



Orange Mobile

Code of practice for Subscriber Affairs and the employees of the Company.

This Code of Practice has been published by Petra Jordanian Mobile Telecommunication Company (Orange Mobile) and has been approved by the Telecommunication Regulatory Commission (TRC) in order to provide guidance for the subscribers and the employees of Orange Mobile to the necessary information below.

Definitions

Telecommunications Law: means the Telecommunications Law No. 13 of 1995, and its amendments.

TRC: the Telecommunications Regulatory Commission which was established in accordance with the Telecommunications Law.

Service: mobile wireless telecommunications including voice and/or data services whether post-paid or pre-paid services.

Subscriber: any natural, artificial or duly authorized person signing the subscription application form for Orange Mobile services after he/she has read, understood and accepted the terms and conditions of the subscription contract.

Code of Practice: A set of general rules that aim to direct all of Orange Mobile's employees and Subscribers for the matters related to the subscribers affairs.

Subscription Contract: means the terms and conditions, and any attached documents that govern the relationship between the subscriber and Orange Mobile, under which the subscriber will be provided the service.

Force majeure: is an extraordinary event or circumstance which cannot be predicted or prevented and makes it impossible to fulfill the obligations, such that Orange Mobile is no longer able to meet its obligations under the Subscription Contract.

License: the contract or the agreement signed between the TRC and Orange Mobile that allows Orange Mobile to provide Public Telecommunication Services pursuant to the provisions of the Telecommunications Law and the by-laws issued pursuant thereto.

Responsibility

Orange Mobile adopts the following principles that provide a main framework for its operations and business in order to provide its services at a high level of responsibility for its subscribers:

- Providing the best possible quality and value of service.
- We always endeavour to put subscribers first.
- Following professional and responsible marketing practices.
- Making sure that our subscribers have available sound choices based on honest and straight forward information.

This Code of Practice reflects the commitment of Orange Mobile to ensure that its subscribers get the best possible service at all times, and respond to queries and to deal with them as soon as possible. This Code of Practice also describes the nature of mobile communications services provided by Orange Mobile and guide its subscribers of how and where they can get



support and advice. It also includes an explanation of the process to settle disputes and provides a simple and effective method to settle disputes between the subscriber and Orange Mobile.

Orange Mobile services

Orange Mobile offers a wide range of mobile prepaid and postpaid services for both voice services and value added (messages) as well as mobile broadband wireless services, which can be purchased directly from Orange shops or from its dealers or points of sale throughout the Kingdom.

Quality of Service

Orange Mobile is performing its best efforts to ensure providing a good level of service that allow the subscribers to benefit from its services and in accordance with the obligations imposed on Orange Mobile pursuant to its license granted by the TRC.

Billing services

- Orange Mobile will send invoice for its post-paid subscribers. The invoice will be delivered to the subscriber's address as registered in Orange Mobile's records and by the delivery mechanism agreed upon between Orange Mobile and the subscriber.
- The due amount specified in the invoice should be settled and paid before the due date.
- In case the subscriber has any queries about his/her invoice or about the payment methods, he/she can call Orange Mobile Customer Care Center on 1777.

Compensations:

- Orange Mobile undertakes to compensate its subscriber in case it has been proven that a malfunction or an interruption has occurred to the services rendered, and which resulted in damages for the subscriber in a consistent manner that is equal to the period of the malfunction and/or the interruption on the condition that such a malfunction and/or interruption resulted from Orange Mobile's failure to provide the service. The right for compensation shall not include the cases where the service is disconnected for reasons relating to network maintenance, modifications or expansions taking into consideration that a reasonable prior notice is sent to the subscriber. This warranty of compensation does not include the consequences caused by any third party or for reasons of force majeure. The compensation shall be made based on agreed terms between the two parties, as to include the form of providing discounts or compensating by additional hours or additional bandwidths or by crediting the value to the subscriber's account, all based solely on Orange Mobile's decision. Orange Mobile's responsibility does not include direct and/or indirect damages incurred to the subscriber other than what has been mentioned above.
- Service Problems or mistakes in billing shall be subject to refunds or rebates to the Subscriber upon Orange Mobile acknowledgement.



Deposits and Connection of the Service

As for the postpaid Subscribers:

- On the date of signing the contract, Orange Mobile reserves the right to request an insurance deposit against all subscribed services; such a deposit shall at no event exceed the subscriber's estimated invoice for three months. Orange Mobile may utilize the insurance deposit to settle any unpaid dues by the subscriber. Orange Mobile reserves its right to request an additional insurance deposit amount if the subscriber subscribes to the Roaming and/or the International call service.
- In the event that the subscriber terminates the contract for any reason, Orange Mobile will, after deduction of all due amounts, refund the remained deposit within one month commencing of the termination date, it is acknowledged that no interests whatsoever shall apply on the deposited amounts.
- All of the subscribers shall be subject to a credit limit which is the maximum amount for all due unpaid charges and fees. This credit limit is predetermined by Orange Mobile, but will not be less than the total deposit paid by the subscriber. The subscriber can increase this credit limit at any time by paying an extra deposit refundable at the termination of the contract. When the credit limit is reached, Orange Mobile reserves the right to limit the service to the reception of calls, until payment is made and the credit limit is increased. Orange shall have the right to terminate the contract at any time if the subscriber does not increase the level of credit to the agreed upon limit.

Disconnection of service

1. Orange Mobile has the right to suspend the Service temporarily or entirely in the case of a written request from the security and Judicial entities or from the TRC, in this case Orange Mobile is not responsible for compensating the subscriber of any loss incurred due to that.
2. Orange Mobile has the right to immediately terminate the contract in any of the following cases:-
 - a. Any information provided by the subscriber proves to be fraudulent or erroneous.
 - b. The subscriber in the postpaid services failed to pay any invoice in due date specified in the invoice.
 - c. The subscriber in prepaid services failed to recharge its account within the suspension period.
3. Orange Mobile has the right to immediately terminate the subscription contract without any need for prior notification or warning to the subscriber in any of the following cases:-
 - a. If the Subscriber breaches the contract terms and conditions and/or violates the provision of the in force Telecommunications Law.
 - b. In case of bankruptcy or liquidation of Orange Mobile.
 - c. In case of cancellation the License granted by the TRC or by its successors to Orange Mobile for any reason.
 - d. The subscriber's death, if an individual; and its bankruptcy in case it is a company unless agreed otherwise
4. The service will be disconnected temporarily when there is a technical failure, planned modification or maintenance to the system, upon prior notification to the subscribers of the planned ones; Orange Mobile will take all reasonable actions to reconnect the service considering that no reconnection fees will be imposed.

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Subscribers Information

Orange Mobile undertakes keeping the information of the subscriber confidential except for the information which the subscriber agrees to declare, or any information that is requested from official security entities and/or juridical entities and/or an official request by the TRC.

Customers Services

Orange Mobile operates Customer services helpline on 1777, and on 0777700177 to be accessed by any other networks to help the subscribers when using our services, there are a number of options from which the subscriber can choose but he/she can select option 0 at any time to talk to Orange Mobile Customer services agent.

Incoming calls from other network operators

Orange Mobile subscribers can receive calls from the subscribers of the same network, subscribers of other Jordanian Telecommunications networks or from overseas network operators. Charges for these calls are of the caller responsibility and are therefore outside the terms of this Code. However, not all charges are the responsibility of the caller, subscribers do have to pay for the international part of any call they receive when they're abroad which is known as international roaming services.

How to complain

To file a complaint, the subscriber shall first call our Customer Care Center to discuss the complaint, and if the problem is not resolved satisfactorily, the subscriber can visit any of Orange Shops and will be provided with the necessary assistance, the subscriber can also file his/her complaint by mail, or through Orange Mobile web site.

Dispute Resolution

Orange Mobile is committed to resolve any complaint received from the subscriber as soon as possible. In case of failure to resolve the complaint by Orange Mobile, or dissatisfaction of the subscriber, he has the right to file his/her complaint to the TRC by calling the toll free phone number 080022313 in relation to the disputes that is related to the level of service and/or for purposes to resolve any disagreement or dispute relative to any terms and provisions of the subscription contract, provided that the Kingdom's courts shall be the authorized and assigned party to deal with all disputes and disagreement that may occur over interpretation or execution of any of the terms and provisions stated in the subscription contract.



Directory inquiries

The name and telephone number of the subscriber will be listed in the directory service unless the subscriber explicitly request of not listing his information by calling 1777.

Channels of paying the due amounts

The Subscribers can pay their bills to Orange Mobile by one of the channels described below before the due date, noting that the bill is considered a notice of disconnecting the service in the event of non-payment:

1. Orange Mobile Shops
2. Direct deduction from subscriber's bank account or credit card through agencies accredited by Orange Mobile.
3. Post offices; by visiting any of the post offices across the Kingdom with ease, accuracy and safety.
4. Preferred Location; the subscriber can call (1777) to determine the place and right time, and the collection company representative will visit the subscriber to collect the invoice value.
5. Orange web site www.orange.jo.
6. The ATM devices deployed in some Orange Mobile shops.

Useful addresses

If the subscriber would like to have any more information or explanation on Orange Mobile services, he/she can write to any of the following addresses:

- Jabal Amman, 1st circle P.O Box 1689 Amman 11118 Jordan.
- www.orange.jo

Or

- Visit any of Our Orange Mobile shops distributed across the Kingdome as follows:

Region	#	Shop Name	Address	phone #	Fax #
Amman West	1	Queen Alia Airport	Amman- Queen Alia Airport	06/4460222	06/5501725
	2	Al-jeaza	Madaba - Al- Jezeh- Main Strt	06/4460222	06/4460222

	3	El Bayader / Collection	Amman - Al Bayader- Eighth Circle- Airport Strt	06/5810566	5857444
	4	El Gardens	Amman- Gardens Strt- Yousef Center- Next to Jabri Restaurants	06/5501740	no fax number
	5	Jabal Al-Hussein	Amman - Jabal Al Hussien- khaled Bin Al Walid Strt- Next to Adel Al Qasem Complex	06/5657330	5657331
	6	Mecca Mall	Amman -Mecca Strt-Mecca Mall- Third Floor- Extension Section	06/5501721	no fax number
	7	Plaza	Amman- Shmesani- Plaza Super Stores- opposite to Jordan Hospital	06/5654006	no fax number
	8	Salam/ Amman	Amman - Al bayader- Al Salam Mall-	06/5826937	no fax number
	9	Shmesani	Amman-Shmesani- Culture Strt- opposite to Burger King	06/5654006	65654005
	10	SmartBuy	Amman- Seventh Circle- Saleh Smadi Strt- Next to Safeway- Cozmo Smart Buy	06/5864417	no fax number
	11	Sweifieh Center	Amman- Seventh Circle- Saleh Smadi Strt- Next to Safeway	06/5801050	65866299
	12	Sweileh	Amman- Jordan University Strt - Next to Sweileh circle	06/4608172	4608174
	13	Tla'a Al Ali	Amman- Al Rabyeh- Next to JT Circle	06/5514351	5518999
Amman East	14	JEA	Shmesani - inside retired military	06/5684754	5606333
	15	Abdali	Amman-King Hussein Strt- Near to Interior Circle	06/5621412	5606333

	16	Al Ashrafieh	Amman-Al Ashrafieh- Next to Albasheer Hospital	06/4749655	4790508
	17	City Center	Amman - 1st circle - City center Building	06/4606895	4606598
	18	Al Khayyam	Amman- Downtown- Prince Mohammad Strt- Next Jordan Post Office	06/4611771	64611771
	19	Al-Rusifeh	Amman- Al Rusifeh- Al Msherfeh- Main Strt- Next Electricity Company Offices	05/3610004	no fax number
	20	Marka	Amman- Marka- Next to Alrahma Hospital	06/4881881	4872200
	21	Nazal	Amman- Nazal- opposite to Almasjed Alkabeer	06/4370604	no fax number
	22	alborj / Collection	Amman - Prince Mohamad Strt Al Borj Building 1st floor	06/4620646	no fax number
	23	Wehdat	Amman- Al Wehdat - Madab Strt- Next to Jordan Kuwait Bank	06/4734662	06/4734662
Central region	24	Al - Fuhais	Al Salt-Al Fuhais -opposite to The Housing Bank for Trade & Finance	06/4729760	06/4729260
	25	Ein Al-basha	Amman-Ein Al-basha - Prince Ali Neighborhood - near to Eian Albasha Circle- JT Switch Building	06/5370743	06/5370745
	26	Madaba	Madaba- Al Sa'adah Strt. Near to Western Health Care Center	05/3247755	05/3252607
	27	Marj Al-Hamam	Amman-Marj Alhamam- Prince Taghreed Strt- Enweran Neighborhood	06/5713186	06/5711303
	28	Salt	Al Salt - Prince Hamzah Strt	05/3552182	05/3552182

	42	N. Shouna	Irbid- North Shouna- Main Strt- Near to Al shouna municipality Building	02/6587103	02/6587038
South	43	Al - Karak	Al Karak- Main Strt (Al Meedan Strt)	03/2352999	03/2354122
	44	Al - Mazar	Al Karak-Al Mazar- Main Strt	03/2371355	03/2370299
	45	Al - Qaser	Al Karak- Al Qaser- Main Strt	03/2315422	03/2370299
	46	Aqaba	Aqaba- Municipality Park- opposite to Al Sha'ab Coffee Shop	03/2035298	03/2035697
	47	Ma'an	Ma'an- King Abdullah Strt	03/2133666	03/2132488
	48	Sahab	Amman-Sahab- Next to Almasjed Alkabeer	06/4027830	06/4023777
	49	Tafeileh	Tafeileh- Zaid Valley- Main Strt	03/2241737	03/2241723
	50	Tybeh	Amman- Tybeh - Next to The Housing Bank for Trade & Finance	06/4126410	06/4126442
	51	Wadi Mousa	Ma'an-Wadi Mousa- Main Strt- Next The Housing Bank for Trade and Finance	03/2154446	03/2154448

Note: The subscriber can access and get a copy of this Code of Practice provisions by visiting our website www.Orange.jo

	29	Zarqa Center	Zarqa- King Hussein Strt (Sa'adah Strt before)	05/3970777	05/3970084
	30	Zarqa Central	Zarqa- Nozha Strt- Next to Governmental Departments Complex	05/3961999	05/3995885
	31	Aswaq Khaled (Army)	Zarqa- Military Strt - Near to Al Thaoraeh al arabia school	05/3855333	05/3858555
North	32	Ajloun	Ajloun- JT Building- Amman Strt- Next to Ajloun Health Care Center	02/6420400	02/6420398
	33	Al - Kora	Irbid-Dair Abi Sa'eed - Main Strt- Next to Municipality Building	02/7243622	02/6521444
	34	Al Mafraq	Mafraq- Alshuhada Strt- Behind Mafraq Municipality Building	02/6235966	02/6233521
	35	Al-Ramtha	Irbid- Al Ramtha- opposite to Jordan Post Office	02/7385484	02/7384888
	36	Bani Kenaneh	Irbid-Bani Kenaneh- Sama Alrousan Cross- opposite to Al Yarmouk Hospital	02/7585254	02/7585225
	37	Dair Alla	Irbid- Dair Alla- Main Strt- opposite to Islamic Bank	05/3573155	05/3573301
	38	Irbid	Irbid- Downtown- Post Office Circle- JT Building	02/7248500	02/7243100
	39	Irbid Center	Irbid- Al Yarmouk University Strt- opposite to Yarmouk University Mosque	02/7243602	02/7243627
	40	Jarash	Jerash- King Abdullah Strt- Al Laith Compound- Next to Cairo Amman Bank	02/6350222	02/6340770
	41	aswaq alyarmouk	Irbid - Al sharki Neighborhood	02/7255255	02/7263263