

application form  
**Homat AI Watan/GHQ Freedom**



Serial No.:

Contact No.: ..... Date: .....

Welcome to Etisalat.

Please complete this form if you are applying for **Homat AI Watan/GHQ Freedom Offer**. Please note that incomplete or incorrect information may cause delays in service providing.

**A. Type of request**

New Request

Existing

**B. Contact person & billing details**

Name: ..... Preferred language:  English  Arabic.

Title/Position of the person: .....

Mobile No.: ..... Home No.: ..... Email: .....

ID document type:  Emirates ID  Credit Card  Passport  Employee ID

ID document No: ..... Date of issuance: ..... Date of expiry: .....

Unified no. (required in case of passport): ..... TAX Registration No. (TRN): .....

P.O. Box: ..... Emirate: ..... Nationality: .....

**C. Delivery address**

Name of the person (Authorised person): .....

P. O. Box: ..... Villa/Bldg No.: ..... Flat/Floor No.: .....

Nearest Landmark .....

Contact # 1: ..... Contact # 2: .....

Opt-out from Etisalat promotional SMS

Mobile number to be Activated: .....

**D. IMEI number**

**E. Sim Serial**

## F. Package Details

Offer Details	Pulse	Unit	Plan 1	Plan 2	Plan 3	Plan 4	Plan 5	Plan 6
Monthly Rental		AED	150	200	200	325	600	1,200
CUG Minutes	Per Min	Mins	10,000	10,000	10,000	-	-	-
National Minutes*	Per Min	Mins	750	1,000	-	Unlimited	Unlimited	Unlimited
International Minutes	Per Min	Mins	-	-	-	-	Unlimited	Unlimited
Flexi Minutes	Per Min	Mins	-	-	500	-	-	-
Total National Data (Including Promotional Data)	30KB	GB	31	32	32	64	120	Unlimited
National Data	30KB	GB	31	16	16	32	60	Unlimited
Promotional Data*	30KB	GB	-	16	16	32	60	-
Roaming Data	1KB	GB						40
Commitment Period		Months	12	12	12	12	12	12
Exit Charges		AED	150	200	200	325	600	1,000

\*Special numbers are not included  
 \*Promotional data will be valid for 12 months only

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](http://www.etisalat.ae))  
 Data units are based on the following conversion: that 1GB = 1024MB; 1MB = 1024KB; 1KB = 1024 Bytes.  
 Exit charges of one month rental will be applicable in case of exit before completing the 12 months contract period.  
 For After Sales Support, please call 101 toll free number or mail on - [businesscare@etisalat.ae](mailto:businesscare@etisalat.ae)

### Business Rules for Golden Number: (Applicable only with GHQ freedom AED 600 & AED 1200 Plan)

- For Golden Number category - during one year period the following will not be allowed:
  - Migration to other postpaid plans
  - Migration to prepaid
  - Transfer of ownership (right of use) to other customers
  - Port out
- In case of line cessation, number shall be recycled after quarantine period of 12 Months and customer shall not be able to use his/her number
- During quarantine 12 Months period, line can be reactivated to the same customer under the same postpaid plans ONLY.
- After completion of one year period customers on these plans shall be allowed to migrate to any other postpaid plan or migrate to prepaid or transfer the ownership (right of use) of the line.

Out of Bundle charges within UAE	Pulse	Rate (AED)	
		Offer 1	Offer 2 to 6
International Calls	Per Sec	1/Min	1/Min
National Calls - Mobile to Mobile	Per Sec	0.3/Min	0.25/Min
National Calls - Mobile to Fixed	Per Sec	0.1/Min	0/Min
CUG	Per Sec	0.3/Min	0.3/Min
Local Data	Per MB	1	1
Local SMS	Per SMS	0.18	0.18
IDD SMS	Per SMS	0.60	0.60

Roaming Out of Bundle charges				
Service	Pulse	GCC Countries	Rest of the world	Satellite, Maritime & Flight Operators
Incoming call	Per Min	0.808	1	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

## G. Other Add-ons

International minutes	SMS (local and international)	Local minutes
<input type="checkbox"/> 70 (AED 50)	<input type="checkbox"/> 60 (AED 10)	<input type="checkbox"/> 240 (AED 60)
<input type="checkbox"/> 150 (AED 100)	<input type="checkbox"/> 100 (AED 15)	<input type="checkbox"/> 500 (AED 120)
<input type="checkbox"/> 350 (AED 200)	<input type="checkbox"/> 300 (AED 40)	
<input type="checkbox"/> 600 (AED 300)	<input type="checkbox"/> 500 (AED 60)	
	<input type="checkbox"/> 1,000 (AED 100)	

\*Please check the list of countries included in IDD flat rate.

\*Per second billing does not apply when on international roaming.

### G.1. Roaming add ons:

	Validity	Rental (AED)	Allowance
<input type="checkbox"/>	<b>Daily</b>	35	Non Stop Data throttled to 128 Kbps post 500MB
<input type="checkbox"/>		25	50 Flexi Minutes
<input type="checkbox"/>		60	Non Stop Data throttled to 128 Kbps post 1GB + 15 Minutes
<input type="checkbox"/>	<b>Weekly</b>	200	1GB Data
<input type="checkbox"/>		75	100 Flexi Minutes
<input type="checkbox"/>		250	1GB Data + 15 Flexi Minutes
<input type="checkbox"/>	<b>Monthly</b>	250	1GB Data - Monthly recurring
<input type="checkbox"/>		400	3GB Data - Monthly recurring
<input type="checkbox"/>		125	200 Flexi Minutes + 10 SMS
<input type="checkbox"/>		350	2GB Data + 30 Flexi Minutes
<input type="checkbox"/>		600	5GB Data + 500 Flexi Minutes
<input type="checkbox"/>		1,000	10GB Data + 1,000 Flexi Minutes



# Terms and Conditions

## Homat AI Watan/GHQ Freedom

### 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

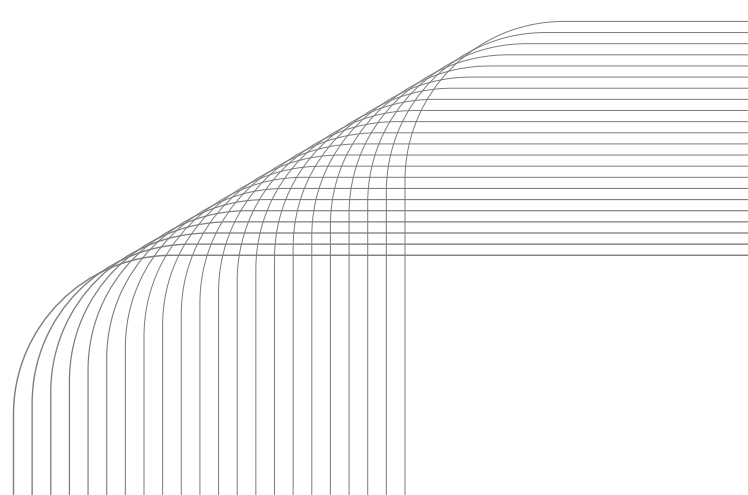
- a. During the Minimum Term, the Customer may not: i) migrate to a lower post-paid plan; ii) migrate to prepaid; iii) transfer the ownership of the account to another person/entity; and iv) port-out.
- b. After the completion of the Minimum Term, Customers may migrate to any other plan or migrate to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



## H. Your authorisation

a. I/We clearly understand that by completing and signing this application form, I/We conform to Etisalat's Terms and Conditions of **Homat Al Watan/GHQ Freedom Offer**. The Terms and Conditions of this Service is an integral part of Etisalat's Terms and Conditions of the associated Services.

b. I/We hereby authorize (Mr/Ms) .....

ID type ..... No.: ..... to collect my handset/SIM card on my behalf with the attached ID copy

Name of applicant:.....

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

Signature of applicant	Company stamp
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## For official use only

Issuing Etisalat representative (1) ..... Employee no.: ..... Signature .....

Issuing Etisalat representative (2) ..... Employee no.: ..... Signature .....

