

My European SIM and eSIM prepaid tourist cards



Contractual summary

Bouygues Telecom S.A.
37-38 rue Boissière - 75116 PARIS, FRANCE
Customer Service telephone number: +33 668 634 634
10/04/2025

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 mainland France with compatible equipment and communications (excluding short numbers, special numbers, SMS+/MMS+) for private use between two individuals. Consumption of services outside mainland 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).

Pre-loaded and pre-activated SIM cards.

	Basic	Basic+	Premium	Premium+	Ultimate
Period of validity	15 days		30 days		
Customer service	30 minutes included to call Customer Service		10 minutes included to call Customer Service		
From mainland France, Europe and overseas departments					
@ Internet	15 GB	20 GB	30 GB	60 GB	120 GB
✉ MMS	-		Deducted from internet allowance		
From mainland France to mainland France, Europe and overseas departments and from Europe and overseas departments to mainland France, Europe and overseas departments					
📞 Calls	-		Unlimited		
💬 SMS	-		Unlimited		
Europe and overseas departments: Åland Islands Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, Martinique, Mayotte, Monaco, Netherland, Norway, Poland, Portugal, Reunion, Romania, St Martin (France), St. Pierre & Miquelon, St Barthelemy, San Marino, Slovakia, Slovenia, Spain, Sweden, UK, Vatican					

PRICE

	Basic	Basic+	Premium	Premium+	Ultimate
Maximum recommended retail price	€14.90	€19.90	€28.90	€38.90	€59.90

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).

SPEEDS AND REMEDY OPTIONS

	2G	3G+	4G	4G+	5G
Maximum theoretical download speeds	Up to 236 Kbps	Up to 7.2Mbps, 14.4Mbps, 21Mbps or 42Mbps depending on the area covered.	Up to 300 Mbps or 49 Mbps depending on the area covered.	Up to 900 Mb/s or 300 Mb/s depending on the covered areas and the aggregation of frequency bands.	According to the aggregated frequency bands: · With the 3.5GHz frequency band: up to 1.5Gb/s in the first version of 5G. · With the 2.1GHz frequency band: up to 890 Mb/s in the first version of 5G.
Maximum theoretical upload speeds	Up to 118 Kbps	Up to 0.4Mbps or 5.7Mbps depending on the area covered.	Up to 75 Mbps or 18 Mbps depending on the area covered.	Up to 150 Mb/s or 38 Mb/s depending on the covered areas and the aggregation of frequency bands.	According to the aggregated frequency bands: · With the 3.5GHz frequency band: up to 133 Mb/s. · With the 2.1GHz frequency band: up to 93 Mb/s.

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-biding offers. Your line is valid for 12 months and cannot go beyond 30/03/2026. After 12 months, termination is automatic and you will lose your phone number at the end of the line's validity. Included uses are valid for 15 days for the Basic and Basic+ offers and 30 days for the Premium, Premium+ and Ultimate 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.bouyguetelecom.fr/accessibilite-services>

OTHER USEFUL INFORMATION

Customer Services can be accessed by calling +33 668 634 634 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.