

Agent Name:

PHONE LINE OWNER INFORMATION				
First Name / اسم صاحب الخط		Father Name / اسم الاب		Last Name / الشهرة
Phone N <sup>o</sup> / رقم الخط الثابت		Mobile N <sup>o</sup> / رقم الخليوي		PBX <input type="checkbox"/> YES <input type="checkbox"/> NO
Address (Region -City- Str.) (المدينة, المنطقة, الشارع)				
(Bldg - Floor) (المبنى, الطابق)			Email (العنوان الإلكتروني)	
DSP INFORMATION - FOR INTERNAL USE				
DSP Name	Central Office	Phone N <sup>o</sup>	MDF Parameters	Bandwidth
NEEDED DOCUMENTS				
<input type="checkbox"/> Copy of Phone Line Owner ID <input type="checkbox"/> Copy of Military ID (2 نموذج رقم) <input type="checkbox"/> Copy of last phone bill <input type="checkbox"/> Payment Proof at the Bank		<input type="checkbox"/> Delegation from the Phone Owner to Applicant, authenticated by a public notary, if Applicant is not the Phone Line Owner <input type="checkbox"/> Delegation Form allowing to apply on behalf of the Phone Owner <input type="checkbox"/> VAT Registration Form		
LEBANESE ARMY DSL PACKAGES				
PLAN	Upload (up to)	Download (up to)	VOLUME	PRICE
DSL - 4M	1 Mbps	4 Mbps	30 GB	\$ 9.75 <input type="checkbox"/>
DSL - MS	2 Mbps	MS*	65 GB	\$ 20.57 <input type="checkbox"/>
DSL - UNL**	1 Mbps	2 Mbps	UNLIMITED	\$ 25.97 <input type="checkbox"/>
Extra 1GB = 1024MB = \$0.8		* Max Speed / ** FUP applies		All Prices are subject to 10% VAT
All above speeds are subject to technical feasibility & landline capability.			FREE Parental Control <input type="checkbox"/>	
SPECIAL OFFER				
TYPE	PRICE			OFFER
DSL Setup	\$20 + TVA			FREE
DSL Installation	\$20 + TVA			FREE
WIFI Modem	\$45 + TVA			FREE
1 MONTH FREE ON ALL DSL PLANS			<input type="checkbox"/> \$ 2 - FILTER	Quantity: .....
PAYMENT METHOD				
<input type="checkbox"/> LIBAN POST - Prepaid Card		<input type="checkbox"/> BANK OF BEIRUT - Prepaid Card		
<input type="checkbox"/> CASH UNITED - Prepaid Card		<input type="checkbox"/> BANK DOMICILIATION		
<ul style="list-style-type: none"> <li>Virtual PPC will be generated in the above POS across Lebanon.</li> <li>1\$ Automatic Domiciliation except for: Bank Audi, Société Générale, Byblos Bank, BOB, BBAC, ELB</li> </ul>				
E-MAIL ID REGISTRATION - UserID@sodetel.net.lb -				
Email User ID (4 to 8 char.):			Email Password:	
SODETEL Stamp			Applicant Name & Signature	
			Date: _____	

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

1. SODETEL : Société de Développement des Télécommunications du Liban SAL
2. The SERVICE: DSL access. The term also includes any value added features that may be added thereto by SODETEL from time to time.
3. The CUSTOMER: The end user that subscribes to the DSL Service through the appropriate channels of SODETEL.
4. The Services you have ordered are shown on the application form (DSL Plan).

**Services Supplied**

1. The contract duration is for **one year** from the date of activation of the DSL service (i.e. minimum of one-year commitment). Any Cancellation prior to the installation of the service shall render promotions invalid and shall entail the Customer to pay the Regular Set Up Fees if the set up fees was paid to Ogero by Sodeltel. 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.
2. The Customer will be assigned one user name and password.
3. The Customer shall use his/her own means. (e.g. computer, telephone Service and modem)
4. 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**

1. The Customer shall not use the Service maliciously.
2. It is forbidden for the Customer to resell and/or redistribute the Service to other parties.
3. The Customer is entirely responsible for content he/she sends/receives through OGERO infrastructure.
4. 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**

1. SODETEL will do its best effort to provide the highest possible quality Service.
2. 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**

Unlimited Plan customers have the comfort of knowing that no matter how much data they use in a billing cycle (and there are no quota limits), they will never be subject to overage charges and will pay a single monthly flat rate. That is the essential promise of an Unlimited Plan. However, when subject to network management practices, Sodeltel reserves the right to take all necessary measures to prevent illegal and improper use of its Internet services in support of its quality and client satisfaction. Such improper use often results in abusing the shared network between the customers, which may affect the quality especially during peak hours. To avoid this and to ensure the quality that Sodeltel stands for, if a customer subscribed to the Unlimited plan and has shown abusive behavior of the service, he or she may experience reduced data speeds during peak usage periods as compared to other customers. The abusive behavior is considered reached when the consumption exceeds substantially the average consumption of subscribers for the plan. Once the subscriber's global consumption goes back to normal levels, the Fair Usage Policy is automatically revoked and the full speed for the subscribed plan is restored. Very few subscribers who make inappropriate use of the service will however be affected by this policy.

**Customer Support**

The Customer will contact Sodeltel directly for any support issue.

**Charges and Fees**

If the Customer wishes to cancel the ADSL Service, a cancellation fee of **\$10** will apply and the Customer needs to return the Modem to Sodeltel (**if benefited from FREE modem offer**). All ADSL Services and Accounts must be fully paid before the cancellation is completed.

1. The Customer will pay in advance all fees related to the DSL Service to SODETEL
2. Service charges shall be based on the plan chosen by the customer.
3. The account will be activated after the required payment has been made to SODETEL.
4. 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.
5. Regardless of the DSL Service, the Client continues to pay all fees related to the telephone Service to OGERO.
6. 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**

1. 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. The Downgrade fee is of \$10.
2. 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.
3. 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.
4. 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:

1. Sodeltel suspects that the Customer is failing to comply with this agreement in any way.
2. The DSL Service will be terminated immediately in case the telephone Service is terminated for any reason.
3. Sodeltel suspects that unusual or fraudulent activity is occurring on the access or the account.
4. 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.
5. Abuse of the connection takes place.

**The Customer agrees to:**

1. Pay all charges for the DSL Service.
2. Follow Sodeltel's instructions in respect of the DSL Service.
3. 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)

**Applicant Name & 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 الـ ADSL
  - 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:



**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 Sodeltel 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 Sodeltel immediately.

This authorization is valid until the cancellation of the subscription.

Signature of cardholder

Date