

New Customer	<input type="checkbox"/>	عميل جديد	Service Location Transfer	<input type="checkbox"/>	تغيير عنوان الاستفادة من الخدمة
Service Amendments	<input type="checkbox"/>	تعديلات الخدمة	Miscellaneous	<input type="checkbox"/>	أخرى
Service Termination	<input type="checkbox"/>	إلغاء الخدمة			

Company Name:	اسم الشركة:	Company CR Number:	رقم السجل التجاري:
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stc AgileWAN Service		
Commitment Period:	Subscription Fees:	stc Proposal Reference #
12 Months [<input type="checkbox"/>] 24 Months [<input type="checkbox"/>] 36 Months [<input type="checkbox"/>] Other:	Total One-Time Fees: Total Monthly Fees: Service Credit Limit:	

stc AgileWAN Service Details

Item	Service Plan	Location Name	Address				Underlay Type		Feature Set	Existing Ref/MSISDN
			Office	Road	Block	Area	Primary	Secondary		
1										
2										
3										
4										
5										
6										
7										
8										
9										

Note: For more sites, you may use the 'additional site information' section

stc AgileWAN IP Details

Item	Location Name	Subnet 1		Subnet 2		Subnet 3	
		IP Range (From)	IP Range (To)	IP Range (From)	IP Range (To)	IP Range (From)	IP Range (To)
1							
2							
3							
4							
5							
6							
7							
8							
9							

Note: If you have a preferred IP Plan, please add it per Item corresponding to the location/branch.

Customer's Service Administrator Contact Details				بيانات الموظف المسؤول عن التواصل	
Title	MR <input type="checkbox"/> السيد	MRS <input type="checkbox"/> السيدة	MS <input type="checkbox"/> التسة	OTHER <input type="checkbox"/> أخرى	اللقب
First Name					الاسم الأول
Last Name					الاسم الأخير
Job Title					المسمى الوظيفي
Office/Business Phone Number					رقم هاتف العمل/المكتب
Mobile Number					رقم الموبايل
Fax Number					رقم الفاكس
E-mail Address					البريد الإلكتروني

stc AgileWAN Service Terms

The services being provisioned under this Service Order Form are governed by the terms and conditions stated below and signing of this Service Order Form and using the provisioned Services will mean the acceptance of You and Us to these terms.

- You agree to be bound by the following, in this order of priority AND INCLUDING ANY CHANGES:
 - The stc Business Master Cloud Services Agreement;
 - The Service Order Form with service specific terms and conditions;
 - Service Proposal or Service User Guide with service description and including any promotional terms;
 - any relevant click-through agreement for the Services you received.
- For each Service You subscribe to, the Activation Date is whichever comes earlier from the following:
 - The date You start using the Service; or
 - The date of which We have completed installation and confirmed installation of the Service at your Service Location;
- The Agreement will be valid for the Commitment Period identified in this Service Order Form.
- Upon Service or Agreement termination, Your right to use the Service will immediately cease and We shall have no obligation to forward Your Data, information to You or to process data and/or message requests in any particular manner in relation to the said Service.
- Transfer of the Service Location as per the Service Order Form to another shall be conducted by Our Technician only, after You sign and submit a new Service Order Form with the request for the transfer of the Service Location, mentioning the new and complete credentials of the Service Location.
- We take all necessary measures to securely create, use, store or dispose of all information We manage, so that it cannot be lost, stolen or manipulated, or used without Our authorization. We are committed to applying all privacy and data protection principles onto Our business operations to provide You with Our products and services; however, you agree that Our liability remains limited to terms stated in stc Business Master Cloud Services Agreement.
- User call details, for communication using Our Platform, will be saved temporarily and be available to You in form of a report.
- Our Service is guaranteed on stc provided private network, any access using public Internet is not guaranteed for performance or availability.
- All provided CPEs to provision services like Ethernet Switch, Access Router, Gateways etc. will remain stc property and shall be returned at the time of service completion/termination.

10. Your Responsibilities

- Phishing attack is the attempt to obtain sensitive information such as usernames, passwords, and credit card details, often for malicious reasons, by disguising as a trustworthy entity in an electronic communication. We will not, at any time, request you for any of your personal data like usernames, passwords, credit card etc. through email or other social media. Any such event shall be reported to Us immediately through our customer service helpdesk.
- You agree and understand that You are responsible for maintaining the confidentiality of Your password associated with access to the services of this Platform.
- Accordingly, You agree that You will be solely responsible to Us for all activities that occur under usage of Your Admin and Service Account username and password.

- 10.4. You warrant that You will only use the Platform (In these Service Terms means stc technical solution for the provisioning of Services to You) and the Services You receive in an appropriate and lawful manner and by way of example and not as a limitation, You shall:
- 10.4.1. Comply with the stc Business Master Cloud Services Agreement, all local laws, rules and regulations applicable to your use of the Service offerings.
- 10.4.2. Not receive, access, transmit or broadcast any content which is unlawful or in breach of any intellectual property right (including Copyright);
- 10.4.3. Not transmit any electronic content (including viruses) through the Platform, by which causes or is likely to cause detriment or harm to Us or others.
- 10.4.4. Not attempt to gain unauthorized access to any of Our Services, other accounts, computer systems or networks connected to any of Our Services through hacking or any other means.
- 10.5. You must provide Us with Your up to date contact details at all times. If You do not provide Us with Your valid contact details, We cannot provide the Services to You.
- 10.6. You will provide all pre-requisites to provide and maintain the Services including access to the site, required user information and access to any of Your servers or applications, as required.
- 10.7. Services provisioned over wireless broadband are subject to mobile data coverage at Service Location. In case external antenna is required for Service provisioning, You will provide access and permission for such installation.
- 10.8. You will be responsible for safe keeping and providing acceptable, controlled environment, suitable for IT assets, for provided CPEs as part of the Service.
- 10.9. For any virtual appliances provided by stc during the Commitment Period as an ancillary support service, You agree to provide the required and compatible infrastructure and support for smooth operation.

11. Disclaimer

- 11.1. stc does not endorse or make any representations about the service/software or any other product provided to the customer through a third party provider. The service/software/product is resold and administered by stc on behalf of that third party provider.

I, the undersigned acknowledge that I have read and signed the stc Business Master Cloud Services Agreement and stc AgileWAN Terms and confirm my acceptance to adhere to it.

أقر أنا الموقع أدناه، بأنني قرأت ووقعت شروط وأحكام الاتفاقية الرئيسية لخدمات الحوسبة السحابية لقطاع الأعمال وخدمات stc AgileWAN وأقر بقبولي والتزامي الكامل بها.

Authorised Signatory Name: اسم الشخص المخوّل بالتوقيع:

Authorised Signatory CPR: رقم الشخص المخول بالتوقيع:

Authorised Signatory Signature: توقيع الشخص المخوّل بالتوقيع:

Date (dd/mm/yy): التاريخ (اليوم/الشهر/السنة):

Company Stamp  ختم المؤسسة

Official Use (stc use only)

للاستخدام الرسمي (لاستخدام stc فقط)

Customer Account Number: رقم حساب العميل:

Account Manager's Name: اسم مدير الحساب:

Signature: التوقيع:

stc AgileWAN Additional Location Information

Item	Service Plan	Location Name	Address				Underlay Type		Feature Set	Existing Ref/MSISDN
			Building /Office	Road	Block	Area	Primary	Secondary		
10										
11										
12										
13										
14										
15										
16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
26										
27										
28										
29										
30										

stc AgileWAN IP Details

Item	Location Name	Subnet 1		Subnet 2		Subnet 3	
		IP Range (From)	IP Range (To)	IP Range (From)	IP Range (To)	IP Range (From)	IP Range (To)
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
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27							
28							
29							
30							

Note: If you have a preferred IP Plan, please add it per Item corresponding to the location/branch.