

# application form My Business Data



Serial No.: .....

Welcome to Etisalat.

Please complete this form if you are applying for **My Business Data**. Please note that incomplete information may cause delays in service providing.

## A. Type of request

New connection

Existing connection

Mobile Number: .....

SIM#: .....

## B. Application Type

Company (COCP)

Individual (CEP)

Party ID: .....

Company Name: .....

Trading License #: .....  
(In case of company application)

Issued Date: ..... Expiry Date: .....

Establishment Card: ..... TAX Registration No. (TRN) : .....

Issued Date: ..... Expiry Date: .....

## C. Authorized Person Details

Power of Attorney (if any)

Letter of Delegation (if any)

NOC (for individual connections)

Name (Mandatory): .....

Title/Position: .....

Contact#: ..... Telephone#: ..... Ext.: .....

Email ID (Mandatory): .....

### Emirates ID Details:

ID No.: ..... Nationality: .....

Issue Date: ..... Expiry Date: .....

### Mailing Address:

PO Box: ..... Office/Building: ..... Floor: .....

Street: ..... Nearest Landmark: .....

City: ..... Emirate: .....

## D. Billing Details

By default bill delivery shall happen to the email address provided below.

Email Address (Mandatory): .....

Detailed bill can be obtained anytime from the Business Online Portal ([businessonline.etisalat.ae](http://businessonline.etisalat.ae))

Prices are exclusive of VAT\*

## E. Select your plan

	Pulse	Unit	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Plan 6	Plan 7	Plan 8	Plan 9
Monthly Rental		AED	29	69	99	119	149	179	249	379	749
Contract Duration		Months	12 Months								
Local Data (GB)	Per MB	GB	0.5	1	3	5	7	10	20	50	100
Exit Charges		AED	29	69	99	119	149	179	249	379	749

Mobile ..... Mobile .....

Mobile ..... Mobile .....

Mobile ..... Mobile .....

Benefits will remain for the contract duration of 12 months

- Roaming or voice services will not be available with these plans
- Data packages can be sold independently (without device) or taken with a device in contract

IMEI#

## F. Select your other services

Voice cap Limit:  Default  ..... AED\*

Data Cap:  Hard Cap  VIP cap

Voice Roaming:  No  Yes (deposit) .....

Special offer: .....

## G. Payment Details

Payment Options (for individual paid lines with device):

Auto pay - Credit Card  Advance payment of AED 1,000

I/We clearly understand and agreed by completing and signing this application with Etisalat Terms and Conditions for **My Business Data**.

Signature: \_\_\_\_\_

Date: ...../...../.....

## For official use only

### Individuals

- |   |   |
|---|---|
| <input type="checkbox"/> Copy of ID     | <input type="checkbox"/> Salary certificate |
| <input type="checkbox"/> Bank Statement | <input type="checkbox"/> Company NOC        |

### Companies

- |   |   |
|---|---|
| <input type="checkbox"/> Copy of authorised person ID | <input type="checkbox"/> Original valid trade license |
| <input type="checkbox"/> Letter of Authority          |   |

Employee ID: ..... Signature: .....

Mobile No.: .....

### Activation Source:

- |                                      |                                     |  |  |
|--------------------------------------|-------------------------------------|--|--|
| <input type="checkbox"/> ES Gov      | <input type="checkbox"/> ES Private | <input type="checkbox"/> Managed Indirect          | <input type="checkbox"/> Alternate Managed |
| <input type="checkbox"/> Managed SMB | <input type="checkbox"/> Roadshow   | <input type="checkbox"/> Business Centre/Franchise |  |

Stamp

For Channel Partners / Franchise

# Terms and Conditions

## My Business Data

### 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. "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).
- b. "Customer" means the person / entity who purchases or subscribes to the Service.
- c. "Etisalat" means Emirates Telecommunications Group Company PJSC.
- d. "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 35 of the General T&Cs (Business).
- e. "Minimum Term" has the meaning given to it in Clause 4(b).
- f. "Premium Number" means a special number in terms of the arrangement of the mobile number digits (e.g., ending with 00, or includes a sequence of digits like 123, or repeating digits like 1515 and so on).
- g. "Service" means the Business Mobile Postpaid Plan, as described in more details in Clause 3.

### 3. SERVICE DESCRIPTION

- a. The Business Mobile Postpaid Plan is a mobile post-paid service with optional value add-on services. The Customer has the flexibility to customize their post-paid service package by opting for cost effective add-on services which can give them extra SMS, international talk time, data, incoming roaming and/or business group calling, within the limits set by Etisalat.
- b. In addition to the benefits stated in Clause 3(a) above, the Service may be bundled with smart phone devices with instalment plans extending over twelve (12), eighteen (18) or twenty-four (24) months. The smart phone devices with these instalment plans may also be provided as add-ons to the Service.

### 4. COMMENCEMENT & DURATION

- a. The Agreement is valid and binding on and from the date on which it is submitted to and accepted by Etisalat (the "Effective Date").
- b. The Agreement has a minimum term of twelve (12) months for Premium Number plans and either twelve (12), eighteen (18) or twenty four (24) months ("Minimum Term") for non-Premium Number plans, depending on the plan selected by the Customer, which starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date").

### 5. CUSTOMER OBLIGATIONS & RESTRICTIONS

Please see 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 applicable laws and regulations.

### 7. CHARGES, BILLING & PAYMENT

In addition to the provisions at Clause 12 of the General T&Cs (Business), the following provisions regarding the charges, billing and payment apply to the Service:

- a. In-bundle minutes are consumed on a per minute basis, and any out-of-bundle usage is charged on a per second basis.

### 8. 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.

### 9. TERMINATION BY THE CUSTOMER

- a. If the Customer wishes to terminate the Service, the Customer must give Etisalat thirty (30) days' prior written notice.
- b. The Customer acknowledges that, upon receipt of the Customer's termination notice, it may take up to thirty (30) days to terminate the Customer's account. The Customer shall pay all outstanding Charges for the Service rendered until the Customer account is terminated. Any usage in relation to the Service after the termination of the Agreement shall be billed at standard undiscounted rates.
- c. If the Customer elects to terminate the Service before the end of the Minimum Term or before the end of the instalment plan, the Customer shall be obliged to pay early termination Charges to Etisalat. Early termination Charge are calculated as follows:
  - (i) For Base plan  
The equivalent of one (1) month in monthly rental Charges for the basic Service or AED 1000 whichever is lower;
  - (ii) For Base plan with bundled smart phone devices (if applicable)  
Device monthly instalment Charges x (number of remaining months - 1) of the Minimum Term + Base plan exit Charges (the equivalent of one (1) month in monthly rental Charges for the basic Service or AED 1000 whichever is lower);
  - (iii) For Base plan with add on smart phone devices (if applicable)  
In the case of termination before the end of the Minimum Term:  
Device monthly instalment Charges x number of months remaining until the end of the instalment plan + Base plan exit Charges (the equivalent of one (1) month in monthly rental Charges for the basic Service or AED 1000 whichever is lower);  
In the case of termination after the end of the base plan Minimum Term but before the end of the device instalment plan term: Device

monthly instalment Charges x number of months remaining until the end of the instalment plan

- d. In addition, Etisalat is entitled to recover early termination Charges as set out in Clause 9(c) above where Etisalat terminates the Agreement as a result of a breach by the Customer.

### 10. TERMINATION BY CUSTOMER FOR PLANS WITH PREMIUM NUMBER

- a. If the Customer wants to terminate the Service, he/she must give Etisalat prior written notice.
- b. If the Customer terminates the Service before the end of the Minimum Term, the Customer shall be obliged to pay early termination Charges to Etisalat as per clause 9 above.
- c. If the Customer terminates the Service before the end of the Minimum Term, the Premium Number will be returned back to Etisalat.
- d. In case of termination of the Service and the cessation of the relevant post-paid plan with Premium number Etisalat is entitled to reassign the corresponding Premium Number to another user after the completion of a quarantine period of 12 months and the Customer will lose all its rights to such number and will no longer be able to use it.
- e. During the quarantine period of 12 months, the Customer may raise a request to Etisalat for reactivation of the same Premium Number subject to the Customer subscribing again to the same post-paid plan.

### 11. PLAN MIGRATION, PORT OUT OR OWNERSHIP TRANSFER BY CUSTOMER FOR PLANS WITH PREMIUM NUMBER

- a. During the Minimum Term, the Customer may not: i) migrate to a lower post-paid plan; ii) migrate to prepaid; iii) transfer the ownership of the account to another person/entity; and iv) port-out.
- b. After the completion of the Minimum Term, Customers may migrate to any other plan or migrate to prepaid or transfer the ownership (right of use) of the account to another person/entity.

### 12. 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 35 of the General T&Cs (Business).

### 13. VAT

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