

Consumer Services Agreement

September 2024



Thanks for choosing Virgin Mobile UAE. In this agreement, you'll find important information about the services you will receive from us. The terms are set out in detail below, but you must also check our website or app for extra terms and conditions (including relating to pricing) that could apply to a particular service, plan, offer or promotion. You can find these general terms on our website, the app, or ask customer care for a copy. It's important that you read and understand the full terms before agreeing to use our services, as they contain some important information, including the following.

- How long **your agreement** with us will last
- What **you** can expect of us as providers of your services
- What **we** expect of **you**
- How **we** use **your** information

Your consumer services agreement in full

1. Terms which we use in this agreement

We use the following terms in this **agreement**. Where these terms are used, they appear in **bold** font.

You or **your** means the person listed as the customer on the **application form**.

We, **our** or **us** means Emirates Integrated Telecommunications Company PJSC, or 'Virgin Mobile UAE'.

Acceptable Use of Service Policy means the Virgin Mobile UAE policy that governs **your** use of the **service**, and which is available at:

<https://www.virginmobile.ae/legal/acceptable-use-of-service-policy>

Agreement means this **agreement** which is made up of the following documents.

- a. The general terms set out in clauses 1 to 19 of this **agreement**
- b. The **Service Schedule Mobile Services**
- c. The **application form**

App means the Virgin Mobile application downloaded on supported devices, or any other digital platform offered by **us** from time to time, that **we** and other third party providers provide to **you** from time to time, as well as all ancillary services.

Application form means a form or other document, webpage or app page which **you** sign, accept or fill in to order **our services** through any of **our** sales channels.

Booster means a one-time local minute, international minute and/or data package which **you** can buy from a selection of different allowances at any time during the **subscription period**, and which will be valid until the end of that **subscription period**;

Charges means any **charges** due under this **agreement**.

Code of practice means **our code of practice**, which **you** can find at:

<https://www.virginmobile.ae/legal/code-of-practice>

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Content means any digitally stored and transmitted material, including text, pictures, images, audio, video, games, graphics or software, or **services** incorporating any of these.

Customer care means one of **our** customer-care channels. More details are available at: <https://www.virginmobile.ae/help/contact-us/>

Customer equipment means the **equipment** which **you** own and use as part of the **services**.

Downgrade means any reduction in the capacity, scope or level of **your service**.

Virgin Mobile equipment means **equipment we** may provide **you** with to use in connection with **your service**, but which remains **our** property.

Early cancellation fee means the fee **you** may pay if **you** cancel a **service** early.

Equipment means the **customer equipment** and the **Virgin Mobile equipment** which are used as part of the **services**.

Circumstances outside our control means something **we** have no control over, such as a natural disaster, an uprising against an authority or the government, civil disorder, war or military operations, national or local emergency, damage to cables, terrorist acts, industrial disputes or action including lockout, partial or total strikes or other unrest within **our** workforce, epidemic, transport methods or supplies being blocked, earthquake, fire, storm, lightning, explosion, flood, water damage, land subsidence, severe weather, gas or electricity supplies being unavailable or restricted, action any other person (including any telecommunications operator) takes or fails to take if neither **we** nor **you** are responsible for that person, action any regulator or government agency takes or fails to take or restrictions which they set, action that is necessary to meet a legal obligation, or any other circumstance outside your or our control.

Identifier means a telephone number an email address or similar.

Subscription period means the duration of your chosen plan (as set out in the **application form**).

Network means the communications **network** run by **us**.

Other users means any **other users** registered under **your** account.

Personal information means any **personal information** relating to **you**. It includes, but is not limited to, **your** name, address, bank account details, ID details (passport or Emirates ID), credit card details, **service** usage details, call records, message records, account status, payment history, and any information **we** get as a result of **you** using the **services**.

Privacy policy means the EITC group privacy policy which can be found at <https://www.virginmobile.ae/legal/privacy-policy>

Service or **services** means any **service we** provide to **you** as set out in the **application form** and described in more detail in a **service schedule**.

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Service start date means the date that **you** can start using the services once we have verified all your information under clause 4.3 (and provided that your previous service provider has approved you moving to us, if applicable).

Service schedule means any schedule describing the specific terms of any **service** which **we** provide to **you**.

SPAM Calls means specific types of unsolicited telecommunications calls - including Telemarketing Calls and Malicious Calls.

Rate plan means the **rate plan** (or plans) on **our website** which will tell **you** the prices for **our services**.

Telemarketing Calls means any telemarketing call made to a customer for the purposes of promoting services, or products, or promotions.

TDRA means the Telecommunications and Digital Government Regulatory Authority of the United Arab Emirates.

UAE means the United Arab Emirates.

Unauthorised traffic means a flow or volume of calls, texts or data for any **service** which **we** believe is not what **we** would reasonably expect from someone using **our network** in good faith or is not consistent with **your** previous usage history (in any given month) with **us**.

Malicious Calls means any call which is intended to be harmful or is likely to have the effect of being harmful to the called person and includes but is not limited to all types of scam calls, fraudulent calls, calls causing or seeking to cause financial, physical, or mental harm to the called person, and any other call that would reasonably be considered malicious.

Usage charge means a charge which applies to a **service** based on usage (for example, call **charges** or data **charges**).

VAT means value added tax or any similar tax set from time to time.

Wallet means a digital account in **your app** to store paid credit and free credit which can be used to buy our **services**.

Our website means <https://www.virginmobile.ae>

How long your agreement lasts

2.1. **Start date.** This **agreement** starts on the date **you** sign, accept or fill in the **application form**. The **services** will start on the **service start date** if **we** accept your **application form** as set out in 3.2 below.

2.2. **Term.** Unless **we** end this **agreement** earlier, it will continue for the **subscription period**. Once the **subscription period** has ended, this **agreement** will automatically renew on the same **subscription period** unless **you** cancel it in the **app**.

3. How to order a service

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3.1. **Ordering.** To order a **service**, **you** must complete an **application form** and select **your** chosen **service**. The details **you** provide in the **application form** must be correct.

3.2. **Acceptance.** **We** may accept or reject **your application form** or ask **you** for more information. **Your application form** will be accepted on the **service start date** provided **we** have validated your information.

3.3. **Cancellation prior to service start date.** **You** may cancel **your** application at any stage up to three days after the date of **your application form** for a full refund. If **you** cancel **your** application after this time prior to the **service start date** you will not be entitled to a any refund.

4. The services we provide to you

4.1. **Security of your communications.** **We** will do all **we** reasonably can to make sure **your** communications are secure. However, **we** cannot guarantee that **your** communications will be completely secure due to reasons outside **our** control.

4.2. **Your responsibilities.** If **you** do not keep to this **agreement**, **we** will not be responsible for any delay or failure of the **services**.

4.3. Providing information and documents.

a. **Your information.** **We**, any of **our** third-party service providers or any government authority, may ask you for certain information to allow **us** to provide the **services**. **You** must provide all applicable information and documents (including any identification and billing details in hard copy original form) **we** ask **you** for.

b. **Change of personal information.** **You** must keep **your personal information** up to date and tell **us** immediately if it changes. If **you** do not keep **your personal information** up to date, or **you** fail to provide it to **us** (including **your** Emirates or GCC identification expiry date), **we** may have to suspend or end **your service**.

4.4. **Telephone numbers and unique identifiers.** When **we** provide **you** with the services, **we** may provide **you** with use of an **identifier**. **You** must keep to the requirements of any regulatory body which provides these **identifiers**. Unless **you** and **we** have agreed otherwise, these **identifiers** do not belong to **you**, and **we** may recall them if any regulatory body asks **us** to, or if **we** have a good reason to. **You** have the right to the identifier for a maximum of 12 months after this **agreement** ends. If **you** permit **us** to remove or deregister an **identifier** from **your** account before the end of the 12 months, **we** will be allowed to use that **identifier** for another customer in line with relevant laws and regulations.

4.5. **Third party services.** From time to time, **we** may promote or offer additional services provided by third parties. Use of any third-party services may be subject to additional terms and conditions from that third party. **You** will be responsible for **your** use of any third-party services.

5. Moving to us from another service provider

5.1. **Keeping your number or services.** If **your** previous service provider (**previous provider**)

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allows **you** to move **your** current mobile number to **us**, **you** are still responsible for all outstanding **charges** due to the previous provider for any services they provided to **you**.

5.2. **Non-payment to your previous provider.** If **you** fail to pay any outstanding **charges** to **your** previous provider, **we** may suspend or end the **services** as allowed under relevant laws and regulations.

6. Your use of the service and equipment

6.1. **Keeping to this agreement.** **You** must meet the terms of this **agreement**, all laws and regulations that apply, and any other reasonable instructions **we** may tell **you** about when you **use** the **service** or **equipment**.

6.2. **Restrictions on your use of the services and equipment.** **You** must make sure that the **services** or **equipment** are not used:

- a. in a way that is not in line with **our Acceptable Use of Service Policy** (**you** may have to pay a fee if **you** do not meet this condition);
- b. for sending or distributing illegal or offensive material;
- c. for distributing any material that contains software viruses or any other disabling or damaging programs;
- d. in any way which weakens or damages the **network** or **our** ability to provide the **services**;
- e. in a way which uses automated methods to make calls or send messages using the **network**;
- f. to make a computer permanently accessible as a server;
- g. for setting up connections where the caller receives payments from third parties, based on the call or the length of the connection (for example, connections to advertising hotlines);
- h. for automated machine-to-machine (**M2M**) data exchange; or i. fraudulently or illegally or in a way which is not in line with this **agreement**.

6.3. **No reselling.** **You** must not resell, distribute or provide the **services** or **equipment** to anyone else.

6.4. **Accessing the internet.** Unless **we** agree otherwise or free access is stated as being included in your plan, **you** are responsible for all **charges** if **you** use the **service** to access the internet, other data networks, websites, or **content**. **We** are not responsible for any **content** **you** may access while using the **services** or for how you use the **services**.

6.5. **Responsibility for other users.** **You** are responsible if **you** allow **other users** to use **equipment** and **services** that **we** provide to **you** under this **agreement** (including paying for the **services** they use).

You must not initiate, cause to be initiated or allow any person to initiate Spam Calls to anyone using your Virgin Mobile number. Breaching this may result in the interruption of your telecommunications services, without the right to receive any compensation, and this may be reported to the concerned government authorities for further action including financial penalties and criminal investigation.

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If Virgin Mobile receives one (1) Spam Call complaint against your number, the following actions will be taken:

- A warning will be issued, and your line will be assigned one (1) black point for each Spam Call complaint.
- If you have accumulated four (4) Spam Call complaints a final warning will be issued.
- If any further Spam Call complaints are received after the final warning, Virgin Mobile will immediately suspend the Services on all your Virgin Mobile numbers, and you will not be entitled to any refunds or compensation.

Other administrative measures may apply under the laws and regulations of the United Arab Emirates.

7. Changes to your services

7.1. **If you want to change your services.** The following terms will apply if **you** want to make change to **your services**:

- a. If **you** want to **downgrade your service**, **you** can do so before the end of **your** current **subscription period**.
- b. **You** can make changes to **your service** using the **app** or by calling **customer care**;
- c. Changes requested to **your** plan will take effect from the next **subscription period**;
- d. **You** can upgrade from a one-month tariff to a six-month tariff, from a one-month to twelve-month or from a six-month tariff to a twelve-month tariff;
- e. **You** can only downgrade from a one-month tariff to pay as you go. **You** cannot downgrade a service with any other **subscription period**;
- f. **Boosters** will expire at the end of each monthly renewal of **your subscription period** in which the **booster** was bought; and
- g. Some third party services offered or promoted by us may apply for a fixed period. Check **app** for details.

7.2. **If we want to change your services.** **We** may sometimes make changes to **your services** or **equipment**. **We** will always make sure that these changes do not significantly affect **your** use of the **services** or **equipment**.

8. Our network

8.1. **Faults.** **We** will provide all **services** with reasonable skill and care but **we** cannot guarantee a fault-free or uninterrupted **service** because of the nature of the technology needed to provide the **service** to **you**, or for reasons outside **our** control. There are a number of reasons why **you**

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may find problems with the **services** and these include any planned maintenance to **our** network, unplanned outages and so on.

8.2. **Reporting faults.** To report a fault, please email **us** at info@virginmobile.ae , contact **customer care** via the **app** or visit one of **our stores**.

8.3. **Network speed and coverage.** We cannot guarantee that you will receive a particular speed for your use of our network, or that your coverage will be completely fault-free geographically.

8.4 Compensation for faults. In certain circumstances, you might be eligible for compensation if you experience problems with the services. These include unplanned service outages for more than 12 hours, which we could have controlled. For further details on this, please refer to the FAQ - <https://www.virginmobile.ae/help/am-i-eligible-for-compensation-during-a-service-outage/> , email us at info@virginmobile.ae, contact customer care via the app or visit one of our stores.

9. Equipment

9.1. **Delivering equipment.** If **we** need to provide **you** with **Virgin Mobile equipment** for a **service**, **we** will deliver that **Virgin Mobile equipment** to the address **you** provide on the **app**.

9.2. **Virgin Mobile equipment.** We may provide **you** with certain other items of **Virgin Mobile equipment** to use in connection with **your service**. This will remain **our** property and **you** must not resell or distribute it. Unless **we** tell **you** otherwise, **you** must return the **Virgin Mobile equipment** to **us** when the service **ends**. If **you** do not, **we** may charge **you** a fee.

You are responsible for any damage to, or destruction or theft of, the **Virgin Mobile equipment**, unless this is caused by **us**. Your services may be disrupted or cease to work if you do not use the Virgin Mobile equipment provided to you for use with the services.

9.3. **Who will own the equipment.** Any **Virgin Mobile equipment** that **we** provide to **you** will remain **our** property unless **we** and **you** agree otherwise. Any **customer equipment** **you** provide and use in connection with the **service** will remain **your** property. **We** will not allow **you** to use any **customer equipment** that does not have a valid identifier (e.g. EMEI number) or if **we** have reason to believe it has been stolen.

9.4. **Risk.** **You** are responsible for protecting any **equipment**, including against damage, loss, theft or misuse under this **agreement**.

9.5. **Using Virgin Mobile equipment.** Unless **we** agree otherwise, for **Virgin Mobile equipment** which is in **your** home, **you** must:

- a. allow **us** into **your** home so **our** staff or contractors can service, change, repair or replace it in the best possible location for the **services**;
- b. use it only as **we** instruct **you** to;
- c. not interfere with, change, move or tamper with it or allow anyone else to; and

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d. not do anything to damage it or affect the way it works.

9.6. **Replacing equipment or Virgin Mobile equipment.** If the **Virgin Mobile equipment** needs replacing through no fault of **your** own and it is within the warranty period, **we** will not charge for a replacement. If the **Virgin Mobile equipment** is outside the warranty period, **you** may have to pay a charge.

10. Suspending or cancelling your services

10.1. **Suspending and cancelling.** If any of the following applies, **we** may suspend or cancel **your services** and stop any of **your equipment** from using the **network**. If **we** do this, **we** will not give **you** any notice and clause 11.4 will apply. Provided **we** are permitted to do so, **we** will not unreasonably decline to reactivate **your services** if any of the following are remedied.

a. **You** do not keep to this **agreement**.

b. **We** are instructed to do so by any government authority.

c. **We** must do so by law.

d. **We** believe **you** are using the **services** or **equipment** in a way which is not allowed under this **agreement**.

e. **We** suspect fraud or illegal activity associated with **your** use of the **services**, SIM card, number or **equipment**.

f. **We** suspect **unauthorized traffic**.

g. **You** tell **us** **you** have lost **your equipment** or it has been stolen.

h. **You** become bankrupt or insolvent or go into liquidation.

i. **We** believe **you** are doing something which might damage **our network** or the **services we** provide to **other users**.

j. **We** need to maintain, make changes to and test **our network**, or there is a technical failure of the **network**.

10.2. **Ending the service.** If **we** are permanently unable to provide any of **our services** to **you**, for any reason, **we** will give **you** as much notice as **we** can but no less than 30 days' written notice before **we** end any affected **service**.

10.3. **Reasonable costs.** If **we** suspend or cancel the services because of something **you** have done or failed to do, **you** may have to pay all **our** reasonable costs and expenses which are a result of this.

10.4. **Liability for charges.** **You** must continue to pay any **charges** during any period of suspension.

11. Charges and payment

11.1. **Wallet.** **You** can use **your** wallet for all **charges** for any **services you** take from **us**. The **wallet** will be assumed to be **your** default method of payment unless **you** select otherwise using the **app**. Credit in **your wallet** will be valid until the expiry of **your services** (if you add credit to the

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wallet) or six months (where **you** have earned credit from one of **our** loyalty programs, cash back or other promotions). **You** may recharge **your** wallet using any credit or debit card, Apple Pay™ or any Virgin Mobile voucher. **You** may also share or receive **wallet** credit with or from another Virgin Mobile UAE subscriber using the **app**. **We** may be required to charge **you** a nominal fee to validate **your** payment method which will be reversed.

11.2. **Failure to pay.** If **you** do not pay the **charges** for **your service** (including where your chosen method of payment fails or if you fail to pay, or there is a payment dispute, with us or any of our payment partners (including, without limitation, any third party instalment providers) or **your wallet** balance is not sufficient to cover any **charges**, **we** may do the following:

a. **Charge a late-payment fee.** **We** may charge **you** a late-payment fee based on the unpaid amount until you make the payment in full.

b. **Suspend, cancel or block your services and equipment.** **We** may suspend, cancel or block **your services**.

c. **Withhold any amounts we owe you.** If **we** owe **you** any money (for example, a credit note, a deposit, or a refund), **we** may keep this and use it to pay the amount **you** owe **us**. If there is any money left over after doing this, **we** will return it to **you**.

d. **Debt collection.** **We** may instruct a debt collection agency to collect any unpaid amount.

11.3. **Price changes.** **We** may change your charges. If **we** do, **we** will give **you** at least 28 days' notice and clause 16.2 will apply. If **you** do not accept the new **charges**, **you** can cancel this **agreement** and **your services** as long as **you** do this within 30 days of receiving **our** notice.

11.4. Refunds. You can change your mind and cancel your service at any time without incurring any service cancellation fee. Whether you receive a refund of the charges you paid for the services will depend on when you cancel the services. If you cancel the services within three days from your service start date, we will refund you the amount you have paid for the services less the charges for your usage of the services from the service start date until the cancellation. If you cancel the services after three days from your service start date, you will not be entitled to any refund of the charges you paid for the services. Any amounts you have loaded into your wallet, which remain positive at the time you cancel the services will be refunded to you. We will not refund you the value of any promotional offers, bonus, transferred credit or value of bundles and spent credit which has been credited to your wallet by us. For further details on this, please refer to the FAQs - <https://www.virginmobile.ae/help/how-can-i-request-and-receive-a-refund-for-the-remaining-credit-in-my-prepaid-wallet/>, email us at info@virginmobile.ae, contact customer care via the app or visit one of our stores.

11.5. VAT. The following conditions apply in relation to VAT.

a. All amounts stated in this **agreement** do not include any **VAT** that is due.

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b. If **we** supply goods or **services** to **you**, the charges for those goods or **services** do not include **VAT** and **you** must pay the **VAT** on top of the **charges** when **you** pay the **charges** or when **we** supply the goods or **services**.

c. If **you** pay or refund **our** costs, fees, charges or expenses, **you** must also cover any part of those costs, fees, **charges** or expenses (or a proportion of them) which represents **VAT**, unless **we** are entitled to claim back that **VAT** from a tax authority.

d. If the **charges** for any goods or **services** **we** have supplied is adjusted (including if **we** apply any early cancellation **charges** for the **service**), **you** and **we** must make all appropriate adjustments to the **VAT** paid previously, including repaying the **VAT** if necessary and paying any further **VAT** that is due.

e. **You** may request a **VAT** invoice using **our app**.

12. Liability

12.1. **We** will not be legally responsible to **you** under this **agreement** unless **UAE** law states otherwise.

12.2. If **UAE** law states that **we** are responsible to **you** for a claim, **we** will not pay **you** more than AED20,000 for any claim or more than AED40,000 for all claims within any 12-month period.

12.3. **We** will not be legally responsible to **you** or any **other user** for any loss of business, revenue, profits or savings, data loss or corruption, or any other indirect loss or damage.

12.4. Also, **we** will not be legally responsible to **you** or **other users** if **our network** or **your services** become temporarily unavailable, for any faults, malfunctions or delays in any way related to the performance of the **network**, for any products or **services** **you** use with the **services** which **you** have not bought from us, or for failure to provide a **service** if this is outside of **our** control.

12.5. This clause will continue to apply to **our** relationship with **you** after this **agreement** ends.

13. Ending your services

13.1. **Ending a service by notice.** **You** can end a **service** any time using the **app**. If **you** cancel before the end of any **subscription period**, **your services** will stop within 24 hours.

13.2. **No court order.** **You** agree that a court order will not be needed to cancel this **agreement**.

14. What will happen if you or we cancel this agreement

14.1. **Stop using the services or equipment.** **You** must immediately stop using the **services** and **equipment** once the cancellation becomes effective.

15. Personal information and privacy

15.1. **Privacy law.** **We** will act in line with all **UAE** laws which relate to privacy and protecting **your personal information**. If **you** use the **services** in another country outside the **UAE**, **we** will not have to process **your** information under any other law.

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15.2. **Personal information.** We will take all reasonable steps to prevent **your personal information** being dealt with without **your** permission. We may share **your** personal information if:

- a. **you** give **us** permission to do so
- b. **we** are allowed to do so under any law or regulation;
- c. any law-enforcement agency or government body requires **us** to; or
- d. it is necessary to give it to any other person or organisation who is directly involved in supplying a **service**. If **we** do, **we** will make sure that person or organisation takes all reasonable steps to keep **your** personal information confidential and only use it for providing the **service**.

15.3. **Passwords and confidential information.** **You** must keep any password **you** use to access **your** account or **services**, one-time passwords, **your** email address, user ID and **customer equipment** safe and confidential at all times.

15.4. **Use of personal information.** We will only use **your personal information** only in accordance with **our privacy policy**.

15.5. **Monitoring.** We may monitor **your** use of the **services** and record **your** calls or digital interactions with **customer care** for training, financial-control, quality-control and regulatory or legal purposes.

16. Changing the terms of this agreement

16.1. **Variations required by law.** We may vary this **agreement** at any time if any law or regulation requires **us** to, or if the **TDR** tells **us** to. We will always try to give **you** notice in advance if this applies.

16.2. **Changes we make.** Also, **we** may change this **agreement** at any time and for any other reason. If the change is a price increase, or has the same effect as a price increase, **we** will give **you** at least 28 days' notice of the change. During this 28-day notice period, **you** are entitled to cancel the **service** without having to pay any **early cancellation fee**.

17. Governing law and jurisdiction

17.1. This **agreement** is governed by the federal laws of the United Arab Emirates and the laws of the Emirate of Dubai. Unless clause 17.2 applies, any legal proceedings relating to this **agreement** can only be brought in the courts of Dubai.

17.2. **We** may choose to start and pursue proceedings relating to any matters arising out of this **agreement** in the Dubai International Financial Centre (DIFC) courts.

18. Circumstances outside our control

18.1. **We** will not be responsible for any **circumstances outside our control**.

18.2. **You** are responsible for all **charges** during **circumstances outside our control**.

18.3. **We** will do all **we** can to reduce the effect of any **circumstances outside our control**.

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19. General

19.1. **Notices.** If **we** need to send **you** any notice, **we** will send this by email (to the email address **you** provided us at registration), push notification or text message.

19.2. **Transferring this agreement.** **We** may transfer this **agreement** to anyone at any time without **your** permission.

19.3. **Subcontracting.** **We** may subcontract any of **our** responsibilities under this **agreement**, but **we** will still be responsible for the **services we** provide to **you**.

This **service schedule** applies if **you** have bought any consumer mobile **services** (**mobile services**) from **us**.

1. Using mobile services

1.1. Any SIM card **we** supply to **you** will remain **our** property, and **you** agree to take good care of it. **We** may charge **you** to replace any SIM cards that are damaged or faulty, however the damage or fault is caused. If **you** lose **your** SIM card or it is stolen, **you** must immediately report this to **us** so **we** can suspend or cancel **your services** (either on the Virgin Mobile UAE app or through customer care). If **you** do not do this, **you** will be liable for all **charges** relating to the loss or theft.

1.2. **Your** ability to use certain mobile **services** will depend on the features of **your** handset and the way it works, and must be compatible with the Virgin Mobile UAE app.

2. Mobile roaming (using mobile services abroad)

2.1. Mobile roaming relies on the telecommunication systems of foreign networks. **We** have no control over these and so cannot guarantee the quality or availability of mobile **services** when **you** are abroad.

2.2. If **you** use mobile **services** outside the **UAE**, **you** are responsible for keeping to all local laws and regulations that apply.

2.3. **You** are responsible for all **charges** which relate to using **your** phone while abroad, including all data **charges**. Sometimes there may be a delay before certain **charges** appear on **your** account.

2.4. Some discounts or offers might not be available to **you** while using **your** phone abroad. **You** will need to visit **our website** for the terms that apply to **your** discount or offer.

3. Data line services

3.1. Voice **service** may not be available under any specific data line **services**.

4. Family plans

4.1. If **you** elect to use any of **our** family plan 'multi-SIM' services, any secondary SIM under the primary SIM will end if the primary SIM holder ends this **agreement**.

5. Other terms

Consumer Services Agreement

September 2024



5.1. Please check **our website** for extra terms and conditions (including relating to pricing) that apply to a particular mobile **service** or plan, offer or promotion. If there is any conflict between this **agreement** and any other terms, this agreement will prevail.