

### Customer Information
- **Company Name:**
- **Company Activity:**
- **E-mail:**
- **Commercial License No.:**
- **Place of Issue:**
- **Date of Issue:**
- **Applicant Name:**
- **Contact No.:**

### National Address
- **City:**
- **Postal Code/Zip Code:**
- **Additional Numbers:**

### Service Features
- **Origin Dependent Routing**
- **Emergency Routing Plan**
- **Time Dependent Routing**
- **Incoming Call Screening**
- **Originating User Prompter**
- **Call Distribution**
- **Cell Limiter**
- **Call Forwarding**
- **Call Log**
- **Caller ID**

### For Official Use
- **Main Line No.:**
- **Service No.:**
- **Requested Date:**
- **Order No.:**

### Connection Type
- **No. of Connections:**
- **Account No.:**

### Service Type
- **Universal Access Number (9200) (9200)**
- **New:**
- **Customer Approval:**

### ONT Information
- **Model Number/Serial Number:**
- **Payment Option:**
- **Monthly Recurring Charge:**
- **Others:**

### Service Credit Limit

<table>
<thead>
<tr>
<th>Credit Limit Type</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Credit Limit</td>
<td>5 Years</td>
</tr>
<tr>
<td>Service Credit Limit</td>
<td>4 Years</td>
</tr>
<tr>
<td>Service Credit Limit</td>
<td>3 Years</td>
</tr>
<tr>
<td>Service Credit Limit</td>
<td>2 Years</td>
</tr>
<tr>
<td>Service Credit Limit</td>
<td>1 Year</td>
</tr>
</tbody>
</table>

### Contract Period

<table>
<thead>
<tr>
<th>Period</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Year</td>
<td>12 Months</td>
</tr>
<tr>
<td>2 Years</td>
<td>24 Months</td>
</tr>
<tr>
<td>3 Years</td>
<td>36 Months</td>
</tr>
<tr>
<td>4 Years</td>
<td>48 Months</td>
</tr>
<tr>
<td>5 Years</td>
<td>60 Months</td>
</tr>
</tbody>
</table>

### Signing the service Terms and Conditions is mandatory once a service period has been selected

### Official Seal

### Employee Information
- **Name:**
- **Job:**
- **Date:**
- **Signature:**

### In case of unavailability, the customer will be served with the alternative speed available

### Accepted by the Client | Declined by the Client

### In case of land services unavailability, the customer will be served with the alternative services.

### Accepted by the Client | Declined by the Client

### Date

### Title of the offer | Duration of the offer

### Name:

### ID No.:
لم تتم إضافة أي عناصر متعلقة بـ "شروحات أحكام خاصة بالموضوعات المتصلة بالشريعة الإسلامية" في الصفحة المقدمة.

يمكن إجراء إضافة معلومات إضافية عن موضوعات متعلقة بالشريعة الإسلامية أو مفاهيمها الإسلامية، مثل:

- موضوعات الفقه الإسلامي وسياسته.
- التأثر بالشريعة الإسلامية في الحوزة الإسلامية.
- الشريعة الإسلامية وحقوق الإنسان.
- الصناعات والموارد الإسلامية.

يمكن استخدام هذه المعلومات لإضافة كمبيوترات إضافية إلى محتوى الصفحة وجعلها أكثر فعالية وفاعلية.

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The Terms and Conditions of 800-9200 Services

1- The Client shall use the services on the ONT peripherals provided by STC.

2- When executing any written process as required by these conditions, this process may be executed electronically, manually or via the e-mail.

3- In case STC reduces or amends any of its service tariffs, the Client shall not have the right to request applying the new service tariff to services provided to him/her before the decision of reduction or subsequent amendments.

4- The Service Agreement shall come into force as of the date of service commencement with the Client.

5- The Client shall pay the financial bond or the financial guarantee in case the Company requests.

6- Without prejudice to the regulations of liability for damage as per the laws applicable in the Kingdom of Saudi Arabia, the Client shall be liable for fines or any other action arising out of his/her breach of the service conditions, as may be imposed by the CITC according to its regulations.

7- The Client shall be liable for paying the charges of all dialed calls made by his/her own phone regardless of how the call is made and the identity of the person making the call. The Client may complain about the charges of calls he/she thinks that they have not been made by his/her own phone. If this is established, he/she shall not be obliged to pay the objected charges until the objection is settled. The Client must, in this case, pay the undisputed charges outlined in the bill.

8- STC shall be entitled, in exceptional cases (such as the Client's incurring of large amounts of money for international calls when the amount of the bill reaches the credit limit of the client before the normal date of issuing bills) to request the Client to make immediate payments after being furnished with a partial bill of the due charges. STC shall stop the outgoing calls and only allow incoming calls, emergency calls and on-net calls until the bill is issued and payment is made.

9- STC shall have the right to suspend or end the service provided to a client for any of the following reasons:
   a. The Client does not furnish The financial bond requested by STC (in the cases where bond is requested).
   b. The Client does not comply with the provisions of the Deferred payment agreement (installment) as per STC's scheme of deferred payment applied in this respect.
   c. The Client breaches any of the provisions or conditions set out in this document or the Service Agreement.
   d. The Client does not pay the payments due to STC as per any of the articles of the Service Agreement document unless such payments are disputed.
   e. The Client does not respond to update his/her data when requested to do so, or when it is proved that he has submitted false or counterfeited information or data to STC.
   f. In case of dissolution bankruptcy.
   g. In case the CITC requests the suspension or termination of service.

10- STC shall not be considered liable for the mistakes committed by other service providers using STC's facilities or engaged with it to connect to points not directly serviced by STC, or the mistakes resulting from that until STC shall be the one liable for the same.

11- The new Installation is intended for Client's use. The Client may not give or assign the same to third parties without STC's approval, and may not use the same in a non-disciplinary manner. He/she shall cancel it from the service in case of no need of it. He/she shall be liable for any breach arising out of this.

12- The subscriber should audit and check the validity of each bill related to the service/services provided to him/her. In case a mistake is discovered, he/she shall have the right to object to such error by a formal complaint sent to the service provider not later than the date of issuing the new bill.

13- The Client shall make STC familiar with any changes to his/her address or contact numbers.

14- STC shall have the right to record the Client's name in the debt list in case the amounts due to STC are not paid.

15- The Client's sub-devices must comply with STC's Branch Exchange so as to transmit and receive correct correspondence information.

16- The Client shall secure, provision, install, program and maintain his/her sub-devices. STC shall bear no responsibility in this regard.

17- When provisioning service in the network, the Client shall connect it to his/her PBX. Service shall be billed as of the date of connection. In case of non-connection, the Client shall be given no more than one week time limit. Moreover the Client shall not be entitled to object in case service is provided through the E1. In case the Client does not wish to use the service after being provisioned in the PBX, the installation fees shall be cancelled, and then service shall be cancelled.

18- STC shall regularly furnish the Client with clear, correct and detailed bills.

19- STC shall have the right to change or amend the E1 connection channel routes in case such change or amendment is required by technical need of the general network without the Client's consent. The subscriber shall add connection channel to reduce congestion of general network as outlined by STC if the service is provided by E1 Connection link.

20- The Client may change the location within the band of the PAB provided that he/she shall pay the fees of moving the connect links. In case the movement is to a location which is outside such limits, service shall be ended in the same manner of final disconnection. In this case, the Client shall pay all charges due to set up a new service of the service is provided through E1. If the service is provided through normal lines, the applicable STC's tariff shall be applied.

21- All information related to the Client shall be confidential and STC shall keep the same as confidential and it may not be disclosed to any third party except by request from the CITC or any other competent authority or by a written consent from the Client or his/her representative.

22- By signing this application (Service Agreement), the Client acknowledges the validity of information herein contained and agrees on all conditions and provisions related to service supply.

23- These Conditions shall be subject to the laws and regulations applicable in the Kingdom of Saudi Arabia.

24- For any Changes or Cancellation in the service, kindly visit any of the STC Business Sales Outlets or contact the STC Sales person.

25- STC is not responsible for any calls or data, received or sent, from the service provided to the customer. It is the responsibility of the customer to secure his network against any internal or external threats that could affect the service.

26- The Client agrees on giving STC the rights to exchange credit information with certified bureaux companies.

The Terms of Service Document for fixed telecommunication service providers can be accessed via client service centres or STC's website: www.stc.com.sa

Terms and Conditions related to Subscribers serviced by the Fiber (FTTx) Network

1- The Client shall use the services on the ONT peripherals provided by STC.

2- The Client shall pay the value of the peripheral unit (ONT) provided by STC or upon his/her request (whether through monthly installments distributed to 12 months or paying the full value, and the same shall be added to the bill) unless the device is not offered for free, and this shall be explicitly mentioned (in the manner prescribed by the regulations) unconditionally and without restrictions.

3- STC shall guarantee the devices provided to the Client for one Hijri year commencing from the Client's receipt of the device. During the guarantee period, STC shall, in case a breakdown occurs, repair the device or replace it with the same or similar type for free when the device is not fit to operate the service as required in the site where the service is installed or if there is a manufacturing error in the device. STC shall have the right to directly instruct the Client to the authorized agent of the device to make the necessary maintenance during the guarantee period or in case there is a mistake resulting from misuse or negligence. STC shall have the right to request the Client to pay a compensation equal to the value of damage.

4- The Client shall be responsible for protecting the devices provided by STC from viruses and parasitic or dangerous software that may adversely affect his/her devices.

5- STC shall have the right to restore the devices provided to the Client when he/she wishes to cancel this Agreement after being signed and before starting the service provided that Service Agreement is not used and is in good condition as STC sees.

6- The minimum duration of this Agreement shall be one year to be commenced as of the date of activating the service in STC's systems. It shall be automatically renewed unless the Client notifies STC of its intent not to renew, before the expiry of the period. In case the Client wishes to cancel the agreement, he/she shall submit a written cancellation request via one of the client service centres. The Client shall pay all payments resulting from the service and this Agreement as STC sees, such as the value of the devices provided to the Client, administrative expenses, and transport and delivery expenses.

7- In case the Client requests additional services where it is necessary to add a new peripheral unit (ONT), the Client shall pay the value of the new device as indicated in Condition No. 2. The value shall be included in the service bill for the account held by the Client.

8- STC shall not be responsible for the quality of service in case the Client personally moves the ONT to another site without STC's written approval.
<table>
<thead>
<tr>
<th>Origin Dependent Routing</th>
<th>Call Queuing (1-100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming Call Screening</td>
<td>Call Log</td>
</tr>
<tr>
<td>Call Distribution</td>
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<tr>
<td>Originating User Prompter</td>
<td>Customized and Recorded Announcements</td>
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<tr>
<td>Remarks</td>
<td>Features</td>
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Additions

Advanced Routing Services

<table>
<thead>
<tr>
<th>Date</th>
<th>Signature</th>
<th>Applicant Name</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

* GSM/Allow Mobile Callers
* Line/Single Telephone Line
* Hunt/Group of telephone Lines
* EV/30 Voice Channels

* ODR/Origin Dependent Routing
* ICS/Incoming Call Screening
* CD/Call Distribution
* TDR/Time Dependent Routing
* CLP/Calling Line Prompter

* CF/Call Forwarding
* ER/Emergency Plan
* CR/Customized and Recorded Announcements