

## Web & Email Security Service T&C

1. Minimum commitment period for service is (12) Months starting from the activation date.
2. Monthly recurring fee paid by the customer every month for user licenses.
3. Advance payment fee paid by the customer for Professional Services, which is one-time only for configuring and setup the users.
4. Pricing may be subject to change during the Terms & Conditions preparation, review and agreement period
5. Upon the expiry of the Service contract, Service will be automatically disconnected until the customer will issue the renewal PO.
6. The customer is not allowed to downgrade the users during contract period.
7. In case of customer early termination event, customer shall pay to Mobily Early termination charges equal to the sum of Monthly Recurring Charges of the remaining contract term.
8. Upon the Service installation and commissioning, Customer shall sign the acceptance form and billing shall start immediately. In case customer did not sign the acceptance form then Customer will have period of (3) business days then billing will start automatically.
9. Customer shall allow and facilitate for Mobily access to the Customer Premises to the extent determined by Mobily for the installation, inspection, and scheduled or emergency maintenance of network devices and elements relating to the Service. All Mobily network devices and elements provided with the service shall remain under the ownership of Mobily.
10. Mobily shall not be liable in any circumstances to the Customer for any loss of revenue, profit, anticipated savings, or indirect or consequential loss or damage or for loss or destruction of data.