

## Terms and Conditions (Business Smart Line)

- (1) PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE ACCESSING OR USING THE SERVICES. You may print a copy of these Terms for future reference.
- (2) The terms “User, Users” in these Terms and Conditions refer to the subscriber(s) of Asiacell Telecommunications PJSC.
- (3) The terms and conditions set out the manner in which Asiacell provides its services to subscribers. These Terms and any Service Conditions and the contract between Asiacell and the Subscriber constitute the nature of the relationship between them.
- (4) Companies, institutions and business owners can obtain a Business Smart Line if they request it and provide the required conditions and documents.
- (5) The **Business Smart** Line is a single SIM of a prepaid line that can be loaded with prepaid recharge cards and is available to Asiacell business users inside Iraq.
- (6) Asiacell will not activate any new line for any user if they have seven lines registered with their name in Asiacell records.
- (7) There is no peak period for **Business Smart** line use, as prices are fixed at all times from inside Iraq.
- (8) The **Business Smart** line user must subscribe to the line available bundle upon request for subscription, as shown below:

Line Specification	Business Smart
SIM Card Price	Free
Bundle Type	Mandatory
Monthly Bundle Subscription IQD	10,000
Free Company CUG minutes	5,000
Free Internet Bundle size	250 MB
Free Calls Minutes within Asiacell	100
Bundle Validity	30 Days

- (9) Users can recharge their prepaid lines balance through different recharge cards denominations and use the line, where the usage fees will be calculated in case of the line Bundle units depleted according to the line tariff from the line balance, and the user will be notified by SMS if the Bundle units are exhausted.
- (10) The user can find out the amount of their remaining line prepaid balance through {USSD} with the code {\*133#} (free of charge) in case the line is not disabled.
- (11) The user can find out the remaining Bundle units' size through the use of {USSD} with the code {\*133#} (for free) in case the line is not disabled.
- (12) All **Business Smart** Line Bundle units can be used inside Iraq only, as Roaming Bundles can be used outside Iraq.

- (13) **Business Smart** Line Bundle will be automatically renewed after {30} days when the line balance is available, and the remainder of the previous bundle will be cancelled upon expiry of the validity and the user will be notified by messages before the renewal date and upon completion.
- (14) **Business Smart** Line users can subscribe if needed to the other available bundles from Asiacell, where in the event there are other bundles, such as Internet Speed Package, the usage priority will be for the **Business Smart** Bundle.
- (15) In the event that the line is suspended, the renewal of the line bundle will be suspended until recharging, as the user will not be able to use the bundle until the service restriction is removed.
- (16) The line remains active to receive calls and messages in case the bundle is not renewed, according to the line validity.
- (17) A flat tariff rate will be charged for all local networks calls in case of use from outside the line bundle, as it will be deducted from the line balance or from other bundles if exist as follows:

Out of Bundle line Tariffs	Price
Voice Calls within Asiacell network	2.0 IQD per sec
Local Voice Calls to other networks	2.0 IQD per sec
International Calls - Minutes	Based on the country tariff used
SMS within Asiacell network	25 IQD per SMS
SMS to other local networks	60 IQD per SMS
International SMS	150 IQD per SMS
MMS to Asiacell network	120 IQD per 300 KB
Local MMS to other networks	120 IQD per 300 KB
Internet Data	6 IQD per 10KB

- (18) The maximum balance for the prepaid account is 600,000 IQD, which means that the maximum limit of the balance of the line must not exceed 600,000 IQD at any time.
- (19) The International Calls cost in case of expensing it to the line's prepaid account balance will be according to Asiacell's official rates.
- (20) **Business Smart** line SIM card is free of charge with initial free balance of { 500 IQD } when activating the line for the first time.
- (21) Users can ask for the **Business Smart** Line SIM cards from Asiacell corporate sales team as well from Asiacell shops and main dealers.
- (22) A welcome message will be sent with line bundle units' details, if the line is activated by the user for the first time, and the monthly subscription cost for the line bundle will be deducted, with an indication of the validity period of the Bundle.
- (23) One unique Closed User Group ID will be assigned to each company/business owner, as the monthly minutes in the group will be used only for these numbers.

- (24) Asiacell Subscribers can inquire about this service by calling the Corporate Customer Care service on 323 (free of charge).
- (25) The quality of services is sometimes subject to factors outside Asiacell's control. Due to the nature of the Services, Asiacell cannot guarantee that the Services will be available in all areas at all times, or that they will be without any disruption arising from the disruption or discontinuation of the Services. Asiacell may occasionally perform maintenance work on its networks and correct faults, which may lead to interruption of services.
- (26) The subscriber is obligated to use the Services responsibly, and in accordance with Iraqi laws, and in particular, not to use the Services to make any annoying, inappropriate, impolite, threatening or deceptive communications, or to send any spam SMS or any unwanted emails, or to commit fraud or any criminal act.
- (27) The authorized person of the company / establishment or the business owner authorizer of the account may submit a writing request to the Asiacell Corporate Sales Department for the purpose of cancelling one of the accounts used lines.
- (28) Asiacell is not responsible for purchasing any SIM cards or any other products or services of Asiacell from unauthorized agents or any unauthorized persons.
- (29) The user is responsible for providing accurate and up-to-date personal information supported by valid and original documents and as stipulated in applicable laws and other relevant orders and instructions issued by official authorities.
- (30) The user must inform Asiacell when any of the personal information provided changes within (3) days of the change occurrence.
- (31) Asiacell has the right to change, cancel or modify the Service, Offer or any provision of these Terms and Conditions without reference to the User(s). In the event that any of these changes may have negative consequences for the user, Asiacell will inform the user before applying them and the user will have the freedom to choose between continuing to use the service, or subscribing to another line.
- (32) Asiacell shall not be liable to Subscriber or any of its Consumers for any loss of business, revenue, profits, anticipated savings, loss of any data, or any indirect or consequential loss suffered by Subscriber or its Consumer.
- (33) For more information about the terms and conditions of our products and services, please visit the Asiacell website: <http://www.asiacell.com/>.
- (34) The definition of "day" is based on the local time in Iraq starting from 12:00:00 midnight (00:00:00) until 11:59:59 pm (23:59:59).
- (35) The Arabic version shall be considered for the interpretations of these Terms & Conditions, Legal and other similar purpose(s), and in case of conflict between the versions of these Terms & Conditions, the Arabic version shall prevail.
- (36) The user is obligated to pay all amounts of taxes or the like that are imposed by the state on the user at any time during the validity period of the contract or the renewal periods, and it will be paid by the user and in the manner determined by the law and relevant regulations.