

application form

Ministry of Defence - Homat Al Wattan Employees Promotional offer



وزارة الدفاع
MINISTRY OF DEFENCE

Serial No.:

Contact No.: Date:

Welcome to e&

Please complete this form if you are applying for **Ministry of Defence - Homat Al Wattan Employees Promotional 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	Unit	Pulse	Offer 1	Offer 2	Offer 3	Offer 4	Offer 5
Monthly Rental	AED		300	300	500	500	1,000
Promotional Period Rental (40% off on Monthly Rental)			180	180	300	300	600
CUG minutes (mobile to mobile)	Mins	Per Min	10,000	10,000	10,000	10,000	-
National Minutes	Mins	Per Min	1,900	-	3,000	-	-
Flexi Minutes (Local + International)	Mins	Per Min	-	950	-	1,500	Unlimited
SMS National	Count	Per SMS	130	65	200	100	-
SMS International	Count	Per SMS	-	65	-	100	-
Flexi SMS (Local + International)	Count	Per SMS	-	-	-	-	400
National Data	GB	30KB	Non-stop up to 20 Mbps Speed		Unlimited		Unlimited
Roaming Data	GB	30KB	1	1	12	12	40
Incoming Roaming	Min	Per Min	-	-	-	-	200
Commitment Period	Months	Months	12	12	12	12	12

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)

- This is limited period promotional offer.

- Maximum 2 SIM's per Emirates ID will be allowed with all Ministry of Defence - Homat Al Watan Employees offers.

- In case of migration to any other plan, 40% discount will be discontinued.

- When upgrading or downgrading plans during the month - the allowances and rental from the old package will remain until the end of the month. Simultaneously, the bundled allowances and rental of the new package will be pro-rated and applicable.

- Roaming allowance applicable only with preferred partners in the preferred countries.

- 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.

When upgrading or downgrading plans during the month - the allowances and rental from the old package will remain until the end of the month. Simultaneously, the bundled allowances and rental of the new package will be pro-rated and applicable.

For After Sales Support, please call 101 toll free number or mail on - businesscare@etisalat.ae

Out of Bundle charges within UAE	Pulse	Rate (AED)
International Calls	Per Sec	2.4/Min
National Calls - Mobile to Mobile	Per Sec	0.3/Min
National Calls - Mobile to Fixed	Per Sec	0.3/Min
CUG	Per Sec	0.3/Min
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	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)	Roaming Allowance
<input type="checkbox"/>	Daily	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 Flexi Minutes
<input type="checkbox"/>	Weekly	75	100 Flexi Minutes
<input type="checkbox"/>		100	2 GB Data
<input type="checkbox"/>		200	10 GB Data
<input type="checkbox"/>		250	2.5 GB Data + 500 Flexi Minutes
<input type="checkbox"/>		150	KSA Roaming Combo/ 10 GB Data + 1,000 Flexi Minutes
<input type="checkbox"/>	15 Days	350	15 GB Data + 5,200 Incoming Minutes + 5,200 Outgoing Minutes
<input type="checkbox"/>	Monthly	125	200 Flexi Minutes + 10 SMS
<input type="checkbox"/>		350	2 GB Data + 60 Flexi Minutes
<input type="checkbox"/>		600	5 GB Data + 500 Flexi Minutes
<input type="checkbox"/>		1,000	10 GB Data + 1,000 Flexi Minutes
<input type="checkbox"/>	60 Days	500	35 GB Data
<input type="checkbox"/>	365 Days	1,200	50 GB Data

Terms and Conditions

Ministry of Defence - Homat Al Wattan

Employees Promotional offer

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 **Ministry of Defence - Homat Al Wattan Employees Promotional 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 hear by 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