



## Roaming Charges

**Valid as of June 2021**

**All values are expressed in EUR inclusive of VAT.**

**ACN reserves the right to change the terms and prices in this Price Guide.**

ACN Communications France SAS

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## WHILE ABROAD

The rates for call and messages from abroad to France are grouped per zones.

### VOICE CALLS FROM ABROAD

The table below shows the rates for voice calls originating from abroad.

	Europe & DOM	Rest of Europe	Wider Europe, Maghreb, North America	Africa, Latin America, Caribbean, Asia, Pacific, Middle East	Satellites, TOM	Tunisia
FROM Europe & DOM	0,03 € (*)	0,90 €	1,20 €	2,90 €	7,50 €	6,50 €
Rest of Europe	0,90 €	0,90 €	1,20 €	2,90 €	7,50 €	6,50 €
Wider Europe, Maghreb, North America	1,20 €	1,20 €	1,20 €	2,90 €	7,50 €	6,50 €
Africa, Latin America, Caribbean, Asia, Pacific, Middle East	2,90 €	2,90 €	2,90 €	2,90 €	7,50 €	6,50 €
Satellites, TOM	7,50 €	7,50 €	7,50 €	7,50 €	7,50 €	7,50 €
Tunisia	6,50 €	6,50 €	6,50 €	6,50 €	7,50 €	6,50 €

First 30 seconds for **calls from Europe, DOM and Rest of Europe** are charged upfront. After 30 seconds, calls are rated per second. For **calls from all other zones**, first minute is charged upfront. After first minute, calls are rated per second.

(\*) Calls from EU/DOM to EU/DOM are included in your national allowance.

This rate only applies when you exceed your allowance (e.g. if you do not have a plan included unlimited national calls) and for calls longer than 2 hours as per our acceptable usage policy

## VOICE CALLS RECEIVED ABROAD

The table below shows the rates for voice calls received abroad.

<b>ZONES</b>	<b>PER MINUTE</b>
<b>Europe</b>	<b>0,00 €</b>
<b>DOM</b>	<b>0,00 €</b>
<b>Rest of Europe</b>	<b>0,13 €</b>
<b>Wider Europe, North America</b>	<b>0,55 €</b>
<b>Maghreb</b>	<b>0,60 €</b>
<b>Africa, Latin America, Caribbean, Asia, Pacific, Middle East</b>	<b>1,40 €</b>
<b>Satellites, TOM</b>	<b>3,60 €</b>
<b>Tunisia</b>	<b>2,40 €</b>

**Calls received in Europe, DOM and Rest of Europe** are rated per second. For **calls received in all other zones**, first minute is charged upfront. After first minute, calls are rated per second.

## MESSAGING WHILE ABROAD

The table below shows the rates for sending SMS and MMS while abroad.

<b>FROM ZONE</b>	<b>PER SMS</b>	<b>PER MMS</b>
<b>Europe</b>	<b>0,00 €</b>	<b>0,24 €</b>
<b>DOM</b>	<b>0,00 €</b>	<b>0,24 €</b>
<b>Rest of Europe</b>	<b>0,13 €</b>	<b>0,24 €</b>
<b>Wider Europe Maghreb North America Africa Latin America &amp; Caribbean Asia &amp; Pacific Middle East</b>	<b>0,30 €</b>	<b>0,24 €</b>
<b>Satellites, TOM</b>	<b>0,80 €</b>	<b>0,24 €</b>
<b>Tunisia</b>	<b>1,20 €</b>	<b>0,24 €</b>

Receiving SMS and MMS abroad is free of charge.

If you are on JOi Base Plan, you can send and receive MMS only if you have activated one of the Flexible Internet Options.

## **EU ROAMING MONTHLY DATA ALLOWANCE**

The table below shows the monthly data allowance for using mobile internet while traveling in EU.

<b>PRICE PLAN</b>	<b>PER MONTH</b>
JOi M+	9.52 GB
JOi L+	12.85 GB
JOi XL+	16.66 GB
JOi XXL+	18.57 GB

## MOBILE INTERNET WHILE ABROAD

The table below shows the rates for using mobile internet while abroad.

<b>FROM ZONE</b>	<b>PER MB</b>
<b>Europe, DOM</b>	<b>0,06 €</b>
<b>Rest of Europe, North America</b>	<b>1,25 €</b>
<b>Wider Europe, Maghreb</b>	<b>2,75 €</b>
<b>Africa, Latin America &amp; Caribbean, Asia &amp; Pacific, Middle East, Tunisia</b>	<b>3,50 €</b>
<b>Satellites, TOM</b>	<b>13,50 €</b>

Mobile internet in Europe and DOM is rated per KB. In all other zones, the mobile internet is rated per 10KB.

## OTHER INFORMATION

This section describes other important information, including additional information on Acceptable Usage Policy, additional fees, all available services with JOi Mobile, as well as how to contact JOi Customer Services.

### FIRST MONTH PRO-RATED

Your first month's charges are pro-rated from the date you activate your SIM, or 14 days from the date of your order, whichever is earlier. Your first month calls, texts and data allowances (where applicable) are pro-rated in the same way.

This means you receive and pay for a proportion of the full monthly allowance. For example, if you order a JOi Mobile SIM on the 1st of the month, but don't activate it until the 15th, you will receive and only pay for half the full monthly call, text and data allowance (where applicable) in your first month. Any additional use will be out-of-bundle and charged accordingly. You can always check how much allowance you have in MyJOi.