



Terms and Conditions for the Use of Shatel Android Security Solution

Article 1: Definitions

1.1 Vendor: By Vendor it is meant "Shatel", and "Shatel" is the brand name for Internet services of Shatel Information and Communication Technology Group (Private Joint Stock), which is registered under number 213472.

1.2 Subscriber: By subscriber it is meant "buyer" who requests to receive "Shatel Android Security".

1.3 Activation code: It is a set of characters that contains numbers and letters and will be activated by entering it in the relevant section in Shatel Android Security.

Article 2: Subscriber acknowledges and declares that:

2.1 Subscriber is fully aware of the subject matter of the provided service (Shatel Android Security Software).

2.2 This version of Shatel Android Security can be installed and used on Android smartphones and tablets using Android 4 and higher.

2.3 The duration for providing Shatel Android Security software is expressed in terms of a 360-day year.

2.4 Activation codes can be used only by one user.

2.5 These products are sold separately and are completely separate from Shatel high-speed Internet service, ADSL2 +.

2.6 Subscriber is liable for any problems caused due to installing the application on defective devices, in other words, on devices that are not equipped with the minimum software or hardware requirements.

2.7 Subscriber shall update Shatel Android Security and run periodic full scan of the device.

2.8 The subscriber undertakes to provide a location for the device on which Shatel Android Security is installed to be connected to the Internet continuously and uninterrupted to update in order to identify the latest threats (viruses, worms, malware, etc.).

2.9 Subscriber is liable for the consequences of disabling the software, and if Shatel Android Security is turned off at different times and the device gets infected by any malware, vendor will not be liable for this.

2.10 If the application identifies one of the programs or files on the device as a virus and removes it, subscriber will be liable for it.

2.11 If Shatel Android Security application is installed on the device along with other security applications and it causes interference with the functionality of the software, subscriber is liable for the problem.

2.12 The activation code is merely specific to the subscriber and cannot be transferred to others.

Subscriber's Name

Signature and Stamp



- 2.13 The product will be delivered to the subscriber only if full payment of the entire cost is done.
- 2.14. Renewal of the subscription is done according to incoming payments.
- 2.15. The purchased product is delivered to the subscriber electronically and only after the activation code is provided.
- 2.16 Each activation code for Shatel Android Security application can be used only once.
- 2.17 In order to resolve your problems in the shortest time possible, please call and ask your technical questions from technical support team on 1525 or send an email to av-cs@shatel.ir in Tehran, and in other cities call Shatel franchise office.
- 2.18. Subscriber is 18 years old or more and has the legal authority to accept the present terms and conditions, and also promptly declares any changes in their personal and financial information to the vendor in writing.
- 2.19 To install and activate Shatel Android Security application, it is required to have a registered and active email account set in your mobile Android operating system account.
- 2.20 If “subscriber” does not comply with any of their obligations, “vendor” is authorized to unilaterally discontinue the service and refrain from providing the service for the “subscriber”. In this case, the remaining amount of the subscription fee will not be refunded and will be considered as non-performance damage. Obviously, if the damage is greater than the remainder of the subscription, “subscriber” shall compensate for it. “Vendor”, in any case, reserves the right to pursue legal proceedings and to send a debt notice and receive outstanding liabilities. “Subscriber” is liable for the compensation for all damages incurred by “vendor” in any form.
- 2.21. When the payment is made, the activation code is generated for the subscriber; therefore, the cancellation of the service is by no means possible and, if canceled, no funds will be refunded to the “subscriber”.
- 2.22 Provision of the service starts as the subscriber activates the code via my.shatel.ir.
- 2.23 After purchasing Shatel Android Security, if the service is not activated within one year, the activation code will be unusable and “subscriber” is required to re-purchase the service.
- 2.24. “Subscriber” commits to the observance of the Law Protecting Rights of Creators of Computer Software, Law for the protection of Authors, Composers and Artists Rights, and Copyrights.
- 2.25 In case of the occurrence of the following, the contract will be withdrawn from support:
- * Any changes or modifications in the source file, its versions and Shatel Android Security code
 - * Using the software for unforeseen purposes

Subscriber’s Name

Signature and Stamp



Article 3: Obligations of the Vendor:

3.1. Primary service support is offered via telephone, email and online chat.

3.2 "Vendor" undertakes to provide phone Technical Support for the subject matter of the present document 24/7 for "subscriber".

3.3 In the event of any changes in the laws and regulations, the increase in taxes, duties, changes in the tariffs, price increases, etc., "subscriber" can accept and pay new terms and prices. Obviously, if the "subscriber" does not accept the terms, "vendor" will unilaterally terminate the service.

3.4. "Vendor" reserves the right to change any of the provisions of this document in the framework of the laws and regulations of the country and the decisions of the authorities, without the need for coordination or obtaining subscriber's agreement, and if "subscriber" does not accept the changes and new conditions, they may request for service cancellation in writing.

3.5 "Vendor" may refrain from providing services to "subscriber" at any time without referring to any authorities.

3.6 When Shatel Android Security service is expired, the service will not be provided and the subscriber, if needs the product, will have to use the new product.

3.7. If "subscriber" fails to observe all or part of these conditions, "vendor" may discontinue service without prior notice and with no reference to the judicial or administrative authorities.

3.8. If the software, system or the Internet has been disconnected and the software has not been updated for a long time by the subscriber, vendor will not be liable for any damages to the subscriber's system.

3.9 Vendor is not liable for installing software on a device which does not meet the minimum software and hardware requirements for the service.

Subscriber's Name

Signature and Stamp