

Company Name:	اسم الشركة:	CR No.:	رقم السجل التجاري:	Date:	dd/mm/yy	التاريخ:
Company Address:						عنوان الشركة:
Customer Account number:			رقم حساب العميل:	stc Proposal reference:		

Name:	E-Mail:
Mobile Number:	Office Number:

[illegible]

## Microsoft Services Terms:

The services being provisioned under this Service Order Form are governed by the terms and conditions stated below and signing of this Service Order Form and using the provisioned Services will mean the acceptance of You and Us to these terms.

1. You agree to be bound by the following, in this order of priority AND INCLUDING ANY CHANGES:
  - 1.1. The stc Business Master Cloud Services Agreement;
  - 1.2. The Service Order Form with service specific terms and conditions;
  - 1.3. Service Proposal or Service User Guide with service description and including any promotional terms;
  - 1.4. any relevant click-through agreement for the Services you received.
2. For each Service You subscribe to, the Activation Date is whichever comes earlier from the following:
  - 2.1. The date You start using the Service; or
  - 2.2. The date of which We have completed installation and confirmed installation of the Service at your Service Location;
3. The Agreement will be valid for the Commitment Period identified in this Service Order Form.
4. Upon Service or Agreement termination, Your right to use the Service will immediately cease and We shall have no obligation to forward Your Data, information to You or to process data and/or message requests in any particular manner in relation to the said Service.
5. We take all necessary measures to securely create, use, store or dispose of all information We manage, so that it cannot be lost, stolen or manipulated, or used without Our authorization. We are committed to applying all privacy and data protection principles onto Our business operations to provide You with Our products and services; however, you agree that Our liability remains limited to terms stated in stc Business Master Cloud Services Agreement.
6. We only act as a reseller of the Service and You agree at all time to abide by the license terms and conditions, terms of use and privacy policy of the principal.
7. Our Service is guaranteed on stc provided private network, any access using public Internet is not guaranteed for performance or availability.
8. Your Responsibilities
  - 8.1. Phishing attack is the attempt to obtain sensitive information such as usernames, passwords, and credit card details, often for malicious reasons, by disguising as a trustworthy entity in an electronic communication. We will not, at any time, request you for any of your personal data like usernames, passwords, credit card etc. through email or other social media. Any such event shall be reported to Us immediately through our customer service helpdesk.
  - 8.2. You agree and understand that You are responsible for maintaining the confidentiality of Your password associated with access to the services of this Platform.
  - 8.3. Accordingly, You agree that You will be solely responsible to Us for all activities that occur under usage of Your Admin and Service Account username and password.
  - 8.4. You warrant that You will only use the Services in an appropriate and lawful manner and by way of example and not as a limitation, You shall:
    - 8.4.1. Comply with the stc Business Master Cloud Services Agreement, all local laws, rules and regulations applicable to your use of the Service offerings.
    - 8.4.2. Not receive, access, transmit or broadcast any content which is unlawful or in breach of any intellectual property right (including Copyright);
    - 8.4.3. Not transmit any electronic content (including viruses) through the Platform, by which causes or is likely to cause detriment or harm to Us or others.
    - 8.4.4. Not attempt to gain unauthorized access to any of Our Services, other accounts, computer systems or networks connected to any of Our Services through hacking or any other means.
  - 8.5. You must provide Us with Your up to date contact details at all times. If You do not provide Us with Your valid contact details, We cannot provide the Services to You.
  - 8.6. You will provide all pre-requisites to provide and maintain the Services including access to the site, required user information and access to any of Your servers or applications, as required.
  - 8.7. The Services provided under this Order Form shall be subject to the Microsoft Privacy Policy.
  - 8.8. Any contradiction between these Service terms and conditions and stc Business Master Cloud Services Agreement, the latter will prevail.
10. Disclaimer
  - 10.1. stc does not endorse or make any representations about the service/software or any other product provided to the customer through a third party provider. The service/software/product is resold and administered by stc on behalf of that third party provider.

### CUSTOMER DECLARATION

I, the undersigned acknowledge that I have read and signed this Order Form, the stc Business Master Cloud Services Agreement and stc Microsoft Services Terms and confirm my acceptance to adhere to them.

Authorized Signatory Name: \_\_\_\_\_ (\*)

Authorized Signatory CPR: \_\_\_\_\_ (\*)

Authorized Signatory Signature: \_\_\_\_\_ (\*)

Date (dd/mm/yy): \_\_\_\_\_ (\*)

Company Stamp

### Official Use (stc use only)

Customer Account Number: \_\_\_\_\_ (\*)

Account Manager Name: \_\_\_\_\_ (\*)

Signature: \_\_\_\_\_ (\*)

Date: \_\_\_\_\_ (\*)

Send the completed filled form with your details, signature & company stamp to **business@stc.com.bh** & once we review your request, you will be contacted to confirm your registration for the **stc Microsoft Services** in accordance with this Order Form.