



Subscription Agreement Form

Service Number	FTTH02186222	
SalesMan / Agent Code	Teleway	/

Subscription Details	Please ✓ your	✓	
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<input type="checkbox"/> Renewal	<input type="checkbox"/> Upgrade / Downgrade	<input checked="" type="checkbox"/> New Account
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Abdullrahman Mohammed			Name
National ID	ID TYPE	1057865535	ID #
554288114			Mobile No.
Saudi Arabia			Nationality
Ahmed@gmail.com			E-mail

Address	
Riyadh	City
	District
A/N	Street
ODB:D0363719301	Plate No.

Subscription Period	Payment Type	Subscription Package
12 12 Months	Postpaid	Salam Fiber Postpaid Open 100
Subscribers who select Prepaid Packages agree that they are not entitled to subscribe to any additional service packages (ex: SALAM TV).		

Packages Fee					
One Time Payment			Monthly		
(%15)	(%15)		(%15)	(%15)	
Total Package Fee with VAT (15%)	VAT (15%)	Total Package Fee without VAT	Monthly Package Fee with VAT (15%)	VAT (15%)	Monthly Fee without VAT
0.00 SR	0.00 SR	0.00 SR	290.00 SR	37.83 SR	252.17 SR

<input type="checkbox"/> I have read and accept all terms & conditions mentioned	<input type="checkbox"/>
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Date	2021-07-08	Susbcriber Signature:	Abdullrahman		2021-07-08	
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VAT No. 300047243800003

salam.sa | 800 5000 788 | support@salam.sa

Subscription Terms & Conditions

1. DEFINITIONS:

The following words and abbreviations shall have the meanings assigned below, unless the context requires otherwise:
"Agreement" shall mean this agreement including any referenced documents and applicable CITC Terms of Service.
"CITC" means the Communication Information Technology Commission in the Kingdom of Saudi Arabia.
"Salam or Company" means Integrated Telecom Company Ltd.
"Equipment" shall mean the equipment required to receive, access and operate the Service(s).
"Service(s)" means services provided by Salam to the Subscriber in accordance with the Subscription Agreement Form.
"Subscriber" shall mean the individual, a corporation, or a legal entity who incurs usage charges for the Service.
"Subscription Period" shall mean the minimum period the Subscriber agreed to procure the Service described in the Subscription Agreement Form.
"Subscription Agreement Form" means the Subscriber's request to avail Services and an acceptance of the charges stipulated therein in accordance with this Agreement.

2. ORDER OF PRECEDENCE:

Service(s) provided by Salam under this Agreement will be governed by CITC Protection of Telecommunication and Information Technology User's Rights, Regulations and Terms of Services July 2020 G (available here) (approved by CITC decision No. (423/1441) dated 27/12/1441 correspondent to 16/08/2020G and this Agreement respectively.

3. AGREEMENT TERM:

The term of this Agreement shall be one year equivalent to the Subscription Period selected by the Subscriber in the Subscription Agreement Form (the "Initial Term") which shall commence on the service activation date. This Agreement term shall renew automatically for an equal period as the Initial Term (each a "Renewal Term") unless terminated in accordance with the terms of this Agreement.

4. PROVISIONS:

- 4.1. Salam use the DHCP (Dynamic Host Configuration Protocol) that enables to automatically assign an IP address for the Service.
- 4.2. Title and intellectual property rights to the Service are owned by Salam, its agents, suppliers, affiliates or their licensors or otherwise by the owners of such material are protected by copyright laws and treaties.
- 4.3. Subscriber shall not resell, share, or distribute the Service or any portion thereof to any third party without the prior express written consent of Salam as this Service is offered to serve one residential unit.
- 4.4. The Subscriber has the right to obtain a copy of this Agreement.
- 4.5. The Subscriber shall be responsible for the accuracy of the data and information provided to Salam and shall notify the Salam about any change thereto.
- 4.6. Salam shall supply the procured Services to the Subscriber a) after the fulfillment of subscription conditions and b) subject to availability of i) Salam network resources; ii) required facilities at Subscriber site.
- 4.7. The Subscriber shall be responsible for protecting the devices provided by Salam against viruses or damages that may affect the device performance. In case the device fails due to misuse or negligence of the Subscriber, the Subscriber agrees to pay an amount equivalent to the value of cost of repair or replacement.
- 4.8. The Subscriber agrees to provide Salam with any information that it requires for establishing and/or auditing and/or administering the Subscriber's accounts and facilities therewith and authorize it to obtain and collect any information as it deems necessary or in need regarding the Subscriber's accounts and facilities therewith, from the Saudi Credit Bureau (SIMAH) and to disclose and share (inclusive of data pooling) that information to the said company (SIMAH) or to any other agency approved by Saudi Arabian Monetary Agency (SAMA). Salam shall use Absher Verification service to validate Subscriber authenticity.
- 4.9. Packages Speed Reference Table:

Subscription Package	Download Speed	Upload Speed
100 Mbps	Up to 100 Mbps	Up to 25 Mbps
240 Mbps	Up to 240 Mbps	Up to 60 Mbps
500 Mbps	Up to 500 Mbps	Up to 125 Mbps
1000 Mbps	Up to 1000 Mbps	Up to 250 Mbps

/ 25	/ 100	/ 100
/ 60	/ 240	/ 240
/ 125	/ 500	/ 500
/ 250	/ 1000	/ 1000

5. PAYMENTS:

- 5.1. Subscriber agrees to pay all charges and fees associated with the use of the Service(s) as specified in the Subscription Agreement Form.
- 5.2. For Postpaid Packages:
- 5.2.1. SALAM shall bill the postpaid services by the end of every Gregorian calendar month.
- 5.2.2. Subscriber undertakes to pay the applicable monthly subscription fees and any additional Service fees as selected by the Subscriber within 26 calendar days from invoice issue date.
- 5.2.3. Subscriber agrees to pay one month subscription fee as a deposit prior to service activation which shall be a) refunded to the Subscriber at the end of the Initial Term; or b) set off against fees payable for the last subscription month of the Initial Term. Subject deposit amount shall not be refunded in the event Subscriber terminate this Agreement prior to the completion of the Initial Term
- 5.3. The Subscriber shall pay the value of the devices/modem and installation expenses for the subscribed Service to Salam either a) in monthly installments or b) as lump sum value based on the type of Service unless such costs are included in the Subscription Agreement Form as part of a promotion.
- 5.4. Salam may announce special pricing offers with lower subscription rates and such rates may or may not apply to this Agreement
- 5.5. If the Subscriber opt-in for credit card auto payment mandate service, Subscriber's designated credit card shall be automatically charged each time when the subscription fees are due for the subscribed Services.
- 5.6. In case of cancellation of the credit card assigned under auto payment mandate, at least thirty (30) days prior to such cancellation, the Subscriber must call Salam customer call center (Tel:8005000788) or inform in writing at the nearest Salam office and provide an alternate payment method acceptable to Salam.

6. SERVICE RELOCATION, SUSPENSION AND TERMINATION:

- 6.1. Salam may suspend or terminate this Agreement, if the Subscriber fails to comply with any term of this Agreement or due to non-payment of the fees by the Subscriber or if requested by CITC.
- 6.2. Subscriber's request for any of the below listed services which could be availed by calling Salam contact center or by visiting an Salam office shall be subject to the payment of the applicable fees stated therein.

#	Request type	Fees - SR (1)	(1)	#
A	Relocation (subject to availability of network resources)	(first relocation request shall be free)) 615)
B	Suspension (maximum of 12 months)	53 per month	53)
C	Postpaid Packages: early Service termination penalty prior to completion of the minimum Subscription Period	167.5** for each remaining month of the Subscription	167.5 **	:
D	Prepaid Packages: early Service termination penalty prior to completion of the prepaid Subscription Period.	No refund of the prepaid charges		:

1. The above mentioned fees are excluding the Value Add Tax.
2. The cost of a) installation and activation = 900 + b) device/modem = 660 + c) Receiver = 450 Total SR 2010/Subscription Period.

7. LIMITATION OF WARRANTY AND LIABILITY:

- 7.1. Unless expressly stated herein or CITC Terms of Service:
- 7.1.1. All representations and warranties of any kind express or implied, including, without limitation, any warranties (1) non-infringement or (2) protecting the Subscriber from the danger of the internet and hacking (3) of Service fitness for other purposes or merchantability, are hereby excluded.
- 7.1.2. Salam or its content providers shall not be liable for any direct, indirect, incidental, special, punitive or consequential losses or any other foreseeable or unforeseeable loss resulting directly or indirectly in connection with the Service(s) that may be suffered by the Subscriber.
- 7.1.3. Salam shall not liable for Service degradation inside the Subscriber's premises due to structural obstacles.

8. AGREEMENT:

- 8.1. This Agreement constitutes the entire agreement between Salam and Subscriber.
- 8.2. In case any contradictions between the English and the Arabic version of this Agreement, the Arabic version shall prevail.
- 8.3 In the event of a dispute between the Subscriber and SALAM, the Subscriber shall have the right to submit the subject dispute to SALAM via calling its customer care number 8005000788 or via salam.sa website. Should the parties fail to reach an amicable resolution, the Subscriber or SALAM have the right to submit such dispute to CITC for a final resolution.

By signing this Agreement Subscriber acknowledges and accepts these terms and conditions which will govern Subscriber's relationship with ITC and Subscriber acknowledges receipt of a copy of this Agreement.