



INTERNET APPLICATION FORM

APPLICATION DETAILS

معلومات عن المشترك

First Name	الإسم	Middle Name	إسم الأب	Last Name	الشهرة
Company Name (If Applicable, a copy of the commercial circular is required)		إسم الشركة (يرفق نسخة عن الإذاعة التجارية في حال ملكية خط الهاتف تعود لشركة)			
Phone Number For ADSL	رقم الهاتف الثابت لربط الخدمة	Mobile Number	رقم الهاتف المحمول		
E-mail Address	بريد إلكتروني	Address	العنوان		

DELEGATION

تفويض

أنا الموقع أدناه حامل الهوية اللبنانية سجل رقم محافظة/قضاء/محلة
أفوض و على مسؤوليتي الشخصية شركة ACCESS LEBANON بالتوقيع عني لدى وزارة الاتصالات فيما يعود الإشتراك في خدمة الإنترنت السريع وذلك في الحالات التالية:
• صلاحية تقديم إشتراك جديد لخدمة الإنترنت السريع
• صلاحية إلغاء الإشتراك في الخدمة المذكورة اعلاه
• صلاحية طلب أي تعديل يتعلق في هذه الخدمة كتغيير مزود خدمات الإنترنت، تغيير مزود خدمة نقل المعلومات، تغيير السرعة.

SIGNATURE

التوقيع DSP USE

خاص بمزود خدمة نقل المعلومات

Read and Approved the content of this Application Form and the DSL services General Terms and Conditions annexed to this Application Form.
(Note that our Terms and Conditions are regularly updated on our website)
بعد الإطلاع والموافقة على هذا الطلب وعلى الشروط العامة لخدمة ال ADSL المرفوقين بهذا الطلب.
(ملاحظة: إن شروط وبنود الخمة يتم تحديثها بشكل مستمر على صفحتنا الإلكترونية)

DSP:	المزود:
CO:	السنترال:
Port / Slot:	المرجع:

PLAN SELECTION (Monthly Subscription)

إختيار الخدمة (الإشتراك الشهري)

WIFLY UP to 10 Down 3 UP Mb - 145 GB LBP 2,880,000	WIFLY UP to 10 Down 3 UP Mb - 300 GB LBP 4,500,000	WIFLY UP to 10 Down 3 UP Mb - 450 GB LBP 7,200,000	CONNECTIFY 10 Down 4 UP Mb - 750 GB LBP 10,800,000	CONNECTIFY 16 Down 6 UP Mb - 1500 GB LBP 21,600,000	PREMIUM PRO+ Dedicated Enterprises Specialty Real IP + Local Loop Customization 10 Mbps & Above Agreement Request.
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Additional GB price is 45,000 LBP/GB. Unlimited quota plans are subject to a Fair Use Policy. One-time fee installation charge. UP to Speeds based on your Location & Technology. Wifly special offer Unlimited 12 Till 6 AM FUP.

PAYMENT METHOD

طريقة الدفع

BANK DOMICILIATION

ONLINE PAYMENT

CASH COLLECTOR

FOR INTERNAL USE

خاص بالشركة

Sales Person	مندوب المبيعات
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IMPORTANT INFORMATION

معلومات هامة

- 1.Agreement:** By subscribing to our internet service, you agree to abide by these Terms and Conditions.
- 2.Service Provision:** We will provide internet access based on the selected plan and availability. Service availability, speed, and quality may vary.
- 3.Billing and Payment:** You agree to pay the applicable fees by the specified due date. Failure to do so may result in service suspension or termination.
- 4. ALL Prices** are subjected to 11% TVA
- 5.Technical Support:** Reasonable technical support will be provided, but immediate or uninterrupted support cannot be guaranteed.
- 6.User Responsibilities:** You are responsible for properly using and securing your internet connection, complying with laws, and avoiding illegal activities.
- 7.The terms** of this agreement are 12 months starting on the service activation date. If this agreement is terminated before the end of the term, the customer must settle all fees related to setup and monthly subscriptions.



TERMS & CONDITIONS

SERVICE DETAILS:

Service Description:

Access Lebanon will provide the Customer with the Services as detailed. The Customer is not permitted to resell or redistribute the Service to other parties without prior written consent from Access Lebanon. For legal reasons imposed by the Ministry of Telecommunication, the Customer must guarantee that the Service will not be used for IP Telephony, Illegal Internet activity, or any other kind of activity unauthorized by the Ministry of Telecommunication, as long as these services remain restricted.

Billing & Payment:

In consideration of the Services rendered by Access Lebanon under this Agreement, the Customer shall pay Access Lebanon the Services Fees.

All amounts shall be due and payable as follows:

Access Lebanon will bill Monthly Recurrent Service Charges to the Customer at the beginning of each month. It is the Customer's responsibility to ensure that the billing information provided remains current at all times. Upon billing, payment is due monthly in full, through an automatic pre-authorized bank withdrawal. V.A.T and any other applicable tax are excluded from the Service fees. The Set-up Charges (Hardware & Installation) shall be paid upon signature of this Agreement, as a Non Recurrent Charge as defined. The Customer agrees that in the event of a delay exceeding five (5) days in making timely payments, the Service will be suspended until such payment is made. If for twenty (20) days after the suspension of the Services, the Customer fails to pay, then Access Lebanon will be entitled to terminate this Agreement on the Customer's responsibility. In the event the Customer disputes in good faith any portion of the invoice, the Customer must submit a written claim for the disputed amount to Access Lebanon within ten (10) days of receipt of billing for those Services, however, such disputed amounts shall not relieve the Customer from its obligation to pay all amounts not specifically in dispute. The Customer waives the right to dispute the amounts not disputed within the time frame set forth above.

Term & Termination:

Term: This Agreement will enter into force on the Effective Date and shall continue in force for one year, starting from the date of installation of the Service (the "Commencement Date"). The Term shall automatically be renewed for additional similar terms unless a three (3) months written notice is given by any Party to the other Party before the expiration of the Term or any subsequent renewal term, as applicable, of that Party's intention not to renew. In the event the Customer terminates the Agreement before the Commencement Date, the latter shall be bound to pay Access Lebanon the installation fees in addition to a penalty equivalent to (1) month Service fees. Termination for breach of obligations: It is agreed between the Parties, that Access Lebanon has the right to immediately terminate the Agreement if the Customer is in any violation or breach of any of the terms of this Agreement. The latter fails to remedy such violation or breach within (20) days of a notice sent by Access Lebanon to that effect.

Termination for Convenience: It is agreed between the Parties, that either Party shall not have the right to terminate this Agreement at any time without any reason. In the event of a breach, the breaching Party shall be bound to pay to the non-breaching Party a penalty amounting to the Services fees for the remaining months of Services.

Payment on Termination: In the event of termination of this Agreement for any of the causes, the Customer must continue to pay fees or expenses due for the Services delivered up to that date and settle all outstanding amounts within fifteen (15) days of such termination.

Force Majeure: Neither Party shall be liable, nor shall any credit allowance or other remedy be extended, for any performance that is prevented or hindered due to a Force Majeure: Any cause beyond a Party's reasonable control, including, without limitation, acts of war, acts of God, riot, terrorism, strikes, lockout, insurrection, governmental act, restrictive governmental laws or regulations or judicial orders or decrees, inclement weather (fire, flood ...), embargoes, failure of the Internet, or other reasons of a like nature not resulting from the actions or inactions of a Party. In the event a Party is delayed for a reason as set for the above or other reasons beyond the control of the affected Party for more than sixty (60) business days, the unaffected Party shall have the right to terminate this Agreement after sixty (60) business days' written notification.

Limitation of Liability: In no event will either Party or their respective representatives, subcontractors, affiliates, or suppliers be liable for any consequential, incidental, special, exemplary, punitive, or enhanced losses or damages (indirect damages) of any nature whatsoever (including but not limited to damages for lost profits, lost revenues, loss of goodwill or business reputation, loss of anticipated savings, loss of customers, loss or diminution of data, investment, return, contract, production, opportunity, savings cost of purchasing replacement services) arising out of the performance or failure of the Services or of any degradation of the latter's technical characteristics, for whatever reason, whether or not the Party was advised of the possibility of such damages. Moreover, in no event will either Party's aggregate liability arising out of or related to this Agreement, whether arising out of breach of contract, tort (including negligence), or otherwise not considered by the court to fall under such category, exceed the total amounts paid under this Agreement in the twelve months before the event giving rise to the claim.

Confidentiality: Both Parties must treat as confidential information: the provisions of this Agreement; and all information provided to a Party by the other Party under this Agreement, including technical, operational, marketing, billing, pricing, and commercial information about the supply of Services.

Governing Law: This Agreement shall be governed by and construed following the laws of the Republic of Lebanon. All disputes arising out of or in connection with the interpretation or the execution of this Agreement shall be settled by the Lebanese courts.

No waiver by either Party of any breach by the other of any obligation contained herein shall constitute a waiver of any obligation contained herein. For any waiver to be effective it must be in writing and signed by the Parties.

Severability: If any part of this Agreement is found to be illegal or unenforceable, that part shall be severed from the Agreement and the rest of the Agreement shall be enforceable as written.

Modification: Modification on the terms and conditions of this Agreement and the Services hereunder may only be made by written agreement between the Parties.

SERVICE MODIFICATION:

ACCESS LEBANON retains the right to adjust or amend its service rates, terms, and conditions without prior notice by market needs.

Inappropriate account usage

This service may only be utilized for legal reasons. Materials and/or broadcasts that violate Lebanese Republic legislation are prohibited. This includes, but is not limited to, hacking activity, threatening or obscene content, and material protected by trade secrets. ACCESS LEBANON or other relevant authorities may find from time to time that this account is being used inappropriately, and the privilege may be terminated at ACCESS LEBANON's discretion. If this occurs, the customer will be notified in writing of the action. Customers that send excessive e-mails (commercial or junk) will not be tolerated and will result in their removal.

Misuse of Information

The Customer assumes all risk when using any information gained through this service. ACCESS LEBANON expressly disclaims any responsibility for the accuracy or quality of information accessed through its services.

Security and Privacy Violations

To ensure security, ACCESS LEBANON strongly advises its customers to change their login passwords after activating their accounts.

ACCESS LEBANON, despite being equipped with high-quality security devices, cannot be held liable for security issues, privacy violations, junk e-mail, or any other damage caused by hackers or network troublemakers.

Service warranties

ACCESS LEBANON offers no promises of any kind, expressed or implied, regarding the service supplied, including any implied warranties of fitness for a particular purpose. ACCESS LEBANON accepts no responsibility for any damages suffered by the Customer, including, but not limited to, lost savings, lost profits or lost opportunities, data loss from delays, no deliveries, misdelivery, or service interruption caused by the Customer's errors and/or omissions, or any other unanticipated cause. Please address any mail to ACCESS LEBANON, Hrawi Street, G20 Tower, Beirut, Lebanon. Send any inquiries to info@accesslebanon.net.

ACCOUNT RENEWALS OR CANCELLATIONS:

Account Renewal

The home contract is good for one month. It will be automatically renewed under the same circumstances unless the Customer notifies ACCESS LEBANON one month in advance. The Corporate contract is valid for 12 months and will be automatically renewed under the same terms unless ACCESS LEBANON is notified by the customer three months in advance.

Account cancellation or suspension

The Customer may cancel or suspend his account at any time by providing a written notification to ACCESS LEBANON or by emailing Customer Support at sales@accesslebanon.net. Cancellation terminates all access to the service. The suspension keeps the customer's username active on the ACCESS LEBANON server for two months. ACCESS LEBANON retains the right to cancel access to the service with writing notice, reimbursing unused costs on a pro-rata basis 15 days prior to the contract terms.

FAIR USE POLICY

SHARED BROADBAND INTERNET ACCESS FAIR USE POLICY, UNLIMITED ACCESS / UNLIMITED TRAFFIC, ACCESS LEBANON defines UNLIMITED ACCESS / UNLIMITED TRAFFIC, for Shared Broadband Internet Access, as being on the Internet as often as you want, for as long as you want during the publicized UNLIMITED period, as long as you are actually sitting in front of the computer and actively using the service, within the same household. According to this definition, you should not share your bandwidth with other users and should avoid downloading and/or distributing copyrighted information without the consent of the owner(s) or indulging in excessive download activity.

ACCESS LEBANON's Broadband Internet Access was made available at an affordable rate based on the premise of sharing resources among subscribers, which included the network, local and international bandwidth.

While the vast majority of our customers utilize our services responsibly, and their consumption patterns during peak hours have no disproportionate impact on shared network capacity, we are aware that a tiny number of subscribers consume an excessive amount of network bandwidth at peak times.

Those consumers engage in large continuous download activity that far exceeds the standard for a home service, to the point where network performance suffers, reducing the speed of the broadband service available to all other users.

To ensure that all ACCESS LEBANON subscribers have a pleasant Internet experience, ACCESS LEBANON has implemented the Fair Use Policy (FUP) to ensure that the service is optimal for all users and that it is utilized fairly by everyone.

ACCESS LEBANON will monitor the network and track Internet bandwidth use (capacity rather than content) for each subscriber account over time, dynamically calculating the average subscriber consumption per day and month for all subscribers of the same account type. If an account's usage exceeds the limits ACCESS LEBANON deems fair and reasonable for a residential broadband service during given periods, these limits being FOUR TIMES the computed average subscriber consumption for the subscriber's specific account type, ACCESS LEBANON will apply daily and monthly speed limiting restrictions during these periods to the account in question, where daily limiting restrictions are reset every day and monthly limiting restrictions are reset. If this account's usage remains particularly high during these periods, ACCESS LEBANON reserves the right to alter or discontinue the service (or any part of it), temporarily or permanently, without prior warning.

The Fair Use Policy applies to all of ACCESS LEBANON's products and services, as well as any future services offered and/or mentioned on the ACCESS LEBANON website. This policy will only affect a small number of subscribers who use the service inappropriately. The Fair Use Policy is unlikely to affect the remaining subscribers, who do not routinely download or upload videos, songs, or huge files.

ABUSE AWARENESS

ACCESS LEBANON tries to provide its customers with the finest quality Internet service available while also adhering to the standards established by the Internet community. To that end, certain activities and behaviors are improper or harmful and will not be accepted on the ACCESS LEBANON network.

ACCESS LEBANON's AUP (Acceptable Usage Policy) is intended to provide our customers and users with a clear knowledge of what is expected of them when using the service. All users of ACCESS LEBANON's Internet service must adhere to our Acceptable Use Policy and our Terms of Service.

Violations of system or network security are strictly banned and may result in criminal and civil liability. We will examine incidents involving such violations, which may include law enforcement if a criminal violation is suspected.

As the vast majority of ACCESS LEBANON customers are unaware of these restrictions, below is what violations of the ISP's AUP entail:

- Use the Service to gain unauthorized access to computer systems.
- Using the Service to send material that violates local, state, national, or international laws, rules, or regulations regarding electronic transfer of information, whether intentionally or inadvertently.
- Using the Service to disrupt other parties' Internet access or the ISP's network.
- Using the Service to injure, harass, or intimidate people or groups based on religion, gender, race, ethnicity, age, or handicap.
- Using the Service to communicate anything that promotes bodily harm or property destruction (by email, downloading, posting, or other means).
- Using the Service to harass, threaten, embarrass, or cause grief, unwanted attention, or discomfort to others.
- Reselling the service without ISP consent.
- Modifying network header information to deceive or mislead.
- Using the Service to send unsolicited bulk emails is forbidden.

Activities that facilitate unsolicited commercial or bulk email, regardless of whether the communication is commercial, are forbidden.

- Using the Service to access or attempt to access others' accounts, or to breach security measures of the ISP or another entity's computer software, hardware, electronic communications system, or telecommunications system, regardless of whether the intrusion causes data corruption or loss.
- Use the Service to transmit material that violates third-party copyright, trademark, patent, trade secret, or proprietary rights. Examples include unauthorized copying, digitization, and distribution of photographs from magazines, books, or other sources, as well as unauthorized transmission of copyrighted software.
- Collecting personal information about other parties without their knowledge or consent.
- Using the Service to harm minors in any way.

ACCESS LEBANON reserves the right to treat any violation of these Acceptable Use Policies as a violation of the Subscription Agreement and to pursue all remedies granted therein. If ACCESS LEBANON discovers a breach of the foregoing using ACCESS LEBANON's IP addresses, ACCESS LEBANON reserves the right to immediately suspend the customer's account without prior notice or warning, which may result in further legal proceedings. The account will not be restored until sufficient guarantees are provided. None of the preceding security issues are ever accidental, and normal use of internet software such as browsers and email programs will never result in a problem. ALL OF THE ABOVE ACTIONS ARE DELIBERATE AND INTENTIONAL, AND IN MOST CASES REQUIRE SOPHISTICATED PROGRAMS AND KNOWLEDGE.

ACCESS LEBANON maintains the right to alter the Policy at any moment, with the updated Policy taking effect when it is posted on its website.

We appreciate your support and want to serve you with more and better services in the future.

For further information, please do not hesitate to contact us or email us at info@accesslebanon.net