

Service Type	نوع الخدمة
New Connection <input type="checkbox"/>	تأسيس <input type="checkbox"/>
Modification <input type="checkbox"/>	إلغاء <input type="checkbox"/>
Transfer to FTTX <input type="checkbox"/>	تحويل إلى شبكة الألياف البصرية <input type="checkbox"/>

Date of Application	تاريخ الطلب
<input type="text"/>	<input type="text"/>

Customer Information	معلومات عن العميل
Company Name: _____	اسم العميل (شركة / مؤسسة): _____
Company Website: _____	موقع الشركة على الإنترنت: _____
Company Address: _____	عنوان الشركة: _____
Contact Name: _____	اسم المنسق: _____
Contact Phone: _____	هاتف اتصال المنسق: _____
Contact Email: _____	البريد الإلكتروني للمنسق: _____
Admin Name: _____	اسم مسؤول الشبكة: _____
Admin Phone: _____	هاتف اتصال مسؤول الشبكة: _____
Admin Email: _____	البريد الإلكتروني لمسؤول الشبكة: _____

Basic Service Type	نوع الخدمة
Additional Site Branding Yes <input type="checkbox"/> No <input type="checkbox"/> (Additional charges will apply)	
Monthly package (Mention requested number of host licenses in only one of the options below)	
Meeting Center Pro 25 <input type="text"/>	Training Center 30 <input type="text"/>
Meeting Center Pro 200 <input type="text"/>	Training Center 50 <input type="text"/>
Support Center 5 <input type="text"/>	Enterprise Edition 200 <input type="text"/>
Full Deployment MC 25 <input type="text"/>	Enterprise Edition 1000 <input type="text"/>
Full Deployment MC 200 <input type="text"/>	Full Deployment EE 200 <input type="text"/>
Event Center <input type="text"/>	Full Deployment EE 1000 <input type="text"/>

Overage (additional attendees) for selective basic service type Yes <input type="checkbox"/> No <input type="checkbox"/> (Additional charges will apply)
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Additional Features (Optional)	المزايا الإضافية (اختياري)
On-demand presentation Qty Slots (only for Training Center) <input type="text"/>	
Audio Broadcast (only for Event Center) Event Size <input type="text"/>	

* بالتوقيع على هذا الطلب أوافق على صحة المعلومات أعلاه وعلى كافة الشروط والأحكام المبينة على ظهر النموذج
* Signing this application constitutes agreement to the accuracy of the above information and to the Terms and Conditions of the service

الختم الرسمي	موافقة العميل	Customer Approval
	الاسم: _____	Name: _____
	الوظيفة: _____	Job: _____
	التاريخ: _____	Date: _____
	التوقيع: _____	Signature: _____

For Official Use Only	للاستعمال الرسمي
Name of employee: _____	اسم الموظف: _____
Identification card number: _____	رقم البطاقة: _____

Terms and Conditions:

- 1- General STC Terms and Conditions will apply.
- 2- Contract period for this service is for an initial term of 12 months and renewal term of 12 months. (The order contract will automatically be renewed for the next 12 months, if the customer has no intention to stop the service with an advance notice of 30 days prior to the renewal time).
- 3- There will be a one-time setup fee which will include the below mentioned services. (This setup fee will be waived off in case the customer subscribes to more than 24 host licenses)
- 4- The TSP Audio minutes charge will be based on actual usage and the rate is SR 0.75 per minute per attendee.
- 5- The Internet Provider's "Service Terms and Document Rules" will apply to all matters not stipulated verbally in these conditions.
- 6- When executing any written procedure as required in accordance with these Terms, this procedure can be done electronically or automatically by automated systems or by e-mail.
- 7- In case that the customer is requesting the service for the first time he should provide the company with a copy of the company registration letter and an official letter from the authorized person. As for governmental agencies, an officially authenticated authorization is required, but in case the existing STC customer has already provided this information there's no need to provide it again.
- 8- The customer may be requested by the company to provide a financial guarantee or sponsorship if he is a customer for the first time. Besides each customer will be subject to a credit limit specified by the company if it is necessarily requested by the company.
- 9- Upon the receipt of the service request form from the customer that meets the required information and the company could not provide the service at the time required by the customer, the company should notify the customer of the actual date expected to perform the work within a period of not more than 10 days.
- 10- The minimum period of contract duration is one month in case the company decides to amend the minimum time of the period, it must inform the customer before signing the contract, besides the company should notify the customer about any change in the contract (60) sixty days before the start change becomes effective.
- 11- The service contract will be valid (the service request form) from the date of service start at the customer's site.
- 12- The customer is responsible for the establishment of extensions, connections, equipments and terminal interface equipment located within his site related to service provided to him, as well as its maintenance. In case the terminal equipments are provided by the company, it will be responsible for its maintenance. The customer will use and maintain these equipment properly and in the right way. The customer will be responsible for any deterioration of service due to a faulty internal wiring at CPE or any damage caused as a result of that.
- 13- Without prejudice to the liability rules about damage in accordance with prevailing regulations in KSA, the customer is responsible for the violations of the service provision terms that may be imposed on him by the Ministry of Communication and Information Technology and in accordance with its regulations that are as follows:
 - A- Illegal operation or use of service offered to the customer. Whether by the same customer or by others.
 - B- Damage caused by the illegal use of the service by customer or others, including any resulting damage or interference caused by such use to the company's facilities, or to other licensed service providers facilities.
 - C- Any loss or damage arising from changes made by the customer or others to the equipment and telecom hardware and/or service-related communication programs, whatever the justification for his conduct.
- 14- All customer data is confidential, and shall not be disclosed to any party in any way, except at the request of the Ministry, or due to valid regulation in the Kingdom, or based on written approval from the customer or his authorized representative.
- 15- Should the customer decide to terminate the service before its establishment and operated by the company, the customer is committed to pay all costs thereof, and thus the customer shall be exempted from bearing any costs if the company failed to deliver the service at the fixed time.
- 16- The customer is committed to permit people authorized by the company to enter customer premises in order to carry out maintenance or inspection or replacement of any of the devices or communication equipment or any communications equipment related to providing a particular service.
- 17- The company is not responsible for mistakes of other service providers who use the company's facilities.
- 18- By signing this request (service provision contract), the customer acknowledges the trueness of information contained therein and agrees to all terms and conditions of the service provision.
- 19- These conditions are subject to the governing rules and regulations in Saudi Arabia.

The Service Terms Document for providers of fixed telephone communication equipment can be viewed at the Customer Service Centers or the STC website at, www.stc.com.sa