

# SAT-MENA S.A.L

## Fibra Residential General Terms & Conditions

1. **The Service.**
  - 1.1 **Limitations.** The Fibra internet over the fiber lines plan (the "Service") is available at locations within the borders of Lebanon (the "Target Market") with a FTTC (Fiber to the Cabinet) connected and supported to the customer building and street. You acknowledge that all download and upload Fibra Internet Plan speeds (the "Internet Speed") are "up to" and are not guaranteed and will vary to ensure fair and stable access to all our customers.
  - 1.2 **System Requirements.** It is your responsibility, at your expense, to obtain, maintain, and operate suitable and fully compatible computer equipment (including, without limitation, a wireless router if you intend to use the Service on multiple devices and are not receiving a SAT-MENA S.A.L (hereinafter "SAT-MENA") supported and suggested Wi-Fi Modem or SAT-MENA and suggested supported Wi-Fi Gateway modem, or another other device that provides for wireless connectivity) required to access the Service.
2. **Who May Use the Service? Responsibility and Supervision.**
  - 2.1 **Age and Account Set-Up.** You represent that the Service will be installed and used solely in your residence and not in any commercial, retail or other business location (other than a home office in your residence), unless specifically agreed to in writing by SAT-MENA. You represent that you are at least 18 years of age. You agree that you are responsible for obtaining the initial installation services only from SAT-MENA or from a SAT-MENA-authorized installer and for verifying and maintaining the account, options, settings and other parameters under which the Service is used, including (without limitation) all related passwords and user identification information.
  - 2.2 **Multiple Use of Account.** Only devices physically located in your residence and your family members who permanently reside in your household may receive the Service under a single billing account. Your "household" is limited to the single address where you reside and where the Service is installed, and does not include adjacent apartments, residences, offices or any type of space not physically associated with such address. Any use of the Service other than as specified above is unlawful and unauthorized and a material breach of the application form, general terms and conditions, and policies (collectively, the "Agreement"), regardless of whether you receive any compensation for such use, and may result in the immediate termination of the Service and the imposition of the Termination Fee, if applicable, and/or any other applicable termination fee, without prejudice to any entitlements and remedies available to SAT-MENA under this Agreement, at law and at equity.
  - 2.3 **Installation of Equipment.** You represent that there are no legal, contractual or similar restrictions on the installation of the Equipment. It is your responsibility to ensure compliance with all applicable building codes, zoning ordinances, homeowners' association rules, covenants, conditions, and restrictions related to the Service, to pay any fees or other charges, and to obtain any permits or authorizations necessary for the installation or use of the Service (collectively "Legal Requirements"). You are solely responsible for any fines or similar charges for violation of any applicable Legal Requirements. You acknowledge and agree that SAT-MENA or its designated service provider will be required to access your premises and computer to install and maintain the Equipment, including, without limitation, the fiber customer premise equipment ("CPE") and its components. Standard Equipment installations performed by SAT-MENA-authorized installers include, but necessarily constitute all of: (i) installation and configuration of the CPE; (ii) travel to and from your Service location within 100 km of the installer's office; (iii) cable routed through one exterior wall and one interior wall or floor; (iv) connection of the building cabinet to the modem using up to 50 m of cable; (v) connection of the modem to one computer using up to 2 m of cable; and (vi) required mounting and cabling hardware. Any different or additional installation services or hardware (e.g. access points) are non-standard and may result in additional charges to be agreed upon between you and the installer. All installations include attaching the Equipment to your computer, installing software on your computer and configuring your computer to optimize the performance of the Service. You confirm that you have reviewed the installation plan and agreed to any associated charges. By signing this Agreement, scheduling one or more service or installation visits, and permitting us or our service provider to enter your home, you are authorizing SAT-MENA and its service provider to perform all of the above actions. You are responsible for backing up the data on your computer and we highly recommend that you do so prior to permitting access to us or one of our designated service providers. NEITHER SAT-MENA NOR ITS DESIGNATED SERVICE PROVIDERS SHALL HAVE ANY LIABILITY WHATSOEVER FOR ANY LOSSES RESULTING FROM THE EQUIPMENT OR ANY INSTALLATION, REPAIR, OR OTHER SERVICES ASSOCIATED WITH THE EQUIPMENT OR USE OF SERVICE, INCLUDING, WITHOUT LIMITATION, DAMAGE TO THE CUSTOMER LOCATION OR LOSS OF SOFTWARE, DATA, OR OTHER INFORMATION FROM YOUR COMPUTER, NETWORK OR OTHER DEVICES. This limitation does not apply to any damages arising from the gross negligence or willful misconduct of us or one of our designated service providers. Time frames for installation, if any, are not guaranteed and may vary depending on the types of services requested and other factors.
  - 2.4 **Customer Responsibility.** You agree that you are responsible for all access to and use of the Service through your account or password(s) and for any fees incurred for the Service, or for software or other merchandise purchased through the Service, or any other expenses incurred in accordance with the terms of this Agreement. You agree that you are responsible for backing up (an) any data you submit, receive or transfer over the Service, including, without limitation, your email; and (b) any data, files, programs, or applications on any device you connect to the Service. You acknowledge that you are aware that content accessible on or through the Service may contain material that is unsuitable for minors (persons under 18 years of age). You agree to supervise usage of your account by minors. You ratify and confirm any obligations incurred by a minor using your account.
3. **Fees and Payment.**
  - 3.1 **Fees, Taxes and Other Charges.**
    - a. **Commencement and Duration of Fees.** You acknowledge that (subject to any exceptions granted by us) you will pay for the Service each month, depending on the specific residential agreement with the customer, in advance and such fees will apply for each and every period (or portion of a period) that you are a customer, beginning with the date your Service is activated. In addition, we may bill you for some aspects of the Services individually after they have been provided to you; these include charges to buy more data for your Service, for your receipt of certain support services when you contact us, for toll calls and directory assistance calls made using Voice and for your receipt of Premier Tech Support. Your account will continue until you cancel your account in accordance with the method or methods specified by us (unless otherwise terminated in accordance with this Agreement). As stated above, you may cancel your account at any time, subject to payment of the Termination Fee, if applicable, and/or any other applicable termination fee. The monthly fees shall cease to apply for any months after the billing month in which you cancel or terminate your account in accordance with these terms and conditions.
    - b. **Billing and Charges.** You agree to pay, in accordance with the provisions of the Service plan you selected, any registration, activation or monthly fees (including, without limitation, any applicable discounts), service charges, minimum charges and other amounts charged to or incurred by you, or by users of your account, at the rates in effect at the start of the billing period in which those amounts are charged or incurred. You agree to pay all applicable taxes, fees and surcharges related to your use of the Service, provision of services, data top-ups and overage usages under the case of capped packages, software or hardware or the use of the Service by users of your account. We will send your billing statements to the email address you provide to us, and you agree that this is sufficient notice for all purposes as to charges incurred and paid to be paid to us. You understand and agree that you will not receive a paper statement in the mail. Additional terms relating to pricing, billing, and payment which are an integral part of this Agreement are contained in your Service plan details. SAT-MENA reserves the entitlement to correct and charge under-billed or unbilled amounts for a period of 90 days after (i) any incorrect statement was issued or (ii) a statement should have been issued. Payment of the outstanding balance is due in full each month.
    - c. **Administrative Fees.** If your electronic payment is not received by us by its due date or your payment is returned, we may charge you administrative late or nonpayment fees equal to the lesser of (i) 10,000 LBP per month, or (ii) the maximum amount permitted under applicable law. Such charge shall apply monthly until all delinquent amounts are paid in full. If your Card or EFT Payment fails to be honored by your bank or other financial institution, we may charge you a collection fee equal to the lesser of (i) 22,500 LBP, or (ii) the maximum amount permitted under applicable law. You acknowledge that these fees are not interest or finance charges and are reasonably related to the actual expenses we incur due to non-payment.
  - 3.2 **Card and EFT Payment Authorization.** You agree that SAT-MENA will bill your monthly Service fee and lease fee (if applicable) and one time charges in advance and will bill other fees in arrears such as fees to buy more data, for your receipt of certain support services when you contact us, for toll calls and for your receipt of Premier Tech Support, and in all cases will automatically collect these fees through either a Card Payment or EFT Payment if this is the option chosen. Conversely customers can pay through cash payments but different billing periods apply. By signing this Agreement and receiving the Service, you authorize automatic Card Payments or EFT Payments by SAT-MENA. You agree that the charges described above will be billed to the credit or debit card provided by you when you applied for the Service until such time as you may authorize recurring EFT Payments. Each time you provide SAT-MENA with an EFT Payment, you consent to SAT-MENA verifying with a consumer reporting agency or other third party that the bank account you have provided is valid, available and acceptable to SAT-MENA for electronic payments on your billing account. You must provide current, complete, and accurate information for your billing account, and promptly update any changes (such as a change in billing address, credit card number, credit card expiration date, bank account number)

- and contact email address. Changes to such information may be made by calling SAT-MENA Customer Care. If you fail to provide us with any of the foregoing information, you agree that SAT-MENA may continue charging you for any Service provided under your account. Your card issuer may also contact SAT-MENA and notify SAT-MENA of changes to your billing account, and you hereby authorize SAT-MENA to update your billing account based upon such notice. In addition to administrative fees that you may owe, if we are unable to process your Card Payment or EFT Payment at any time and we do not receive electronic payment from you by the due date, your account may be immediately suspended and you will remain responsible for all amounts payable by you to us. If we do not receive your payment before your next statement is issued, your account may be terminated and you may owe us the Termination Fee, if applicable, and/or any other applicable termination fee. Your card issuer agreement governs use of your credit or debit card in connection with this Service and you must refer to that agreement with respect to your entitlements and liabilities as a cardholder. If we do not receive payment from your credit or debit card issuer or its agent, you agree to pay us all amounts due upon demand by us. You agree that SAT-MENA will not be responsible for any expenses that you may incur resulting from overdrawing your bank account or exceeding your credit limit as a result of an automatic charge made under this Agreement.
- 3.3 **Billing Errors, Partial Payments and Collections.** If you think a charge is incorrect or you need more information on any charges applied to your account, you should contact us on our phone number on our website [www.sat-mena.com](http://www.sat-mena.com). You must contact us within 60 days of receiving the statement on which the error or problem appeared. We will make a statement available to you for each billing cycle showing payments, credits, purchases and other charges. We will not pay you interest on any overcharged amounts later refunded or credited to you. We may, but are not required to, accept partial payments from you. If partial payments are made, they will be applied to amounts owed by you starting with the oldest outstanding amount. If you send us checks or money orders marked "payment in full" or otherwise labeled with a similar restrictive endorsement, we may, but are not required to, accept them, without waiving any of our entitlements to collect all amounts owed by you under this Agreement. If we choose to use a collection agency or attorney to collect money that you owe us or to assert any other entitlement that we may have against you, you agree to pay the reasonable costs of collection or other action including, without limitation, collection agency fees, reasonable attorney's fees, and court costs.
  - 3.4 **Reactivation.** To reactivate suspended Service, you must bring your account current through the month of reactivation by making payment in full of any outstanding balance, fees and other applicable charges. In addition, we may require a deposit before reactivating your Service. The amount of the deposit will not exceed one year of monthly fees. Any amounts deposited by you will appear on your statement as a credit, and service charges and other fees will be invoiced as described above. If you fail to pay any amount on a subsequent bill, the unpaid amount will be deducted each billing cycle from the credit amount. Credit amounts will not earn or accrue interest.
  - 3.5 **Credit Inquiries and Reporting.** You authorize us to make inquiries and to receive information about your credit experience from others, including, without limitation, credit reporting agencies, to enter this information in your file and to disclose this information concerning you to third parties for reasonable business purposes. You authorize SAT-MENA to report both positive and negative information about your payment history to any credit reporting agencies.
4. **Modifications, Entitlements of Cancellation or Suspension.**
    - 4.1 **Modification of this Agreement.** Agreement may be modified without prior notice and published on the SAT-MENA website applicable to your Service, we may modify this Agreement, including, without limitation, our pricing and billing terms. We may, but are not required to, also notify you by e-mail or other electronic notice. If you do not agree to such changes or additions, then you must terminate this Agreement in accordance with Section 4.3 below and stop using the Service within five days after the effective date of such modifications. Your continued use of the Service after this five-day period constitutes your acceptance of such modifications. If a change results in an increase of the monthly fee by more than 25%, however, you may terminate your Service, without incurring the Termination Fee, if applicable, and/or any other applicable termination fee, by calling us within 30 days after the first statement reflecting such changes is issued.
    - 4.2 **Modification of the Service.** We may discontinue, add to or revise any or all aspects of the Service in our sole discretion and without notice, including, without limitation, access to support services, publications and any other products or services ancillary to the Service. In particular, we reserve the entitlement in our sole discretion to modify, supplement, delete, discontinue or remove any software, file, publications, information, communication or other content that we or one of our vendors provide to you in connection with the Service. If we undertake any of these changes, we may, but are not required to, notify you by e-mail, posting a notice on one or more of the SAT-MENA websites or other electronic notice. If you do not agree to the identified changes, then you must cancel your subscription and stop using the Service prior to the effective date of the changes. Your use of the Service after the effective date of the changes constitutes your acceptance of the changes. In addition, we may take any action consistent with our terms and conditions, including, without limitation, actions to (a) prevent unsolicited bulk e-mailing from entering or leaving any e-mail account or the network e-mail system, (b) delete e-mail messages if your e-mail account has not been accessed by you within a time established by us from time to time, in our sole discretion, (c) instruct our system not to process e-mail or instant messages due to space limitations, (d) make available to third parties information relating to SAT-MENA or its customers, (e) withdraw, change, suspend or discontinue any functionality or feature of the Service, (f) delete attachments to e-mail due to potentially harmful materials included within such attachment, and (g) limit access to the Service to prevent abusive consumption.
    - 4.3 **Termination by Customer.** Subject to your payment of the Termination Fee, if applicable, and/or any other applicable termination fee and the monthly fees for the full billing cycle in which termination occurred, you may immediately terminate this Agreement at any time (with or without notice) by giving us written or e-mail notice. You are responsible for the full monthly Service fee for any month (or portion of a month) in which you receive Service and SAT-MENA will not provide a pro-rata refund for any pre-paid fees regardless of when your Service is terminated. SAT-MENA has the legal right to retrieve the CPE and charge the customer the full cost of the Vertical Fiber Installation, Setup, Installation & Fiber Optic Wi-Fi Modem at an amount equal to the value outlined in the application form. You are responsible to cover the full monthly Service Fee based on the commitment period outlined in the application form. In limited circumstances, SAT-MENA may permit you to temporarily suspend Service. You are responsible for the full monthly Service fee for any month (or portion of a month) in which you receive Service and SAT-MENA will not provide a pro-rata refund for any pre-paid fees regardless of when your Service is suspended. Please allow five business days from the date of receipt for processing written requests to terminate or suspend your Service. You will continue to be liable under this Agreement for all fees and charges until such time as the Agreement has been properly terminated or suspended or we have acknowledged such termination or suspension in writing or by e-mail. Once your account is terminated, you will no longer have access to any of the web or email services provided to you as part of the Service. In addition, if you leased your Equipment, upon termination you will be responsible for the return of the Equipment to SAT-MENA in accordance with your obligations under the Lease Addendum.
    - 4.4 **Termination or Suspension by SAT-MENA.** We reserve the legally allowed entitlement to terminate your Service and this Agreement or suspend your Service at any time (with or without notice), in whole or in part. If we terminate or suspend your Service because you have or a user of your account has breached this Agreement or violated a law, then notwithstanding the termination or suspension of your Service, you will remain responsible for all payment and other obligations under this Agreement, including, without limitation, the obligation to pay all charges that may be due as a result of or in connection with such termination or suspension. SAT-MENA has the legal right to retrieve the CPE and charge the charges stated in the specific customer application form. In these instances, you are responsible for the full monthly/Service fee for any month (or portion of a month) in which you receive the Service and SAT-MENA will not provide a pro-rata refund for any pre-paid fees regardless of when your Service is terminated or suspended. You are responsible to cover the full remaining monthly Service Fee based on the commitment period outlined in the application form. We reserve the legally allowed entitlement to terminate or suspend the agreement and our liabilities under a "Force Majeure" event, which means any circumstances or conditions beyond our reasonable control, which prevents us from fulfilling our obligations in the Agreement including, without limitation to; labor strikes, protests, heavy revolutions, riots, wars whether declared or not, natural events, Authority action, national emergency, embargoes, interference, government fiber infrastructure or international gateway malfunction, launch failure or delay, Government acts, pandemics, and general shortages of materials or labor caused by a dock strike or event of a similar nature. Circumstances and conditions will not be considered as Force Majeure. SAT-MENA reserves the legal right to change the monthly Fibra Internet Plan price charged to the customer; if the customer does not wish to continue the subscription under the new price, then SAT-MENA has the legal right to retrieve the CPE and/or and charge the charges and penalties stated in the specific customer application form.
  5. **Permitted Use and Restrictions on Use.**
    - 5.1 **Software License.** Subject to the terms of this Agreement, SAT-MENA grants to you a personal, non-exclusive, non-assignable and non-transferable license to use and display the software provided by or on behalf of SAT-MENA

- (including any updates) only for the purpose of accessing the Service ("Software") on any computer(s) on which you are the primary user or which you are authorized to use. Our Privacy Policies provide important information about the Software applications we utilize. Please read the terms very carefully, as they contain important disclosures about the use and security of data transmitted to and from your computer. Unauthorized copying of the Software, including, without limitation, software that has been modified, merged or included with the Software, or the written materials associated therewith, is expressly forbidden. You may not sublicense, assign, or transfer this license or the Software except as permitted in writing by SAT-MENA. Any attempt to sublicense, assign or transfer any of the privileges, duties or obligations under this license is void and may result in termination by SAT-MENA of this Agreement and the license. You agree that you shall not copy or duplicate or permit anyone else to copy or duplicate any part of the Software, or create or attempt to create, or permit others to create or attempt to create, by reverse engineering or otherwise, the source programs or any part thereof from the object programs or from other information made available under this Agreement.
- 5.2. **Restrictions on Use of the Service.** You agree to comply with SAT-MENA's Acceptable Use Policy ("AUP") applicable to your service located at [www.sat-mena.com](http://www.sat-mena.com), all of which are incorporated into and made a part of this Agreement. SAT-MENA reserves the legally allowed entitlement to immediately terminate the Service and this Agreement if you knowingly or otherwise engage in any prohibited activity. You do not own or have any privileges (other than those expressly granted to you) to a particular IP address, even if you are utilizing a static IP address.
- 5.3. **Prohibition on Resale.** Reselling the Service or otherwise making the Service available to anyone outside your residence (e.g. via Wi-Fi or any other method), in whole or in part, directly or indirectly, or on a bundled or unbundled basis, is prohibited. The Service is for personal and non-commercial use only and you agree not to use the Service for operation as an internet service provider or for any business enterprise or purpose, or as an end-point on a non-SAT-MENA local area network or wide area network, unless specifically authorized in writing by SAT-MENA. Other prohibited activities include connecting multiple computers behind the Fiber modem to set up a LAN (Local Area Network) that in any manner would result in a violation of the terms of this agreement, any other SAT-MENA policy or plan, or running programs, equipment, or servers from your residence that provide network content or any other services to anyone outside of your premises. You may not connect the Equipment to any computer outside of your residence.
- 5.4. **No Unauthorized Use of Equipment or Software.** You are strictly prohibited from servicing, altering, modifying, or tampering with the Equipment, Software or Service or permitting any other person who is not authorized by SAT-MENA to do the same. You may not copy, distribute, sublicense, decompile or reverse engineer any of the Software.
- 5.5. **Compliance with Laws.** You agree to comply with all applicable laws, rules and regulations in connection with the Service, your use of the Service and this Agreement.
- 5.6. **Security.** You agree to take reasonable measures to protect the security of any devices you connect to the internet through the Service, including, without limitation, maintaining at your cost an up-to-date version of anti-virus and/or firewall software to protect your devices from malicious code, programs or other internal components (such as a computer virus, computer worm, computer time bomb or similar component). You expressly agree that if your computer or an internet connected device becomes infected and causes any of the prohibited activities that would compromise our network and ability to provision services to you and/or other customers, SAT-MENA may immediately suspend your Service until such time as your computer is sufficiently protected to prevent further prohibited activities. You will be fully liable for all monthly fees and other charges under this Agreement during any period of suspension. Although SAT-MENA has no obligation to monitor the Services or its network, SAT-MENA and its authorized suppliers reserve the legally allowed entitlement to monitor bandwidth, usage, transmissions, and content from time to time in order to operate the Services, identify violations of this Agreement, or protect the SAT-MENA network, the Services and other users of the Services. In all cases, you are solely responsible for the security of any device you choose to connect to the Service, including, without limitation, the security of any data stored or shared on such device(s).
- 5.7. **Responsibility of Customer.** You are responsible for any misuse of the Service, even if the misuse was committed by a friend, family member, or guest with access to your Service account. Therefore, you must take steps to ensure that others do not use your account to gain unauthorized access to the Service by, for example, strictly maintaining the confidentiality of your login and password. You are considered the registered recipient of the Service(s), and you will be liable for any charges or fees incurred by the use of your Equipment by anyone else up to the time that we receive your notice of termination, unless otherwise provided by applicable law. You may not assign or transfer your Service without our written consent. If you do, you may terminate your Service. If your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify SAT-MENA immediately, or else you will be liable for payment for unauthorized use of the Service or Equipment.
6. **Equipment.** If you purchased, leased, or received for free your Equipment through SAT-MENA, the terms of sale/lease applicable to the Equipment are governed by your purchase agreement or other documents evidencing such sale and, if applicable, SAT-MENA's limited warranty (available at [www.sat-mena.com](http://www.sat-mena.com)) and service plan, if any. In addition, the Equipment contain software and/or other intellectual property, which are subject to a license agreement(s). Any breach of such license agreement(s) constitutes a breach of this Agreement. It is your duty to provide the necessary space, power, and protection to properly install and maintain the Equipment. Any losses, damages, or inability to use the Service resulting in suboptimal physical space and/or medium, power supplies, and lack of protection is put on your liability. The Service fees still apply and it is the duty of yourself to procure new Equipment through SAT-MENA or ensure operability of the Equipment at your own expense.
7. **Warranties and Limitations of Liability.**
- 7.1. **DISCLAIMER OF WARRANTIES.** YOU EXPRESSLY AGREE THAT USE OF THE SERVICE IS AT YOUR SOLE RISK. SAT-MENA AND SAT-MENA'S SUBSIDIARIES AND AFFILIATES AND EACH OF THEIR RESPECTIVE OFFICERS, DIRECTORS SHAREHOLDERS, EMPLOYEES, AGENTS, WHOLESALERS, DEALERS, DISTRIBUTORS, SUPPLIERS, LICENSORS AND THIRD PARTY CONTENT PROVIDERS (COLLECTIVELY, "SAT-MENA'S PARTNERS") DISCLAIM ANY AND ALL WARRANTIES THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE AS WELL AS ANY AND ALL WARRANTIES AS TO THE RESULTS TO BE OBTAINED FROM USE OF THE SERVICE, INCLUDING, WITHOUT LIMITATION, ANY MINIMUM UPLOAD OR DOWNLOAD SPEEDS. THE SERVICE AND ANY ANCILLARY PRODUCTS OR SERVICES PROVIDED OR SOLD TO YOU ARE DISTRIBUTED ON AN 'AS IS' AND 'AS AVAILABLE' BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ACCURACY OR COMPLETENESS OF INFORMATIONAL CONTENT, NON-INFRINGEMENT OR OTHERWISE, EXCEPT THE FOREGOING SHALL NOT APPLY IN STATES WHERE IT IS PROHIBITED. SAT-MENA AND SAT-MENA'S PARTNERS EXPRESSLY DISCLAIM ANY REPRESENTATION OR WARRANTY THAT THE SERVICE WILL BE ERROR FREE, SECURE OR UNINTERRUPTED OR OPERATE AT ANY MINIMUM SPEED. NO ORAL ADVICE OR WRITTEN INFORMATION GIVEN BY SAT-MENA OR ANY OF SAT-MENA'S PARTNERS SHALL CREATE A WARRANTY; NOR SHALL YOU RELY ON ANY SUCH INFORMATION OR ADVICE. BECAUSE SAT-MENA PROVIDES CUSTOMERS WITH ELECTRONIC ACCESS TO THE CONTENT AVAILABLE ON THE INTERNET, SAT-MENA AND SAT-MENA'S PARTNERS CANNOT AND DO NOT WARRANT THE ACCURACY OF ANY OF THE INFORMATION YOU OBTAIN THROUGH THE SERVICE. SAT-MENA AND SAT-MENA'S PARTNERS SHALL HAVE NO LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OR DESTRUCTION OF ANY HARDWARE, SOFTWARE, FILES OR DATA RESULTING FROM YOUR USE OF THE SERVICE. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU TO THE EXTENT SUCH EXCLUSION IS NOT ALLOWED BY APPLICABLE LAW. THE LIMITED WARRANTY CONCERNING EQUIPMENT PURCHASED BY YOU GIVES YOU SPECIFIC LEGAL PRIVILEGES, AND YOU ALSO MAY HAVE OTHER PRIVILEGES THAT VARY BY JURISDICTION.
- 7.2. **LIMITATION OF LIABILITY.** TO THE MAXIMUM EXTENT PERMITTED BY LAW, NEITHER SAT-MENA NOR ANY OF SAT-MENA'S PARTNERS SHALL BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES ARISING OUT OF (i) USE OF THE SERVICE, (ii) INABILITY TO USE THE SERVICE, (iii) ANY ANCILLARY PRODUCTS OR SERVICES PROVIDED OR SOLD TO YOU, OR (iv) ANY BREACH OF ANY REPRESENTATION OR WARRANTY. WITHOUT IN ANY WAY LIMITING THE FOREGOING, IF FOR ANY REASON, BY OPERATION OF LAW OR OTHERWISE, ANY PORTION OF THE FOREGOING LIMITATION OF LIABILITY SHALL BE VOIDED, THEN IN SUCH EVENT SAT-MENA'S MAXIMUM, SOLE, AND EXCLUSIVE LIABILITY AND THE LIABILITY OF SAT-MENA'S PARTNERS SHALL BE LIMITED TO GENERAL MONEY DAMAGES IN AN AMOUNT NOT TO EXCEED THE TOTAL AMOUNT ACTUALLY PAID TO SAT-MENA BY YOU FOR THE APPLICABLE SERVICE DURING AND FOR A PERIOD OF TIME COMMENCING UPON THE OCCURRENCE OF ANY ERROR, DEFECT OR FAILURE AND CEASING UPON THE DISCOVERY OF SUCH ERROR, DEFECT OR FAILURE, IN WHOLE OR IN PART; PROVIDED, HOWEVER, THAT IN NO EVENT SHALL SUCH PERIOD OF TIME EXCEED THE 12-MONTH PERIOD IMMEDIATELY PRECEDING THE DATE WHICH SUCH ERROR, DEFECT OR FAILURE IS FIRST DISCOVERED IN WHOLE OR IN PART.
- 7.3. **Applicability and Exceptions.** The foregoing exclusions or limitations of liability apply regardless of any allegation or finding that a remedy failed of its essential purpose, regardless of the form of action or theory of liability (including, without limitation, negligence) and even if SAT-MENA or others were advised or aware of the possibility or likelihood of such damages or liability. The foregoing shall not apply in states where such exclusions are prohibited. In addition, these exclusions and limitations do not apply to your purchase of your Equipment, which is governed by your purchase agreement or other documents evidencing such sale and if applicable, SAT-MENA's limited warranty (available at [www.sat-mena.com](http://www.sat-mena.com)) and service plan, if any.
- 7.4. **Service Interruptions.** Service may be interrupted from time to time for a variety of reasons, including, without limitation, weather conditions at your home or at your assigned gateway location. Weather conditions at your assigned gateway may be different than the weather at your home. We are not responsible for any interruptions of the Service that occur due to natural adversities (including, without limitation, weather), power failure or any other cause beyond
- our reasonable control. However, because we value our customers, for an interruption of a significant length of time that is within our reasonable control, upon your request we may provide what we reasonably determine to be a fair and equitable adjustment to your account to make up for the Service interruption. THIS WILL BE YOUR SOLE REMEDY AND OUR SOLE DUTY IN SUCH CASES.
- 7.5. **Indemnity.** You agree to indemnify, defend and hold us harmless against all claims, liability, damages, costs and expenses, including, without limitation, reasonable attorneys' fees, arising out of or related to any and all uses of your account. This includes, without limitation, responsibility for all consequences of your violation of this Agreement (or a violation by any user of your account) or placement on or over, or retrieval from or through, the Service of any software, file, information, communication or other content and all costs incurred by us in enforcing this Agreement against you.
- 7.6. **Third Party Beneficiaries.** The provisions of this Section 7 are for the benefit of us and our respective contractors, information or content providers, service providers, licensors, employees and agents, and each shall have the legally allowed entitlement to assert and enforce such provisions directly on its own behalf. Other than as expressly stated in this Agreement, this Agreement shall not be deemed to create any privileges in third parties.
8. **General.**
- 8.1. **Call Monitoring and Recording.** For quality assurance, SAT-MENA records and/or monitors telephone calls and online chat sessions between its customers and SAT-MENA agents, employees and/or its affiliates regarding the Services. By using the Service, you (and anyone calling or otherwise contacting SAT-MENA with regard to your account) consent to any and all call and online chat session recording and monitoring performed by SAT-MENA or its agents, employees and/or its affiliates.
- 8.2. **Contact Information.** You agree that by entering into this Agreement and providing SAT-MENA with your wireless phone number and/or any other telephone number and/or your e-mail address, SAT-MENA or its agents may contact you for: (a) any account-related issues by calling or texting you at such number(s) using a prerecorded/artificial voice or text message delivered by an automatic telephone dialing system and/or using a call made by live individuals, and/or (b) for any account-related issues or for marketing purposes by sending an e-mail to such e-mail address. The consent provided here continues even if your Service terminates. If you do not wish to receive marketing emails, you may follow the opt-out instructions contained in any such email by making an opt-out request or by visiting [www.sat-mena.com](http://www.sat-mena.com).
- 8.3. **Applicable Law.** This Agreement is made in the Republic of Lebanon. This Agreement and all of the parties' respective entitlements and duties, including, without limitation, claims for violation of state consumer protection laws, unfair competition laws, and any claims in tort shall be governed by and construed in accordance with the laws of the Republic of Lebanon, excluding conflicts of law provisions.
- 8.4. **Dispute Resolution.** To expedite resolution of issues and control the cost of disputes, you and SAT-MENA agree that any legal or equitable claim relating to this Agreement, any addendum, or your Service (referred to as a "Claim") will be resolved as follows: We will first try to resolve any Claim informally. Accordingly, neither of us may start a formal proceeding until at least 60 days after one of us notifies the other of a Claim in writing ("Notice"). You will send your Notice to the address on the first page of this Agreement to the attention of the SAT-MENA Legal Department and we will send our Notice to your billing address. If you and SAT-MENA are unable to resolve the Claim within 60 days after Notice is received, then SAT-MENA and you agree to arbitrate any and all Claims between us. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
- a. Any Claims arising out of or relating to any aspect of the relationship between us, whether based in contract, statute, fraud, misrepresentation, tort, or any other legal theory;
  - b. Any Claims that arose before this Agreement or any prior agreement between us;
  - c. Any Claims that are currently the subject of a purported class action suit in which you are not a member of a certified class; and/or
  - d. Any Claims that may arise after the termination of this Agreement.
- 8.5. **Notices, Disclosures and Other Communications.** Where notification by SAT-MENA is contemplated by or related to this Agreement, notice may be made by any reasonable means, including, without limitation, e-mail or publication over the Service. A printed version of this Agreement and of any notice given in electronic form by SAT-MENA shall be admissible in judicial, arbitration, or administrative proceedings relating to or based upon this Agreement to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form. You must promptly notify us of any change in your credit card information, e-mail or postal address by calling SAT-MENA Customer Care.
- 8.6. **Construction and Delegation.** If any term of this Agreement is found by a court or arbitrator of competent jurisdiction to be invalid, illegal or unenforceable, it shall be construed in such a way as to eliminate the offending aspects while still giving as much effect as possible to the intentions of such term. If this cannot be done and the entire term is invalid, illegal or unenforceable and cannot be so repaired, then the term shall be considered to be stricken from this Agreement as if it had not been included from the beginning. In any such case, the balance of this Agreement shall remain in effect in accordance with its remaining terms notwithstanding such invalid, illegal or unenforceable term. Neither the course of conduct between parties nor trade practice shall act to modify the provisions of this Agreement. We may authorize or allow our contractors and other third parties to provide the services necessary or related to making the Service available and to perform obligations and exercise our entitlements under this Agreement, and we may collect payment on their behalf, if applicable.
- 8.7. **Miscellaneous.** We may enforce or decline to enforce any or all of the terms of this Agreement in our sole entitlement. In no event shall we be required to explain, comment on, suffer liability for or forfeit any entitlement or discretion based on the enforcement, non-enforcement or consistency of enforcement of these terms. Captions used in this document are for convenience only and shall not be considered a part of this Agreement or be used to construe its terms or meaning. The provisions of any Sections of this Agreement which by their nature should continue shall survive any termination of this Agreement.
- 8.8. **Assignment of Account.** We may sell, assign, pledge or transfer this Agreement (including any addendum to this Agreement), your account or an interest in your account to a third party without notice to you. In the absence of a notice of such sale or transfer, you must continue to make all required payments to us in accordance with your billing statement.
- 8.9. **Entire Agreement.** This Agreement, as well as the additional online documents specifically incorporated as a part of this Agreement, constitutes the entire and only agreement with respect to its subject matter between you and SAT-MENA, applicable also to all users of your account. This Agreement supersedes all representations, proposals, inducements, assurances, promises, agreements and other communications with respect to its subject matter except as expressly set forth in this Agreement.