



# application form Business Edge | Office Presence

Welcome to Etisalat.

Please complete this form if you are applying for **Office Presence from Business Edge**. Kindly note that incomplete information may cause delays in service providing.

## A. Type of Request

- New     
  Upgrade/Downgrade     
  Disconnection     
  Internal shifting     
  External shifting  
 Migration from Etisalat Service     
  Migration from Non-Etisalat Service     
  Renew Contract

## B. Company Information

Company Name: .....

Billing Address in the UAE: ..... P.O. Box: ..... Emirate: .....

Office No.: ..... Fax No.: ..... TAX Registration No. (TRN) : .....

### Technical Contact Details:

°Name: ..... °Mobile No.: ..... °Email: .....

## C. Authorised Person Details

- Power of Attorney     
  Letter of Delegation

°Name: .....

Title/Position of the Person: .....

°Mobile No.: ..... °Email: .....

ID Document Type:  Emirates ID       Passport

ID Document No.: ..... Date of Issuance: ..... Date of Expiry: .....

Nationality: .....

## D. Billing Details

By default, bill will be sent to the below email address:

°Email: .....

Language:  English       Arabic

For detailed bill, register on the Business Online Portal [businessonline.etisalat.ae](http://businessonline.etisalat.ae) and access it anytime, or you may also place a request at 800 5800.

If you require a printed bill please call 800 5800 (Only summary bill will be provided).

°mandatory

## E. Migrate Existing Etisalat Service

Account Details for existing DEL or PABX account being migrated to Business Presence service.

DEL/PABX      Account No.: ..... (To be the main no.)

\*Prices are exclusive of VAT

## F. New Customer, Shifting or Migrating from Non-Etisalat Service

Service Installation address (if shifting, please provide new location details and existing Account No. below)

Building: ..... Floor: ..... Flat No.: .....

Area: ..... City: ..... P.O. Box: .....

Working telephone number in the same office/building\*: ..... Plot: ..... Makani No: .....

Existing Account No.\*: .....  Etisalat  Non-Etisalat

\*Mandatory fields

\*Working telephone no. in the same building and existing account no. can be the same if the current connectivity is an existing non-Etisalat voiceline service

## G. Packages

Plan	Installation Charges	Rental (AED/Month)	Voice Service	Flexi Minutes	eStore (Do it Yourself)	Domain Name	Commitment period
Business Presence	0	125	1	100	1	1	12 month contract

- Per second billing
- Bundled 100 Flexi minutes can be used for Fixed to Mobile national calls or Fixed to International calls to whitelisted destinations (as per the list at [www.etisalat.ae/biabinernationaldestinations](http://www.etisalat.ae/biabinernationaldestinations)). All other international calls shall be charged as per the destination-wise price list at [www.etisalat.ae/iddrates](http://www.etisalat.ae/iddrates)
- Fixed to Fixed call charges: Free (AED 0.15/min post consumption of 7,500 minutes FUP)
- Fixed to Mobile call charges: AED 0.30/min
- Exit charges during Minimum Term shall be: One month of Service rent + recovery towards add-on devices for the remaining contract months of respective add-ons

### Add-on Voice Lines\*

Plan	Rental (AED/ Month)	Count of Lines
Add-on Voice Service	85	_____

\* Each voice line comes with bundled 100 Flexi minutes

## H. Domain name

I have an existing .ae domain ..... .ae OR

I want a new .ae domain at no cost

1st choice ..... .ae

2nd choice ..... .ae

3rd choice ..... .ae

- Minimum period of hire for the domain is 1 year
- Domain name is renewed on yearly basis

## I. Disconnection

I wish to disconnect my service with Account No.: ....., because: .....  
..... from date (D/M/YY).....

## J. Required Documents

1. Trade License
2. Power of Attorney of the signing person
3. Establishment Card (New customers only)
4. Valid passport copy/Emirates ID of the sponsor/partner
5. Tenancy contract
6. Cease Form\*
7. Existing non-Etisalat Bill\*
8. TRN Certificate

\*In case of migration from non-Etisalat service.

# Terms and Conditions

## Business Edge | Office Presence

### 1. INTRODUCTION

These specific terms and conditions ("Service Specific Terms") along with the General T&Cs (Business) apply in relation to the provision of the Service by Etisalat to the Customer, in addition to other constituent parts of the Agreement between Etisalat and the Customer.

### 2. DEFINITIONS

- (a) "Agreement" means the entire contractual agreement between Etisalat and the Customer in respect of the Service, comprising its constituent parts listed in Clause 2.1 of the General T&Cs (Business), including these Service Specific Terms.
- (b) "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 communication channels referred to in Clause 35 of the General T&Cs (Business).
- (c) "Service" means the Business Edge – Office Presence as further detailed in Clause 3 herein.
- (d) "Minimum Term" has the meaning given to it in Clause 4(a).
- (e) "Mobile Application" means Etisalat CloudTalk application available on Google Play Store and Apple App Store.
- (f) "Domain Name" means the unique part of a network address that identifies it as belonging to a particular domain owned by the Customer on the internet.

### 3. SERVICE DESCRIPTION

- (a) The Business Edge – Office Presence is a converged solution for business customers offering unified communications based telephony service ("UC Voice Service"), Domain Name and eStore.
- (b) The Service includes at least one Voice line and a Domain Name and eStore.
- (c) The Service provides a number of voice lines for the UC Voice Service. The maximum number of voice lines is limited to two hundred (200) per Customer site. For more than four (4) voice lines and up to a maximum of two hundred (200) per Customer site, the addition of a switch is required. The Customer may use any switch or may separately apply to Etisalat for the provision of additional switch(es) as an additional product, not forming part of the Service, described in Clause 9 under heading "Additional Switches".
- (e) UC Voice Service
  1. The voice lines delivered as part of the Service, will be configured by default, for use only through the Mobile Application.
  2. If required, the Customer may separately apply to Etisalat for the provisioning of additional SIP phone(s) as an additional product, not forming part of the Service, described in Clause 9 under heading "Managed IP Phones".
  3. The access and the use of the UC Voice Service through the Mobile Application is granted through an authentication procedure, with username and password/PIN code. The disclosure of authentication credentials to any third parties may lead to use/ mis-use of the Service in the name of the Customer, for which the Customer shall be solely responsible and liable.
  4. For the UC Voice Service, Etisalat assigns to the Customer a number of the UAE National Numbering Plan. For each geographical number requested, the Customer must specify, the business premises address where the number will be used.
  5. Each voice line includes 100 flexi minutes for national fixed to mobile usage or international minutes to any international destination ("ID"), except some black listed ID destinations (View permitted ID destinations at [www.etisalat.ae/biabinternationaldestinations](http://www.etisalat.ae/biabinternationaldestinations)). Out of

bundle charges (beyond 100 flexi minutes) for fixed to mobile national calls will be standard fixed to mobile charges. Out of bundle charges (beyond 100 flexi minutes) for fixed to international calls would be standard 24x7 off-peak fixed to ID charges. All out of bundle usage will be charged on per second billing pulse.

#### (i) Domain Name

- i. Etisalat will apply to the relevant regulatory body for the Domain Name on behalf of the Customer, and there will be no additional cost to the Customer for the Domain Name during the term of the Agreement
- ii. Minimum subscription period for the domain is one (1) year.
- iii. As long as the Agreement remains in effect, Etisalat will renew the Domain Name registration on behalf of the Customer on an annual basis, and there will be no additional cost to the Customer for the Domain Name renewal during the term of the Agreement.
- iv. The provision of a Domain Name shall be subject to the applicable rules relating to domain name registration and/or renewal and the procedures and/or rules of the relevant regulatory body applicable from time to time.

#### (j) eStore

eStore is a Do it Yourself Website and Store Builder. Customers will be entitled for a free eStore subscription as a part of the Service. Customers can activate eStore and start using the service. The Customer may be able to set up his own website(s). The Customer will be responsible for any content or material on Customer's website that the Customer or anyone authorized by the Customer uploads in relation to the Customer's website(s) hosting, development, etc.

### 4. COMMENCEMENT & DURATION

- (a) The Agreement has a minimum term of One (1) year ("Minimum Term"), which starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date"). Additional voice lines have a minimum term of one (1) year ("Voice Line Minimum Term"), which starts on the date that Etisalat activates the additional voice lines following a request by the Customer.
- (b) After the expiry of the Minimum Term, the Agreement shall be renewed automatically on a monthly basis and the same terms and conditions including the Charges shall continue to apply to the Service. If, following the completion of the Minimum Term, the Customer does not wish to renew the Agreement on a monthly basis, the Customer may terminate the Agreement in accordance Clause 8 – Termination.
- (v) Etisalat reserves its right to terminate this Agreement for convenience as stipulated in Clause 7 of these Service Specific Terms and Clause 18.5 of the General T&Cs (Business).

### 5. CHARGES, BILLING & PAYMENT

- (a) Please see Clause 12 of the General T&Cs (Business) for the charges, billing and payment provisions that apply to the Service.
- (b) The monthly rental Charges shall be calculated on a pro rata basis from the Activation Date until the end of the first billing period. Thereafter, starting from the next billing cycle, the full monthly rental Charge shall be billed monthly in advance.
- (c) If the Service is terminated before the completion of any month, the bill covering the final billing period will be calculated on a pro rata basis from the beginning of the month until the date of the termination of the Service.
- (d) The applicable monthly rental Charges shall be billed monthly in advance and any additional out of bundle usage Charges not covered by the applicable monthly rental Charges shall be billed monthly in arrears.

### 6. 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.

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

Please see Clause 18 of the General T&Cs (Business) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.

### 8. TERMINATION BY THE CUSTOMER

- a) The Customer may terminate the Service, by sending to Etisalat a written notice or by visiting one of Etisalat's business centers. The Customer acknowledges that, upon receipt of the Customer's termination notice, Etisalat shall terminate the Customer's account.
- b) In the event of termination during of the Minimum Term, the Customer shall be obliged to pay an early termination Charge to Etisalat, in accordance with the following calculation:
  - i. The equivalent of one (1) month's rental Charges for the Service and each of the subscribed additional voice line (s).
- c) For the avoidance of any doubt, termination of the Service shall automatically result in the termination of all additional product (s) and/or services such as additional voice lines being billed on the Service account number.

### 9. OTHER PROVISIONS

#### Additional Switches

The Customer may purchase Additional Switches as a separate product, not forming part of the Service.

#### Managed IP Phones

The Customer may purchase additional IP Phone(s) as a separate product, not forming part of the Service.

#### Limitation of Liability

##### UC Voice Service

Notwithstanding Clause 21.1 "Product Liability Disclaimer" and Clause 9 "Etisalat Sold Equipment" of the General Terms and Conditions (Business), Etisalat shall not be liable for any malfunctioning or possible defects with the devices provided to Customer. Etisalat shall undertake only repair or substitution of these devices that have manufacturing defects as per the Original Equipment Manufacturer's (OEM) policy. In all cases, any tampering, malfunction, defects or breakage of the supplied devices, by the Customer during the term of the Agreement will not be covered by Etisalat and it shall be solely Customer's responsibility.

### 10. 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 Communication channels stated in Clause 35 of the General T&Cs (Business).

### 11. VALUE ADDED TAX

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

## Your Authorisation

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.

Name of Applicant: .....

Position/Title in the company: ..... Date of application: .....

Signature of Applicant

Company Stamp

## For Official Use Only

Issuing Etisalat Representative: ..... Title: .....

Contact Details: .....