

Add-on Netphone Service T&C

Eligibility and Requirements

1. In order to subscribe to Mobily Business Netphone Service (add-on), the Customer must have Mobily Business FiberNet service.
2. FiberNet service status shall be active, suspended accounts are excluded.
3. All FiberNet users can take NetPhone.

Service Installation

4. Customer will not be for charged Non-Recurring Charges (NRC) for NetPhone.
5. No need to visit Customer, the service will be active automatically.

Billing and Payment

6. Bill cycle for NetPhone over FiberNet to be linked and replicate the billing cycle of FiberNet as it will be treated as an add-on service to FiberNet.
7. Starting from Service Commencement Date, Customer will receive a bill that includes the due Charges for the period starting from the Service Commencement Date until the 7th of the immediate subsequent month. Thereafter, bills shall be provided on monthly basis pertaining to the Charges due for each subsequent month.
8. All invoices are due for payment within thirty (30) days from the date of invoice unless otherwise specified in the Order. All payments shall be due and payable in Saudi Riyals (SAR).
9. If Customer failed to pay the undisputed amounts within the aforementioned thirty (30) days period, without prejudice to Mobily's other rights in contract, tort or law, Mobily shall have the right to suspend the Service without any liabilities towards the Customer for whatsoever damages incurred as a result of such suspension. Mobily shall notify the Customer five (5) days before Service suspension.

Service Period

10. Customer can request NetPhone at any given time.
11. Without prejudice to the Contract Period mentioned above, there will be no commitment period of the Add-on Netphone service
12. Netphone service is not conditioned or has to be aligned with FiberNet contractual period as long as Customer has an active FiberNet connection.
13. If Customer disconnects FiberNet, the NetPhone will disconnect by default.
14. Subscription starts from the day the Customer activates, upgrades or downgrades the service successfully and the Customer shall be notified with SMS/Email.

Disconnection & Termination

15. If the Customer terminates the service for his convenience or due (and not due to Mobily' breach), after the service activation date then Customer will only pay the MRC till the date of disconnection

Credit Limit

16. A credit limit must be set for all activated NetPhone lines on all packages.
17. The agreed credit limit in the contract will be applicable only on the service usage & doesn't apply on the MRC or add-ons services fees