

application form

Office Presence



Welcome to e&.

Please complete this form if you are applying for **Office Presence from**. 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** 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

*Prices are exclusive of VAT

E. Migrate Existing Etisalat Service

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

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

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 voicemail service

G. Packages

☐ One Month Free (Limited Period Promotion)

| Plan | Installation Charges | Rental (AED/Month) | Voice Service | Flexi Minutes | eStore (Do it Yourself) | Domain Name | Commitment period |
|-----------------|----------------------|--------------------|---------------|---------------|-------------------------|-------------|-------------------|
| Office 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/biabininternationaldestinations). All other international calls shall be charged as per the destination-wise price list at 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

- Please select the phone type for each of the additional voice users selected above (Input the number of phones required against each phone type*)

| Phone Type | 24 month Installment | |
|--|----------------------|-----------------|
| | Charges (AED/Month) | Count of Phones |
| Standard Phone  | 20 | ---- |
| Cordless Phone  | 30 | ---- |

*Total no. of IP Phones selected should be the same as the no. of voice lines required

H. Add on Business Edge-Office Presence

1. Enter the quantity of Managed Wi-Fi Access Points required:

☐ 12 month commitment @AED 150/month

2. Enter the quantity of Managed Digital Signages required:

☐ 12 month commitment @AED 150/month

3. Switch

☐ New Switch required

24 Port POE Smart Switch: ☐ 24 Month Contract AED 55/month

*If existing switch is being used then two VLANs need to be configured

J. Domain name

☐ I have an existing .ae domainae OR

☐ I want a new .ae domain at no cost

1st choiceae

2nd choiceae

3rd choiceae

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

K. Disconnection

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

L. Required Documents

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

*In case of migration from non-Etisalat service.

Terms and Conditions

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".
- (d) 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). 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.

(e) 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.
- (f) 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.
- (c) 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 prior to the completion of the Minimum Term, the Customer shall be obliged to pay an early termination Charge to Etisalat, in accordance with the following calculation:
 - i. For Office Presence:
The equivalent of one (1) month in monthly rental Charges for the bundle;
 - ii. For Office Presence with SIP Phone & Additional Voice Service with SIP Phone:
 - a. The equivalent of one (1) month in monthly rental Charges for the bundle/Voice Service; and
 - b. Charge for the IP Phone provided to the Customer, calculated as: (IP Phone installment) X (number of remaining months - 1) of the Minimum Term. In the event of multiple IP Phones, the applicable Charge shall be the sum of the calculations for each IP Phone.
 - iii. For User Pack/Voice line
The equivalent of one (1) month in monthly rental Charges for each User Pack/Voice Line.
 - iv. For Devices: SIP Phone, Switches, Wifi, Signage:
Charge for the Device provided to the Customer, calculated as: (Device installment) X (number of remaining months) of the Minimum Term. In the event of multiple Devices, the applicable Charge shall be the sum of the calculations for each Device.
- 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, Managed IP Phones, Additional Switches, devices, Office 365 licenses etc. being billed on the Service account number.

9. OTHER PROVISIONS

- 9.1 Any add-on device including SIP Phones and/or add on service which is purchased by the Customer on top of the Service shall be governed by its own minimum commitment terms and conditions.

Additional Switches

The Customer may purchase Additional Switches as a separate product, not forming part of the Service. Additional switches have a minimum term of either twenty-four (24) months, which starts on the date when Etisalat installs the additional switch(es).

Managed IP Phones

The Customer may purchase additional IP Phone(s) as a separate product, not forming part of the Service. Additional IP Phones have a minimum term of twenty-four (24) months, which starts on the date when Etisalat delivers and installs the IP Phone(s).

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: