

application form
Business First Plus



Serial No.:

Welcome to e&.

Please complete this form if you are applying for **Business First Plus**. 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)

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)

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)

Prices are exclusive of VAT*

Remark:

E. Select your plan

Select Your Plan	Pulse	UOM	Business First Plus											
Monthly Rental	-	AED	110	150	200	135	175	225	110	150	200	135	175	225
Flavor			National						Standard					
CUG Minutes	Per Min	Min	10,000						10,000					
Local Minutes	Per Min	Min	900	1,100	1,800	900	1,100	1,800	500	550	900	500	550	900
IDD minutes	Per Min	Min	-	-	-	-	-	-	300	350	500	300	350	500
Local Data (in GB)	30KB	GB	7.5	13	17	7.5	13	17	7.5	13	17	7.5	13	17
Flexi SMS	SMS	SMS	110	150	200	110	150	200	110	150	200	110	150	200
Base Plan Contract Period	-	Month	12	12	12	-	-	-	12	12	12	-	-	-
Exit Charges per line	-	AED	110	150	200	-	-	-	110	150	200	-	-	-
Additional Benefits:														
Carry-forward Local Minutes	3 months validity		√	√	√	√	√	√	√	√	√	√	√	√
Carry-forward IDD Minutes	3 months validity								√	√	√	√	√	√
Non-Stop National Data	Capped at 256 Kbps		√	√	√	√	√	√	√	√	√	√	√	√
Free Data access to e-mail (Outlook, Gmail, Yahoo Mail, Apple Mail Apps)	Free local Data Access Daily CAP	250 MB	500 MB	500 MB	250 MB	500 MB	500 MB	250 MB	500 MB	500 MB	250 MB	500 MB	500 MB	
Free data access to Teams and Zooms														
eStore	1 per party ID		√	√	√	√	√	√	√	√	√	√	√	√

- In-bundle international minute allowances are applicable to pre-approved white listed destinations. (to view the list of white listed countries please visit www.etisalat.ae)

- Data units are based on the following conversion: that 1GB = 1024MB; 1MB = 1024KB; 1KB = 1024 Bytes

- For After Sales Support, please call 8005800 (SMB) or 8009111 (ES) toll free

- FUP of CUG is 10,000 minutes

Out of Bundle charges within UAE	Pulse	Rate (AED)
International Minutes	Per Min	2.4
National Minutes	Per Min	0.3
CUG	Per Min	0.3
Local Data	Per MB	1
Local SMS	Per SMS	0.18
IDD SMS	Per SMS	0.6

Roaming Out of Bundle charges

Service	Pulse	GCC Countries	Rest of the world	Satellite, Maritime & Flight Operators
Incoming call	Per Min	0.808	4.25	5.25
Outgoing call to the UAE	Per Min	2.203	9.5	15
Outgoing local call	Per Min	0.881	4.5	10
Outgoing call to others	Per Min	9	13	15
Outgoing SMS	Per SMS	0.22	2	4
Incoming SMS	Per SMS	Free	Free	Free
Data	30KB	0.04626	1	1

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

F. Select your add-ons

SMS (Local/Int'l)				International Minutes*				*Incoming Roaming Add-ons			
	SMS	AED/ Month	Qty		Minutes	AED/ Month	Qty		Minutes	AED/Validity	Qty
<input type="checkbox"/>	60	10		<input type="checkbox"/>	50	25		<input type="checkbox"/>	100	15/24 hours	
<input type="checkbox"/>	100	15		<input type="checkbox"/>	110	50		<input type="checkbox"/>	40	50/month	
<input type="checkbox"/>	300	40		<input type="checkbox"/>	250	100		<input type="checkbox"/>	100 Mins/day*	95/30 days	
<input type="checkbox"/>	500	60		<input type="checkbox"/>	400	150					
<input type="checkbox"/>	1,000	100									

Data				Local Minutes				*Data Roaming Add-ons			
	GB	AED/ Month	Qty		Minutes	AED/ Month	Qty		Data	AED/Validity	Qty
<input type="checkbox"/>	2	60		<input type="checkbox"/>	100	25		<input type="checkbox"/>	Non-Stop*	35/24 hours	
<input type="checkbox"/>	4	100		<input type="checkbox"/>	200	50		<input type="checkbox"/>	1GB	250/month	
<input type="checkbox"/>	8	160		<input type="checkbox"/>	400	100		<input type="checkbox"/>	3GB	400/month	

Internet Calling Plan**		
	AED/month	Qty
<input type="checkbox"/>	50	

Description	Applications	Daily Data Capping	Validity	Rental (AED)	Qty
Free data access for e-mails	Outlook, Gmail, Yahoo Mail Apps	<input type="checkbox"/> 300MB	1 months	15	
		<input type="checkbox"/> 300MB	6 Months	80	
		<input type="checkbox"/> 300MB	12 Months	145	
Free data access for Teams & Zoom	Teams and Zoom Apps	<input type="checkbox"/> 2GB	1 months	60	
		<input type="checkbox"/> 2GB	6 Months	325	
		<input type="checkbox"/> 2GB	12 Months	575	

	Rental (AED)	Validity	Roaming Allowance	Qty
<input type="checkbox"/>	35	Daily	Non Stop Data throttled to 128 Kbps post 500MB	
<input type="checkbox"/>	25		Flexi Minutes 50	
<input type="checkbox"/>	60		Non Stop Data throttled to 128 Kbps post 1GB + 15 Flexi Minutes	
<input type="checkbox"/>	75	Weekly	Flexi Minutes 100	
<input type="checkbox"/>	100		GB Data 2	
<input type="checkbox"/>	200		GB Data 10	
<input type="checkbox"/>	250		GB Data + 500 Flexi Minutes 2.5	
<input type="checkbox"/>	150		KSA Roaming Combo/ 10 GB Data + 1,000 Flexi Minutes	
<input type="checkbox"/>	350	Days 15	GB Data + 5,200 Incoming Minutes + 5,200 Outgoing Minutes 15	
<input type="checkbox"/>	125	Monthly	Flexi Minutes + 10 SMS 200	
<input type="checkbox"/>	350		GB Data + 60 Flexi Minutes 2	
<input type="checkbox"/>	600		GB Data + 500 Flexi Minutes 5	
<input type="checkbox"/>	1,000		GB Data + 1,000 Flexi Minutes 10	
<input type="checkbox"/>	500	Days 60	GB Data 35	
<input type="checkbox"/>	1,200	Days 365	GB Data 50	

Special Local Data Add-on Limited period offer				
Offer Name	Rental (AED)	Recurring	Onetime	Qty
20GB	69	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35GB	99	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Roam Like Home Data***		
AED	Validity	Qty
100	7 Days	

*International Minutes Add-ons are applicable for all countries except the exclusion list (for details, visit www.etisalat.ae). Both in-bundle and out of bundle charges are metered on "Per minute" basis.

*Applicable in preferred operators only and can be subscribed by company paid lines only.

- Fair usage limit applicable (100 mins/day for incoming pack and 500 MB/ day for Non-stop data pack, after which speed will reduce to 128kbps). Auto-renewal versions of Roaming Combo, Roaming Non-Stop Data and Incoming roaming minutes add-ons will have start of validity from 1st usage abroad and rental will be charged on 1st usage abroad. One-time versions of Monthly Roaming Combo add-ons will have start of validity from 1st usage abroad and rental will be charged on the day of subscription.

**Internet Calling Plan is only to be used with supported apps (for details go to <https://www.etisalat.ae/b2bportal/mobile-add-ons.html>); only app-to-app calls (voice & video) are free with a plan subscription. An Internet Calling Plan subscription is required to make app-to-app calls on mobile data. There is no free data offered along with the internet calling plan. All data consumptions by the supported apps will be charged as per the customer mobile package or data plan..

***Use your base plan local data allowances while Roaming in preferred partners. Usages based auto-renewal will be applicable.

Roaming deposits will be refunded only in case of cessation of the Roaming service after deducting below dues if any:

- 1) Roaming services dues.
- 2) Dues of other services if they are on non-payment suspension or on high consumption.
- 3) Special local data add-ons are for a limited period and can be withdrawn without prior notice.

Opt-in from Etisalat promotional SMS

G. Select your other services

Voice cap Limit*: Default

Voice Roaming: No Yes (deposit)

Special offer:

* Voice Cap is open by default. Minimum opt-in cap limit will be equal or more than monthly recurring base plan charges. Voice cap limit will be activated on customer's request for 12 months only, after which the voice cap will become default. If required, customer will need to contact Etisalat for reactivation of voice cap after 12 months.

- Out of Bundle Usage for both Local Data and Roaming Data is blocked by default for all plans.

H. Payment Details

Payment Options

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

Terms and Conditions

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 (Etisalat Group) 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", etc.).
- g. "Premium Number Commitment Period" means the period (twelve (12) or twenty-four (24) months, as applicable) to be used by the Customer to own the Premium Number.
- h. "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 (all or part thereof) 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. PLANNED & UNPLANNED OUTAGES

- a. Please see Clause (11) of the General T&Cs (Business) for the provisions relating to outages.

8. 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.

9. 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.

10. SUBSCRIBERS COMPENSATION SCHEME

Please see Clause (12.4) of the General T&Cs (Business) for the provisions governing compensation which the Customer may be entitled to subject to certain terms and conditions.

- b. Only after the completion of the relevant Premium Number Commitment Period, the Customer may migrate to any other plan (post-paid or prepaid) or transfer ownership (right to use) of the account to another person/ entity.

11. SPENDING CAPS & CREDIT LIMIT

Please see Clause (13) of the General T&Cs (Business) for the terms and conditions that apply on spending caps and credit limit under section Customer Credit, Advance Payments & Deposits.

12. REFUND OF CREDIT BALANCE

Please see Clauses (13.5) and (13.6) of the General T&Cs (Business) for the provisions governing refund of credit balance for prepaid services.

13. PENALTY-FREE SERVICE CANCELLATION

Please see Clause (14.5) of the General T&Cs (Business) for the provisions governing penalty-free service cancellation.

14. 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.

15. TERMINATION BY THE CUSTOMER

- (a) Please see Clause 19 of the General T&Cs (Business) for the provisions that apply when the Customer terminates the Service.
- (b) If the Customer wishes to terminate the Service, the Customer must give Etisalat prior written notice.
- (c) The Customer acknowledges that, upon receipt of the Customer's termination notice, Etisalat shall terminate the Service. The Customer shall pay all outstanding Charges for the Service rendered until the Customer account is terminated.
- (d) 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) monthly rental Charges per line for the basic Service;

- (ii) For base plan with smart phone devices (if applicable) the exit charge shall not exceed an amount determined in accordance with the following formula:

$$Bf + (Rp / Ct) \times (Ct - (1 + N))$$

Where: Bf = the basic exit charge;

Rp = the retail price of the device(s);

Ct = the number of months in the minimum term of the contract; and

N = the number of monthly payments the subscriber has already made under the relevant Service contract

- (c) In addition, Etisalat is entitled to recover early termination Charges as set out in Clause 15(b) above where Etisalat terminates the Agreement as a result of a breach by the Customer.

16. TERMINATION BY CUSTOMER FOR PLANS WITH PREMIUM NUMBER

- (a) This clause 16 applies in addition to clause 15 above for Customers that have opted for a Premium Number Plans.
- (b) Where the Customer has opted for a Premium Number and terminates the Service before the end of the Premium Number Commitment Period as selected by the Customer, the Premium Number will be returned back to Etisalat.
- (c) 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 customer after the completion of a quarantine period of twelve (12) months and the Customer will lose all its rights to such number and will no longer be able to use it.
- (d) During the quarantine period of twelve (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.

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

- (a) Where the Customer has opted for a Premium Number, during the Premium Number Commitment Period selected by the Customer the Customer may not:
 - (i) migrate to another post-paid plan;
 - (ii) migrate to a prepaid plan;
 - (iii) transfer ownership of the account to another person/ entity; or
 - (iv) port-out the Premium Number.
- (b) Only after the completion of the relevant Premium Number Commitment Period, the Customer may migrate to any other plan (post-paid or prepaid) or transfer ownership (right to use) of the account to another person/ entity.

18. 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).

19. VAT

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

20. CHANGES BY ETISALAT

Please see Clause (24) of the General T&Cs (Business) for the provisions relating to changes to the Service.

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

Signature:

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

For official use only

- Copy of authorised person ID
- Letter of Authority
- Original valid trade license

Employee ID: Signature:

Mobile No.:

Activation Source:

- ES Gov
- ES Private
- Managed Indirect
- Alternate Managed
- Managed SMB
- Roadshow
- Business Centre/Franchise

Stamp

For Channel Partners / Franchise