



## Terms & Conditions

By filling the **TerraBroad** application form, you agree to be bound to the following Terms & Conditions.

If you do not agree with these regulations you must immediately stop using our service and notify **TerraNet's Customer Care Dept.** by dialing **01-565 250**.



**TERRANET**  
Your Quality Internet Service Provider

1. You are responsible for ensuring that your computer meets the minimum requirements. For the High Speed Internet service, your computer should have an Ethernet Network Interface card.
2. Payments shall be made in advance and in cash.
3. You may only use the service at your home address. If you move and your new address is within the service coverage area, then you may request to re-install the service at the new address. You will be charged for the new installation.
4. If you need to access or place equipment at someone else's premises in order to provide you with the service, you will need to make all necessary arrangements with the owner.
5. GDS will remain the owner of any equipment that is installed at your premises. GDS will remain the owner of this equipment even after cancellation of this agreement. If you damage or lose the equipment, TerraNet is entitled to fully charge you for the cost of the equipment.
6. TerraNet reserves the right not to offer the service to your household for any reason including the case where GDS considers it uneconomic or unsafe to do so. TerraNet may exercise this right at any time even if we have accepted your application for services.
7. Resale of bandwidth or any fractional part of the High Speed Service provided by TerraNet, for any purpose, is strictly prohibited.
8. TerraNet reserves the right to deactivate your account if your account has not been recharged for at least FOUR months. To be able to reactivate a cancelled account, you have to pay for new set up charges.
9. TerraNet shall not be held liable for any kind of losses or consequent damages suffered by the client resulting from any kind of disruption of the service or degradation in performance. Damages include, but are not limited to, damages resulting from loss of revenues or profits, loss of business, data or customers.

We always make sure that you receive reliable and high-quality services. However, if you encounter a problem with our service please contact our Customer Care Dept. on 01.565 250 or email us at [care@terra.net.lb](mailto:care@terra.net.lb).

Client commits to pay \_\_\_\_\_ monthly.

Client Signature

Date

\_\_\_\_\_

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