

NEW LINE INSTALLATION MANAGEMENT



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100

NEED A NEW TELEPHONE LINE INSTALLED?

*Let UK Telecom manage the
whole process for you.*



Opt for our Concierge service and we'll manage and coordinate every aspect of your landline installation, regardless of whether it's a new or transferred service.

A hassle free way to manage your landline installation.

We can manage every aspect of your line activation with France Telecom, making sure costs are kept to the minimum and engineers work is properly managed.

Your line will automatically be transferred to UK Telecom when activated (you may, however receive one bill from France Telecom regarding line rental, this should be reimbursed by France Telecom).

Additional charges may be rendered by France Telecom based on the specific circumstances of your installation.

BROADBAND SERVICES



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100



Enjoy high speed internet access 24/7 just like at home with one of our Broadband packages.

With prices starting from €24.95 a month, including free calls and free access to UKTV there's a package to suit every pocket so call us today on **01483 477 100** to discuss your requirements with one of our UK based advisors.

It's not all about the sale with us - we have a free English speaking technical helpline for all of our customers.

BROADBAND WITH A LANDLINE*

FROM
€24.95
PER MONTH

Get great quality broadband, line rental and a call package. You also get an additional VoIP line, meaning that you can plug an extra telephone handset directly into the modem.

Call packages available with a landline

120 min to French & UK mobiles and landlines (this package is only available on the regular landline).

Talk Landline:

Unlimited calls to landlines in France and UK .

Talk Anglo:

Unlimited calls to landlines within 6 countries: UK, France, Ireland, Australia, USA and Canada (+ mobiles in USA & Canada).

Talk Internet:

Unlimited calls to landlines within 100+ destinations.
(This package is only available on the VoIP line).

* subject to taking line rental at €17.96

VOIP BROADBAND WITHOUT A LANDLINE

FROM
€36.90
PER MONTH

Enjoy all the benefits of Broadband as well as free calls, unlimited Technical Support, free access to UKTV, and no line rental agreements - saving you up to **€215 a year**.

With our VoIP Broadband package, the normal telephone line is partially disabled so there is no separate line rental charge.

This also means if the broadband stops working so does the telephone, so if you live in an area where mobile signal is poor or you do not have a mobile this risk may outweigh the benefits of the lower costs.

With this service, the telephone handset is plugged directly into the modem. If you plug a telephone handset into the telephone socket, you won't get any dialling tone.

A minimum broadband speed of at least 2Mbps with this package, to make sure that the telephone line works properly. Please call us for a free check to see if your line is eligible for this package.

Call package available

Talk Internet: Unlimited calls to landlines within 100+ destinations (included).

FREE SERVICES



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UKDIRECT2U LOW COST CALLS FROM UK TO FRANCE

Wish your friends, family and colleagues could pay low call rates to reach you when you're abroad?

If so, why not claim your free **UKDirect2U** number from UKTelecom - an 0844 low rate UK number that connects directly with your French landline. Callers will pay just 3p per minute calling this 0844 number compared with BT's charge of 40p per minute. (Please note that a connection charge will be applied by their UK provider, typically 12p.)

There's no contract for this service and it's completely free, exclusively from UKTelecom. We can set it up in minutes.

Contact us to find out more about this exciting offer:

+44 1483 477 100 / 0805 631 632

enquiries@uktelecom.net www.uktelecom.net



UKTV, FREE ACCESS TO UK CATCH UP TV

Many of us miss our TV from home when we're away for a long period of time, so we're offering you up to 15Gb and catch up TV from the UK when you have broadband with us.

SERVICES



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100

PRODUCT NAME	PRODUCT DESCRIPTION	MINIMUM CONTRACT	PRICE (INC. VAT)
Line Installation Management	We manage your telephone line activation with France Telecom*		€48.00
Line Rental	Landline + 120 minutes of free calls to French and UK mobiles and landlines ** Free for 3 months	1 month	€17.96 + €3.50pm after 3 months
Talk Landline	Unlimited calls to landlines in France and UK		€12.50
120 min calls	Landlines and mobiles in France and UK		€3.50 pm after 3 months
Talk Anglo	Unlimited calls to landlines within 6 countries (UK, France, Ireland, Australia, USA, Canada + USA & Canada mobiles)		€19.90
Talk Internet	Unlimited calls to landlines within 100+ destinations		€9.99
Broadband	Unlimited broadband ***	12 months	€24.95
VOIP Broadband	Unlimited broadband + unlimited calls to landlines within 100+ destinations / no line rental	12 months	€36.90
UKTV	Free access to catch up UK TV (available with all of our broadband packages)		free up to 10Gb, €7.50 between 10Gb and 30Gb, €17.50 above 30Gb
UKdirect2U	Get your landline converted into a 0844 number that you can pass to your friends and family in UK, so that they can call you on a cheap rate		FREE
Satellite Internet	Data allowance of 10Gb, 25Gb, 40Gb and uncapped	1 month	From €34.99
Worldfone	VoIP line through the satellite - unlimited calls to landlines within 6 countries (UK, France, Ireland, Australia, USA, Canada + USA & Canada mobiles)	1 month	From €9.99
Smartbel	The Smartbel is a device allowing you to answer your front door via your mobile or landline phone	Special Offer	Was €145.00 Now €99.00

VOIP: voice over internet calls

* France Telecom standard connection charges will apply

** Pay as you go

*** Line rental required

Please note that a broadband activation fee applies:

Broadband: **€30.00**

VoIP broadband: **€35.00**

Satellite: **€36.00**

TELEPHONE TARIFF



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100

Country	Pay as you go	Talk Landline	Talk Anglo
LANDLINE			
France	2.99	INCLUDED	INCLUDED
United Kingdom	2.99	INCLUDED	INCLUDED
Australia	5.10	5.10	INCLUDED
Canada	5.29	5.29	INCLUDED
Ireland	5.06	5.06	INCLUDED
USA	5.00	5.00	INCLUDED
Belgium	4.00	4.00	4.00*
China	4.68	4.68	4.68*
Denmark	4.16	4.16	4.16*
Germany	3.72	3.72	3.72*
Hong Kong	4.27	4.27	4.27*
Italy	4.49	4.49	4.49*
Netherlands	4.74	4.74	4.74*
New Zealand	5.02	5.02	5.02*
Norway	3.96	3.96	3.96*
Poland	5.10	5.10	5.10*
Portugal	4.78	4.78	4.78*
Singapore	3.99	3.99	3.99*
Spain	3.86	3.86	3.86*
Sweden	4.12	4.12	4.12*
Switzerland	5.53	5.53	5.53*

MOBILE			
United Kingdom	31.20	31.20	31.20
United Kingdom (3 Mobile)	37.00	37.00	37.00
France	22.00	22.00	22.00
Canada	5.29	5.29	INCLUDED
USA	5.00	5.00	INCLUDED

NON GEO UK LANDLINE			
<i>These are non Standard UK Landlines so are charged at a higher rate.</i>			
UK 0800	28.00	28.00	28.00
UK 0845	28.00	28.00	28.00
UK 0870	28.00	28.00	28.00
UK 070	94.00	94.00	94.00

All prices are € cents per minute and include tax.

*Please note a one off **€0.12** connection charge for pay as you go calls to landlines and **€0.19** connection charge for pay as you go calls to mobiles. This fee also applies to all calls not included in an unlimited package however does not apply to calls included in an unlimited package.*

conversion rate to £'s is the UK Post Office rate on the day of billing and part minutes are rounded up to the next 10 seconds.

You may Swap one country in Talk Anglo pack with any country listed with an asterisk*

VOIP DESTINATIONS



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100



DESTINATIONS INCLUDED IN VOIP BROADBAND AND TALK INTERNET

France and Overseas Territories

Metropolitan France, French Guyana, Guadeloupe, Martinique, Réunion, Saint Bartholomew (St Barts), Saint Martin, Saint-Pierre and Miquelon.

Europe

Azores, Germany, Andorra, England, Austria, Albania, Balearic Islands, Belgium, Bosnia-Herzegovina, Bulgaria, Canaries, Cyprus, Croatia, Denmark, Scotland, Spain, Estonia, Finland, Georgia, Gibraltar, Greece, Guernsey, Hungary, Faroe Islands, Ireland, Northern Ireland, Iceland, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Norway, Netherlands, Wales, Poland, Portugal Czech Republic, Romania, Russia, San-Marino, Slovakia, Slovenia, Sweden, Switzerland, Vatican.

Africa & Middle-East

South Africa, Bahrain, Brunei, Israel, Jordan, Morocco, Turkey.

Americas

Bahamas, Bermuda, Brazil, Canada (including mobiles), Chile, Colombia, Costa Rica, United States (including mobiles), Guyana, Cayman Islands, Easter Island, US Virgin Islands, Panama, Paraguay, Peru, Puerto Rico, Trinidad and Tobago, Venezuela.

Asia & Oceania

Australia, China, Christmas Islands, South Korea, Guam, Hong-Kong, North Mariana Islands, India, Indonesia, Japan, Macao, Malaysia, New-Zealand, American Samoa, Singapore, Taiwan, Thailand.

SATELLITE BROADBAND

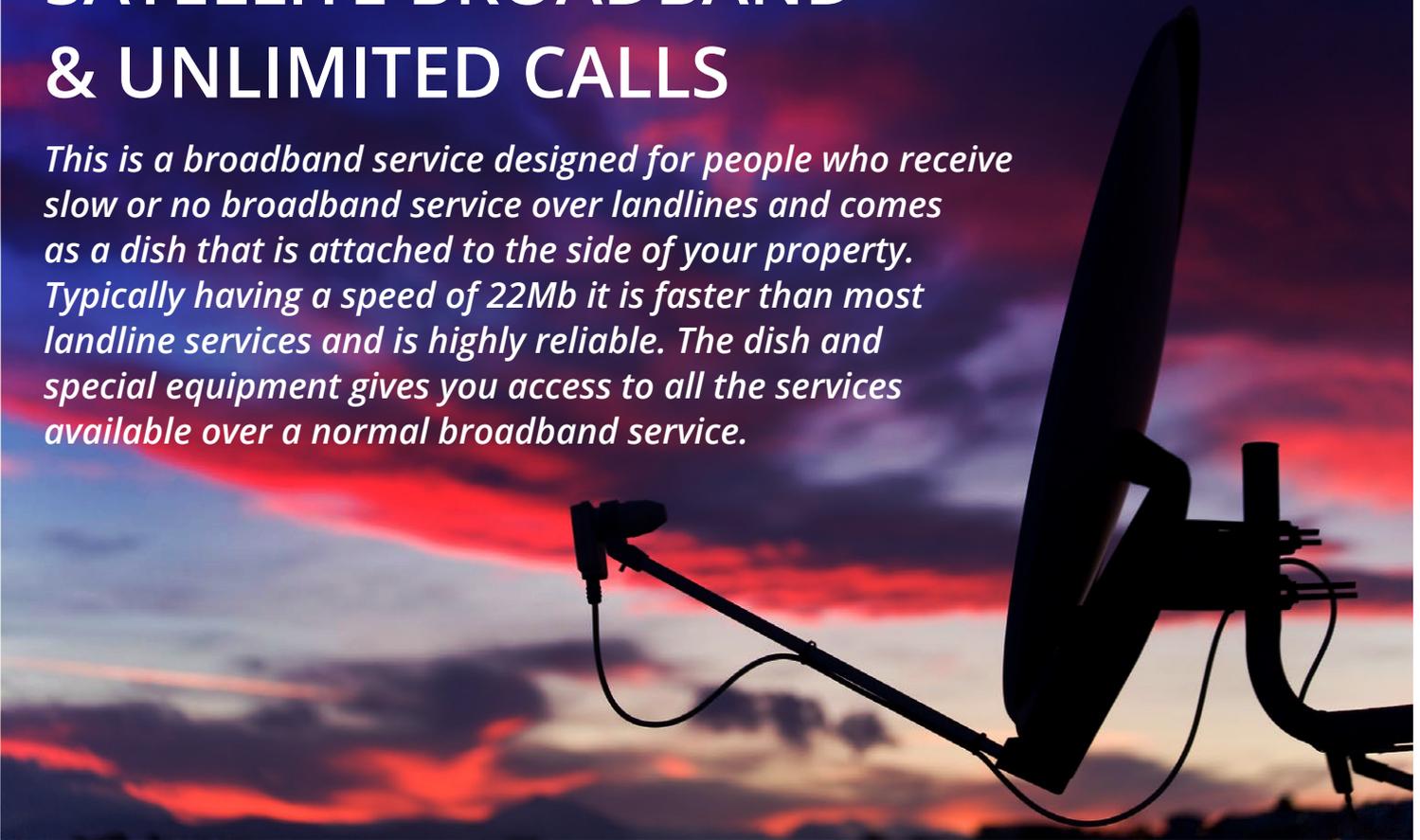


WWW.UKTELECOM.NET

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SATELLITE BROADBAND & UNLIMITED CALLS

This is a broadband service designed for people who receive slow or no broadband service over landlines and comes as a dish that is attached to the side of your property. Typically having a speed of 22Mb it is faster than most landline services and is highly reliable. The dish and special equipment gives you access to all the services available over a normal broadband service.



PROFESSIONAL INSTALLATION AND SUPPORT IN ENGLISH

- ✓ *best value phone and satellite deal*
- ✓ *save €200 every year - no line rental*
- ✓ *competitive call package*
- ✓ *have both UK and French numbers*
- ✓ *free landline calls*
- ✓ *keep your existing French number*

Contact us to find out more about this exciting offer:

+44 1483 477 100 | 0805 631 632

enquiries@uktelecom.net | www.uktelecom.net

ONLY AVAILABLE THROUGH UK TELECOM

Worldfone is a VOIP telephone service which Satellite customers can use instead of having a regular landline. No more line rental cost.

One fixed price will cover the rental of your telephone number as well as all outgoing calls included in your package (Destinations included are: landlines UK, France, Ireland, Australia, landlines & mobiles USA & Canada – option to swap one country – visit our website or call us for more details).

You can choose to have a French or UK telephone number – but you can also transfer your existing France Telecom number if you already have one!



You can use this with any broadband service, so if you spend half your time travelling, then just plug this in wherever you are and you'll never miss a call again.

Worldfone comes as a small box which you connect between your telephone and your modem, or as a full telephone handset with box built in which you connect directly into your modem – the options are yours to choose from.



Worldfone allows you to make phone calls as well as be called wherever you are in the world, all you need is an Internet access where you can connect your box to. Your telephone number will remain the same no matter where you are!

FAQ'S

Can I use my own equipment?

Yes, you may use your own telephone if you opt for the Worldfone box instead of the handset. You must use either the box or the handset which will be pre-configured to access our server so you may use the voice service.

Do I have to take an unlimited call package?

Yes, no pay as you go option is available on this service. However, the fixed price combining the rental of the telephone number plus the call package costs less than a regular line rental without calls included!

Please contact us or visit our website for call rates per destination not included in the package.

Is there a delay when making calls?

Yes, there can be a slight delay corresponding to the latency of the Satellite service (time it takes for the signal to get up and down from a satellite 22,000 miles high).

How much data will I use when I use the phone?

If you were to spend 1 hour on the phone everyday this would use up approximately 2Gb of Satellite data per month.

If you have any further questions contact us:

+44 1483 477 100 / 0805 631 632

enquiries@uktelecom.net www.uktelecom.net

PURCHASE APPLICATION FORM



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100

PERSONAL INFORMATION

TYPE INTO THE FIELDS BELOW AND SIGN ON A PRINTED COPY

CONTACT DETAILS	TITLE:	<input type="text"/>	FIRST NAME:	<input type="text"/>	LAST NAME:	<input type="text"/>	
	EMAIL:	<input type="text"/>			MOBILE:	<input type="text"/>	
FRENCH ADDRESS	ADDRESS:	<input type="text"/>				POSTCODE:	<input type="text"/>
	TOWN:	<input type="text"/>	COUNTRY:	<input type="text"/>	TEL. (FR):	<input type="text"/>	
	ALTERNATIVE ADDRESS	ADDRESS:	<input type="text"/>				POSTCODE:
	TOWN:	<input type="text"/>	COUNTRY:	<input type="text"/>	TEL. (UK):	<input type="text"/>	

PURCHASE CONTRACT AND SERVICE SELECTION

TICK

Satellite Service	Download & upload speeds	Monthly Data	**Hardware & Modem Costs	**Installation Cost	Monthly Charge	
Tooway 10Gb	22Mb 6Mb	10Gb	€329.99	upon request	€34.99	<input type="checkbox"/>
Tooway 25Gb	22Mb 6Mb	25Gb	€279.99	upon request	€54.99	<input type="checkbox"/>
Tooway 40Gb	22Mb 6Mb	40Gb	€259.99	upon request	€74.99	<input type="checkbox"/>
Tooway Extra	22Mb 6Mb	Uncapped*	€229.99	upon request	€99.99	<input type="checkbox"/>

* Tooway Extra usage unrestricted to 35Gb - limited between 35Gb and 100Gb - emails up to 10Mb + web browsing unlimited. Tooway 25Gb / Tooway 40Gb / Tooway Extra have unlimited usage during the night.

** Please note that an initial upfront payment is necessary for the installation and hardware costs by credit or debit card.

PURCHASE CONTRACT, ACTIVATION FEE & SET UP FEE

TICK

1 month + €36.00	<input type="checkbox"/>
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OPTIONAL EXTRAS

PRICE

TICK

Professional Installation	upon request	<input type="checkbox"/>
Self Install / Delivery Charge	€99.99	<input type="checkbox"/>
Wireless Router	€59.95 (you may use your own)	<input type="checkbox"/>
Booster Token (1Gb)	€15.00	<input type="checkbox"/>

TELEPHONE OPTIONS

PRICE

TICK

Unlimited calls to landlines (including landline & mobiles USA/Canada)	€9.99 per month UK, France, Ireland, Australia, USA & Canada with the option to swap one country.	<input type="checkbox"/>
Voip Box ...	€90.00 (use your own phone)	<input type="checkbox"/>
... or Voip Phone	€129.99 (phone and box combined)	<input type="checkbox"/>
French Landline Number	€6.00 per month rental	<input type="checkbox"/>
UK Landline Number	€7.50 per month rental	<input type="checkbox"/>
Porting of French and UK Nos.	€60.00 (one off charge per number)	<input type="checkbox"/>

Desired Activation Date: (Please allow 2-3 weeks to activate from sign up.) Existing Customer:

I/we have read, understood & agree to the full terms and conditions which can be found at www.uktelecom.net

Signature(s):

[Click here for a cancellation letter template for your current provider](#)

RENTAL APPLICATION FORM



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100

PERSONAL INFORMATION

TYPE INTO THE FIELDS BELOW AND SIGN ON A PRINTED COPY

CONTACT DETAILS	TITLE:	<input type="text"/>	FIRST NAME:	<input type="text"/>	LAST NAME:	<input type="text"/>	
	EMAIL:	<input type="text"/>			MOBILE:	<input type="text"/>	
FRENCH ADDRESS	ADDRESS:	<input type="text"/>				POSTCODE:	<input type="text"/>
	TOWN:	<input type="text"/>	COUNTRY:	<input type="text"/>	TEL. (FR):	<input type="text"/>	
	ALTERNATIVE ADDRESS	ADDRESS:	<input type="text"/>				POSTCODE:
	TOWN:	<input type="text"/>	COUNTRY:	<input type="text"/>	TEL. (UK):	<input type="text"/>	

RENTAL CONTRACT AND SERVICE SELECTION

TICK

Satellite Service	Download & upload speeds	Monthly Data	**Hardware & Modem Costs	**Installation Cost	Monthly Charge	
Tooway 10Gb	22Mb 6Mb	10Gb	€0	upon request	€37.90	<input type="checkbox"/>
Tooway 25Gb	22Mb 6Mb	25Gb	€0	upon request	€57.90	<input type="checkbox"/>
Tooway 40Gb	22Mb 6Mb	40Gb	€0	upon request	€77.90	<input type="checkbox"/>
Tooway Extra	22Mb 6Mb	Uncapped*	€0	upon request	€102.90	<input type="checkbox"/>

* Tooway Extra usage unrestricted to 35Gb - limited between 35Gb and 100Gb - emails up to 10Mb + web browsing unlimited.
Tooway 25Gb / Tooway 40Gb / Tooway Extra have unlimited usage during the night.

** Please note that an initial upfront payment is necessary for the installation and hardware costs by credit or debit card.

RENTAL CONTRACT, ACTIVATION FEE & SET UP FEE

TICK

24 months + €36 + €125

OPTIONAL EXTRAS

PRICE

TICK

Professional Installation	From €199.99	<input type="checkbox"/>
Self Install / Delivery Charge	€99.99	<input type="checkbox"/>
Wireless Router	€59.95 (you may use your own)	<input type="checkbox"/>
Booster Token (1Gb)	€15.00	<input type="checkbox"/>

TELEPHONE OPTIONS

PRICE

TICK

Unlimited calls to landlines (including landline & mobiles USA/Canada)	€9.99 per month UK, France, Ireland, Australia, USA & Canada with the option to swap one country.	<input type="checkbox"/>
Voip Box ...	€90.00 (use your own phone)	<input type="checkbox"/>
... or Voip Phone	€129.99 (phone and box combined)	<input type="checkbox"/>
French Landline Number	€6.00 per month rental	<input type="checkbox"/>
UK Landline Number	€7.50 per month rental	<input type="checkbox"/>
Porting of French and UK Nos.	€60.00 (one off charge per number)	<input type="checkbox"/>

Desired Activation Date: (Please allow 2-3 weeks to activate from sign up.) Existing Customer:

I/we have read, understood & agree to the full terms and conditions which can be found at www.uktelecom.net

Signature(s):

LANDLINE, CALLS AND BROADBAND APPLICATION FORM



WWW.UKTELECOM.NET

TEL: 0805 631632 / +44 1483 477100

PERSONAL INFORMATION

TYPE INTO THE FIELDS BELOW AND SIGN ON A PRINTED COPY

CONTACT DETAILS	TITLE:	<input type="text"/>	FIRST NAME:	<input type="text"/>	LAST NAME:	<input type="text"/>
	EMAIL:	<input type="text"/>			MOBILE:	<input type="text"/>
FRENCH ADDRESS	ADDRESS:	<input type="text"/>				
		<input type="text"/>	POSTCODE:	<input type="text"/>		
	TOWN:	<input type="text"/>	COUNTRY:	<input type="text"/>	TEL. (FR):	<input type="text"/>
ALTERNATIVE ADDRESS	ADDRESS:	<input type="text"/>				
		<input type="text"/>	POSTCODE:	<input type="text"/>		
	TOWN:	<input type="text"/>	COUNTRY:	<input type="text"/>	TEL. (UK):	<input type="text"/>

LANDLINE AND CALLS

LANDLINE

Line rental €17.96 /month
1 month contract

UKDirect2U number
(free option)

CALLS

120 minutes of free calls to French and UK mobiles and landlines for up to 3 months (€3.50/month thereafter, simply call us if you wish to have this option removed).

Talk Landline €12.50 /month
(subject to taking line rental)
1 month contract

Talk Anglo €19.90 /month
1 month contract

Pay As You Go calls from 0.0299/min
1 month contract

Landline installation Management €48.00 (subject to taking line rental)

Have you already been registered with France Telecom ?

- *previous phone number:*

Profession:

Property type: *House* *Flat*

House or flat number: *Floor:*

Previous line owners name and/or phone number

Neighbour's name and phone number:

Do you own the property? *Yes* *No*

Is it a newly built property? *Yes* *No*

Are there sockets in the house? *Yes* *No*

Desired activation date:

(NB: Always depends upon FT's availability) Please note we cannot guarantee the date above as we are reliant on the next appointment with FT. If you are a new France Telecom customer or are a returning customer who has cancelled with France Telecom more than 6 months ago, you will have to provide us with a photocopy of your passport and RIB.

Whilst every care is taken to process your instructions carefully we cannot be held responsible for errors, omissions or failures of 3rd Parties.

LANDLINE OPTIONS

Free options:

3651 Choose to withhold your number

3131 Find out who tried to contact you

Number permanently withheld

Registered in French Directory

Other:

Number display **OR** Name display **€1/month**

Message service (Answerphone) **€1/month**

Transfert of calls **€1/month**

Call waiting **€1/month**

CONTINUED OVERLEAF

BROADBAND

BROADBAND SERVICES

Broadband with a line €24.95 /month (subject to taking the line rental)

12 month contract

VoIP Broadband €36.90 /month

+ unlimited VoIP calls to 100+ destinations included
12 month contract

BROADBAND OPTIONS

Talk Internet €9.99 /month

This option will replace any other VoIP calls option already included with Broadband and Broadband with a line

Access to UKTV via iPlayer (free up to 10Gb)

EQUIPMENT

*** Modem purchase €60.00**

Guaranteed for 12 months

OR

*** Modem rental €3.00 /month**

Guaranteed throughout rental period

**Modem required for all broadband services.*

How would you like to be updated about your order?

Email: Phone call: Text message:

COMMENTS:

Declaration: I confirm that I am the holder of the Telephone Line stated. I hereby give UK Telecom the right to route my calls from the telephone line stated and also Internet services if requested and agree to the Terms & Conditions. We hereby authorize UKTelecom to debit my account using Direct Debit/Prelevement 14 days after invoice date.

I/we have read, understood & agree to the full terms and conditions which can be found at www.uktelecom.net

Signature: Date:

Ensure that you have included the following items :

- This form duly filled in with your bank details, and signature on both sections.
- A printed RIB (Releve d'identite bancaire) slip from your bank (for line installation only).
- A photocopy of your passport photograph page.

PLEASE RETURN TO:

UKTelecom LTD
Prior House
35 Sydenham Road
Guildford, Surrey
GU13RX
United Kingdom





Direct Debit Form

UK Telecom Ltd
Prior House, 35 Sydenham Road, Guildford GU1 3RX



Originator's Identification Number

4 0 7 1 1 4

Name and full address of your bank or building society branch:

The Manager:

Bank/Building Society:

Address:

Postcode:

Branch Sort Code:

Instruction to your Bank / Building Society to pay by Direct Debit

Name(s) of account holder(s):

Banks/Building Societies may decline to accept instructions to pay Direct Debits from some types of account.

Banks/Building Society account number:

Your instruction to the bank/building society and signature(s)

Please pay UKTelecom Ltd. Direct Debits from the account detailed on this instruction subject to the safeguards assured by the direct debit guarantee. I understand that this instruction may remain with UKTelecom and if so, details will be passed electronically to my bank or building society

Signature:

Date:



Mandat de prélèvement SEPA

En signant ce formulaire de mandat, vous autorisez UK Telecom Ltd à envoyer des instructions à votre banque pour débiter votre compte, et votre banque à débiter votre compte conformément aux instructions de UK Telecom Ltd.

Débiteur

Nom

Adresse

Code postal

Ville

Pays

Créancier

Identifiant créancier SEPA : **FR44ZZZ517683**

UK Telecom Ltd

Prior House, 35 Sydenham Road, Guildford GU1 3RX

Compte débiteur

IBAN

BIC

Paiement **Récurrent**

Fait à _____ le _____

Signature

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 huit semaines suivant la date de débit de votre compte pour un prélèvement autorisé, sans tarder et au plus tard dans les treize mois en cas de prélèvement non autorisé.