

Terms and conditions:

- The program allows the customer to upgrade to a new iPhone every year.
- The customer will hand the existing iPhone back to stc when upgrading, the device is inspected, and if the inspection is passed, the customer receives the new iPhone on the spot.
- Once the customer hands in his/her device to stc for upgrading, and the device is passes the physical inspection test, the device ownership is transferred from the customer to stc.
- If the device was exchanged under either stc protect or Apple warranty, the customer will still be eligible to upgrade to the next iPhone, documentation of the device exchange will be requested.
- Customers' will be able to enroll into the program until the 30th of June, 2017..
- Business rules for the program are applicable only up to the first device upgrade.
- The customer is offered three windows for upgrading:

1. An early upgrade window:

- The window is between the 7th and 12th months of the customers' subscription to the program.
- The customer will be asked to pay the remaining device instalments for the remaining months up to the 12th month in order to upgrade.
- The new iPhone annex will start from that point onwards and will be for a duration of 24 months + the number of months of the early upgrade process (so if a customer came 6 months earlier the contract will have a duration of 30 months).
- The termination fees for the new annex contract will only be applicable for the last 24 months of the contract (which is the commitment period of the new annex contract).
- The existing device annex will be terminated with the termination fees waived off, on condition that the customer signs the new iPhone annex.
- If a customer wishes to terminate the new iPhone annex prior to its start, the full termination fees of that annex will only apply (24 months – commitment period of the new iPhone Annex) and should be paid.

1. A regular upgrade window:

- The window is between the 13th and 14th months of the customers' subscription to the program.
- The customer is not asked to pay any additional months as payments for the first 12 months on the commitment period of the exiting iPhone Annex (24 months) are paid in full.
- The new iPhone annex will start from the 13th month mark.
- The new annex will also be for 24 months.
- The existing device annex will be terminated with the termination fees waived off, on condition that the customer signs the new iPhone annex.

1. A late upgrade window:

- The window will be between the 15th and 22nd months of the customers' subscription to the program.
- The new iPhone annex will start from the 13th month mark.
- The new annex will also be for 24 months.
- The existing device annex will be terminated with the termination fees waived off, on condition that the customer signs the new iPhone annex.
- The customer is asked to pay a late upgrade fee as follows for the lapsed late period:

iPhone Model	Monthly Late Upgrade Fee(in BD)
iPhone 7 32GB	BD 11
iPhone 7 128GB	BD 13
iPhone 7 256GB	BD 15
iPhone 7 Plus 32GB	BD 13
iPhone 7 Plus 128GB	BD 15
iPhone 7 Plus 256GB	BD 17

- **Additional payments:**
 - On upgrading to the next iPhone, no up-front payment for the new device will be charged, unless apple pricing increases when the new iPhones are announced, any additional payments will be communicated prior to upgrading the device.
 - If the customer was offered a discount on the monthly rental from stc on the iPhone upgrade monthly fees, the total discount amount given over the contract period will be added to the termination fees. Upon upgrading his/her contract, the discount termination fees will not be waived off and will be transferred to the new device contracts' termination fees.
 - If the customers' iPhone fails the inspection list, the device will not be accepted and the customer will not be able to upgrade to the next iPhone, in this case, the contract will run to its end with the payments' due from the customer.
 - If the customer still wishes to continue on the program and get the new iPhone while keeping the older device, the following payments per model will apply:

iPhone Model	Unacceptable Device Charges
iPhone 7 32GB	BD 108
iPhone 7 128GB	BD 125
iPhone 7 256GB	BD 141
iPhone 7 Plus 32GB	BD 128
iPhone 7 Plus 128GB	BD 145
iPhone 7 Plus 256GB	BD 161

- **In the case that stc stops the program before the customers' first device upgrade, the customer's contract will be shortened from 24 months to 18 months. And the ownership of the device after the end of the 18 months will be with the customer.**
- **Models available for upgrade:**
 - **The customer is eligible for an upgrade to a similarly priced model.**
 - **If no similarly priced model is announced from Apple to match the customer's model, the customer will have two options:**
 - **A higher priced model, the customer will be charged an up-front amount, and the monthly instalments will be as per the new device selected.**
 - **A lower priced model, the customer will not be charged an up-front amount, and the monthly instalments will be as per the new device selected.**
 - **The customer cannot upgrade to the same iPhone model family (Such as upgrading from an iPhone 7 to an iPhone 7 or 7 Plus).**
 - **The customer cannot downgrade to an older iPhone model family (such as downgrading from an iPhone 7 to an iPhone 6s).**
 - **The customer will not be confirmed an exact capacity, color, or screen size as those are changing attributes from Apple on yearly basis.**