**Business Link Packages**

**Services**

- Business Link Basic
- Business Link Advance
- New
- Renewal
- Cancellation
- Additional Line
- Transfer to Fiber
- Transfer
- Assignment
- Temp. Disconnection
- Other

**Services Type**

- Kindly visit any of the STC Business Sales Outlets or contact the STC Sales person.
- For any changes in the service, kindly visit any of the STC Business Sales Outlets or contact the STC Sales person.
- In case of land services unavailability, the customer will be served with the alternative services.
- Accepted by the client
- Declined by the client
- In case of unavailability, the customer will be served with the alternative speed available.

**Additional Services**

- Business Link Advance
- Business Link Basic
- 200 MB
- 100 MB
- 40 MB
- 10 MB
- Transfer to Fiber
- Other
- Transfer

**Credit Limit**

- 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.

**Customer Information**

- Company Name:
- Company Activity:
- E-mail:
- P.O. Box:
- Commercial License No.:
- Place of Issue:
- Date of Issue:
- Applicant Name:
- Contact No.:

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**For any changes in the service, kindly visit any of the STC Business Sales Outlets or contact the STC Sales person.**
**terms and conditions for requesting connection to the fiber network**

1. The customer shall use the services on the ONT peripherals provided by STC.
2. The customer shall pay the value of the peripheral unit (ONT) provided by STC or upon his/her the customers request (whether through monthly instalments distributed to 12 months or paying the full value, and the same shall be added to the bill) unless the device is 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 for there is a manufacturing fault in the device. STC shall have the right to directly instruct the customer to the authorized agent of the device to make the necessary maintenance during the guarantee period. In case there is a fault 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 customer shall be responsible for protecting the devices provided by STC from viruses or dangerous software, that may adversely affect the devices.
5. STC shall have the right to reclaim the devices provided to the client when the customer wishes to cancel their agreement (after the contract is signed and before starting the service provided that the device is not used and is in good condition as per STC assessment). The minimum duration of this agreement shall be two years to be commenced as of the date of activating the service in STC’s systems. It shall be automatically renewed unless the customer notifies STC of its intent not to renew, before the expiry of the period. In case the customer wishes to cancel the service before the expiry of the duration of the agreement, they shall submit a written cancellation request via one of the customer service centres. The customer shall pay all payments resulting from the service and this agreement as per STC assessment, such as the value of the devices provided to the client, administrative expenses, transfer and delivery expenses.
6. In case the customer 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 added to the bill delivered to the customer.
7. STC shall not be responsible for the quality of service in case the customer personally moves the ONT to another site without STC’s written approval.