# SMS Solution – Application Form

*(To be filled by Applicant)*

## Section A : Mandatory Details to be Filled by the Applicant

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|---|---|---|
| a) Full Name: (in block letters) | (First name/Given name) | (Last name/Surname) |
| b) Mobile Number: | (Please provide your mobile number starting with the country code) | |
| c) SMS Language: | ( Tick any ONE language in which SMS should be relayed to the above mobile number ) | ☐ English ☐ Arabic |
| d) Email id: | (Please provide your email-id, where the system generated email of your VISA application status should be sent) | |
| e) VISA Applied For Country: | ( Please fill the name of country for which you have applied for VISA ) | |

## Section B: Data Protection Consent for receiving SMS & Email

We shall be using the data provided by you in your SMS application form solely and exclusively to send your application status by SMS to your registered mobile number, and to send you these details also by e-mail at the indicated e-mail address. We may also provide your information to any government or government agency in connection with the processing of your application. **BY SIGNING THIS FORM YOU ARE NOTIFYING US THAT YOU CONSENT TO RECEIVING THIS INFORMATION BY SMS AND E-MAIL.**

Please note that if you give your consent, you have the right at any time to withdraw this consent by notifying us at **Australian Visa Application Centre - 102, Atrium Centre, Bank Street, and Opposite Four Points Sheraton.P.O. Box 114100, Dubai - United Arab Emirates & call centre number +97143551958 or email – info.ausdxb@vfshelpline.com .**

## Section C: Disclaimer and Terms and Conditions

1. The Short Messaging Service ('**SMS**') provided to Visa Applicants is to update on current status to the applicant with regards to Visa Application Process. The information provided by SMS is based on the information provided by the Australian Consulate General - Dubai UAE. While VFS ensures that information is made available to the visa applicant promptly and accurately, the Visa Applicant shall at all times be responsible for providing and maintaining an SMS text compatible mobile phone number where VFS can send text messages regarding the status of the Visa Application to the Visa Applicant. The Visa Applicant is responsible for ensuring connection to a mobile network capable of receiving the SMS Services. The Visa Applicant understands that if The Visa Applicant 's mobile phone is switched off, disconnected for any reasons or is out of coverage for a period of 24 hours or more, The Visa Applicant's mobile network provider may delete any SMS messages to be received by The Visa Applicant.
2. The Visa Applicant confirms that the Visa Applicant has provided the accurate mobile number for receiving SMS and that the Visa Applicant is the owner or its legitimate user, or that the Visa Applicant has the consent of the owner or legitimate user, of the mobile phone using for the Services. The Visa Applicant acknowledges that using another person's mobile phone/providing inaccurate mobile phone number/unauthorized use of mobile phone number for receiving the SMS may entail disclosure of Visa Applicant 's confidential information which disclosure shall be at the sole risk of the Visa Applicant
3. The Services, once purchased, will be available to the Visa Applicant from the time of application till complete processing of the application or such other period as VFS may advise via our website located at *www.vfs-au-gcc.com* . VFS reserves the right to withdraw this service at any time and without notice.
4. The Visa Applicant must not use (or permit any third party to use) the SMS Service to send any message or communication which is Spam, illegal, offensive, abusive, indecent, obscene or menacing or causes annoyance, inconvenience or needless anxiety or infringes the rights of third parties. VFS reserves the right to withdraw the SMS service to such Visa Applicant if The Visa Applicant is in breach of this paragraph 4. VFS may also withdraw the Services if VFS in its sole discretion apprehends that the SMS service is being used for such purposes.
5. For operational reasons VFS may vary the technical specification of the Services with or with out notice. In the event of any change to the Service these Terms and Conditions is to be treated as varied accordingly.
6. The time to deliver the SMS is dependent on several factors such as upon the traffic on the mobile network and whether The Visa Applicant mobile phone is within reach and switched on and cannot therefore be guaranteed by VFS. VFS is not a mobile network operator and does not guarantee the delivery of SMS text messages.
7. The Visa Applicant acknowledges that the SMS Services may, at any time, be adversely affected by problems with The Visa Applicant mobile phone network, force majeure events including, without limitation, interference to the network coverage. VFS is not responsible or liable to The Visa Applicant for any loss, damage or expenses incurred directly or indirectly by The Visa Applicant as a result of any difficulties experienced by the Visa Applicant's mobile phone service provider. Subject to the constraints described within this paragraph 7, VFS shall carry out the services with reasonable care and skill
8. If The Visa Applicant does not receive SMS relating to these Services. the Visa Applicant should inform VFS through email or Helpline numbers.
9. The SMS service delivers the Visa Application Status based on the information received by VFS from Embassy of the Australian Consulate General - Dubai UAE.
10. To use the Services, The Visa Applicant should refer to the instructions available on the *www.vfs-au-gcc.com* website. The Visa Applicant agrees to comply with all instructions we may give concerning the Services, including any security instructions. We will be entitled to treat any failure by Visa Applicant themselves to comply with these instructions as a breach of these Terms and Conditions, which will entitle us to deny Visa Applicant access to the Services.
11. The Visa Applicant is responsible for paying charges for the message origination. Charges once paid for SMS service will not be refunded under any circumstances.
12. The Visa Applicant shall at its sole risk be responsible for taking all reasonable steps to prevent unauthorized persons gaining access to the Services.
13. While VFS takes every precaution transmission of information to transmit information. VFS shall not be responsible or liable for any unforeseen events and circumstances beyond the reasonable control of VFS.
14. VFS may in its sole discretion temporarily suspend the provision of the Services if such provision could materially affect the quality of any telecommunications service, including the Services, provided by VFS.
15. VFS specifically excludes all liability of any kind (including negligence) in respect of any third party information or other material made available on, or which can be accessed using SMS text services.
16. This Terms and Conditions is governed by the law of *UAE/Kuwait/Bahrain/Oman/Qatar/Saudi Arabia* and both parties submit to the exclusive jurisdiction of the courts in *UAE/Kuwait/Bahrain/Oman/Qatar/Saudi Arabia* .

I have read and understood the Disclaimer and the terms and conditions contained therein and agree to abide by the same.

| Signature of the Applicant | Date | Place |
|---|---|---|
| | | |

| For VFS Global Office Use : | | |
|---|---|---|
| | Submission Officer's Name: | |
| | VFS Application Ref Number: | |