

# application form

## 800 MYCOMPANY & Service 600



Welcome to etisalat by e&.

Please complete this form if you are applying for **Join Etisalat Toll-Free Service**. - for business only.

### 1. Company details

Company name:		
Contact person:		
Tel No.:	Mobile:	Fax:
P.O. Box:	Emirate:	Email:
TAX Registration No. (TRN):		

### 2. Address

Street:	Building:		
Flat No. :	Any Tel No. in the same building:		
Emirate:			
Bill:	<input type="checkbox"/> English	<input type="checkbox"/> Arabic	Billing address:
Directory listing	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

### 3. Service requirement

#### A. 800 MYCOMPANY

(Please fill in the required letters/numbers in English) Example: 800ASK = 800275

Option 1

800	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	(in letters)
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	(in numbers)

1	2 abc	3 def
4 ghi	5 jkl	6 mno
7 pqrs	8 tuv	9 wxyz
*	0	#

Option 2 Second alternative in case above option is not available

800	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	(in letters)
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	(in numbers)

#### B. Service 600

6005	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Key terms	800 MYCOMPANY				600 Service
	Monthly Plan		Quarterly Plan		Quarterly Plan
	<input type="checkbox"/> Basic 800	<input type="checkbox"/> Premium 800	<input type="checkbox"/> Regular 800	<input type="checkbox"/> Flat-Rate 800	<input type="checkbox"/> Plan
Connection Charge (AED)	0	300	600	0	300
Rental Charge (AED)	99	499	300	3,000	500
Contract Period	12 months	12 months	3 months	3 months	3 months
Exit Penalty	1 month rental	1 month rental	NA	NA	NA
Usage Charges	per minute	per minute	per minute	per minute	per minute
Calls from fixed-line phones within the same area code (AED)	0.24/min	0.20/min	0.05/min	0.15/min	
Calls from fixed-line phones within the different area code (AED)	0.24/min	0.20/min	0.18/min (0.09/min)*	0.15/min	
Calls from mobile telephones (AED)	0.30/min	0.25/min	0.24/min (0.18/min)*	0.15/min	

\*Rates in brackets are off-peak rates (14:00 HRS – 16:00 HRS and 00:00 HRS – 07:00 HRS) for After Sales Support, please call 8005800 (SMB) or 8009111 (ES) toll free

### Penalty Free Service

Please note that this service can be canceled within 5 days from date of activation without any exit charges provided either of the below two conditions is satisfied.

- Technical issue: The service is not working as promised by Etisalat or is not in alignment with the T&Cs of the service
- Misinformation: The customer has been misinformed before signing the contract

## 4. Customer Web Access Username

Please fill in the required username for the web access

**Note:** The username must be an email address .....

## 5. Terminating Telephone Number List

Please list the telephone numbers where Toll Free 800/Service 600 calls may terminate to your call centres (currently and in the future)

**Note:** Future adding or altering call centres will be charged AED 100 per update at Etisalat counter

No.	List of telephone numbers	No.	List of telephone numbers
1		2	
3		4	
5		6	
7		8	
9		10	

Terminated numbers can be any phone number (Primary Termination must be Etisalat's fixedline number)

## 6. Existing Toll Free 800/Service 600 number

Miscellaneous (for existing customers)

**Service:**  Cease the Toll Free 800/Service 600 permanently from date .....

Change Toll Free service plan from ..... to .....

I ....., Authorize Etisalat to release the number 90 days after cessation.

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## 7. Bill statement

Language:

Arabic

English

Format:

1. e-Bill

Detailed

Summary

Email Address: .....

2.  B2B

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## 8. Required documents

### SOLE OWNERSHIP BUSINESS

- Copy of valid trade license
- Copy of power of attorney (if applicable)
- Passport copy of owner
- Tenancy contract/premises ownership/proof of right of occupation
- TRN Certificate

### PARTNERSHIP COMPANIES

- Copy of valid trade license
  - Copy of power of attorney with specimen signature and passport copy of authorised signatory
  - Tenancy contract/premises ownership/proof of right of occupation
  - Passport copy of all partners
- 

## For our use only

Application received by: .....

Name: ..... ID number: .....

Toll Free 800/Service 600 number: ..... Service order: .....

# Service Specific Terms

## 800 MYCOMPANY & Service 600

### 1. INTRODUCTION

These specific terms and conditions ("**Service Specific Terms**") apply in relation to the provision of the Service by Etisalat to the Customer, in addition to the other constituent parts of the Agreement between Etisalat and the Customer.

### 2. DEFINITIONS

- (a) "**Activation Date**" means the date on which Etisalat makes available a Service to the Customer.
- (b) "**Agreement**" means the entire contractual agreement between Etisalat and the Customer in relation to the Service, comprising of those constituent parts listed in Clause 2.1 of the General T&Cs (Business).
- (c) "**Business Fixed Voice Services**" means the fixed line voice products offered by Etisalat to business customers from time to time, to which the Service can be added.
- (d) "**Customer**" means the person/entity who purchases or subscribes to the Service.
- (e) "**Etisalat**" means Emirates Telecommunications Group Company P.J.S.C and any of its wholly-owned subsidiaries.
- (f) "**General T&Cs (Business)**" means Etisalat's general terms and conditions for business products and services which are published on Etisalat's website and are available through the other communications channels referred to in Clause 34 of the General T&Cs (Business).
- (g) "**International Calls**" means International Direct Dialling calls made from UAE fixed line telephone numbers to non-UAE telephone numbers irrespective of whether fixed or mobile.
- (h) "**IVR**" means Interactive Voice Response, which is an automated telephony system technology that interacts with the calling party.
- (i) "**Minimum Term**" means the initial commitment period for the Service, as further detailed in Clause 4.
- (j) "**Service**" means the 800MYCOMPANY service and/or Service600, as applicable, described in more detail in Clause 3 and available to Business Fixed Voice Services Customers.
- (k) "**Web Portal**" means a call management portal provided by Etisalat, which the Customer can access through a username and password.

### 3. SERVICE DESCRIPTION

(a) 800MYCOMPANY Service is a 800 toll free service that allows the Customer to: (i) select a toll free number ("**Toll Free Number**"); (ii) receive calls to the Toll Free Number, which calls are charged to the Customer and not the calling party ("caller") at the rates available on the Etisalat website and as updated from time to time; and (iii) manage and monitor incoming calls through a Web Portal. The 800MYCOMPANY Service is available in four (4) variations (each a "**Plan**"): Plan 1 (Regular Plan) , Plan 2 (Flat Rate Plan) , Plan 3 (Basic Plan) and Plan 4 (Premium Plan), which the Customer can choose from by indicating the preference on the Service Application Form. The benefits applicable to the plans are as follows:

3.1.1. The Plan 1 and 3 includes the following features:

- (a) Toll Free Number choice: possibility for the Customer to choose a Toll Free Number insofar as this number is available;
- (b) Web Portal: dedicated portal where the Customer can manage the call routing and forward calls to different domestic and/or the international destinations. Calls may be rerouted only to international numbers listed on Etisalat's website www.Etisalat.ae (as may be updated by Etisalat from time to time);

- (c) Basic reporting: the Customer can extract and view a summary of calls received to the Toll Free Number;
- (d) Advanced reporting: the Customer can extract and view multiple list of reports on calls received to the Toll Free Number; and
- (e) Basic IVR: the Customer can use the Web Portal to set his pre-recorded message that is played to the party calling the Toll Free Number.

3.1.2 Plan 2 and Plan 4 include the features contained in the Plan 1 and 3 (regular version) described above in addition to the following features:

- (a) Load balancing routing: the Customer can distribute the incoming calls to different destination numbers with a predefined percentage (e.g. 50%-50%, 30%-50%-20% etc.);
- (b) Blacklisting and whitelisting: possibility for the Customer to establish a list of allowed or blocked incoming numbers; and
- (c) Advanced IVR: the Customer can use the Web Portal to determine its interactions with the calling party, including by gathering information and routing calls as pre-set or otherwise directed by the Customer.

3.1.3 The applicable charges for the respective Plans is further detailed in Clause 7.

3.2. Service600 is a unique number service that allows the Customer to: (i) select a unique 600 number (600xxxxxx) insofar as this number is available ("**Unique Number**"); and to (ii) receive calls to the Unique Number, where calls are charged to the calling party ("caller") at the rates available on the Etisalat website and as updated from time to time. In addition, Service600 includes the following features:

- (a) Web Portal: dedicated portal where the Customer can manage the call routing and forward calls to different domestic destinations. Calls cannot be rerouted to international numbers; and
- (b) Basic reporting: the Customer can extract and view a summary of calls received to the Unique Number.

### 4. COMMENCEMENT & DURATION

4.1 The Agreement is valid and binding on and from the date on which it is submitted to and accepted by Etisalat (the "**Effective Date**").

4.2. Service600 and 800MY COMPANY Service Plans 1 and 2 have a Minimum Term of three (3) months, which starts on the Activation Date. Following the expiry of the Minimum Term, the Agreement shall automatically renew for successive terms of three (3) months each unless and until terminated by either party in accordance with the provisions on termination set in Clause 10.

4.3. The 800MYCOMPANY Plans 3 and 4 have a Minimum Term of one (1) year, which starts on the Activation Date. Following the expiry of the Minimum Term the Agreement shall automatically renew for successive terms of one (1) year each unless and until terminated by either party in accordance with the provisions on termination set in Clause 10.

### 5. CUSTOMER OBLIGATIONS & RESTRICTIONS

Please refer to Clause 6 of the General T&Cs (Business) for the provisions governing the Customer obligations and restrictions that apply to the Service.

### 6. ETISALAT'S OBLIGATIONS

Etisalat will provide the Service to the Customer based on these Service Specific Terms together with the other constituent parts of the Agreement, and in accordance with the law.

### 7. CHARGES

In addition to Clause 12 of the General T&Cs (Business), the following provisions shall apply to the Service:

- (a) The following charges apply: (i) a connection charge; (ii) a monthly or quarterly rental charge; and (iii) usage charges. Different rates apply to each Service and Plan.
- (b) A connection charge of AED 300 is payable by the Customer when subscribing to Service600 or MY COMPANY Plan 4. A connection charge of AED 600 is payable by the Customer when subscribing to 800MYCOMPANY Plans 1 and 3. No connection charge applies when subscribing to 800MYCOMPANY Plan 2.
- (c) The usage charges applicable for 800MYCOMPANY Service depend on the source of the incoming call (whether fixed or mobile) and whether the incoming call is rerouted to domestic or international destination numbers. Charges shall be billed on a per-minute basis. A full list of the charges is set out in further detail on the Etisalat website (www.etisalat.ae) as updated from time to time.

### 8. CUSTOMER CREDIT, ADVANCE PAYMENTS & DEPOSITS

Please see Clause 13 of the General T&Cs (Business) for the Customer credit, advance payment and deposit provisions that apply to the Service.

### 9. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

Please see Clause 17 of the General T&Cs (Business) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.

### 10. TERMINATION BY THE CUSTOMER

- (a) The Customer may terminate the Service by giving Etisalat thirty (30) days' prior written notice and the Customer acknowledges that, it may take up to a further thirty (30) days for Etisalat to terminate the Customer's account, upon receipt of the Customer's termination notice via an application form. The Customer shall be required to pay any outstanding charges and the remaining charges payable until the termination of the Service.

- (b) Customers of 800MYCOMPANY Service Plan 3 and 4 exiting prior to the end of the Minimum Term will be subject to an early termination fee equivalent to one Monthly Charge which will be payable on termination of the Service.

- (c) Plan 1 and 2 and Service 600 are not subject to early termination fees.

### 11. CONTACTING ETISALAT

The Customer may contact Etisalat to discuss the Service (including these Service Specific Terms and the General T&Cs (Business), or any other product or service offered by Etisalat, by using any of the communications channels stated in Clause 34 of the General T&Cs (Business).

### 12. VAT

Please see Clause 14 of the General T&Cs (Business) for the provisions governing VAT Value Added Tax that apply to the Service.

### I wish to deactivate the Etisalat services specified above;

I do hereby acknowledge and agree to release and discharge Emirates Telecommunications Company (ETISALAT) after 90 days from the service deactivation date DD/ MMM / YYYY <system generated 91st date> of the number (s) from any right or remedy or claim on the above listed Telephone number(s).

I acknowledge further, that Etisalat reserves the right to re-issue and re-activate those numbers to any other customer(s) and shall not be liable for any loss or damage that may result from such conduct.

I have read all the terms and conditions forming part of the entire contractual arrangement between **EMIRATES TELECOMMUNICATIONS GROUP COMPANY P.J.S.C.** and the Company and I agree to the same.

Date: .....

Signature	Company stamp (if required)
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