

## **Terms and Conditions (SOHO i-Control Business 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 i-Control line if they request it and provide the required conditions and documents.
- (5) The i-Control line is a single SIM of a prepaid line that can be loaded with prepaid recharge cards and is available to Asiacell users inside Iraq.
- (6) This line can be provided in two types for users, a main line as a minimum of one line and subsidiary lines with a maximum of nine lines for each main line according to the size of the package used, with one line for each user considering not to activate more than seven lines for each individual.
- (7) There is no peak period for i-Control line use, as prices are fixed at all times from inside Iraq.
- (8) The main line user must request to subscribe to one of the available i-Control packages according to the size of the required package when requesting the subscription:

Package Name	Monthly Fee IQD	Maximum Connections	Local Voice Minutes	Local SMS	Internet GB	CUG Minutes
<b>i-Control-2</b>	20,000	2	200	200	4	7000
<b>i-Control-4</b>	40,000	4	450	450	9	14000
<b>i-Control-6</b>	60,000	6	750	750	15	21000
<b>i-Control-8</b>	80,000	8	1100	1100	22	28000
<b>i-Control-10</b>	100,000	10	1500	1500	30	35000

- (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 i-control package units depleted according to the line tariff from the line balance, and the user will be notified by SMS if the package units are exhausted.
- (10) The user can find out the amount of their remaining account prepaid balance through {USSD} with the short code {\*133#} (free of charge) in case the line is not disabled.
- (11) The user can find out the remaining package units size through the use of {USSD} with the short code {\*133#} (for free) in case the line is not disabled.
- (12) The active main line subscriber can use the mobile application for i-Control line from Asiacell to allow the sub-lines to use the units of the main line package by specifying the available amount for each sub-line.

- (13) The main line user is responsible for defining the package units within their group lines according to the needs of each user immediately or periodically for each month by using the mobile application of i-Control {Asiacell Business}.
- (14) The main line user must enter the access code {PIN} to the application that was sent by SMS to their line in order to enter the {Asiacell Business} application to ensure protection from intruders.
- (15) Each main user can choose one package during the month for their line, and they can also request to change the size of the package for the following month.
- (16) All i-Control packages can be used inside Iraq only, as roaming packages can be used outside Iraq.
- (17) The i-Control line package will be automatically renewed after {30} days when the line balance is available, and the remainder of the previous package will be cancelled upon expiry of the validity and the user will be notified by message two days before the renewal date.
- (18) The main line user can know the amount of the remaining i-Control package units for all lines within their group, using the {Asiacell Business} mobile application.
- (19) i-Control line users can subscribe if needed to the other available packages from Asiacell, but the units of these packages will not be usable by the rest of the group subscribers.
- (20) In the event that the line is suspended, the renewal of the line package will be suspended until recharging, as the user will not be able to use the application until the service restriction is removed.
- (21) A flat tariff rate will be charged for all local networks calls in case of use from outside the line package, as it will be deducted from the line balance as follows:

Service Name	Price
Voice Calls within Asiacell network	2.0 IQD per sec
Local Voice Calls to other networks	2.0 IQD per sec
International Calls	Based on the country tariff used
SMS within Asiacell network	40 IQD per SMS
SMS to other local networks	40 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

- (22) Maximum prepaid account balance is 600,000 IQD, and this means that the maximum limit of the balance of the line must not exceed 600,000 IQD at any given time.
- (23) The cost of international calls in case of expensing it to the line's prepaid account balance will be according to Asiacell's official rates.
- (24) i-Control line SIM card is free with zero initial balance for the line prepaid account.
- (25) Customers can ask for i-Control line SIM cards from Asiacell corporate sales team as well from Asiacell shops and main dealers.
- (26) A welcome message/s will be sent with line chosen package name if the line is activated by the user for the first time, and the monthly fee for the i-Control line package will be deducted.

- (27) One unique **Closed User Group** ID will be assigned to each company/business owner, as the monthly minutes within the group will be used for these numbers only.
- (28) Sub-lines will be notified by SMS when the available volume of i-Control package units is determined by the main i-Control line.
- (29) Subscribers can inquire about this service by calling the corporate subscribers service 323 (free of charge).
- (30) 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.
- (31) 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.
- (32) The authorized person of the company or the user of the main line may submit a request to the Asiacell Corporate Sales Department for the purpose of cancelling one of the used lines.
- (33) Asiacell is not responsible for purchasing any SIM cards or any other products or services of Asiacell from unauthorized agents or any unauthorized persons.
- (34) 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.
- (35) The user must inform Asiacell when any of the personal information provided changes within (3) days of the change occurrence.
- (36) 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.
- (37) 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.
- (38) For more information about the terms and conditions of our products and services, please visit the Asiacell website: <http://www.asiacell.com/>.
- (39) 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).
- (40) 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.
- (41) 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.