

Reference Number:		<b>طالب الاشتراك بخدمة ADSL</b>	
Downlink Speed <input type="checkbox"/> 128kbps <input type="checkbox"/> 256kbps <input type="checkbox"/> 512Kbps <input type="checkbox"/> 1Mbps	السرعة المطلوبة	رقم الهاتف العادي:	
في حال كان المشترك شركة		طلب الخدمة على: <input type="checkbox"/> خط الهاتف العادي * <input type="checkbox"/> خط الإنترنت (Parallel)	
اسم الشركة:		الاسم:	**المشارك
اسم مفوض المشارك او الشركة:		اسم الاب:	الشهرة:

\* في حال وجود خط انترنت (Parallel) للاشتراك العادي.  
\*\* بحسب فاتورة الهاتف.

Modem Supplied by:  IDM  Ogero

**مخصص للإدارة**

مخصص للإدارة	شركة (ISP)	شركة (DSP)
	اسم الشركة : إنكونت داتا منجمنت ش.م.ل.	اسم الشركة:
	اسم مفوض الشركة: شوقي المعلوم	اسم مفوض الشركة:
	رقم الهاتف: 01-512513	رقم الهاتف:
	رقم الفاكس: 01-510474	رقم الفاكس:

## Terms & Conditions

### Definitions

The **Customer** is the end-user that subscribes to the DSL service through the appropriate channels of the ISP.

The **ISP** is the Internet Service Provider that sells the DSL service to the customer.

The **DSP** is the Data Service Provider that provides the DSP service to the ISP, which consists on collecting & routing Internet traffic between the Customer Premises and the PoP 'Point of Presence' of the ISP

The **Incumbent Operator** is the provider of the fixed network known as the local loop (today OGERO and Liban Telecom later on).

### Role & Responsibilities

The Incumbent Operator provides the LLU (Local Loop Unbundling) service to the DSP, which consists on the following three elements:

- (1) Local loop access from the Customer Premises and the Incumbent Operator Central Office.
- (2) Collocation of the DSP equipment within Incumbent Operator premises.
- (3) Backhaul service between DSP co-located equipment and ISP PoP (Point of Presence).

In the case where OGERO is the DSP, the DSP service consists of the following three elements:

- (1) Local loop access from the Customer Premises and the Ogero Central Office.
- (2) Transport of the Internet traffic through OGERO Data Network
- (3) Interconnection links between the OGERO Data Network and the ISP's Internet Platform

In the case where OGERO is not the DSP:

- The DSP is not responsible for local loop connecting DSP DSLAMs to the end-user Distribution Points
- The DSP is not responsible for any voice disturbances that may occur after the activation of the line.

In all cases the ISP is not responsible for local loop connecting DSP DSLAMs to the end-user Distribution Points.

Incumbent Operator service demarcation points are the DP (Distribution Points) located in the bottom of the Customer Premises building on one side and the DSP PoP (Point of Presence) on the other side.

The DSP service demarcation points are the DSP PoP (Point of Presence) on one side and the ISP PoP (Point of Presence) on the other side.

Incumbent Operator or DSP or ISP are not responsible for any internal wiring inside the buildings Incumbent Operator or DSP are not providing any CPE (Customer Premises Equipment) such as modems and/or micro-filters.

### Fees

The customer pays all fees related to the DSL service to the ISP

The ISP pays all fees related to the DSP service to the DSP

The DSP pays all fees related to the Local Loop Unbundling service to the Incumbent Operator Regardless of the DSL service, the customer continues to pay all fees related to the telephone service to the Incumbent Operator

### Customer Support

The ISP is the interface of the Customer for any troubleshooting or support issue.

Internet related problems are beyond the DSP responsibility

**Any delay during maintenance / support of a line is to be counted on the party involved in the operation**

### Cancellation

The Customer shall apply for cancellation of the DSL service through the ISP

### Termination

The DSL Service will be terminated immediately in case the telephone service is terminated for any reason.

The DSL Service will be terminated if the ISP does not pay the DSP for the DSP Service Fees.

In the case where OGERO is not the DSP, the DSL Service will be terminated if the DSP does not pay Incumbent Operator for the DSP service fees, and if the ISP loses his license.

### Service Performance

Upload and download speed are not guaranteed as performance of the service depends on several factors (network congestion, response time of the web site, etc.).

### Eligibility for the Service

Incumbent Operator will check qualification of your telephone line to be eligible for the service.

The Customer shall have prior subscription to the fixed-line telephone service in order to get access to the DSL service

The Customer shall not be a bad debtor of Incumbent Operator for his existing telephone line subscription in order to get access to the DSL service.

If at application time the customer has a bad debit history, and if the customer does not fix his/her debit within 30 days, the DSL request will be cancelled.

A line that is able to reach the minimum accepted speed, is eligible for the DSL Service.

### CPE (Customer Premises Equipment) Compatibility

Customer CPEs shall be compliant with DSP specs and shall not damage Incumbent Operator infrastructure and services (such as the voice services)

### Service Related Terms

IP addresses are the sole responsibility of the ISP

For non-corporate plans, service has a best-effort Quality of 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 they send/receive through Incumbent Operator or OGERO infrastructure

In case the Incumbent Operator / OGERO suspects any misuse of the service according to the decrees and regulation of the Ministry of Telecommunications, or upon receive request from legal authorities, Incumbent Operator / OGERO has the right to monitor any or all traffic that circulates through its infrastructure, and has the right to refuse, block and move or remove any content, or stop the connection between the Customer and the DSP equipment.

### Validity

The initial term of this terms & conditions begins on customer billing starting date.

انا الموقع اذناه افيد بانني اطلعت على مضمون الشروط (Terms & Conditions) المذكورة اعلاه ووافقت عليها.

شركة DSP	شركة ISP	المشارك
التاريخ	التاريخ	التاريخ
توقيع المفوض	توقيع المفوض	توقيع المشارك او المفوض عنه