

A Growing Business Opportunity with JOi Mobile



YOU & JOi 

JOi
MOBILE

Did you know? More than one third (37%) of mobile contract customers in the UK will have a SIM-only subscription by the end of 2017. By 2021, this is expected to represent at least 54% of all mobile contracts, as fewer consumers require a handset with their subscription.

Make sure to encourage these customers to take a look at what JOi has to offer, switching a number can be done in a few simple steps!

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For SIM-only your contract term is 12 Months, 30 days* or Pay-as-you-go*. If you have signed up for a 12 Months contract, it will automatically extend for another 12 months, however a 30 day notice period only.

** Free to port at any time*

For Handset+ SIM your contract term is usually 24 Months. Your SIM contract will with 30 days notice unless you upgrade your equipment. If you upgrade your equipment the contract termination is equal to full remaining term.

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General Guidelines followed by Mobile Operators



| | Product | Contract Length | 13 Month forward | Ability to Port Customer |
|--------|--------------------------------------|---------------------------|--|--|
| Case 1 | SIM-only | 12 month | Your contract is renewed however you can cancel at any time subject to 30 days notice | High if outside initial 12 month contract. Cancellation fee equals 1 month service Fee |
| Case 2 | Initial purchase of Handset and Plan | 24 months | You are within your contract commitment, but you will have to pay a termination fee for the remainder of your term equal to the remaining payments for the handset and the service plan | Low unless the contract is near its end |
| Case 3 | Handset upgrade | 24 months | The upgrade of mobile handset renews your contract and SIM contract for an additional 24 months and you will have to pay a termination fee for the remainder of your term equal to the remaining payment for the handset and the service plan. | Low unless the contract is near its end |
| Case 4 | Handset paid off | 12 month contract renewal | Your contract is renewed however the termination policy is much less and you can cancel at any time subject to 30 Days notice | High if outside initial 12 month contract. Cancellation fee equals 1 month service fee |

Changing your provider to JOi is easy!

Start now by following these steps.



| Follow these steps below | Everything Everywhere(EE) | Telefonica O2 | Vodafone |
|---|---|---|---|
| <p>1. Check the current status of the contract</p> | <p>1. Log in to MyEE 2. Click on Menu 3. Choose "Plan & Add-ons" 4. Scroll down page to "Your contract details" are shown</p> | <p>1. Log in to MyO2 2. Selfcare does not show exact contract details but if a contract is active it will show the latest invoices and usage</p> | <p>1. Log in to MyVodafone 2. Choose "Services and Extras" - all the contract details are shown</p> |
| <p>2. Check the notice period</p> | <p>1. Type "Cancel or return" in the search bar 2. Choose "Canceling a contract after 14 days"- requires 30 days notice</p> | <p>1. Type " Cancel or return" in the search bar 2. Check "Leaving O2" - requires 30 days' notice</p> | <p>1. Type " Cancel or return" in the search bar 2. Choose "How to cancel your Vodafone account" > "Pay monthly" > "disconnect your number" or >"take your number to another network" - requires 30 days</p> |
| <p>3. Check the termination charges</p> | <p>1. In thee "Canceling a contract after 14 days" -within the minimum term, termination charges are equal to the remainder monthly fees.</p> | <p>1. Type "Mobile Agreement" in the search bar 2. Check "Your Pay Monthly Mobile Agreement" - within the minimum period, termination charges are equal to the remainder monthly fees</p> | <p>1. Type " Monthly airtime agreement" in the search bar 2. Check "Pay Monthly airtime agreement and charges guide" - within the minimum period, termination charges are equal to the remainder monthly fees + 2% discount</p> |
| <p>4. Cancel or transfer the subscription</p> | <p>Option 1: by phone Call EE on:</p> <ul style="list-style-type: none"> • 150 from EE SIM mobile phone • 07953 966 250 for an EE plan from any other SIM mobile phone • 07953 966 150 for a T-Mobile plan from any phone <p>Then select: option 1>4>2 [for a mobile plan]</p> <p>Option 2: by post EE- Customer Services. 6 Camberwell Way, Sunderland Tyne & Wear SR3 3XN</p> <p>To transfer the number to JOI you will need to request a PAC number [Porting Authorisation Code]</p> | <p>1. Call O2 on 0800 977 7337 2. To transfer the number to JOI, you will need to request a PAC number [Porting Authorisation Code]</p> | <p>1. Call Vodafone on:</p> <ul style="list-style-type: none"> • 191 from Vodafone SIM mobile phone • 03333 040 191 for a Vodafone plan from any other SIM mobile phone • +44 7836 191 191 from abroad <p>2. To transfer the number to JOI you will need to request a PAC number [Porting Authorization Code]</p> |