

Terms and Conditions (A'mali Tafawoq bundles)

- (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) Users current and new of prepaid lines for companies, institutions, and business owners, for example "**Control** line **Super**", can subscribe to A'mali **Tafawoq** bundles if they request that.
- (5) A'mali **Tafawoq** bundles are a group of six monthly bundles, one of them can be chosen, to be used throughout Iraq. They give the user a number of call minutes, SMS for local use and internet data plus international call minutes based on the bundle size as well as granting 3,500 minutes for calls within the company lines, valid for one month from the day of subscription or renewal.

Bundle Name	Tafawoq 15	Tafawoq 20	Tafawoq3 5	Tafawoq 50	Tafawoq 90	Tafawoq 200
Subscription Fee IQD	15,000	20,000	35,000	50,000	90,000	200,000
SMS Subscription Code to 387	1	2	3	4	5	6
Internet GB	1	2	3.5	5	10	20
Local Voice Minutes	150	200	400	600	1,200	2,000
Local SMS	150	200	400	400	600	2,000
International Minutes *	-			30	60	60
CUG Calls Minutes	3,500	3,500	3,500	3,500	3,500	3,500

Note: International calls for special services and satellite numbers will be excluded.

- (6) The user can find out the remaining amount of the bundle's units via {USSD} with the short code {*133#} (free of charge) in case the line is not disabled.
- (7) The user can subscribe to the bundles by sending the bundle subscription code in a message to short code 387 or using the USSD menu *387# or through Asiacell mobile application or by sending an activation request to Asiacell corporate sales team. The user will be notified by SMS of the outcome of the request when it happens.
- (8) The user can cancel the subscription at any time by sending SMS with the number 0 to 387 or by using the USSD menu *387# and following the instruction, but the unused bundle units remain until the bundle expires. The user will be notified by SMS of the outcome of the request when it happens.
- (9) It is possible to subscribe at any time with any number of bundles for the eligible lines, and in the event of a request to purchase more than one bundle, the user must cancel the current bundle and subscribe to the new bundle
- (10) A'mali **Tafawoq** bundle units can only be used inside Iraq, as roaming bundles can be used outside Iraq.

- (11) A'mali **Tafawoq** bundle will be automatically renewed after one month when the sufficient credit is available, and the remainder of the previous bundle will be cancelled when the validity expires. The user will be notified by short alerts before the renewal date.
- (12) In the event that the line is suspended, the renewal of the line bundle will be suspended until the line is recharged, as the subscriber will not be able to use the bundle until the service restriction is removed.
- (13) The price of calls will be calculated according to the line type in case the line bundle units depleted, as it will be deducted from the line balance.
- (14) An alert message will be sent to the user in case the bundle is activated/reactivated/deactivated.
- (15) Alert messages will be sent to the user before the automatic renewal date of the bundle to ensure that there is sufficient balance to renew the bundle successfully.
- (16) The user cannot subscribe to more than one active bundle at the same time, but he can cancel the current bundle and subscribe to a new one, as only the new bundle will be renewed, and the validity of each bundle will be according to the day of its activation.
- (17) Corporate internet lines, **i-Control** lines, **Business Plus** lines are not eligible to subscribe to A'mali **Tafawoq** bundle.
- (18) In the event that there is more than one bundle, only the last bundle subscribed to will be auto-renewed.
- (19) The remaining unused bundle units will not be transferred in case of changing the line type to a line of another type that is not eligible or not a business line.
- (20) If there are other bundles, for example Internet speed bundles, A'mali **Tafawoq** bundle units will have usage priority.
- (21) In the event that a **Tafawoq** bundle is not renewed due to insufficient balance, the automatic renewal will be cancelled and the units of the bundle will not be granted and the user must re-subscribe if needed, and the user will be notified by SMS when it happens.
- (22) The user will be notified by a short message in the event that the bundle's units are exhausted, as well as in the event of a successful bundle renewal.
- (23) The user will be notified by a short message that it is not possible to subscribe to the bundle in the event that the line is already subscribed to an active bundle, as the previous subscription must be cancelled in order to allow a new subscription, and only the new bundle will be automatically renewed.
- (24) Corporate authorized persons wishing to obtain these bundles for their staff lines can contact the corporate sales representative in Asiacell or by calling the Customer Service Centre on free short code 111 or by sending an email to the following address: Business.Channel@asiacell.com
- (25) Users can inquire about this service by calling the Corporate Customer Care service on 323 (free of charge).
- (26) 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.
- (27) 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.

- (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 midnight (00:0000:) until 11:59 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, be paid by the user and in manner determined by the law and relevant regulations.