

application form

Borderless Plans



Serial No.:

Welcome e&.

Please complete this form if you are applying for **Borderless Plans**. 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)

Remark:

E. Select your plan

Description	Pulse	Unit	Plan 1	Plan 2	Plan 3
Included Flexi Data		GB	40GB Local Data	50GB Local Data	80GB Local Data
Included Flexi Min	Per Min	Min	1000 Local Mins	2000 Local Mins	3000 Local Mins
Included Flexi IDD/ICR	Per Min	Min	600	1200	1800
Included Flexi SMS	Per SMS	Count	50	100	250
Premium Number			Silver	Gold	Gold
Monthly Rental	Month	AED	450	600	900
CUG	Per Min	Min	10000	10000	10000
Contract Duration	Per SMS	Month	12	12	12

- Free CUG =10,000 mins
- Minimum contract period is 12 or 24 months depending on the base plan chosen
- Above pricing is excluding device rental
- Benefits will remain for the contract duration of 12 Months depending on the base plan chosen

Note:

COCP: billing is on company's name

CEP: billing is on Individual's name

International Minutes are applicable to all countries except a select list. (for details 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

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	0.0551	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*				Local Minutes			
	SMS	AED/ Month	Qty		Minutes	AED/ Month	Qty		Minutes	AED/Month	Qty
<input type="checkbox"/>	60	10		<input type="checkbox"/>	70	50		<input type="checkbox"/>	120	30	
<input type="checkbox"/>	100	15		<input type="checkbox"/>	150	100		<input type="checkbox"/>	240	60	
<input type="checkbox"/>	300	40		<input type="checkbox"/>	350	200		<input type="checkbox"/>	500	120	
<input type="checkbox"/>	500	60		<input type="checkbox"/>	600	300		<input type="checkbox"/>	800	180	
<input type="checkbox"/>	1,000	100									

Data				Data Roaming Add-ons				Incoming Roaming Add-ons			
	GB	AED/ Month	Qty		Data	AED/Validity	Qty		Minutes	AED/Validity	Qty
<input type="checkbox"/>	1	60		<input type="checkbox"/>	Non-Stop*	35/24 hours		<input type="checkbox"/>	100	15/24 hours	
<input type="checkbox"/>	5	149		<input type="checkbox"/>	1GB	250/month		<input type="checkbox"/>	40	50/month	
<input type="checkbox"/>	12	249		<input type="checkbox"/>	3GB	400/month		<input type="checkbox"/>	100 Mins/day*	95/30 days	

	Benefit	AED/Validity	Qty
<input type="checkbox"/>	2GB Data + 60 Mins (incoming + outgoing)	AED 350/30 days	
<input type="checkbox"/>	5GB Data + 500 Mins (incoming + outgoing)	AED 600/30 days	
<input type="checkbox"/>	10GB Data + 1000 Mins (incoming + outgoing)	AED 1000/30 days	

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

*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 (150 mins/day for incoming pack and 500MB/day for data pack, after which speed will be reduced to 128kbps). One time pack validity and charge starts from 1st usage abroad and will get renewed only if used after the validity is over.

**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.

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.

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

I/We clearly understand and agreed by completing and signing this application with Etisalat Terms and Conditions for **Borderless Plans**.

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

Terms and Conditions

Borderless Plans

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 per line for the basic Service;
 - (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.