



CREDIT CARD AUTHORIZATION FORM

Master Card _____

VISA _____

MERCHANT AGREEMENT: KEBLON S.A.R.L
BEIRUT - LEBANON

NAME OF CARDHOLDER : _____

CREDIT CARD NUMBER : _____

EXPIRY DATE : ____ / ____ CVV Code: _____

SIGNATURE of CARD HOLDER :

X _____

CARDHOLDER TELEPHONE NBR : _____

PURCHASE/SERVICE DETAILS : _____

BILLING ADDRESS : _____

The issuer of the identified card is authorized to pay the amounts reported on all invoices sent for settlement being manual or electronic even without the signature of the cardholder and this applies as early as its presentation to the MERCHANT AGREEMENT.

The cardholder identified on the document pledges to pay the invoice amounts processed manually or electronically under the MERCHANT AGREEMENT, and this according to the clauses of the base contract relating the cardholder and the merchant as well as the clauses governing the utilization of this card. This authorization is valid until the cancellation of the subscription.

+ PHOTOCOPY OF THE C/H I.D. & CARD RECTO VERSO



لمن يهمله الأمر

انا الموقع ادناه حامل الهوية اللبنانية سجل رقم
..... المحافظة / القضاء أفوض و على
مسؤوليتي الشخصية شركة كيبلون ش.م.م.

بالتوقيع عنى لدى وزارة الاتصالات فيما يعود للاشتراك في خدمة الانترنت
السريع (ADSL/HDSL) و ذلك، 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:



عقد اشتراك بخدمة الـ ADSL

(Arabic Version)

Reference Number:		طالب الاشتراك بخدمة ADSL	
Downlink Speed <input type="checkbox"/> 1Mbps <input type="checkbox"/> 2Mbps <input type="checkbox"/> 4Mbps <input type="checkbox"/> 6Mbps		السرعة المطلوبة	رقم الهاتف العادي:
			طلب الخدمة على: <input type="checkbox"/> خط الهاتف العادي * <input type="checkbox"/> خط الإنترنت (Parallel)
في حال كان المشترك شركة		اسم الشركة:	اسم المشترك:
اسم الشركة:		اسم الأب:	اسم الأب:
اسم مفوض المشترك او الشركة:		الشهرة:	الشهرة:

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

Modem Supplied by: Keblon Ogero

مخصص للإدارة

مخصص للإدارة	شركة (ISP)	شركة (DSP)
	اسم الشركة:	اسم الشركة:
	اسم مفوض الشركة:	اسم مفوض الشركة:
	رقم الهاتف: 01-491582	رقم الهاتف:
	رقم الفاكس: 01-491582	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 DSL 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	المشترك
التاريخ	التاريخ	التاريخ
توقيع المفوض	توقيع المفوض	توقيع المشترك او المفوض عنه



ADSL Application

(English Version)

Customer Details

First Name: (Contact Name if Business) Phone: 0 -
 Last Name: Mobile: -
 Company Name: (if applicable) Fax: 0 -
 E-mail Address: (For correspondence) Telephone # for ADSL Connection: 0 -
 Postal Address: Floor: Building: Street:
 Area: City:

Existing keblon Users Yes No Existing Login Name

Choose Your Plan

Account Plan	Download ⁽¹⁾	Monthly Usage ⁽²⁾	Monthly
<input type="checkbox"/> Entry	1,024kbps	4GB	\$16.00
<input type="checkbox"/> Moderate	1,024kbps	10GB	\$25.33
<input type="checkbox"/> Heavy	2,048kbps	20GB	\$50.00
<input type="checkbox"/> Extreme	4,096kbps	25GB	\$76.67
<input type="checkbox"/> S Extreme	6,144kbps	30GB	\$114.67

Choose Your ADSL Starter Package

ADSL Starter Package	Price
<input type="checkbox"/> Single User Package (Includes Ethernet Router)	\$69
<input type="checkbox"/> Multi User Package (Includes 4-port Switch / Router)	\$77
<input type="checkbox"/> WiFi Residential Package (Includes 4-Port WiFi Switch / Router)	\$99
<input type="checkbox"/> \$2 Extra Splitter Pack ⁽³⁾ (Includes ADSL Splitter + Cable) (QTY = <input type="text"/>)	

(1) The Upload Speed is equivalent to 25% of the Download Speed
 (2) Monthly Usage - The monthly allowed GB is split in half into Equal Quota for upload and download
 Extra Bytes will be charged at the rate of \$6 per chunk of 1GB to the highest usage, either the download, or the upload

(3) An Optional Pack is required for each additional Telephone socket at your premises. Every telephone handset should have a splitter connected to it in order to avoid noise and interference

Installation:

Tick if you wish to install the ADSL service on the existing Internet Line ⁽⁴⁾ Optional Installation by keblon \$20.00

(4) If you have a second telephone line (Internet Line) and wish to install the ADSL service on it, a \$30 fee will be deducted from the relevant Starter package. Last Paid copy of the Internet Line Bill must be provided.

* All prices are subject to 10% VAT

FREE with the above plans

- FREE** Mailbox (Spam & Virus Filtered)
- FREE** ADSL Splitter + Cable (Free with Every Modem)
- FREE** 24 x 7 Support

Totals:

Minimum Monthly Fee: \$ One-Time Fee: \$
 Minimum Monthly Fee + VAT: \$ One-Time Fee + VAT: \$

Payment Mode:

Monthly Fee - Choose Payment Option Credit Card Withdrawal Bank Withdrawal

Important Information

- (a) For Existing keblon Users who wish to cancel their existing service, kindly consult your Sales Agent for a cancellation of Service form.
- (b) keblon or third party is not responsible for any internal or external wiring work inside or outside the building.
- (c) A prorated Fee will be charged only for the first month of service depending on the service activation date with a minimum charge of \$5.
- (d) If you wish to cancel your ADSL Service, a cancellation fee of \$6 will apply. All keblon ADSL Services and Accounts must be paid in full before cancellation is complete.
- (e) If the account is cancelled due to non-payment of monthly fees or any other reasons, you will have to pay an additional \$38 Re-connection fee to re-activate your account. Re-connection delays may apply.

Signature

By signing the below, I declare that the information contained in this application form is correct and, I acknowledge that I have read, understood and accept all the keblon ADSL Terms & Conditions present on our website. A printed copy can be provided to you upon request.

Customer Signature: _____ keblon Representative Name: _____
 Date: / / Signature: _____ Date: / /

How did you hear about us? Outdoor Media Radio Newspaper E-Marketing Other _____



AUTHORIZATION FOR BANK DOMICILIATION SERVICES

I hereby empower the beneficiary bank, to debit my bank account, if the situation so allows, and to pay the creditor below, all bills presented by KEBLON S.A.R.L for collection.

The applicant banks are also allowed to make any necessary foreign currency conversions in order to make the payments.

DEBTOR

Name and Surname:

Address:

Telephone: FAX:

Signature of the Debtor: Date:

BANK HOLDING THE ACCOUNT OF THE DEBTOR (Applicant Bank)

Bank Name & Code:

Branch Name & Code:

Account Number:

Account holder name:

Approval and stamp of the Bank Holding the account:

THE ACCOUNT OF THE CREDITOR

KEBLON S.A.R.L