

Tariff Sheet

Reglo Mobile offer sheet

Rates in effect on 11.07.2023



THE MOBILE SETTLEMENT ACCOUNT

is a prepaid account with no time commitment that you top up as needed. The euro credit accumulated through top-ups has an unlimited lifespan and can be used to pay fixed monthly direct debits and Réglo Mobile communications not included in your offer.

REGLO MOBILE PACKAGES

PACKAGES REGLO	VOICE INTRA FRANCE METROPOLITAN(2)	SMS/MMS INTRA FRANCE METROPOLITAN(3)	INTERNET IN FRANCE METROPOLITAN(4) (by 10 kb indivisible)	VOICE TOWARDS 62 DESTINATIONS from mainland France (list p.2)	FROM EUROPE AND DOM (list p.2)	FIXED MONTHLY WITHDRAWAL (see p.2)
"€4.95" PACKAGE	unlimited	unlimited	10 GB included in 4G+(6) Reduced flow beyond	See table p.4	see tables p.5	€ 4.95
"€6.95" PACKAGE excluded online	unlimited	unlimited	30 GB included in 4G+(6) Reduced flow beyond	See table p.4	see tables p.5	€ 6.95
"€7.95" PACKAGE excluding store	unlimited	unlimited	70 GB included in 4G+(6) Reduced flow beyond	See table p.4	see tables p.5	€ 7.95
FLAT RATE "€9.95"(16)	unlimited	unlimited	100 GB included in 4G+(6) Reduced flow beyond	See table p.4	see tables p.5	€ 9.95
"€11.95" PACKAGE	unlimited	unlimited	110 GB included in 4G+(6) Reduced flow beyond	See table p.4	see tables p.5	€ 11.95
"€13.95" PACKAGE excluding store	unlimited	unlimited	140 GB included in 4G+(6) Reduced flow beyond	unlimited	see tables p.5	€ 13.95
"€13.95" PACKAGE excluded online	unlimited	unlimited	160 GB included in 4G+(6) Reduced flow beyond	unlimited	see tables p.5	€ 13.95
"€18.95" PACKAGE excluding store	unlimited	unlimited	200 GB included in 5G(14) Reduced flow beyond	unlimited	see tables p.5	€ 18.95
"€18.95" PACKAGE excluded online	unlimited	unlimited	210 GB included in 5G(14) Reduced flow beyond	unlimited	see tables p.5	€ 18.95

(1) In the event of an insufficient balance, the amount available on your Réglo Mobile account will be debited. The remaining amount due will be debited when recharging the Réglo Mobile account.

(2) To landlines, mobiles (excluding special, short or premium numbers). Countdown to the second.

(3) Excluding special, short or surcharged numbers, 160 characters maximum per SMS.

(4) Subject to a compatible mobile and network coverage. Rising and falling flows taken into account.

(6) The maximum Internet speed is 50 Mbits/s uplink and 187.5 Mbits/s downlink.

(14) The maximum Internet speed is 2 Gbits/s in the 3.5 Ghz frequency band and 995 Mbits/s in the 2100 Mhz frequency band downlink and varies according to the rising frequency.

(16) In stores, the "€9.95" package is only available for subscriptions with automatic CB or RIB reloading.

SPECIFICITIES OF REGULAR PACKAGES

- The fixed monthly direct debit is deducted from the Réglo Mobile account on the anniversary date of your line. In the event of an insufficient balance, you will not be able to benefit from any minutes of communication, any SMS/MMS and any MB included in your plan and the amount available on your Réglo Mobile account will be debited. The remaining amount due will be debited when recharging the Réglo Mobile account, you will then benefit from communication time, SMS/MMS and MB included in your package, these being to be used before the next anniversary date of your line.
- Intra-metropolitan France calls are counted by the second from the first second.
- Calls included in the “€4.95”, “€6.95”, “€7.95”, “€9.95”, “€11.95”, “€13.95” and “€18.95” packages €18.95” are limited to a maximum of 3 hours per call. Unlimited uses (calls, SMS and MMS depending on the plan chosen) are limited to 250 different recipients in the monthly cycle (all uses combined). Beyond that, the call is cut off, the SMS is deducted €0.07, the text MMS €0.10 and the multimedia MMS €0.30.
- Minutes, SMS/MMS and MB included in your bundle, but not used, are not carried over to the next monthly cycle.
- For packages including unlimited SMS/MMS, the sending of SMS/MMS within mainland France is limited to 250 different recipients per billing period and is reserved for private use between two natural persons for non-profit purposes, excluding SMS/MMS sent via an automaton and/or automatic device, and this, in the context of non-excessive use. Excessive use (including the fact of sending more than 5000 SMS/MMS - cumulative use - per month for two consecutive months) will lead to the application of the sanctions of article 10 of the General Conditions of Use, which may in particular lead to the termination of the Contract.
- The 62 destinations to which calls are included unlimited in the “€13.95” and “€18.95” packages are limited to a maximum of 3 hours per call. Beyond that, the call is deducted at €0.228/min. The destinations are as follows:
 - Landlines:** Azores, Alaska, Germany, Andorra, England, Austria, Balearic Islands, Belgium, Bulgaria, Canada, Canary Islands, Cyprus, Corfu, Crete, Croatia, Cyclades, Denmark, Désirade (Island of), Scotland, Spain, Estonia, States United States, Greece, Guadeloupe, Guernsey, Guyana, Hawaii, Hungary, Ireland, Northern Ireland, Iceland, Italy, Jersey, Reunion, Latvia, Lithuania, Luxembourg, Madeira, Malta, Man (Island), Marie-Galante, Martinique, Norway, Wales, Netherlands, Poland, Puerto Rico, Portugal, Czech Republic, Rhodes (Island), Romania, United Kingdom, Saint-Barthélemy, Saintes (Island), Saint-Martin, Sardinia, Sicily, Slovakia, Slovenia, Sweden, Switzerland, Vatican.
 - Mobiles:** Alaska mobiles, Canada mobiles, Désirade (Island of) mobiles, United States mobiles, Guadeloupe mobiles, Guyana mobiles, Hawaii mobiles, Reunion mobiles, Marie-Galante mobiles, Martinique mobiles, Saint Barthelemy mobiles, Saint Martin mobiles, Saintes (Island of) mobiles.

voice and internet

With REGLO plans, you can benefit, on request and as many times as desired, from the following extensions, to be used only on the current monthly cycle from mainland France:

- 200 MB for €2
- 3 GB for 3 €
- 10 GB for €5

Uses are counted in increments of 10 KB indivisible. Subscribing to an extension restores the speed to which your package gives you access if you were on reduced speed.

- 1 additional hour of intra-metropolitan France⁽²⁾ voice communications for €2.

After the consumption included in the extension has been used up, Internet speeds (up and down) are again reduced.

(2) To landlines, mobiles (excluding special, short or premium numbers). Countdown to the second.

(3) Excluding special, short or surcharged numbers, 160 characters maximum per SMS.

SPECIFIC SERVICES

- Portability of your old number: free.
- Reactivation of the line following its suspension (article 10 of the T&Cs): €15.
- Renewal of SIM card in the event of loss, theft, damage or exchange for Micro or Nano-SIM: free the first time, €15 thereafter.
- Subject in particular to the reloading method chosen by the Customer (eligibility conditions available on request from Customer Service), it is possible to change the offer free of charge and as many times as desired, the Réglo Mobile account credit is preserved. Any change requested at least two days before the anniversary date of your line will take effect the following monthly cycle; in the event of a request made the day before the anniversary date, the change will take effect with a monthly lag cycle.
- With the REGLO plan, if on the anniversary date the balance of your Réglo Mobile account does not allow you to honor the fixed monthly direct debit, and in the absence of sufficient subsequent recharging, your line will be terminated 27 days later. During this period, only the emergency numbers, the top-up service at 732, the messaging service at 123 and Info Conso at 950 will be accessible from the Réglo Mobile line. Receiving calls remains possible in mainland France.
- Holders of a REGLO plan can subscribe to extensions, on request and as many times as desired, which can be used until the last day of the current monthly cycle.
- Info Conso 950: free in mainland France. • Consumption alert: reception of an SMS when the consumption credit drops below €5.
- Obtaining your Operator Identity Statement (RIO) on 3179 (free call in mainland France) from your Réglo Mobile line.

SERVICES FROM A LANDLINE TELEPHONE IN METROPOLITAN FRANCE

- Messaging on 0612 000 123, price according to operator.
- Recharge on 0805 160 160 (free).
- Activation of the line in emergency procedure on 0805 164 668 (free). The emergency activation code is valid for 3 months from the purchase of the opening kit.
- Customer service on 0970 806 970 (price of an intra-metropolitan France call according to your fixed operator).
- Change of offer to 0970 806 550 (price of an intra-metropolitan France call according to your fixed operator).

INTERNET NETWORK COVERAGE

The Internet speed available depends on the network coverage, subject to the use of a mobile and a compatible offer. Details of coverage available at www.regloblmobile.fr.

MOBILE NETWORK	THEORETICAL MAXIMUM FLOW IN RECEPTION	THEORETICAL MAXIMUM FLOW IN TRANSMISSION
5G	2 Gbits/s in 3.5 Ghz frequency and 995 Mbits/s in frequency 2100 Mhz	Varies according to frequency
4G+	187.5 Mbps	50 Mbps
4G	112.5 Mbps	50 Mbps
3G H+	42 Mbps	5.8 Mbps
3G / 3G+	21.6 Mbps	5.8 Mbps
GPRS/EDGE	236 kbps	64 kbps

YOU ARE IN METROPOLITAN FRANCE

Rates for telephone calls and SMS to foreign countries and to satellite mobiles (excluding Pass-Monde subscribed).

FROM YOUR MOBILE, YOU SEND...	TO ABROAD			TOWARDS THE SATELLITE MOBILES
	AREA 1	AREAS 2 + 3	AREA 4	
Phone call	€0.228/min*(7)	€0.39/min*(7)	€1.20/min*	7€/min*
Single SMS(3)	€0.072	€0.15	€0.15	€0.50
single text MMS	€1	€1	€1	€1
Single multimedia MMS	€1	€1	€1	€1

* Calls counted by the second, from the first second for telephone calls to the overseas departments, after an indivisible first minute for other calls.

FROM YOUR MOBILE, YOU SEND...	TOWARDS METROPOLITAN FRANCE	NUMBERS BEGINNING WITH
Special numbers, short numbers, directory numbers	Free	0800 to 0805, 3xxx, 10xx, 116xxx, 118xxx
	Intra-France call cost	0806 to 0809, 3xxx, 10xx, 116xxx, 118xxx
	TES (by duration or call depending on publisher) + Intra-France call cost	081x, 082x, 089x, 3xxx, 10xx, 116xxx, 118xxx
Premium SMS	YOUR	sent to a 5-digit number beginning by 3, 4, 5, 6, 7 or 8
premium text MMS	YOUR	
Premium multimedia MMS individually	YOUR	
18 - 17 - 15 - 112 - 123 - 437 - 728 - 732 - 950 - 3179 - 6772	Free	
0970 806 550	Intra-France call cost	

TES: Service Publisher Pricing.

YOU ARE ABROAD

FROM YOUR MOBILE, YOU ISSUE...	TOWARDS FRANCE METROPOLITAN	TO ABROAD				TO MOBILE SATELLITE
		AREA 1	AREA 2	AREA 3	AREA 4	
Call from zone 1	unlimited(15)	€0.42/min** €1.40/min		3€/min	5€/min	
Call from area 2	€0.90/min	€0.90/min	€0.90/min	€1.40/min	3€/min	5€/min
Call from area 3	€1.40/min(8)	€1.40/min(8)	€1.40/min(8)	€1.40/min(8)	€3/min(8)	5€/min
Call from area 4(9)	3€/min	3€/min	3€/min	3€/min	3€/min	5€/min

* Abroad, calls counted by the second, from the first second.

** Calls counted by the second after the first 30 indivisible seconds; after an indivisible first minute for other calls.

(3) Excluding special, short or surcharged numbers, 160 characters maximum per SMS.

(7) Apart from certain destinations (listed on page 2) included for the "€13.95" and "€18.95" packages except Tunisia and Algeria deducted €0.70/min.

(8) Except Tunisia deducted 5 €/min.

(9) Satellite networks are non-terrestrial GSM networks (accessible from cruise ships, planes) displaying the network codes: AAMOM, ARETH, BMU01, CHEOA, FRAGS, ITAGT, NORMC. From these satellite zones, outgoing calls are deducted at €8/min, incoming calls €4/min, outgoing SMS €1/SMS, Internet connection €12/MB with a connection cost of €1.80.

YOU ARE ABROAD

FROM YOUR MOBILE, YOU ISSUE...	TOWARDS FRANCE METROPOLITAN	TO ABROAD				TOWARDS MO-SATELLITE BILE-TALK
		AREA 1	AREA 2	AREA 3	AREA 4	
Single SMS from zone 1	unlimited(15)		0.13€	0.30€	0.30€	1€
Single SMS from zone 2	0.25€	0.25€	0.25€	0.30€	0.30€	1€
Single SMS from areas 3(11) and 4(9)	0.30€	0.30€	0.30€	0.30€	0.30€	1€
Single text MMS from area 1	unlimited(15)		0.30€	0.30€	0.30€	€0.30
Single text MMS from zones 2, 3 and 4	0.24€	0.24€	0.30€	0.30€	0.30€	0.30€
Single multimedia MMS from area 1	unlimited(15)		0.75€	0.75€	0.75€	0.75€
Single multimedia MMS from zones 2, 3 and 4	0.75€	0.75€	0.75€	0.75€	0.75€	0.75€
Internet(4) from zone 1	Internet volume(15) included in the package(12) deducted from the package (or extension); beyond the Internet volume included: deducted from the package (or extension) + €0.0021/MB; beyond this, reduced speed + €0.0021/MB					
Internet(4) from zones 2, 3(13) and 4(9)	€1.80 per 30 KB session then €5.50/MB (by 10 kb indivisible)					

(4) Subject to a compatible mobile and network coverage. Rising and falling flows taken into account. Warning concerning automatic internet connections. RegloMobile informs you that there is a risk of automatic data connection when the mobile terminal has internet access. In the event of roaming on a foreign network, these connections are likely to generate additional costs, particularly in the following situations: At borders, when the mobile terminal connects to the network of the neighboring country or when connecting to a non-terrestrial network (boat, airplane, etc.); To avoid this, you can block roaming data from your mobile device settings; During updates of installed applications; to avoid this, you can configure your mobile terminal so that it only performs these updates when it is connected to a wifi network.

(5) Except Tunisia deducted €2.50/min.

(8) Except Tunisia deducted 5 €/min.

(9) Satellite networks are non-terrestrial GSM networks (accessible from cruise ships, planes) displaying the network codes: AAMOM, ARETH, BMU01, CHEOA, FRAGS, ITAGT, NORMC. From these satellite zones, outgoing calls are deducted at €8/min, incoming calls €4/min, outgoing SMS €1/SMS, Internet connection €12/MB with a connection cost of €1.80.

(11) Except Tunisia deducted 1 €/SMS.

(12) 5 GB in the "€4.95" package, 7 GB for the "€6.95" package, 8 GB in the "€7.95" package, 10 GB in the "€9.95" package, 11 GB in the "€11.95" package, 13 GB in the "€13.95" package, 18 GB in the "€18.95" package.

(13) Except Tunisia deducted €1.80 per session of 30 kb then €12/Mo deducted in increments of 10 kb.

(15) The use of your Réglo Mobile package from the European Union and the overseas departments must be "reasonable": majority or exclusive use of your package from the European Union and the overseas departments will result in the invoicing of additional costs for your future uses. Indeed, during the last 4 months:

- If one or more uses from the European Union/DOM (calls, SMS/MMS and/or mobile internet including uses exclusively available from the European Union and the DOM) is/are more important than the same use(s) from Metropolitan France and abroad (outside the European Union/DOM) AND

- If the number of days spent in the European Union/DOM is greater than the number of days spent in France and abroad (outside the European Union/DOM), then you will receive an SMS alert to inform you of this and you will have 15 days to modify the use of your plan. At the end of these 15 days:

If you respect at least one of the 2 rules above, the use of your package becomes reasonable again, you will not be charged additional costs.

If you still do not respect any of the 2 rules above, you will receive a new SMS alert informing you of the immediate invoicing of additional costs for future unreasonable use(s) from the European Union/DOM.

Additional costs:

Dialed calls	€0.0264/min
Calls received	€0.009 incl. tax/min
SMS sent	€0.0048 incl. VAT/SMS
SMS received	Free
MMS sent	€0.0021/MMS
MMS received	Free
Internet	€0.0021/MB

As soon as the use of your plan becomes reasonable again, you will no longer be charged additional costs and will be informed by SMS.

YOU ARE ABROAD

FROM YOUR MOBILE, YOU RECEIVE...	YOU ARE...			
	IN AREA 1	IN AREA 2	IN AREA 3	IN AREA 4(9)
Phone call	unlimited(15)	€0.13/min	€0.90/min(5)	€1.50/min
SMS	Free	Free	Free	Free
MMS	Free	Free	Free	Free

* Calls counted by the second, from the first second, after an indivisible first minute for other calls.

SERVICES FROM ABROAD

YOU ARE...	CUSTOMER SERVICE	CONSUMER INFORMATION	MESSAGING	RELOADING
From your mobile	728	950	123	732
In area 1	unlimited(15)			Free
In area 2	€0.90/min	€0.90/min	€0.90/min	Free
In area 3	€1.40/min(8)	€1.40/min(8)	€1.40/min(8)	Free
In area 4	€3/min(9)	€3/min(9)	€3/min(9)	Free
From a landline	+33 172 871 661 (price according to operator)	N / A	+33 612 000 123 (price according to operator)	+33 172 871 662 (price according to operator)

* Calls counted by the second, from the first second, after an indivisible first minute for other calls.

DEFINITION OF ZONES

Area 1	26 EU member countries (excluding France), Iceland, Jersey/Guernsey, Liechtenstein, Norway, United Kingdom, Monaco, Vatican, French West Indies, Guyana, Mayotte, Reunion
Area 2	Andorra, Switzerland
Area 3	Albania, Bosnia and Herzegovina, Faroe Islands, Kosovo, Macedonia, Moldova, Montenegro, Serbia, Spreska, Turkey, Ukraine - Morocco, Algeria, Tunisia - USA, Alaska, Canada, Hawaii, Puerto Rico
Area 4	Rest of the world and satellite networks(9)

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Refer to the website www.reglomobile.fr for updated prices and conditions applicable under the Réglo Mobile offer

(5) Except Tunisia deducted €2.50/min.

(8) Except Tunisia deducted 5 €/min.

(9) Satellite networks are non-terrestrial GSM networks (accessible from cruise ships, planes) displaying the network codes: AAMOM, ARETH, BMU01, CHEOA, FRAGS, ITAGT, NORMC. From these satellite zones, outgoing calls are deducted at €8/min, incoming calls €4/min, outgoing SMS €1/SMS, Internet connection €12/MB with a connection cost of €1.80.

The Réglo Mobile coverage network is that of the operator SFR in prepaid mode, consult the France and International zones on the site www.reglomobile.fr



The electronic communications services of the Réglo Mobile offer are provided by SA Afone Participations - "the Supplier", through the SFR network "the Operator" and marketed by SNC Meta-Lfone (service marketing company)

SA Afone Participations – Public limited company with capital of €300,517.30, RCS Angers 411 068
737, registered office: 11, place François Mitterrand - 49100 Angers, intra-community VAT: FR21411068737

SNC Meta-Lfone – General partnership with capital of €200,000, RCS Angers 501 396 378,
registered office: 11, place François Mitterrand - 49100 Angers, intra-community VAT: FR58501396378