

Service Subscription Contract

Account No:

Mobile No: SIM: Landline:

SIM Serial Number:

Kindly attach the SIM card series label here

Basic Services:

- | | | | |
|---|----------------|----------------------|--|
| <input type="checkbox"/> Prepaid Line/ Card | Package: | | |
| <input type="checkbox"/> Monthly Subscription – Invoice | Package: | | |
| <input type="checkbox"/> Internet Mobile – SIM | Package: | | |
| <input type="checkbox"/> Fixed Internet Service | Package: | Speed: MB | Download Capacity: GB |
| <input type="checkbox"/> Landline | Package: | Customer Type: | <input type="checkbox"/> Home <input type="checkbox"/> Commercial <input type="checkbox"/> |

Landline Services:

Mobile Services:

Fixed Internet Services:

- | | | | | |
|--|--|---|-------------------------------------|---|
| <input type="checkbox"/> Caller ID | <input type="checkbox"/> International | <input type="checkbox"/> Transfer from another operator | CPE Type | |
| <input type="checkbox"/> Incoming Calls only | <input type="checkbox"/> Mobile | <input type="checkbox"/> SIM Change | <input type="checkbox"/> ADSL | <input type="checkbox"/> Email Account |
| <input type="checkbox"/> Waiting | <input type="checkbox"/> | <input type="checkbox"/> Multiple SIMs | <input type="checkbox"/> VDSL | <input type="checkbox"/> Static Ips |
| <input type="checkbox"/> ID Block | <input type="checkbox"/> | <input type="checkbox"/> Transfer from prepaid to postpaid | <input type="checkbox"/> ONT – FTTH | <input type="checkbox"/> Hosting Domain |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> International & Roaming | | <input type="checkbox"/> "Domain Name".eg |
| | | | | <input type="checkbox"/> IPTV Package |

Personal Information:

- Full Name: Home Phone:
- ID Type: ☐ ID ☐ Passport ☐ Driving Licens Payment Ability:
- ID No. (ID – Passport): Mobile No:
- Issue Date: Issuing Authority: Nationality:
- Date of Birth: Gender ☐ Male ☐ Female
- Address:
- Property No: Street: Floor: Apartment No:
- District: City: Governorate:

Mobile Devices/ Broadband Devices:

- Mobile Type: Handset Landline: ☐ Wireless ☐ Wired ☐
- Broadband Devices: ☐ MiFi ☐ Router ☐ USB Modem ☐ Other:
- Payment Method: ☐ Free ☐ Cash ☐ Installment Month(s)

Sales Representative Details:

Client Details:

- Sales Representative Name:
- Branch:
- Sales ID:
- ☐ ID ☐ Tax Card
- ☐ Commercial Register ☐ Other
- Date:
- Signature:

Seal:



I acknowledge the validity of data that I mentioned in this contract and that I have read and agreed to the general conditions of service at the back.

- I consent to the use of my personal data by other companies for marketing purposes

Customer's Signature ☐ Agree ☐ Do not Agree

Name:

Signature:

Date:

The customer can view the invoice details through Telecom Egypt website. The contract is approved by the National Telecom Regulatory Authority (NTRA) on 20, June 2019.

General Conditions of the Service

By signing these terms together with the service application form including the complete and correct data, they constitute the service contract between the company and customer, and the following terms shall have the meanings assigned to each of them:

Service:

It means any of the customer's connection services to the fixed or mobile Telecom Egypt network to be able to send and receive calls and/or data through either network through any of the regular or prepaid subscription systems offered by the company and chosen by the customer.

Customer:

The end user of the service who has already signed this contract.

Device:

It means the National Telecom Regulatory Authority (NTRA)

1) Scope of Contract:

1-1 The contract duration is one year effective from the date of activating the service, subject to automatic renewal for similar periods, unless the customer terminates the contract before the expiry of its term, in which case the customer shall notify the company and pay all its dues according to the final settlement invoice. This is unless the customer's stay in the Arab Republic of Egypt is temporary, in which case the contract period shall be the authorized residency period inside Egypt.

1-2 The customer shall be responsible for the correctness of data and documents provided by the customer due to this contract, and the company shall be entitled to suspend the service and/or terminate the contract if the otherwise is proven.

1-3 The service provided to the customer is personal, and the customer shall be responsible for all communications made through it, even in case of loss and theft, unless the customer notifies the company to take the appropriate action, and the customer shall not be entitled to assign it to others or resell it without a written consent from the company and pay the prescribed fees, given that any assignment made without consent will not be considered. In the event that the customer violate this, the customer shall assume the responsibility for calls and works carried out by the assignee, and the company shall not be responsible for any communications, messages or recordings made by the customer, or for the communications, messages or recordings made by third parties, and the customer who assigns the line shall have the right to obtain a copy of the assignment.

2) Service Tariff:

The company shall set the packages provided, service tariff, collection methods and amendments upon approval of NTRA, and the packages and tariffs are valid from the date of announcing them to the customer by the virtue of a prior notification via a text message and any of means of communication, provided that the company shall have the right to determine the delivery fees and value-added services, and shall be entitled to amend any of them in accordance with its marketing policy upon approval of NTRA, and in the event that the customer do not agree to the amendments, the customer shall notify the company of his objection and desire to terminate the contract after paying its prescribed fees.

3) Terms of Mobile Services:

3-1 The customer shall call Telecom Egypt's Customer Service on 111 to activate the line by answering the activation question for Egyptians, which is the name of the maternal grandfather, and for foreigners, the expiry date of the identity document for the foreign subscriber within a period no later than 90 days from the date of purchasing the line, and in the event that the customer fails to activate the line within such period, the company shall have the right to permanently stop the line.

3-2 The service invoice shall be paid in full within a period no later than 21 days from the due date in accordance with the invoices issued by the company, unless the company specifies another system for charging the account or a different invoicing cycle upon approval of NTRA, and the base of calculating the calls and data depends on the actual use (not at the customer's request), and in the event that the customer delays the payment (including the value of the value-added services), the company shall have the right to add the delay penalty set in accordance with its financial systems and upon approval of NTRA, and the company shall have the right to stop the service after notifying the customer of payment. If the customer does not pay or does not recharge, this shall be considered as a termination of the contract on his part and waiver of all his rights and number allocated to him, and the company shall have the right to deduct its dues with the customer from any deposits

or other accounts belonging to him, without prejudice to the company's right to take any legal action it deems necessary to preserve its rights, and the company shall have the right to withdraw the number and re-activate it for other customers, if any, if its services are not consumed for a period exceeding 105 days for the prepaid lines and 195 days for postpaid lines.

3-3 The customer shall not use the service to pass international calls, and shall make his international calls in accordance with the regulations set by the company. The customer shall be prohibited from using any devices to change the service nature or encrypt it without a prior written consent from the concerned authorities in accordance with the law.

3-4 The customer with periodic subscription systems is entitled to request the company to send him invoices via SMS, indicating the payment cycle. The customer's non-objection within 30 days from the date of receiving the invoice is considered acceptance and ratification of the content thereof, and the customer shall have the right to object to the invoice within 30 days from the date of issuance thereof, provided that the customer objection shall be supported by objective reasons and documents, and the company shall have the right not to consider the unreasoned objection or that is based on unserious reasons.

3-5 The customer shall provide any Insurances required by the company to guarantee the international service fees, and the company shall have the right to collect its dues from them or stop the service if the Insurance deposit is not available after notifying the customer.

3-6 The customer shall pay the international roaming invoices, as long as the customer has benefited from them, given that the payment cycle is calculated as of the date of the company's receipt of the claim value due from the foreign telecommunications companies in charge of the service, and the customer acknowledges that the company shall not be responsible for the service level provided by these companies, provided that any consumption in excess of the Insurance deposit value paid by the customer shall be upon a prior approval from the customer.

3-7 The customer shall consume the minimum limit of services or minutes set by the company for each system or recharge, which the customer has previously agreed to, so that the service is not automatically stopped.

3-8 The customer shall acknowledge that the operating card belongs to the company and in the event of loss or damage, the customer shall promptly notify the company to cancel the validity of the card, and if it is required to replace the card for any reason, the customer shall bear the replacement costs.

4) Technical Conditions of the Service:

4-1 The company shall provide the service and continue to provide it in accordance with the technical conditions and service level stipulated in the license issued by NTRA, and the customer shall acknowledge his knowledge that the service level is affected by a set of factors according to its nature, including, but to not limit to, the geographical and climatic conditions and flow of the electric current, which is beyond the company's control.

4-2 The client shall acknowledge that the company shall not be responsible for the failure to fulfill any of its obligations if attributed to a reason beyond the company's control or due to a force majeure.

4-3 The instructions issued by the company in operating, providing the service, its technical descriptions, operating system, numbering or any other systems complementary to this contract, as long as they are consistent with NTRA's instructions. If that results a change to the number assigned to the customer, the company shall notify him at least one working week before activating the new number.

4-4 The company shall have the right to authorize third party to fulfill the company obligations, transfer its dues, or collect them.

5) Special Conditions for Fixed Services (Voice, Data) IPTV:

5-1 The invoices are paid on the time announced by the company according to the invoicing system. Internet services invoices are also paid monthly according to the customer's due date. The company shall have the right to suspend the service, in whole or in part, in case of non-payment, beyond the period approved by NTRA in this regard.

5-2 The service is delivered to the headquarter specified by the customer, and the customer shall enable the company to enter the headquarter and install and/ or download the necessary connections, and the customer shall be responsible for his possession of the service de-

livery headquarters without any responsibility on the company, and the service is delivered within the period specified by the company, provided that the customer is notified thereof before operation.

5-3 The delivery method of the landline services shall be at the Company's absolute discretion, and the customer shall not be entitled to transfer, add or change the special external connections, and in case of violation, the company shall have the right to return the thing to its original state or repair it at the customer's expense.

5-4 The fixed Internet services are connected in accordance with the technical capabilities allowed by the customer's terminals and their technical data on the network, and the company shall be exempted from its obligation to connect if the reason is attributed to that, or due to the customer's subscription to another service provider on the same line, and is also shall be exempt from liability for malfunctions if attributed to problems with the internal connections or terminals.

5-5 The customer shall acknowledge and agree that the (IPTV) service is provided by third party programs and rights, and acknowledge that its availability is beyond the company's control, and without any liability for the withdrawal or alteration of any advertised channel or programs or for the reduction or change in the number of broadcast hours for any of the channels.

5-6 The Company shall have the right to disconnect or alter some hardware functions to prevent the reproduction of certain unauthorized channels or software of those services.

5-7 The customer shall acknowledge and agree to pay for the hardware necessary to provide the IPTV Service, and undertake not to reprogram, disassemble or reassemble the hardware or software contained in any of the company's hardware.

5-8 The company shall assume no responsibility under this contract in case of:

A) Hardware malfunction as a result of misuse, negligence or failure to follow the company's instructions.

B) Any malfunction in the receivers used by the customer from sources other than the company.

C) Failure of the company to provide services due to factors beyond its control or satellite downtime or maintenance.

5-9 The customer shall undertake not to copy, distribute, display to the public, rebroadcast or replace any part of the programs or channels provided to him as part of the service, and the customer shall acknowledge that the IPTV service using the IP is provided for private use only and shall not be available for the public.

6) General Terms & Conditions:

6-1 The company is not responsible for any technical malfunction in the router or hardware through which the service is provided upon expiry of the warranty period, and it is not responsible for any material or moral damages that may result from the misuse of the service by the customer.

6-2 The customer's commitment to this contract or any other contract with the company constitutes one unit, and the company shall take appropriate measures to preserve its right in case of using the service in violation of the law.

6-3 The company shall have the right to suspend the service, terminate the contract and suspend any other service obtained by the customer from the company or any thereof without taking any judicial proceedings, if the customer breaches any of his obligations under this contract or misuses the service, or if the service is used in violation of the law.

6-4 The company shall maintain the confidentiality of the customer's data and information, unless the disclosure, in whole or in part, is in compliance with the law or at a request from a judicial or administrative authority, or based on the customer's approval. The customer shall acknowledge that the company's right to record the incoming calls to the Customers Service Center and use them to ensure its rights and rights of its employees.

6-5 The company shall be entitled to make any amendments it deems necessary to this contract upon approval of the NTRA, and the amendments shall become binding on the customer once they are published on the company's website and any of the wide-known means of communication and publicity, and the company shall not be responsible for the customer's waiver of his rights, and the company's failure to take action in case of the customer's violation of any of the contract terms shall not be considered a waiver of the company's rights.

6-6 The customer shall bear the prescribed taxes for the services provided, and provision of the terminal units with the appropriate spec-

ifications for the required service, without any liability on the company.

6-7 For any complaint related to this contract that is not settled amicably within five working days, the customer shall call the Call Center of the National Telecom Regulatory Authority on 155 or the toll-free number 08003330333 to resolve it in accordance with the terms of this contract.

6-8 The Egyptian Economic Courts shall have the jurisdiction to consider and adjudicate any dispute related to this contract in accordance with the Egyptian law.