



PRICE GUIDE

Valid as of 1st Mar 2020

JOi Mobile services are intended for ES residential customers.

All prices are expressed in EUR, (21 %) VAT incl.

An unlocked 3G device is required for JOi Telecom service.

However, to take full advantage of the 4G network, customers must have a 4G enabled and unlocked device.

ACN reserves the right to change the terms and prices in this Price Guide.

ACN Marketing y Servicios de Telecomunicaciones España

S.L. Calle de Las Rejas 11F 28022 Madrid Spain

JOi TARIFFS (VAT incl.) effective 1st Mar 2020

JOi S	9.90 EUR – 12 month binding period
	14.90 EUR – No binding period
Included minutes	Unlimited
Included texts ²	0
Included data ³	5 GB

JOi M	14.90 EUR- 12 month binding period
	22.90 EUR- No binding period
Included minutes ¹	Unlimited
Included texts ²	0
Included data ³	8 GB

JOi L	18.99 EUR- 12 month binding period
	26.99 EUR- No binding period
Included minutes ¹	Unlimited
Included texts ²	0
Included data ³	15 GB

JOi XL	32 EUR- 12 month binding period
	40 EUR- No binding period
Included minutes ¹	Unlimited
Included texts ²	0
Included data ³	40 GB

JOi Tablet 2GB	9.99 EUR- 12 month binding period
	14.99 EUR- No binding period
Included minutes ¹	0
Included texts ²	0
Included data ³	2 GB

JOi Tablet 5GB	17.99 EUR- 12 month binding period
	22.99 EUR- No binding period
Included minutes ¹	0
Included texts ²	0
Included data ³	2 GB

OLD JOi TARIFFS (VAT incl.) prior to 1st Mar 2020

JOi S	12.99 EUR – 12 month binding period
	17.99 EUR – No binding period
Included minutes ¹	100
Included texts ²	0
Included data ³	2 GB

JOi M	17.99 EUR- 12 month binding period
	22.99 EUR- No binding period
Included minutes ¹	100
Included texts ²	0
Included data ³	5 GB

JOi L	23.99 EUR- 12 month binding period
	31.99 EUR- No binding period
Included minutes ¹	Unlimited
Included texts ²	0
Included data ³	8 GB

JOi XL	32.99 EUR- 12 month binding period
	40.99 EUR- No binding period
Included minutes ¹	Unlimited
Included texts ²	0
Included data ³	15 GB

JOi XXL	39.99 EUR- 12 month binding period
	47.99 EUR- No binding period
Included minutes ¹	Unlimited
Included texts ²	0
Included data ³	25 GB

¹ Minutes

- When the allowance is consumed calls are charged 20 cents establishment fee + 10 cents/min VAT incl.
- Unlimited calls to national landlines and mobiles and while roaming in the EU are always subject to Acceptable Usage Policy ([link](#))
- Excluded calls to special pricing services (901, 902, 70X, etc ...) and short numbering
- Use of voice service only for conversations telephone and not for other uses such as "baby monitor", "walkie talkie "or similar.
- The SIM card can only be used on mobile devices. The use in switchboards is prohibited, sim-box, booths or other elements of concentration of telephone traffic in which massive calls are made or for traffic re-routing services.
- Calls made in the circumstances contemplated in the previous two points will be billed at 10cent / min and 20cent of call setup, VAT incl.

² SMS

- 9.70 cents to domestic destinations VAT incl.;

³ Data

- data allowance for national use and EU Roaming only.
- When the allowance is consumed, the download and the upload speeds will be reduced to 4 Kbps until the end of the billing period.
- Additional data Bundles available.

BONUS (VAT incl.)

Data Bundle 500 MB	3.00 EUR
Included data	500 MB
Duration	Within current bill cycle

Data Bundle 1GB	5.00 EUR
Included data	1 GB
Duration	Within current bill cycle

SMS Bundle	2.00 EUR
National SMS	Unlimited
Duration	Within current bill cycle

- Data bonus may be purchased via JOi App or online via MyJOi
- There may be more than 1 bonus purchased within one bill cycle
- Data Bonus 1GB is available to JOi M, JOi L, JOi XL, JOi XXL, JOi Tablet 5GB. JOi S & JOi Tablet 2GB may only purchase Data Bonus 500MB
- Remaining bundles expire with the start of a new bill cycle

OTHER

Prices of international calls are available here: [JOi International Rates](#)

Special Services Rates: [JOi Special Numbers Rates](#)

Roaming Charges: [JOi Roaming Rates](#)

Cancellation Fee Matrix applicable for 12-month binding period tariffs: [JOi Cancellation Fees](#)

OTHER INFORMATION

This section describes other important information, including additional information on Acceptable Usage Policy, additional fees, all available services with JOi, as well as how to contact JOi.

FIRST/LAST MONTH PRO-RATED

Your first month's charges are pro-rated from the date you activate your SIM, or 14 days from the date of your order, whichever is earlier. Your first/last month calls, texts and data allowances (where applicable) are pro-rated in the same way. This means you receive and pay for a proportion of the full monthly allowance. For example, if you order a JOi SIM on the 1st of the month, but don't activate it until the 15th, you will receive and only pay for half the full monthly call, text and data allowance (where applicable) in your first month. Any additional use will be out-of-bundle and charged accordingly.

You can always check how much allowance you have in your JOi App or via MyJOi.

ADDITIONAL FEES (VAT incl.)

Replacement of a lost SIM	7.00 EUR
Failed Payment Fee	20.00 EUR
Reconnection Charge	10.00 EUR

You can change your JOi Mobile number, replace your SIM (if it's stolen or faulty) free of charge.

UPGRADE/DOWNGRADE

You may upgrade/downgrade your JOi Tariff free of charge with a renewed 12 months commitment

CONTACT US

You can also get in touch with us via Chat or by filling in a contact form.