



Terms and Conditions

- The user is eligible for a temporary connectivity on plans BD 22 and above.
- The temporary connectivity provides the customer with a router and a plan for FREE valid for 1 month. The plan may get disconnected after 1 month or upon the fiber delivery which ever applies first
- The temporary connectivity is only applicable for customers who do not have an existing STC broadband connectivity under their applied CPR.
- The customer should return the router provided on the temporary connectivity post the 1-month free period.
- The customer has 1-month period to return the router post the temporary plan disconnection after which penalty charges (BD75) will be applied in case the router is not returned
- The user will be eligible for one-month free service charge on selected plans starting from BD17.5 and above
- Until the fiber service is delivered and while using the temporary connectivity, the customer may not get the matching requested speed of the fiber plan
- The Fiber plan charges will be applied at the time the service is delivered and activated
- Customer on pre-assessed cases may opt to cancel the fiber request before the installation takes place at no added charges
- In case the Fiber service is delivered, and the customer requested to terminate /cancel the service, termination charged will apply
- The signed agreement for the Fiber plans shall reflect the acknowledgment number against the line number which will get updated with the Fiber circuit number (i.e.2XXXXXXX) upon the fiber plan activation/billing
- The plan's data allowance will reduce post he 24 months contract period
- The plan's speed will get throttled upon the full data consumption during the month.
- The extra benefits on voice plans (Additional Free GBs and Free minutes to other networks) are only applicable to a single selected STC Voice Postpaid plan at the time of the request application.
- The extra benefits on voice plans (Additional Free GBs and Free minutes to other networks) are valid as long as the fiber plan is active.
- The customer can choose to change the voice postpaid plan on which he/she received the benefit on only once during the contract period by visiting STC retail shop or contacting 124.
- Only upon fiber plan activation, the extra benefits on voice (Additional Free GBs and Free minutes to other networks) will be activated the second day.
- Only upon the fiber plan activation the eligible plans for guaranteed coverage will be contacted to schedule a visit to install the coverage devices
- In cases where fiber can't be delivered due to some infrastructural issues at the given area/address, the request will be canceled, and customer will be informed
- Customers who wishes to get a fiber plan can terminate his/her existing STC home broadband plan where termination charges will apply and sign new agreement for the new selected fiber plan.
- Customer with an existing STC fiber plan can change the requested fiber plan (plan switching fees may apply).
- STC has the sole description to change/remove any of the given plan's benefits