

Prepaid Card My European SIM

Fiche d'information standardisée

Au 20/09/2021

Offer price	<ul style="list-style-type: none"> • 39,90€ 																										
Offer description	<ul style="list-style-type: none"> • Pre-loaded and pre-activated SIM card. <table border="1" data-bbox="324 264 1444 1032"> <tr> <td data-bbox="324 264 489 506" rowspan="4">In metropolitan France</td> <td data-bbox="489 264 671 331"> Calls</td> <td data-bbox="671 264 1444 331" rowspan="2">Unlimited</td> </tr> <tr> <td data-bbox="489 331 671 387"> SMS</td> </tr> <tr> <td data-bbox="489 387 671 443"> MMS</td> <td data-bbox="671 387 1444 443">Charged to consumption DATA</td> </tr> <tr> <td data-bbox="489 443 671 506"> Internet</td> <td data-bbox="671 443 1444 506">20GB (usable in France and in Europe/DOM)</td> </tr> <tr> <td data-bbox="324 506 489 748" rowspan="4">In Europe/DOM</td> <td data-bbox="489 506 671 573"> Calls</td> <td data-bbox="671 506 1444 573" rowspan="3">Unlimited</td> </tr> <tr> <td data-bbox="489 573 671 629"> SMS</td> </tr> <tr> <td data-bbox="489 629 671 685"> MMS</td> </tr> <tr> <td data-bbox="489 685 671 748"> Internet</td> <td data-bbox="671 685 1444 748">20GB (usable in France and in Europe/DOM)</td> </tr> <tr> <td data-bbox="324 748 489 913" rowspan="2">From metropolitan France, Europe/DOM to International</td> <td data-bbox="489 748 671 853">Free communication credit for international calls and SMS</td> <td data-bbox="671 748 1444 853">25€</td> </tr> <tr> <td data-bbox="489 853 671 913">Or</td> <td data-bbox="671 853 1444 913">Price per country starting from 0,06€/min Refer to the rate guide on pages 40 to 47</td> </tr> <tr> <td data-bbox="324 913 489 969">Customer Service</td> <td data-bbox="489 913 671 969"></td> <td data-bbox="671 913 1444 969">10 min calls included to call customer service</td> </tr> <tr> <td data-bbox="324 969 489 1032">Credit validity</td> <td data-bbox="489 969 671 1032"></td> <td data-bbox="671 969 1444 1032">30 days</td> </tr> </table>	In metropolitan France	Calls	Unlimited	SMS	MMS	Charged to consumption DATA	Internet	20GB (usable in France and in Europe/DOM)	In Europe/DOM	Calls	Unlimited	SMS	MMS	Internet	20GB (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 Refer to the rate guide on pages 40 to 47	Customer Service		10 min calls included to call customer service	Credit validity		30 days
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Mobile internet features and call counting	<p>Calls made:</p> <ul style="list-style-type: none"> • Calls are deducted per second from the first second (excluding special numbers) in metropolitan France and to the French overseas departments (DOM: Guadeloupe and its archipelago La Désirade, les Saintes, Marie Galante), French Guiana, Reunion Island, Martinique, Mayotte + certain COM: Saint-Barthélemy, Saint-Martin, Saint Pierre-et-Miquelon). • New Caledonia, French Polynesia, Wallis and Futuna do not benefit from the same pricing and calls are deducted by 30 second intervals after the first indivisible minute. • Calls are deducted in 30 second intervals after the first indivisible minute to international destinations. <p>Mobile Internet: deducted per KB (1,024 KB = 1 MB).</p> <ul style="list-style-type: none"> • MMS limited to 600Kb per sending. • Mobile Internet, TV, sending of e-mails and MMS possible in metropolitan France with a positive Internet envelope and a communication credit > 0.15€. • Receiving MMS and e-mails possible in metropolitan France: with a positive internet envelope and a communication credit > 0.01€. 																										
Description of the additional services included	<p>Access to the following services even without communication credit and without validity of the recharge:</p> <p>Caller ID presentation, free consultation of the voice mail (660), double call when receiving calls, SMS notification of calls without a message on the voice mail, visual voicemail, mobile parental control, Mobile Speak™ and Mobile Magnifier™, solutions for the visually impaired, consumption monitoring: free of charge by calling 630 and on espaceclient-carte.bouyguetelecom.fr</p>																										
Technical characteristics and equipment	<ul style="list-style-type: none"> • Service available with compatible equipment on 2G, 3G, 4G, 4G+ networks. • 4G and 4G+ networks currently being deployed. • See coverage in mainland France on bouyguetelecom.fr. 																										
Customer service	<p>Online or on your customer account:</p> <p>Log on to your Customer space on espaceclient-carte.bouyguetelecom.fr</p> <p>Calls from 8am to 8pm Monday to Saturday (except holidays):</p> <ul style="list-style-type: none"> • On 634 from your mobile: <ul style="list-style-type: none"> • Voice server: free • Connection with a Customer Advisor. 10 minutes of calls included in your offer then deducted from your €25 communication credit • Some services may be subject to a fee. Details on p.44 of the Tarif Guide. 																										
Conditions of refilling the card	<p>If the credit on your My European SIM card is not used before the end of the card's validity, it will be lost.</p> <p>The SIM card remains available and can be topped up with XL, Classic or International Prepaid Cards (see Prepaid Cards conditions on page 5 of the Price Guide).</p> <p>The recharges are available in RCBT (Réseau Clubs Bouygues Telecom) stores, Relay and Tabac/Presse sales outlets that sell it.</p>																										
Characteristics of use	<ul style="list-style-type: none"> • Uses valid for 30 days after the first use. If you do not identify yourself within 30 days of your first connection, the line is terminated. • Validity period of your line: 12 months from your last top-up. Automatic termination and loss of phone number at the end of the line validity. • Your MMS/WAP service will be activated as soon as you identify yourself to Bouygues Telecom. • Subscription of 10 lines over a period of one year by the same person or subscription of 4 or more lines simultaneously must be submitted to Bouygues Telecom for approval. • VoIP data exchange is included except for additional charges according to publisher. 																										

NOM DU SERVICE		CONDITIONS
Certification		• Non applicable.
Pourcentage d'appels pris en charge en moins de 3 minutes		• Non applicable.
Avis de réception de la réclamation écrite dans un délai de 48 h		• Non.
Délai de rétablissement du service avant compensation pour le mobile		• Bouygues Telecom s'engage à rétablir 2 jours ouvrés. Possibilité pour le client de demander une compensation dès le début de l'interruption sur appel au service clients.
INFORMATIONS DISPONIBLES EN LIGNE		
INFORMATIONS	ESPACE CLIENT WEB	ESPACE CLIENT MOBILE
Actes d'urgence	• Oui.	• Oui.
Analyse conso des derniers mois	• Oui.	• Oui.
ACCÈS À L'HISTORIQUE DES CONTACTS AU SERVICE CLIENT		• OUI.
Moyen d'accès		• Espace client web / Espace client mobile.
Gestion multi compte dans le même espace		• Oui.
SUIVI DE LA RÉCLAMATION EN LIGNE	ESPACE CLIENT WEB	DÉLAIS DE RÉPONSE
Service Clients	• Oui.	• 48h sauf en cas de dépôt de réclamation par courrier (dépendant des délais d'acheminement de La Poste).
Service consommateurs	• Oui.	• 30 jours.
Médiation	• Oui : www.mediateur-telecom.fr	• 3 mois.