



9.0 Do you use any other SLT internet services ? Yes  No   
 If Yes, please state user name   
 9.1 Which services do you wish to continue ? Internet  E-mail  None   
 10.0 Remarks   
 (Details of special/ promotional/ commitment package or any other)

**CUSTOMER AGREEMENT**

I do hereby declare that the information furnished by me/us is true and correct and agree to abide by the terms and conditions stated herein and those which I/we have read and understood and those which may be enforced in future by Sri Lanka Telecom PLC (SLT)

Date: ..... Signature(s) or common seal: 1. ....  
 2. ....

**CONDITIONS / GENERAL RULES**

- Sri Lanka Telecom PLC. (hereinafter called "SLT") shall provide the Broadband Service and the Customer shall Obtain and continue to use the same subject to the "Terms and Conditions" stated herein as amended from time to time and regulations made under relevant legislation and Sri Lanka Telecom Website (www.slt.lk).
- 1.0 This Agreement shall be read together with the telephone service Agreement (Agreement for provisioning of new telephone service / Mega Line) entered into between the parties and shall form a part and parcel of the said Agreement. The Customers acknowledge that any information provided hereunder by the Customer shall prevail over the information provided under said telephone service Agreement and continue to bind the parties with regard to both Agreements.  
 The Customer acknowledges that the conditions hereof are merely a guideline and the respective clauses are morefully described in the SLT Website which shall be thoroughly studied by the Customer prior to and after entering into this Agreement to update him/her/it self in line with the changes of the service.  
 The Customer further acknowledges the website (herein after referred to as the 'vide Website') may be modified from time to time without notice to the Customer, but the Customer agrees to update him/her/it self and be bound by the Terms and Conditions published in the Website so long as the Customer continues to use the Service, and the Customer shall immediately disconnect the service in the event the Customer is not agreeable to the Terms and Conditions so modified.
  - 2.0 The Customer undertakes to make all applicable charges including but not limited to the Service Enabling Fee, usage fee, Monthly Rental, Taxes and Levies with regard to the Service on the due date.
  - 3.0 Customer is not authorized to use the internet facility for an activity which violates a Law/Regulation/Rule/Order issued by the Government/Parliament/ Regulatory Bodies/Legal body or a Court of Law.
  - 4.0 The Customer may not resell or otherwise charge others for the use of their internet connection. This service is for recreational, individual use only and may not be used for shared use for resale, commercial use etc...
  - 5.0 Online conduct : Any action by a Customer which, in SLT's sole opinion, restricts or inhibits other clients from using and enjoying the services offered by SLT is strictly prohibited. This includes but is not limited to the use of vulgar language; committing, or discussing with the intention to commit, illegal activities, publication, transmission, reception, data exchange, mail posting, news posting, news reading or any other form of transfer of data, material, information or software in violation of any law is prohibited and shall be construed as a material breach of this Agreement. Therefore, the Customer shall not use the internet services to send unsolicited bulk and /or commercial messages, otherwise known as 'spamming', over the Internet. The Customer specially agrees not to upload, post or reproduce, in any manner whatsoever, any materials protected under copyright without the permission of the copyright owner. In general, any act committed by the Customer in violation of Intellectual Property Rights of a Third party shall construe a material breach. Descriptive information vide Website.
  - 6.0 Any attempt on the part of the Customer to access or modify unauthorized computer system information or to interfere with normal system operations, which might result in causing a denial of service to other users, whether successful or not, or to gain access to any account, not belonging to that Customer (spoofing), including but not limited to 'hacking'- on SLT's equipment, or of any computer system or network accessed via SLT's communications services – will result in the immediate suspension of the services. Descriptive information vide Website.
  - 7.0 Fair Usage (applicable only for internet unlimited package users) : Customer acknowledges that SLT wishes to ensure that the SLT Broadband service is fast & available for Customers at all times as described in the Website. Thus the customer with internet unlimited package shall use the service in a manner fair by the other SLT customers.
  - 8.0 Security: Customer shall not divulge his/her/its user name or should not act in such a way that may reveal such information to any Third Party whom shall not be held responsible in the case of any breach of terms set forth in this document. The Customer is responsible for taking all reasonable steps necessary to secure his/her/its computer resources so that only authorized users can gain access to such resources. Customer shall be solely responsible for any breach of this Agreement by such authorized and/or unauthorized Third Parties.
  - 9.0 SLT does not control the information passing through the SLT system or Internet and use of any information passing through SLT is at the sole risk of the Customer. Neither SLT nor its contractors, its affiliates or their respective employees should be held liable for any loss, damage or service interruptions which may results from using the service.
  - 10.0 SLT will take reasonable commercial endeavors in good faith to ensure that its services are available as much as possible with minimal service interruptions but does not guarantee that the service will be uninterrupted or error free.
  - 11.0 The Customer shall indemnify and keep SLT indemnified of any negligence, any willful damage, unauthorized act, unlawful act on the part of the Customer including but not limited to virus or spam downloads and uploads resulting from Customer's actions and/or his terminal equipment which are beyond the control of SLT.
  - 12.0 SLT shall not be liable for any indirect, special, consequential or punitive damages/ claims/refunds resulting from the use or inability to use the service
  - 13.0 The Customer acknowledges the static IP address provided hereunder as a value addition to the Customers who select Web Pro/ Web Master packages upon a payment of a rental shall always be the property of SLT.
  - 14.0 The Customer shall abide by the terms, conditions, rules and regulations hereto as well as those of SLT, and any future changes thereto and any future introduction, amendment, repeal of laws, rules and regulations.
  - 15.0 SLT reserves the right to suspend any user account due to any reason attributable to any violation of terms & conditions by the Customer as stipulated herein or otherwise inter alia the violation of provisions published by SLT in its Website, violation of telephone service Agreement and general law. SLT may reconnect the service upon payment of reconnection charges and settlement of all outstanding dues by the Customer.
  - 16.0 The Customer shall at all times indemnify SLT and keep SLT indemnified against any claim by a Third party over the inaccuracy of data and data which are offensive on moral, religious, racial or political grounds or of an abusive, indecent, obscene or menacing nature published by a Customer of SLT through the use of the service.
  - 17.0 The Customer shall not misuse the service negligently, fraudulently or intentionally and shall ensure that neither his authorized licensees nor the unauthorized personnel shall misuse the same in a way tarnishing the corporate image of SLT which shall amount to a material breach of this Agreement, and entitle SLT to claim damages from the Customer. The Customer further agrees to indemnify SLT and hold SLT indemnified against any Third party claim over the breach of this condition. Descriptive information vide Website.
  - 18.0 SLT has the right to revoke the Broadband service, if the conditions of the telephone line is identified to be inadequate to provide the requested Broadband package, during the provisioning process. In such a situation, the startup fee charged by SLT will be returned to the Customer.
  - 19.0 SLT shall assist Customer through its 24 hour internet help desk which can be accessed on dialing toll free number 1243 from any SLT line. (SLT can arrange a technical officer to visit customer premises, if it is necessary to offer on-site assistance during investigation of a particular case).

**FOR OFFICE USE ONLY**

CUSTOMER ID :  @sltbb  
 Serial No :   
 Date: .....