

**CUSTOMER INFORMATION**

**Phone Line Owner**

Kindly fill in Arabic the (ع) part as well

صاحب الخط

First Name (ع)  
Father Name (ع)  
Last Name (ع)  
Phone N<sup>0</sup>  
Mobile N<sup>0</sup>  
4-Digit N<sup>0</sup> (Internet Line)  
PBX  
City – Region  
Street. Bldg. Floor  
Email

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اسم صاحب الخط  
اسم الاب  
الشهرة  
رقم الخط الثابت  
رقم الخليوي  
الخط الرديف  
المدينة المنطقه  
الشارع المبنى الطابق  
العنوان الالكتروني

**Applicant**

Full Name (ع)  
Mobile N<sup>0</sup>

.....  
.....

مقدم الطلب  
الاسم و الشهرة  
رقم الخليوي

**DSP INFORMATION**

**NEEDED DOCUMENTS**

DSP Name  
Central Office  
Bandwidth  
Min. Bandwidth acceptable  
Phone N<sup>0</sup> to connect DSL  
MDF parameters

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- Copy of Phone Line Owner ID
- Copy of Applicant ID
- Copy of last phone bill
- Delegation from the Phone Line Owner to Applicant, authenticated by a public notary, if Applicant is not the Phone Line Owner
- Delegation Form allowing to apply on behalf of the Phone Line Owner (Attached)
- Payment Proof at the Bank
- VAT Registration Form

NOTE: This number must be a direct line and not connected to a PBX or alarm system.

**GENERAL TERMS & CONDITIONS FOR DSL CONSUMER SERVICE**

- Definitions
- SODETEL: Société de Développement des Télécommunications du Liban SAL
  - The SERVICE: DSL access. The term also includes any value added features that may be added thereto by SODETEL from time to time.
  - The CUSTOMER: The end user that subscribes to the DSL Service through the appropriate channels of SODETEL.
  - The Services you have ordered are shown on the application form (DSL Plan).
- Services supplied
- The contract duration is for one year from the date of activation of the DSL service (i.e. minimum of one-year commitment). The contract is automatically renewed every year for the duration of one year unless the customer sends a written notice at least one month prior to the initial or renewed expiration date.
  - The Customer will be assigned one user name and password.
  - The Customer shall use his/her own means. (e.g. computer, telephone Service and modem)
  - The Customer shall have prior subscription to the fixed-Line telephone Service in order to get access to the DSL Service
- Usage of the Service
- The Customer shall not use the Service maliciously.
  - It is forbidden for the Customer to resell and/or redistribute the Service to other parties.
  - The Customer is entirely responsible for content he/she sends/receives through OGERO infrastructure
  - .
  - In order to ensure fair access and integrity of internet service, Sodeltel reserves the right to take measures to prevent improper use of the internet service.
- N.B: For legal reasons imposed by the Minister of Telecommunication, you must guarantee that the connection will not be used for any kind of Services not authorized by the Minister of Telecommunication as long as they are restricted by the Minister of Telecommunication.
- Quality of Service
- SODETEL will do its best effort to provide the highest possible quality Service.
  - SODETEL cannot guarantee that the Service will be free of interruption or interference. SODETEL cannot be held liable for any type of losses due to service performance or stoppage.
- Fair Usage Policy
- The Fair Usage Policy is designed to ensure that the service received by the vast majority of our customers is not negatively impacted because of extreme heavy usage by a very small minority of customers. This is why SODETEL continuously monitors network performance and may restrict the speed available to very heavy users.
- Customer Support
- The Customer will contact Sodeltel directly for any support issue.
- Charges and Fees
- The Customer will pay in advance all fees related to the DSL Service to SODETEL.

- Service charges shall be based on the plan chosen by the customer.
  - The account will be activated after the required payment has been made to SODETEL.
  - If we reasonably suspect abuse of a payment method in respect of any account of DSL or the Telephone Bill (\* OGERO Terms), we reserve the right to withdraw the availability of a payment method in respect of that account.
  - Regardless of the DSL Service, the Client continues to pay all fees related to the telephone Service to OGERO.
  - Any suspension or termination shall not affect the right of SODETEL to receive the applicable fees until the end of termination of this agreement.
- Plan changes
- If the Customer decides to Upgrade or Downgrade, he should request change by a written letter to SODETEL. The activation will be at the end of each month.
  - SODETEL has the right to make changes to its Service or its Prices and terms and conditions, at any time. It can also cancel the service and the product at any time.
  - SODETEL will give one month notice to the Customer before making any changes to its plans, services or prices. Your continued use of the DSL Service after such notice will show your acceptance of such changes.
  - In case of plan change by SODETEL, the Customer shall apply for cancellation of the DSL Service through SODETEL by a written confirmation. The cancellation will apply at the end of the month.
- Suspension or Termination of the Service:
- SODETEL may cancel the services of this agreement for any reason by providing you with a written notice (email or courier). Furthermore SODETEL can suspend or terminate your DSL Service at any time without notice in the event that:
- Sodeltel suspects that the Customer is failing to comply with this agreement in any way.
  - The DSL Service will be terminated immediately in case the telephone Service is terminated for any reason.
  - Sodeltel suspects that unusual or fraudulent activity is occurring on the access or the account.
  - The Customer fails to pay his/her fixed telephone bill (based on OGERO Terms) and DSL charges to SODETEL. Sodeltel is required to do so by OGERO authority.
  - Abuse of the connection takes place.
- The Customer agrees to:
- Pay all charges for the DSL Service.
  - Follow Sodeltel's instructions in respect of the DSL Service.
  - Supply further documentation and information that may be requested by Sodeltel in order to comply with Sodeltel's legal and regulatory obligations (Based on OGERO).
  - The Terms & Conditions posted on SODETEL's website: [www.sodeltel.net.lb](http://www.sodeltel.net.lb)

I state that I have read and understood the foregoing agreement and agree to be bound by all Terms and Conditions.

**SODETEL**

Date:  
Signature:

Applicant Name:  
Date:  
Signature:



Agent Name: .....

GENERAL INFORMATION			
Owner's Full name		Telephone	
Applicant's Full Name		Mobile	
Last Connection		Provider	

DSL PACKAGES			
PLAN	SPEED	VOLUME	PRICE
DSL at 1M	256k/1M	6 GB	\$ 20.90 <input type="checkbox"/>
DSL at 2M	512k/2M	10 GB	\$ 29.90 <input type="checkbox"/>
DSL at 4M**/2M*	512k/4M	15 GB	\$ 39.90 <input type="checkbox"/>
DSL at 8M**/4M*	1M/8M	25 GB	\$ 69.90 <input type="checkbox"/>
<ul style="list-style-type: none"> <li>Extra 1GB = \$4</li> <li>All the prices do not include V.A.T.</li> </ul>		<ul style="list-style-type: none"> <li>FREE Unlimited Night Traffic from 12am till 8am.</li> <li>Fair Usage Policy applies.</li> </ul>	
<ul style="list-style-type: none"> <li>*Zone 1 MoT/Ogero - **Zone 2 Sodetel DSP</li> </ul>		Note: The availability of the above option is subject to feasibility check.	

CPE TYPE		
TYPE	DESCRIPTION	PRICE
Ethernet Modem	ADSL2+, 4 ports Ethernet	\$ 40 <input type="checkbox"/>
WIFI MODEM	ADSL2+, 4 ports Ethernet + WI-FI	\$ 55 <input type="checkbox"/>

FEES	
<input type="checkbox"/> \$ 38 REGULAR SET UP FEES	<input type="checkbox"/> \$ 5 - 4 DIGIT LINE SET UP FEE
<input type="checkbox"/> \$20 INSTALLATION <input type="checkbox"/> \$6 CANCELLATION	<input type="checkbox"/> \$ 18 ADMINISTRATIVE FEES
<input type="checkbox"/> \$2 FILTER      Quantity: .....	<input type="checkbox"/> 1 MONTH IN ADVANCE (Prepaid Cards)

PAYMENT METHOD
<input type="checkbox"/> Prepaid Card
<input type="checkbox"/> Cash (6 months advanced)
<input type="checkbox"/> Bank Domiciliation
<input type="checkbox"/> Credit Card (Visa or Master – Not electronic)
1\$ Automatic Domiciliation except for: Bank Audi, Société Générale, Byblos Bank, BOB, BBAC, ELB

E-MAIL ID REGISTRATION - UserID@sodetel.net.lb -	
User ID (4 to 8 char.)	Password

How did you hear about SODETEL DSL?
<input type="checkbox"/> Radio <input type="checkbox"/> Magazine <input type="checkbox"/> Flyers <input type="checkbox"/> Internet Reseller <input type="checkbox"/> Other (.....)
<input type="checkbox"/> Press <input type="checkbox"/> Billboards <input type="checkbox"/> E-Marketing <input type="checkbox"/> Existing Sodetel User.

<b>SODETEL</b>	Applicant Name:
Date:	Date:
Signature:	Signature:



## لمن يهمه الامر

انا الموقع ادناه..... حامل الهوية اللبنانية سجل رقم  
..... المحافظة / القضاء..... أفوض وعلى مسؤوليتي  
الشخصية شركة تنمية الاتصالات في لبنان ش.م.ل. - سودتيل -  
بالتوقيع عنى لدى وزارة الاتصالات فيما يعود للاشتراك في خدمة الانترنت السريع  
(ADSL/HDSL) وذلك، في الحالات التالية:

- صلاحية تقديم طلب اشتراك جديد لخدمة الـADSL
- صلاحية الغاء الاشتراك في الخدمة المذكورة أعلاه
- صلاحية طلب أي تعديل يتعلق في هذه الخدمة  
(Ex. Change ISP, DSP, Speed up or down)

.....في.....

.....الاسم:.....

.....التوقيع:.....



**AUTHORIZATION FOR BANK DOMICILIATION**

*I hereby empower the beneficiary bank, to debit my bank account, if the situation so allows, and to pay the creditor below, all bills presented by Sodeltel sal for collection.*

*The applicant banks are also allowed to make any necessary foreign currency conversions in order to make the payments.*

**DEBTOR**

Name and Surname: .....

Application Ref#: .....

Address: .....

Telephone: .....

Signature of the Debtor: .....

Date:.....

***BANK HOLDING THE ACCOUNT OF THE DEBTOR (Applicant Bank)***

Bank Name & Code: .....

Branch Name & Code:.....

Account Number:.....

Account holder name: .....

*Approval and stamp of the Bank Holding the account:*

**THE ACCOUNT OF THE CREDITOR**

**SODETEL SAL**



**CREDIT CARD AUTHORIZATION**

This credit card payment instruction is suitable for use with SODETEL Internet Services.

Applicant Full Name:

Cardholder's Full Name   
*(as quoted on card)*

"I hereby authorize SODETEL, until further notice in writing, to debit my credit card account with the total amount of my Sodetel Internet services due bills."

Credit card type       VISA       MasterCard

Currency of card

Credit card expiry date

Credit Card     

If I receive a replacement credit card, account number, or new expiry date, I will immediately inform SODETEL of the new details. This authority shall be effective for the new credit card.  
If my credit card is canceled or suspended for any reason, I will inform Sodetel immediately.

This authorization is valid until the cancellation of the subscription.

Signature of cardholder

Date