

ZERO € /min

UK Landlines* FRENCH MOBILES* FR Landlines*

SUPER FAST BROADBAND € 29.⁹⁵ /mth*

No Line Rental Needed

Since 2001 at Phonexpat we are all about giving you the best value possible. That is why we offer you fast, reliable broadband and calls at great low prices. Our commitment to value means that we always strive to keep our quality up and our prices lower than other providers. So it is no surprise most of our customers would recommend us to their friends.

Infinity package

ALL YOU NEED INCLUDED IN THE **INFINITY** PACKAGE

- ✓ **Super fast Broadband:** up to 28Meg (depends on line & location)
- ✓ **Unlimited*** & Permanent landline **Free Voip calls 24/7 UK & France**
- ✓ **Unlimited*** Free calls to **French mobiles** 24/7 for 5 months (then 6^{95€/mth} optional) >> No compatible with line rental
- ✓ **Save** on your **line rental**. Not needed anymore
- ✓ **Keep** the **same** phone number
- ✓ Free **English** technical **support**
- ✓ Receive **free faxes** on your phone number to read on your email
- ✓ Free **lines** & numbers **included** in your package
- ✓ **29**^{95€/moth} for 12 months, 34^{95€/mth} after



What is VOIP

VOIP stands for **V**oice **O**ver **I**nternet **P**rotocol, which is the possibility of making calls over the Broadband instead of over the fixed classic line.

Adsl+Voip calls are available in about 99% on internet network of the country.

Same Phone Number

We transfer your phone number and you continue to receive calls as normal.

All the downloads you want

There is no limit. That means as much music, as many films, photos and TV shows as you can stand without having to worry about going over any kind of limit.

UK Number in France

- This service allows you to have an English telephone number that you can use in France.
- You can then pass it to friends and family in the UK to use instead of your French number. If they get Free calls to UK landlines, they will then call you for free
- Your French number continues to operate normally.

TravelPhoneBox (optional)

Travel around the world and call free
Just plug the TravelPhoneBox into ANY high-speed internet and start making Free calls straight away.

To cancel your provider

We transfer your Internet, your line and your phone number to Phonexpat.
If needed, we can provide you with a typical cancellation letter in French that you can send to your provider to Stop all charges and Fees.



How fast will your broadband be?

Quite simply, we will give you the fastest broadband you can get up to **28 Mega Bytes**.

The speed will depend on how close you live to the exchange, what your wiring is like and how good your line is.



Unlimited* Phone Calls

Select 2 countries of your choice and get Free Unlimited* calls to the landlines 24/7.

You can select more destinations for 1^{95€/mth} only.



It's easy to get up and running

Very easy to switch to: we will take care of everything, including transferring your existing number.

We will let you know when your 'go-live' date is and send you everything you need to get it set up.

Our step-by-step instructions in English make it all really simple.



Free English Support

Our technical experts are well-qualified and delighted to provide all the support you need in English or French for Free.



WiFi PRO Modem

- WiFi connection on B / G / N on 300 Mb/s to connect PC, Apple, iPad, iPhone...
- 4 plugs (RJ45) to connect 4 computers or devices by cables.
- 2 plugs (RJ11) to connect telephones & Fax
- 1 USB port for Print Sharing or Media.
- Speed ADSL+, ADSL2+ & VDSL2 ready
- FireWall ON



Will I lose internet access when switching over?

It is a smooth process: you will continue to get service from your current provider right up until the day you go live (in 99% of the cases). If ever your service is down, we will do our best to keep downtime to a minimum.

Keep your line rental live ? (optional)

When switching all your services through your Internet connection, **you will save on calls and on your line rental.**

Same for any provider: If your Internet connection is down (fail) you will not be able to issue nor receive any calls until the service is repaired.

Phonexpat wishes to **guarantee savings and security** by recommending you to keep your line rental live (optional).

This will enable your telephone line to stay on when your Internet is down, for 15.⁹⁵€/month.

You will not get any invoices anymore from France Télécom or from other provider.

PureVoice optional

For a maximum comfort, Phonexpat offers you to choose the PureVoice option, enabling you to make your unlimited calls over the classic line, without having to go through the internet.

(You can take this option only if you keep the line rental live).

Benefits

- High quality voice sound
- Operates when modem off
- Unlimited calls without VOIP
- All telephone sockets can be used unlimited*



1- Customer information

web.com

| | | |
|---|---|--------------------------------|
| Mrs Miss Mr <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | Date of birth day/month/year / / | Address: Postcode: City: |
| Last Name: | Tel: | Email : |
| First Name: | Mobile: | UK Tel: |

2- Infinity Package

Broadband + Free voip* calls 2 countries
 29^{95€}/month for 6 months
 34^{95€}/month after
You keep the same number

Choose

I stop my line rental: 0€/month
+Free voip calls landlines for 2 countries included
+5 months Free calls* to French mobiles included
 6^{95€}/month after to French mobiles optional

I keep my line rental: + 17^{95€}/month
Free voip calls landlines for 2 countries
TravelPhoneBox included

↓ Phone number to be connected ↓

/..... /..... /..... /..... /..... /..... /..... /..... /..... /.....

Select 2 countries for free unlimited calls*.

| | | | | | |
|--------------------------|-----------|--------------------------|---------|--------------------------|----------|
| <input type="checkbox"/> | Argentina | <input type="checkbox"/> | Canada | <input type="checkbox"/> | France |
| <input type="checkbox"/> | Australia | <input type="checkbox"/> | China | <input type="checkbox"/> | Germany |
| <input type="checkbox"/> | Austria | <input type="checkbox"/> | Cyprus | <input type="checkbox"/> | Greece |
| <input type="checkbox"/> | Brazil | <input type="checkbox"/> | Denmark | <input type="checkbox"/> | HongKong |
| <input type="checkbox"/> | Belgium | <input type="checkbox"/> | Finland | <input type="checkbox"/> | Ireland |

Choose more countries for only 1^{95€}/country/month

| | | | | | |
|--------------------------|-------------|--------------------------|-----------|--------------------------|-------------|
| <input type="checkbox"/> | Italy | <input type="checkbox"/> | Poland | <input type="checkbox"/> | Sweden |
| <input type="checkbox"/> | Luxembourg | <input type="checkbox"/> | Portugal | <input type="checkbox"/> | Switzerland |
| <input type="checkbox"/> | Netherlands | <input type="checkbox"/> | Russia | <input type="checkbox"/> | Taiwan |
| <input type="checkbox"/> | NewZealand | <input type="checkbox"/> | Singapore | <input type="checkbox"/> | UK |
| <input type="checkbox"/> | Norway | <input type="checkbox"/> | Spain | <input type="checkbox"/> | USA |

3- Telephone options (compatible on Classic &/or Voip lines)

0^{95€}/option / month

| | |
|---|---|
| <input type="checkbox"/> Message service (Answering machine) (Classic & Voip lines) | <input type="checkbox"/> Call transfer (Classic & Voip lines) |
| <input type="checkbox"/> Number Display (Classic & Voip lines) | <input type="checkbox"/> EX Directory: red < or > orange (Classic & Voip lines) |
| <input type="checkbox"/> Name Display (Classic line) | <input type="checkbox"/> UK Phone Number in France (Voip lines) 2 ^{95€} /mth |
| <input type="checkbox"/> Call signal (Classic line) | <input type="checkbox"/> TravelPhoneBox Worldwide Free Calls 7 ^{95€} /mth |

4- Technical information

| | |
|---|--|
| Modem/router rental : 2 ^{95€} / month | How did you know Phonexpat: |
| Free invoice by email: Yes <input type="checkbox"/> No <input type="checkbox"/> | Home alarm system : Yes <input type="checkbox"/> No <input type="checkbox"/> (if yes, keep your classic line live) |

5- Acceptance of the modalities

► By signing this application form I authorize the transfer of my line rental and the phone number to STRAGEX Phonexpat. Offer reserved for the individuals. STRAGEX Phonexpat reserves the right to cancel the contract or to charge the calls on the basic rates if we notice abnormal, excessive phone traffic more than 100 different numbers called/month. The telephone options, free calls & the "Unlimited calls" do not include calls towards 08, 09 phone box nb°, all the special numbers & mobiles. The customer can subscribe to the Unlimited French mobiles option. The calls transferred towards French mobiles are not free & charged on the basic rates. Free Calls: *The first 30 minutes per call are free after which the extra minutes will be charged at the basic low rates. The Infinity offer does not allow to make unlimited phone calls from the original landline only if the customer subscribes to the PureVoice option. 12 months fixed period contract & 3 months cancellation notice. Each item is paid one month in advance. Free invoice by email or 1.37€ by post.. Activation fee 59€, non-return modem or & the TravPhoneBox in good working order 118.80€/box, service cancellation 49€, transfer of subscription to another line 59€. TravelPhoneBox box sale 29€. The Infinity activation period can take from a few days up to 6 weeks. If you have an alarm system, it must be equipped by an ADSL filter & you have to keep the classic line live.

► En signant ce formulaire de mandat, vous autorisez (A) STRAGEX « Phonexpat » à envoyer des instructions à votre banque pour débiter votre compte, et (B) votre banque à débiter votre compte conformément aux instructions de STRAGEX « Phonexpat ». Vous bénéficiez du droit d'être remboursé par votre banque selon les conditions décrites dans la convention que vous avez passée avec elle. Une demande de remboursement doit être présentée dans les 8 semaines suivant la date de débit de votre compte pour un prélèvement autorisé.

6- Payment by SEPA Recurring Direct Debit - ICS:FR29ZZZ464312 STRAGEX Phonexpat: 11 rue Ourches Bat i -78100-St Germain en Laye

By signing this mandate form, you authorize Stragex Phonexpat to send instructions to your bank in order to debit your account, and your bank to debit your account as instructed by Stragex Phonexpat. You have the right to be refunded by your bank as described in your banking convention conditions. A refund request must be presented within 8 weeks following a given authorized direct debit date.

| | |
|--|---|
| Customer information | Bank name and address |
| Your name: | Bank name: |
| Address: | Address: |
| Postal C / City: | Postal C / City: |
| Account to debit. As printed on your RIB or on the bank statement | IBAN International Bank Account Number |
| | BIC Bank Identifier Code |

Date

Signature

Attach the invoice of your provider & your Bank RIB >> Complete, sign & return it by fax or by mail

