

MOBILE SERVICES AND OPTIONS – Information Sheet

Individuals

as of August 01, 2022

Description of the Included Mobile Services

Number Display	Display the caller's number on your screen (except masked numbers).
Waiting Call	Sound signal alerts you of a new call when you are already on a call.
Call-by-Call Confidentiality	Hide the number temporarily by preceding the caller's number with # 31 # or permanently via your phone's menus.
Visual Voicemail	View voice messages directly on your smartphone screen after downloading the application. (More details in the service usage sheet).
Multi-Line Conversation	Simultaneous communication with 2 separate lines (3 participants in total). The call count is then multiplied by the number of lines called simultaneously (x2 for a 3-way conference). (More details in the service usage sheet).
SMS/E-mail Usage Alert (data)	Information received by SMS or email on the usage of your calls, SMS, and Mobile Internet services.
Roaming Consumption Alert by SMS	Information received by SMS on the use of your call, SMS, and Mobile Internet services when you travel abroad. Secure your bill by automatically blocking your access to the Mobile Internet service from 10,000 F and 20,000 F invoiced (can be unblocked by sending an SMS).
Emergency Calls	Free access to emergency numbers from your cell phone even when your plan or credit is exhausted: 15 / 16 / 17 / 18 / 112.
Voice Mail	A service allowing you to leave a message when you can't answer (already on the line, phone off, or out of reception area).
Call 1088 for Consumer Information	Free consultation on the use of your services: <ul style="list-style-type: none"> • By calling the number 1088 • Remaining credit: Blocked plan and Liberté card • Remaining minutes: Hourly rate plans and M rate plans • Remaining SMS: SMS Pack or SMS bonus remaining. • By SMS, by sending 'IM' to 1088 • Remaining mobile Internet: M Packs, Mobile Internet, Mobile Internet on Demand.
Out-of-bundle traffic alert	Alert received by SMS when certain out-of-bundle traffic usage thresholds are exceeded (premium rate numbers, international, local calls and SMS out of bundle, Internet on demand or Top-up): <ul style="list-style-type: none"> • 10,000 F • 25,000 F • 50,000 F • 100,000 F At the 100,000F threshold, all types of out-of-package traffic are blocked.
Putting a Call on Hold	Put on hold and resume conversation with your contact.
Call Forwarding	Call forwarding if the customer is on a call, does not answer if their phone is switched off or out of coverage area to voicemail (by default), and follow-up of calls received on their mobile terminal to another number in New Caledonia (fixed or mobile). (More details in the service usage sheet).
Travel Option (roaming)	Use of your Mobilis SIM card when traveling abroad (calls, SMS, and Mobile Internet). Unfortunately, these communications are not included in the package and are billed in addition to your subscription.
Directory Registration	Display of personal information (name, first name, and phone number) in the cell phone book (paper and digital '1012.nc').

For more information (description, current rates, safety tips, customer services), please consult the 'pricing guide' on the page Rates and Conditions / www.opt.nc

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Free Mobile Services on Demand

Detailed Billing	Display the details of your calls (numbers dialed and call duration) made from Hourly Plans, Blocked Plans, Classic Plans, and M Plans on your monthly bill.
Bill Info by SMS	Receipt by SMS of the amount (including VAT) of the current monthly phone bill (at the period of the edition of the bill).
OPT Info by SMS	Reception of SMS of information concerning the news of the OPT-NC (setting in service of a novelty, promotion of a service, breakdowns,?) for the whole of its trades.
Call Forwarding by Default	Single transfer of your calls to your voice mail. The service prevents the user from forwarding calls to a number other than voicemail.
Red List	Refusal to publish your telephone information in directories and information services.
Orange List	Publication of your contact information maintained in the directory without disseminating it in listings intended for direct marketing.
Blocking and Protection Option	Subscription by calling 1000, in an agency, or by email. <ul style="list-style-type: none">• For premium rate numbers: Blocking of calls and SMS to premium rate numbers• For international: Blocking of calls and SMS to international numbers (NOTE: this option also prevents calls and SMS while roaming outside the visited country)• For the travel option: Blocking of calls, SMS, and Mobile Internet connection when traveling abroad• For IMD and Top Up: Block SMS to IMD and Top UP numbers

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Optional Paid Mobile Subscriptions

Mobile Internet	<p>Mobile Internet connection with a cell phone by subscribing to a monthly plan in addition to an hourly or monetary plan</p> <ul style="list-style-type: none"> • IM 1Go: 1 Gb of data at 1,590 F VAT included • IM 5Go: 5 Gb of data at 2,650 F VAT included • IM 10Go: 10 Gb of data at 4,240 F VAT included • IM 25Go: 25 Gb of data at 6,890 F VAT included • IM 50Go: 50 Gb of data at 10,600 F VAT included <p>Unlimited use of the monthly internet volume provided in the offer (VoIP access, peer-to-peer included). The connection speed is up to 30 Mb/s, then reduced to 512 Kb/s beyond the internet volume included in the package to optimize access for all.</p>			
	SPEEDS	2G (2100 and 900 MHz)	3G and 3G+ (2100 and 900 MHz)	4G and 4G+ (2600, 1800 and 800 MHz) *
	Maximum Theoretical Download Speeds	120 kb/s with compatible equipment, subject to coverage.	6 Mb/s with compatible equipment, subject to coverage.	30 Mb/s with compatible equipment, subject to coverage.
	Maximum Theoretical Upload Speeds	59 kb/s	5 Mb/s	5 Mb/s
<p>*Depending on the availability of networks (4G network being deployed)</p> <p>Fixed IP: Public and static IPv4 type IP address on its subscription at 848 F VAT included. Available with Mobile Internet offers and options.</p>				
SMS Pack	<p>Batch/pack of discounted local SMS messages (except for M package customers)</p> <ul style="list-style-type: none"> • 100 SMS at 318 F VAT included • 500 SMS at 848 F VAT included • Unlimited at 1,590 F VAT included 			
Fixed IP	<p>Available with Internet Mobile & Forfait M V4 offers and options. Public and static IP address (Internet Protocol) of type IPV4 on your subscription:</p> <ul style="list-style-type: none"> • 848 F VAT included/month 			
Mobibox Rental	<p>Option to rent a 4G modem available for all customers who have subscribed to a data offer without voice service: 1,590 F (VAT included)/month.</p>			

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Optional Paid Mobile Services

Top-up Cards Liberté	Topping up credit for the 'Liberté' and 'Forfait bloqué' offers once the credit is used up:															
	Top-up	Credit included	SMS bonus	Rates												
	1,000	1,000	10	1,050 F INCL. VAT												
	3,000	3,000	30	3,150 F INCL. VAT												
5,000	5,000	50	5,250 F INCL. VAT													
Internet top-ups (IMD and Top Up)	One-time Mobile Internet top-up															
	<ul style="list-style-type: none"> Customers with a Mobile Internet subscription (M packages, Mobile Internet packages, or Mobile Internet option): Top-up available for a full-speed Mobile Internet connection volume (max 30 Mb/s) by sending an SMS after using the internet envelope of your offer or if you are surfing at reduced speed: <ul style="list-style-type: none"> Top up '1120' per SMS (1 GB) at 800 F incl. VAT Top up '1121' per SMS (5 GB) at 1,200 F incl. VAT Top up '1125' per SMS (10 GB) at 2,000 F incl. VAT Subscriber without Mobile Internet (hourly or monetary plan) or Liberté customer: One-time connection to Mobile Internet by sending an SMS <ul style="list-style-type: none"> IMD '1110' per SMS for 1h connection at 90 F incl. VAT (volume before folding 100 Mo), VoIP authorized IMD '1111' by SMS for 24 hours of connection at 400 F incl. VAT (volume before fallback 200 Mo), VoIP authorized 															
	<table border="1"> <thead> <tr> <th>SPEEDS</th> <th>2G (2100 and 900 MHz)</th> <th>3G and 3G+ (2100 and 900 MHz)</th> <th>4G and 4G+ (2600, 1800 and 800 MHz) *</th> </tr> </thead> <tbody> <tr> <td>Maximum Theoretical Download Speeds</td> <td>120 kb/s with compatible equipment, subject to coverage.</td> <td colspan="2">6 Mb/s with compatible equipment, subject to coverage. fallback: 1 Mb/s</td> </tr> <tr> <td>Maximum Theoretical Upload Speeds</td> <td>59 kb/s</td> <td colspan="2">1 Mb/s</td> </tr> </tbody> </table>				SPEEDS	2G (2100 and 900 MHz)	3G and 3G+ (2100 and 900 MHz)	4G and 4G+ (2600, 1800 and 800 MHz) *	Maximum Theoretical Download Speeds	120 kb/s with compatible equipment, subject to coverage.	6 Mb/s with compatible equipment, subject to coverage. fallback: 1 Mb/s		Maximum Theoretical Upload Speeds	59 kb/s	1 Mb/s	
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	<ul style="list-style-type: none"> Tourism card customers: One-time connection to Mobile Internet by sending an SMS <ul style="list-style-type: none"> IMD '1101' by SMS for 250 Mb over 3 days at 500 F incl. VAT IMD '1102' per SMS for 500 MB over 5 days at 900 F incl. VAT IMD '1103' per SMS for 1 GB over 7 days at 1500 F incl. VAT IMD '1104' per SMS for 2 GB over 10 days at 2000 F incl. VAT 															

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Additional Costs

	Prepaid Card	Plan Customers
Change of mobile number		3,074 F INCL. VAT
Issuance of PUK code		Free
Reactivation of a line suspended by the Customer		1,590 F INCL. VAT, Free if lost or stolen
Replacement of the SIM card		3,074 F INCL. VAT, Free if lost or stolen
Replacement of the SIM card		Free if defective, change of format/technique
Processing fee to change the holder	Free	1,590 F INCL. VAT
Processing fee to terminate a mobile option		Free
Processing fee to migrate mobile offer	Free	Free
Processing fee to switch IBAN (bank account number)		Free
Invoice reissue by email (up to one year)		Free
Bill reissue by paper (up to one year)		742 F INCL. VAT
Detailed invoice (up to one year)		1,060 F INCL. VAT

Compatibility Options / Mobile Services Offers

	Offer w/o subscription		Subscription offers with phone			Subscription offers w/o phone		
	Liberté	Tourism card	Forfaits M	Forfaits bloqués	Forfaits horaires	Forfaits IM 4G	Service data seul	Forfait Internet Mobile Marina
Length of contract			1 month	1 month	1 month	1 month	1 month	6 months
Included services								
Local calls	✓	✓	✓	✓	✓			
International calls	✓	✓	Out-of-bundle	✓	Out-of-bundle			
Local SMS	✓	✓	Unlimited SMS	✓	Out-of-bundle	Out-of-bundle	Out-of-bundle	
International SMS	✓	✓	Out-of-bundle	✓	Out-of-bundle	Out-of-bundle	Out-of-bundle	
Out of bundle possible			✓		✓	✓	✓	
Free SMS	✓	✓	Unlimited SMS	✓	✓			
Carryover of unused service			call service	✓	✓			
Mobile Internet			✓			✓		✓
Travel option			✓		✓			
Voice mail	✓	✓	✓	✓	✓			
Call forwarding	✓	✓	✓	✓	✓			
Emergency calls	✓	✓	✓	✓	✓			
Number presentation	✓	✓	✓	✓	✓			
Multi-line conversation	✓	✓	✓	✓	✓			
Call Waiting	✓	✓	✓	✓	✓			
Hold call	✓	✓	✓	✓	✓			
Out-of-bundle traffic alert by SMS			✓		✓	✓	✓	
Alert consumption by SMS			✓	✓	✓			
Data usage alert by email						✓		✓
Roaming consumption alert by SMS			✓		✓			
Consumption info by calling 1088	✓	✓	✓	✓	✓	✓	✓	
Free Additional Services								
Invoice by email			✓	✓	✓	✓	✓	✓
Automatic debit			✓	✓	✓	✓	✓	✓
Block IMD and TOP-UP SMS			✓	✓	✓	✓	✓	
Blocking international calls and SMS			✓	✓	✓	✓	✓	
Blocking of surcharged calls and SMS			✓	✓	✓	✓	✓	
Call forwarding by default	✓	✓	✓	✓	✓			
Directory registration			✓	✓	✓			
Red and orange list			✓	✓	✓			

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Detailed invoice			✓	✓	✓	✓	✓	
OPT info by SMS	✓	✓	✓	✓	✓	✓	✓	
Invoice info by SMS			✓	✓	✓	✓	✓	✓
Additional Paid Services								
Top-up credit (Liberté)	✓	✓		✓				
Mobile Internet on Demand	✓			✓	✓		✓	
Mobile Internet (Tourism card)		✓						
Top Up			✓	IM 4G offer	IM 4G offer	✓		
4G Mobile Internet Option				✓	✓			
SMS Packs				✓	✓	✓	✓	
Fixed IP			V4 only	IM 4G offer	IM 4G offer	✓		✓
Mobibox rental								✓

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