

Service Terms & Conditions

1. Any proposal is valid for 30 days from the date of proposal.
2. As per CST regulation, the customer will get two accounts as follows:
 - a. One for the advertisement messages (Blacklist), and “-AD” shall be part of the sender ID/Tag name.
 - b. Second for the OTP (Whitelist) or other communications requirements with the end users.
3. Charging of SMS is based on submission status. Once submission status is complete, customer is charged for that message.
4. To maintain the same rate, customer must recharge their balance to be minimum 15Million SMS.
5. Customer shall comply and implement all CST regulation related to communication and SPAM Messages, and the must keep reviewing CST rules in the same subject, and in case the customer violate CST rules, Mobily have the right to penalize the customer, suspend the service and send the case to CST for their actions.
6. Postpaid:
 - a. Billing is monthly based on consumption.
 - b. Customer will be committed to the purchase value.
 - c. Customer will pay remaining of the committed SMS value in case they did not consume the SMS quantity within commitment/consumption period as mentioned in Pricing Section table.
 - d. After customer consumes the SMS value (before the end of the contract) or reaches end of the contract period, the customer will be charged PAYG, unless they stop the service or renews the contract.
7. Prepaid:
 - a. Customer must pay the full amount in advance.
 - b. To maintain the rate price, customer shall refill their account for the same original quantity.
 - c. The service will be stopped in case the credit is fully consumed.
 - d. In case customer did not consume their credit before end of contract, the remaining credit will be deducted from the customer and balance will be zero.
8. If there is any discrepancy between the Terms and Conditions of this Proposal and other Documents for instance but not limited to (the terms of the Purchase Order), the Terms and Conditions of this Proposal shall be prevail.
9. VAT (15%) is included in this proposal (commercial table), any changes in Government VAT rate will be reflected in invoices as per the government directions.
10. All other prices (add-ons, penalties, etc.) in any proposal are mentioned without VAT but whenever they are used during the course of project then 15% VAT or any changes in Government VAT rate will be reflected accordingly in invoices.