

Included services and options

Included services

- One telephone number for each country you have subscribed to
- Free incoming calls in the Transatel countries subscribed, on the activated line ⁽¹⁾
- Free voicemail check⁽²⁾: from the Transatel countries
- Voicemail via Internet: access to your voicemail through the Internet
- Call display service / call waiting service
- Itemised invoice available on the Internet: your last 12 invoices can be downloaded in Excel format
- Portability: free transfer of your old numbers to a Transatel mobile SIM card⁽³⁾. Service not available for Swiss lines.
- International service and roaming in more than 160 countries
- Carry over minutes / SMS⁽⁴⁾: the remaining minutes and text messages would automatically be transferred to the next month
- Tariff plan modification: on simple call to your customer service, the tariff modification will start at the beginning of the next month: Always free for the EasyBorder plan and the first one is free for the EasyPass plan⁽⁵⁾
- Follow-me: (this service can be deactivated on demand) 30 min offered per month only with EasyBorder

Options (extra per month)

- 6 months subscription (not possible if you want to keep your Dutch number)

VAT excl.	VAT incl.			
	France	Belgium	Luxembourg	Netherlands
€2 / month	€2.39	€2.42	€2.30	€2.38
- Multi-countries Internet & emails options: see Internet & emails tariffs
Surf on the Internet and receive your email on your telephone
- International optimum:
Your international calls even less expensive
See International section for tariffs per country

€2 / month	€2.39	€2.42	€2.30	€2.38
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- M-Fax: we provide you a fax number which allows you to Receive fax messages on your email

€2 / month	€2.39	€2.42	€2.30	€2.38
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- Follow-me: outside the package per minute (forwarding from one country to another in the subscribed countries)

€0.18 / min	€0.22	€0.22	€0.21	€0.21
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- Option Ultimate 1h or 3h:
Receive 1 or 3 hours of follow-me in each country you subscribed to

1h	€9 / month	€10.76	€10.89	€10.35	€10.71
3h	€18 / month	€21.53	€21.78	€20.70	€21.42
- 40, 80 or 160 texts packages:
National package only available for France or Belgium

40 texts	€3 / month	€3.59	€3.63	€3.45	€3.57
80 texts	€5 / month	€5.98	€6.05	€5.75	€5.95
160 texts	€9 / month	€10.76	€10.89	€10.35	€10.71
- Unlimited calls from French line:
Monday to Friday - 8AM to 8PM

To french landlines	€19 / month	€22.72	€22.99	€21.85	€22.61
To French Transatel & Bouygue numbers	€14 / month	€16.74	€16.94	€16.10	€16.66

General terms and conditions: All tariffs include VAT, the VAT rate applied depends on the invoicing country: VAT BE: 21%, VAT FR: 19,6%, VAT LU: 15%, VAT NL: 19%. Calls are charged by the second after the first minute. Standard subscription for a minimum duration of 12 months. The subscription to the Transatel services requires payment by direct debit, except in case of payment by credit card. SIM card activation fee: €15 VAT excluded (€17.94 VAT FR - €18.15 VAT BE - €17.25 VAT LU - €17.85 VAT NL). In the case of a telephone acquisition superior to €50 VAT excluded (€59.8 VAT FR - €60.5 VAT BE - €57.5 VAT LU - €59.5 VAT NL) the total payment will be required before sending. ⁽¹⁾Transatel countries: France, Switzerland, Luxembourg, Belgium, Netherlands. ⁽²⁾ Calls toward voicemail are free from the lines of the countries you have subscribed to. ⁽³⁾ A Dutch number can only be ported to another Dutch operator (porting OUT) once the number has been active for a minimum period of 12 months, counted from the date of activation of this number by Transatel, this is in conformity with the rules determined by the Dutch telecom regulatory body OPTA. ⁽⁴⁾ This credit can only be used when the current communication credit is over, these minutes can only be used in the following month and can not be accumulated. ⁽⁵⁾ You can change your tariff plan whenever you want by contacting your customer service: the first modification is free, then you will be charged of €15 VAT excluded (€17.94 VAT FR - €18.15 VAT BE - €17.25 VAT LU - €17.85 VAT NL) for a package cheaper than your current one. Other tariffs services: services in the @ Transatel menu, see s www.transatel-mobile.com, modification of the invoicing country or subscriber €15 VAT excluded (€17.94 TVA FR - €18.15 VAT BE - €17.25 VAT LU - €17.85 VAT NL), SIM card replacement €25 VAT excluded (€29.90 VAT FR - €30.25 VAT BE - €28.75 VAT LU - €29.75 VAT NL), temporary line suspension €15 VAT excluded (€17.94 VAT FR - €18.15 VAT BE - €17.25 VAT LU - €17.85 TVA NL), SIM card unblocking €15 VAT excluded (€17.94 VAT FR - €18.15 VAT BE - €17.25 VAT LU - €17.85 VAT NL), change of phone number €30 VAT excluded (€35.88 VAT FR - €36.30 VAT BE - €34.50 VAT LU - €35.70 VAT NL), deposit if billing outside the Transatel zone €300 per user (€358.80 VAT FR - €363 VAT BE - €345 VAT LU - €357 VAT NL), deposit if payment on bill or opening of 8 lines or more €150 VAT included per user with (or a reduction of €50 if desactivation of the Internet Mobile service or roaming at the operator). Breach of subscription contract for non-payment of bills: minimum €30 VAT excluded (€35.88 VAT FR - €36.30 VAT BE - €34.50 VAT LU - €35.70 VAT NL)+ interest rate of 1.5 times the legal rate applied to outstanding bills after formal notice, and applied as of deadline date of payment.