

SERVICES AND TARIFFS (Residential)



Sahm Technologies LLC

TELEPHONY



SERVICE DESCRIPTION	INSTALL FEE	MONTHLY FEE	REMARKS
Telephone Line	200	15	Includes Standard Analog Telephone Set
Additional Telephone Line	100	15	Includes Standard Analog Telephone Set
Each Additional Telephone Extension	50	0	
Premium Number Platinum	2,000	N/A	
Premium Number Gold	1,000	N/A	
Additional Standard Phone Set	75	N/A	
Caller ID Set (1st Phone Set)	50	N/A	
Caller ID Set (2nd Phone Set onwards)	125	N/A	
Telephone Features			
PACKAGE 1 (All Features) <i>(As listed in Package 2, 3 and 4 below)</i>	50	25	
PACKAGE 2 <ul style="list-style-type: none"> Calling Number Delivery (Caller ID) Outgoing Call Barring Incoming Call Barring Ring-back When Free Return Last Incoming Call Third Party Conference 	50	20	
PACKAGE 3 <ul style="list-style-type: none"> Calling Number Delivery (Caller ID) Call Waiting Incoming Call Barring Ring-back When Free Return Last Incoming Call Third Party Conference 	50	15	
PACKAGE 4 <ul style="list-style-type: none"> Call Diversion Immediate Call Diversion on Busy Call Diversion on No Reply Outgoing Call Barring Call Waiting 	50	10	
Itemized Billing (per month)	N/A	50	
Itemized Billing (per year)	N/A	20	
PABX	Estimate provided on case by case basis		
Virtual PABX			

INTERNET ACCESS



SERVICE DESCRIPTION	INSTALL FEE	MONTHLY FEE	REMARKS
64 kbps Upstream up to 64 kbps Downstream up to 64 kbps	200	75	<ul style="list-style-type: none"> One Email address Ability to Roam Always on (24x7x365) No Modem Required
512 kbps Upstream up to 128 kbps Downstream up to 512 kbps	200	225	<ul style="list-style-type: none"> Two Email addresses 20MB Web Host space Ability to Roam Ability to share it with 8 family members Always on (24x7x365) No Modem Required
1 Mbps Upstream up to 256 kbps Downstream up to 1 Mbps	200	500	<ul style="list-style-type: none"> 10 Email addresses 20MB Web Host space Ability to Roam Ability to share it with 8 family members Always on (24x7x365) No Modem Required
2 Mbps Upstream up to 512 kbps Downstream up to 2 Mbps	200	1,000	<ul style="list-style-type: none"> 20 Email addresses 20MB Web Host space Ability to Roam Ability to share it with 8 family members Always on (24x7x365) No Modem Required
Internet through TV service	-	15	
Change of Internet Speed	100	N/A	Downgrade only
Additional Email Address 5MB	-	10	
Additional Email Address 10MB	-	14	
Expansion of existing mailbox to 10 MB	-	6	
Change of E-mail Address	25	N/A	One time fee

PUBLIC IP ADDRESSES	INSTALL FEE	MONTHLY FEE	REMARKS
1 Public IP Addresses <i>(Available with 512 kbps service and above)</i>	300	N/A	

	INSTALL FEE	MONTHLY FEE	REMARKS
Internet through TV	-	15	

TELEVISION



TV BOUQUET	MONTHLY		
	1ST SUBSCRIPTION	2ND SUBSCRIPTION	
SHOWTIME <ul style="list-style-type: none"> Total Plus Movies Plus Sports Plus 	219.90 194.90 129	55 48.70 32.25	
ORBIT <ul style="list-style-type: none"> Mega Bouquet Prime Bouquet 	155 129	49 40	
ADD <ul style="list-style-type: none"> FirstNet Gold FirstNet Sports Al Awael World Al Awael ART Movies Pehla Gold Pehla Silver Star Select 	169 129 239 83 199 129 107		
BASIC PACKAGE	10		
A LA CARTE CHANNELS <ul style="list-style-type: none"> Al Abtal 1 & 2 	30		
	ACTIVATION FEE	PURCHASE	MONTHLY RENTAL (LEASE TO OWN)
Set Top Box	199	1500	49

Activation of TV signal Dhs 199 per Set top Box.
Change of TV package past contract period (Dhs 199) downgrade to lower package only.
Minimum contract period for Pay TV is 12 months.
Cancellation fee for termination of Pay TV subscription within contract period Dhs 500.

MISCELLANEOUS

SERVICE DESCRIPTION	INSTALL FEE	MONTHLY FEE	REMARKS
Activation of additional Socket (Roaming Facility) (1-3 Sockets)	50 per socket	10 per set	You should have at least a TV or Internet Access service activated. The Monthly Fee is applicable for total activated Roaming Sockets. One socket per internet and Set top Box connection is already included
Activation of additional Socket (Roaming Facility) (4-7 Sockets)	50 per socket	20 per set	
Activation of additional Socket (Roaming Facility) (8+ Sockets)	50 per socket	30 per set	
Relocation of activated Socket	50	N/A	
Reconnecting a Suspended Service within Three Months	50	N/A	Re-provisioning a service after three months of suspension or cessation will be treated as a new application for service and a new installation fee will apply
Change of Telephone Number	100	N/A	
Change of Virtual PABX Features	100	N/A	Change to higher or lower
Wiring of additional data Sockets	200	N/A	
Voluntary Suspension (Sleeping)	N/A	100	Maximum period 3 months
Technician Visit	100	N/A	

UAE Telephone Call Charges and Discounts

AREA (FROM DUBAI TO.....)	PEAK RATE PER MIN	OFF-PEAK RATE PER MIN
Abu Dhabi, Al Ain, Al Khazna, Al Koaa, Al Sila, Asab, Buhasa, Das Islan, Liwa, Mafraq, Medinat Zayed, Ruwais	0.24	0.12
Al Samha, East Coast, Hatta, Ras Al Khaimah, Shahama, Swaihan	0.18	0.09
Jebel Ali, Lihbab, West Coast	0.05	0.025
Mobile Phones	0.3	0.21

* Minimum Charge is 30 fils per phone call except local calls.

Discount Plan

The following are the volume discounts applicable on the total call charges (peak and off-peak rates combined) for International Telephone calls. These discounts will be applied to the subscriber's bill on a monthly basis. The credit amount will be shown on your bill.

VALUE OF INTERNATIONAL TELEPHONE CALL CHARGES PER MONTH (AED)	DISCOUNT (%)
From 501 - 1,000	5
From 1,001 - 3,000	7
From 3,001 - 5,000	10
From 5,001 - 10,000	12
From 10,001 - 15,000	15
Above 15,000	20

Note:

- All Prices, Services and Discounts are subject to change.
- National, International and Mobiles Telephony charges are as per the current national carrier applicable charges.
- All Prices are in UAE Dirhams.