



## Name Tag Service - Terms and conditions

For conducting the “Name Tag” Service being also the Service

### I. Introduction

The Service allows eligible alfa Subscriber to subscribe to a “Name Tag” of their choice, the “Name Tag” being a sequence that starts with a hashtag (#). After subscription, the user can receive calls from other mobile lines on the “Name Tag”.

This Service is operated by Alfa, the “Operator”, in collaboration with Numbase.

### II. Acceptance

The offering of this Service is conditioned by the Subscriber acceptance of all terms, conditions, policies and notices stated here in.

By subscribing to a “Name Tag”, the Subscriber engages in the "Service" and agrees to be bound by the following terms and conditions ("terms of Service", "terms").

### III. Service Description

The Subscriber acknowledges that the “Name Tag” he chooses shall be routed to the mobile line or short code the Subscriber select to subscribe to the Service. Following the Subscriber subscription, when other mobile lines dial the Name Tag he is subscribed to, they will be reaching the Subscriber mobile line or short code.

The Subscriber has been notified that the Service monthly subscription fee is dependent on the number of characters and patterns of the “Name Tag” that the Subscriber select: \$300 VAT excluded/30days - \$100 VAT excluded/30days - \$60 VAT excluded/30days - \$30 VAT excluded/30days - \$15 VAT excluded/30days.

In case the customer is a postpaid line Subscriber or a short code Subscriber, the monthly Service subscription fee shall be billed on his invoice.

In case the customer is a prepaid line subscriber, the monthly Service subscription fee shall be deducted from his prepaid account.

### IV. Terms of use:

**The Subscriber** fully declares that he shall not use the Service in a way that will:

A – violate the intellectual property rights of any other party.

B – mislead or deceive or be likely to mislead or deceive other people.

**The Subscriber** may not use the Service for any illegal or unauthorized purpose nor may **he**, in the use of the Service, violate any applicable laws (including but not limited to copyright laws...)

**The Subscriber** acknowledges that the use of the Service including any use or/as part of a trade mark, company name, business name, domain name or other trading name is the Subscriber own risk and responsibility.

**The Subscriber** hereby agrees that he shall not have the right to transfer the “Name Tag” to any other party.

**The Subscriber** fully recognizes that the mobile line or the short code selected to subscribe to the service cannot be modified.

**The Subscriber** fully recognizes that only the Operator have the right to suspend / deactivate/ transfer the Service in case of abuse or fraud.

**The Subscriber** fully declares his absolute responsibility that he is the only user of the mobile number or email through which he requested and/or accepted the activation of Service.

**The Subscriber** understands that the Operator and Numbase will not be held liable whatsoever regarding the content of the Service and especially the choice of the Name Tag since it remains only the Subscriber only responsibility in case he breached any intellectual property rights.

## **V. Communication:**

**The Subscriber** must communicate to any party that is disposed to call his mobile line or short code by dialing the “Name Tag” of the Service He is subscribed to, clearly and unequivocally by any suitable method, and in accordance with the communication and design charters, all pricing information related to those calls where applicable.

## **VI. Cancelling the service:**

The Subscriber can stop his subscription to the Service at any time by:

- Contacting the Operator Customer Service representatives; to contact Alfa dial 111 from any Alfa line (for free) or +961 3 391 111 or submit an email to [alfa.customercareteam@alfamobile.com.lb](mailto:alfa.customercareteam@alfamobile.com.lb).
- Contacting Numbase by email on [ntsupport@numbase.com](mailto:ntsupport@numbase.com)

If the Subscriber breaches the obligation to pay the fees for his use of the Service, the Operator reserves the right to cancel his subscription.

If the Subscriber cancels his subscription to the Service, the cancellation will be effective on the spot and no refund will be effected.

**VII. Termination of the Service:**

The Operator shall have the right to terminate the Subscriber subscription to the “Name Tag” Service at any time, and without any liability on the Operator.

The Operator reserves the right to terminate the Service with immediate effect and without any indemnity or compensation at any time in case of any illegal use or based on a decision of the judiciary and the Subscriber waive any right or demand from the Operator.

**VIII. Indemnification:**

**The Subscriber** shall be held liable and shall indemnify Numbase and the Operator against all third party claims, demands, proceedings, damages, costs, charges or expenses arising out of or in relation to the “Name Tag” the Subscriber choses, or arising of the Subscriber breach of these terms of Service or the documents they incorporate by reference, or the Subscriber violation of any law or the rights of a third-party.

**IX. Changes of the terms of Service:**

The Subscriber can review the most current version of the current terms of the Service at any time on ..... The Operator and Numbase reserve the right to change, update or replace any part of these terms of the Service by posting updates and/or changes.