

## INSTRUCTIONS FOR EXERCISING YOUR RIGHT OF RETRACTION

### Right of Retraction

You have the right to retract this agreement within 14 days without giving a reason. The Délai de Rétractation will expire 14 days after the date of the conclusion of your contract with ACN. If You buy ACN Equipment, the Délai de Rétractation expires 14 days after You receive the equipment.

To exercise your right of retraction, You must inform us of your decision to retract before the Délai de Rétractation has expired. To do so, you must contact us (by post, email, telephone or online):

| <b>By Post:*</b>   | <b>By Email:</b>   | <b>By Telephone:</b>   |
|--|--|--|
| ACN Communications France SAS<br>9/11, allée de l'Arche<br>Tour Egée, Paris La Défense<br>92671 Courbevoie Cedex<br>France | CPS/WLR : <a href="mailto:CS.France@acneuro.com">CS.France@acneuro.com</a><br>DPS : <a href="mailto:france.numerique@myacn.fr">france.numerique@myacn.fr</a><br><br>JOi Services :<br><a href="mailto:service.client@joitelecom.fr">service.client@joitelecom.fr</a> | CPS: 0182634222<br>DPS: 0182634333<br><br>JOi Services:<br>0535900121<br><br>To speak with a<br>Customer Service agent,<br>please call the number for<br>the service You<br>purchased. |

\* Use this address only for submitting your notice of retraction. Your ACN Equipment should be returned to the address indicated on the Return Merchandise Authorization form.

You may use the attached Modèle de Formulaire de Rétractation to advise us of your decision to retract, but You are not required to do so. For Carrier Preselection, Line Rental, and Digital Phone Service, You may submit the Modèle de Formulaire de Rétractation online at [www.myacn.eu](http://www.myacn.eu), and we will acknowledge receipt by return email.

### Effects of Retraction

If you retract this agreement, ACN will reimburse any payment received from You, including the cost of delivery of ACN Equipment purchased by You, within 14 days from the date on which You informed us of your decision of retraction. ACN will reimburse You using the same means of payment that You used to pay us unless otherwise agreed.

If You purchased ACN Equipment, You must return it to ACN at your cost within 14 days of exercising your right of retraction to obtain a refund unless ACN directs You otherwise. ACN may withhold reimbursement until we receive the ACN Equipment or You provide evidence that You have shipped it to us. ACN Equipment must be returned undamaged, in its original packaging, and with all the original contents. If You damage or fail to return ACN Equipment, You will be charged for it.

If You ask us to begin providing your ACN Services during the Délai de Rétractation and We begin providing the requested ACN Service, you may still exercise your right of retraction; however, You will be required to pay us an amount in proportion to the services provided to You until You give notice of retraction.

## MODÈLE DE FORMULAIRE DE RÉTRACTATION

(Complete and return this form only if you wish to retract this agreement)

**To:** ACN Communications France SAS  
9/11, allée de l'Arche  
Tour Egée, Paris La Défense  
92671 Courbevoie Cedex  
France

CPS/WLR : [CS.France@acneuro.com](mailto:CS.France@acneuro.com)  
DPS : [france.numerique@myacn.fr](mailto:france.numerique@myacn.fr)  
JOi Services: [service.client@joitelecom.fr](mailto:service.client@joitelecom.fr)

I hereby give notice that I withdraw from my agreement with ACN for the provision of the following service:

|                       |  |
|-----------------------|--|
| Customer Name:        |  |
| Customer Address:     |  |
| Customer Telephone:   |  |
| Account/Order Number: |  |
| Order Date:           |  |
| Service Purchased:    |  |
| Customer Signature:   |  |
| Date:                 |  |