dyslexia or Parkinson's disease.

Bouygues Telecom adapts its information resources for accessibility by visually impaired customers.

Information and access to services on <https://www.bouyguestelecom.fr/accessibilite-services>

OTHER USEFUL INFORMATION

Customer Services can be accessed from the Bouygues Telecom customer space - Prepaid or by calling 634 from 8am to 8pm Monday to Saturday (except public holidays):

- from a mobile phone for customers with a prepaid card: queue time free, then contact with an adviser deducted at €0.25/min,
- from a landline or from a mobile line provided by another operator: price of a local call at that operator's tariff, including queue time. A charge may be made for certain procedures,
- from a mobile phone for customers with a Bouygues Telecom rate plan: free queue time followed by contact with an advisor deducted from the rate plan or communication credit.

See details in "Les Tarifs".