

New Customer	<input type="checkbox"/>	عميل جديد	Service Address Shifting	<input type="checkbox"/>	تغيير عنوان الاستفادة من الخدمة
Service Amendments Add-on	<input type="checkbox"/>	تعديلات إضافية للخدمة	Service Termination	<input type="checkbox"/>	إلغاء الخدمة

stc CSC Service		خدمة stc CSC	
باقة الخدمة Service Plan	مدة الإلتزام Commitment Period	رسم الاشتراك (د.ب) Subscription Fee (BD)	
stc CyberWatch	<input type="checkbox"/>	# رقم عرض stc stc Proposal Reference #	Total One-Time Fee
stc CyberWatch Premium	<input type="checkbox"/>		Total Monthly Fees
stc CyberSecure	<input type="checkbox"/>	12 Months	Service Credit Limit
stc CyberSecure Premium	<input type="checkbox"/>	24 Months	
stc SOC as a Service	<input type="checkbox"/>	36 Months	

Professional Services	الخدمات المتخصصة
Standard Professional Services	<input type="checkbox"/>
Advance Professional Services	<input type="checkbox"/>

stc CSC: Device Add-ons	أجهزة إضافية: stc CSC
نوع الجهاز Equipment Model	العدد Quantity
ERC - VM	
ERC - 1270	
ERC - 2650	
IPS - 3100	
IPS - 5100	
ADM - VM	
ADM - 1270	
ADM - 3500	

stc CSC: Feature Add-Ons	مميزات إضافية: stc CSC
	العدد Quantity
Extended Offline Log Retention - CyberWatch	
Extended Offline Log Retention - CyberSecure	
Additional Log Sources - 10 Supported Log Sources	
Additional Log Sources - 20 Supported Log Sources	
Additional Log Sources - 50 Supported Log Sources	
Increase Events Per Second (EPS) - 100 EPS	
Increase Events Per Second (EPS) - 200 EPS	
Increase Events Per Second (EPS) - 500 EPS	

stc CSC: Service Add-ons	خدمات إضافية: stc CSC
	العدد Quantity
Standard Use Case Reports - 5	
Customized Use Case Reports - 1	
Custom Log Source Parser (Unsupported Device)	
Critical Incident Monitoring and Alerting	

stc CSC service location address - if different than the company address (available in account opening form)		عنوان تركيب خدمة stc CSC – إذا كان مختلفاً عن عنوان المؤسسة (المدون في نموذج إنشاء الحساب)	
Address			العنوان
Office/Flat/House			مكتب/شقة/بيت
Building			المبنى
Road			الشارع
Block			المجمع
City			المدينة
P.O. Box			صندوق البريد

Customer's Service Administrator Contact Details		بيانات الموظف المسؤول عن التواصل			
Title	MR <input type="checkbox"/> السيد	MRS <input type="checkbox"/> السيدة	MS <input type="checkbox"/> التنسة	OTHER <input type="checkbox"/> أخرى	اللقب
First Name					الاسم الأول
Last Name					الاسم الأخير
Job Title					المسمى الوظيفي
Office/Business Phone Number					رقم هاتف العمل/المكتب
Mobile Number					رقم الموبايل
Fax Number					رقم الفاكس
E-mail Address					البريد الإلكتروني

I, the undersigned acknowledge that I have read and signed the stc business Master Cloud Services Agreement and Cyber Security Center Service Terms and confirm my acceptance to adhere to it.

أقر أنا الموقع أدناه، بأنني قرأت ووقعت شروط وأحكام الاتفاقية الرئيسية لخدمات الحوسبة السحابية لقطاع الأعمال وخدمات مركز الأمن السيبراني من stc وأقر بقبولي والتزامي الكامل بها.

Authorised Signatory Name: اسم الشخص المخوّل بالتوقيع:

Authorised Signatory CPR: رقم الشخص المخوّل بالتوقيع:

Authorised Signatory Signature: توقيع الشخص المخوّل بالتوقيع:

Date (dd/mm/yy): التاريخ (اليوم/الشهر/السنة):

Company Stamp

ختم المؤسسة

Official Use (stc use only)

للاستخدام الرسمي (لاستخدام stc فقط)

Customer Account Number: رقم حساب العميل:

Account Manager's Name: اسم مدير الحساب:

Signature: التوقيع:

stc Cyber Security Center Service (“CSC”) Terms

The services being provisioned under this Service Order Form are governed by the terms and conditions stated below and signing of this Service Order Form and using the provisioned Services will mean our acceptance of these terms.

1. You agree to be bound by the following, in this order of priority AND INCLUDING ANY CHANGES:
 - 1.1. The stc business Master Cloud Services Agreement;
 - 1.2. The Service Order Form with service specific terms and conditions;
 - 1.3. Service Proposal or Service User Guide with service description and including any promotional terms;
 - 1.4. any relevant click-through agreement for the Services you received.
2. For each Service You subscribe to, the Activation Date is:
 - 2.1. The date You start using the Service; or
 - 2.2. The date of which We have completed installation and confirmed installation of the Service at your Service Location;
3. The Agreement will be valid for the Commitment Period identified in this Service Order Form.
4. Upon Service or Agreement termination, Your right to use the Service will immediately cease and We shall have no obligation to forward Your Data, information to You or to process data and/or message requests in any particular manner in relation to the said Service.
5. Transfer of the Service Location as per the Service Order Form to another shall be conducted by Our Technician only, after You sign and submit a new Service Order Form with the request for the transfer of the Service Location, mentioning the new and complete credentials of the Service Location.
6. We take all necessary measures to securely create, use, store or dispose of all information We manage, so that it cannot be lost, stolen or manipulated, or used without Our authorization. We are committed to applying all privacy and data protection principles onto Our business operations to provide You with Our products and services; however, Our liability remains limited to terms stated in stc business Master Cloud Services Agreement.
7. When You use the Platform (Platform in this CSC Terms means stc technical solution for the provisioning of Services to You), information may be collected about Your device, its location including browsing and searching as You interact with Our Platform, applications, IP address, Line Number, device numbers and identifiers, account information, web addresses and any other information, which may be related to Your connection and browsing options. We may use this information for operational performance measurement and other business purposes; and to assist Us in delivering more relevant marketing messages through the Platform.
8. The event logs will be collected from the identified log sources.
9. The activity drill down can be performed on events that are suspected security incidents.
10. User activity can be monitored through event drill down.
11. No customer data is collected, monitored or viewed.
12. Phishing attack is the attempt to obtain sensitive information such as usernames, passwords, and credit card details, often for malicious reasons, by disguising as a trustworthy entity in an electronic communication. We will not, at any time, request you for any of your personal data like usernames, passwords, credit card etc. through email or other social media. Any such event shall be reported to Us immediately through our customer service helpdesk.
13. We have the best threat hunting tools and team to analyze and mitigate evolving threats, but nothing assures absolute security as threats keep on evolving along with zero-day malwares that can affect the data or network. There is no tool in the world that can ensure absolute security even if they perform behavioral analysis for zero-day Malwares/threats. We provide best effort service to ensure state-of-the-art monitoring and Analysis for your IT environment.
14. Weaknesses will be identified across the IT Infrastructure to increase the effectiveness of monitoring and minimize any false positive or false negatives.
The activity might affect end-devices performance occasionally.

15. Your Responsibilities

- 15.1. You agree and understand that You are responsible for maintaining the confidentiality of Your password associated with access to the services of this Platform.
- 15.2. Accordingly, You agree that You will be solely responsible to Us for all activities that occur under usage of Your Account username and password.
- 15.3. You warrant that You will only use the Platform and the Services You receive in an appropriate and lawful manner and by way of example and not as a limitation, You shall:
 - 15.3.1. Comply with the stc business Master Cloud Services Agreement, all local laws, rules and regulations applicable to your use of the Service offerings.
 - 15.3.2. Not receive, access, transmit or broadcast any content which is unlawful or in breach of any intellectual property right (including Copyright);
 - 15.3.3. Not transmit any electronic content (including viruses) through the Platform, by which causes or is likely to cause detriment or harm to Us or others.
 - 15.3.4. Not attempt to gain unauthorized access to any of Our Services, other accounts, computer systems or networks connected to any of Our Services through hacking or any other means.
- 15.4. You must provide Us with Your up to date contact details at all times. If You do not provide Us with Your valid contact details, We cannot provide the Services to You.
- 15.5. You will provide all pre-requisites to provide and maintain the services including the log source information and access to provide required logs and event details.
- 15.6. For unsupported log sources, your will be responsible to coordinate with the manufacturing vendor to provide required information to write parsers.
- 15.7. You will be responsible for safe keeping and providing acceptable, controlled environment, suitable for IT assets, for provided CPEs as part of the Service.
- 15.8. All log sources should be synchronized with advised global time server.
- 15.9. Ownership of the Equipment (i.e.) CPEs shall be vested with stc during the Commitment Period.
- 15.10. All log sources to be monitored by stc as requested by the Customer should be synchronized with global NTP servers advised by stc CSC team.
- 15.11. For all virtual appliances provided by stc during the Commitment Period as an ancillary support service, You agree to provide the required and compatible infrastructure and support for smooth operation.
- 15.12. For CyberWatch plans selected by the Customer, You agree to provide stc authorized personnel the required log server at your premises, and shall allow the Service log server access to stc SOC (for the avoidance of doubt “SOC” means stc Security Operations Centre established and operated by stc under the CSC Service).