

application form eLife Value Packs



Welcome to Etisalat

Serial No.:

New Subscriber Upgrade/Modify e-Bill Bill statement language: Arabic English

Personal details

*Name of applicant Mr./Mrs./Ms.:			
C/O:	*P. O. Box:	*Emirate:	*Nationality:
*Mobile (1):	Mobile (2):	*Email:	
*ID type:	*ID No.:	Expiry (dd/mm/yyyy):	

Location


Building:	Floor:	Flat No.:	Area:	<input type="text"/> Makani ID:
City:	Sector:	*Working landline number in the same building:		
Plot:	Etisalat EID (located on ground floor entrance):		Existing landline number in your name:	
Transfer subscriber name:				

*Mandatory

Application Summary

*Minimum term begins from the Activation Date	<input type="checkbox"/> 24 Months Contract Exit Charges - AED 500 within 1 year and AED 250 after year 1 but before end of year 2. In addition, any remaining device instalments.
Pack - Monthly Rentals (in AED)	<input type="checkbox"/> eLife Family - 359 <input type="checkbox"/> eLife Sports - 499 <input type="checkbox"/> eLife Entertainment - 569 <input type="checkbox"/> eLife Combo (Sports and Entertainment) - 699 <input type="checkbox"/> eLife Premium - 999 <input type="checkbox"/> eLife Premium 500 - 2999 <input type="checkbox"/> eLife Ultimate 1Gbps - 5000 Extras (Please refer to the Extras section in this and the next pages) <input type="checkbox"/> eLife Ana Emarati <input type="checkbox"/> eLife Homat Al Watan <small>For free benefits, please refer to Etisalat Website</small>
Discounts and period for discounts (if any)	Discount Description.....
Special benefits / allowances

Extras - (Amount per Month in AED is mentioned beside each add-on)

TV (AED/Month)	If TV only <input type="checkbox"/> eLife Regular Box - 20 <input type="checkbox"/> eLife Recorder Box - 40 <input type="checkbox"/> eLife Basic- 40
A La Carte:	<input type="checkbox"/> eLifeON - 30
Video Library:	<input type="checkbox"/> eLife Video Packs - 39 <input type="checkbox"/> STARZPlay - 30 <input type="checkbox"/> Premium Video Packs - 10 <input type="checkbox"/> Extreme Sports - 7
	<input type="checkbox"/> OSN Platinum - 417 <input type="checkbox"/> OSN Gold - 328 <input type="checkbox"/> OSN Premier - 278 <input type="checkbox"/> OSN Entertainment - 160 <input type="checkbox"/> Other <input type="checkbox"/> OSN Pinoy Plus - 124 <input type="checkbox"/> OSN Pinoy Plus Extra - 166 <input type="checkbox"/> Pehla Plus - 140 <input type="checkbox"/> Pehla Premium - 175
eLife Simple Add-on:	<input type="checkbox"/> Arabia - 40 <input type="checkbox"/> Pinoy - 40 <input type="checkbox"/> Asiana - 40 <input type="checkbox"/> Western Plus - 50
Other Packs:	<input type="checkbox"/> My GMA - 99 <input type="checkbox"/> Russian - 100 <input type="checkbox"/> French - 50 <input type="checkbox"/> TRT - 20 <input type="checkbox"/> Media Box - 30 <input type="checkbox"/> English Club - 5 <input type="checkbox"/> Tamil Pack - 10 <input type="checkbox"/> MAA TV - 10
Sports:	<input type="checkbox"/> beIN SPORTS Full Package - 110 <input type="checkbox"/> Abu Dhabi Sports - 39

Internet (AED/Month)

Internet only:

10Mbps - 299 20Mbps - 399 50Mbps - 599

Internet username:

First choice: _____ Second choice: _____ Third choice: _____

Internet Speed Booster (AED 100 / Month)

eLife Password Recovery:

(100 درهم/الشهر) Internet Speed Booster

Norton Internet Security Subscription:

One license - 15 Three licenses - 20

Home Phone (AED / Month)

Home Phone Only - 39 Addl. Home Phone Only - 39 Call Plus - 25 (Int. only) Call Plus - 25 (Nat. & Int.) Call Barring PIN

1 Fil / Second international calls to 162 countries - 39 Unlimited National Calls to one country - 150* Country _____

Fixed to Mobile Plans:

200 Minutes - 49 500 Minutes - 99

eLife Value Packs come with a pre-activated voicemail service with no monthly rental. By default, calls are automatically forwarded to the voicemail service when there's no answer on the home phone. To cancel this, please dial #61#. Accessing voicemail service by dialing 123 is chargeable at 30 Fils / Min. Please refer to our website www.etisalat.ae/homevoicemail for details.

*Please refer to www.etisalat.ae for details and fair usage policy

eLife Home Devices

Gaming Devices Et additional STBs/Routers/Home Telephones are outside eLife Value Packs

High Definition TV Box*:

Upgrade to the recordable HDTV box*

Wireless Home Router (AED/Month)

Home Router Basic

Instalments 10

One-off Payment 240

Home Router High End

Instalments 22.5

One-off Payment 540

Wireless Home Telephone:

Home Telephone

Instalments 5

One-off Payment 120

Gaming Device

Sony Play Station 4 Pro

Instalments 75

One-off Payment 1750

* Included by default in eLife Value Packs (Family, Sports, Entertainment and Premium)
+ eLife Family, only provides the non-recordable HD TV box

Other services

List name in telephone directory

Technician visit

Other _____

Safe custody: 1 month - AED 150 One-time payment

2 months - AED 250 One-time payment

From: _____

To: _____

Your authorisation

I/We hereby confirm to Etisalat that I/We have the authority and/or permission to install the Etisalat Service in the above - mentioned address and hereby agree.

Customer signature: _____ Date: _____

For official use only

Salesperson's name:	Salesman's code:	Contact no.:
A/c no.:	Reseller code:	
Request number:	Serial number:	Card number:

Terms and Conditions

Al Shamil, landline, eLife and Etisalat select services

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, comprising of the constituent parts set out in Clause 3 of the General T&Cs (Consumer).
- (b) "Customer" means the person who purchases or subscribes to the Service.
- (c) "Etisalat" means Emirates Telecommunications Group Company P.J.S.C and any of its wholly-owned subsidiaries.
- (d) "General T&Cs (Consumer)" means Etisalat's general terms and conditions for consumer (i.e. non-business) products and services which are published on Etisalat's website and are available through the other communications channels referred to in Clause 30 of the General T&Cs (Consumer).
- (e) "Minimum Term" has the meaning given to it in Clause 4(b).
- (f) "Service" means the service from the list of services set out in Clause 4(b) to which the Customer has subscribed, as described in more details in Clause 3.

3. Service Description

- (a) These Service Specific Terms cover the fixed telecommunications services offered by Etisalat listed in Clause 4(b). Where the Customer subscribes to more than one of the services listed in Clause 4(b), these Service Specific Terms apply separately to each service.
- (b) eLife Lite and eLife Value Packs are provided as of the date of issue of these Service Specific Terms with a pre-activated voicemail service with no monthly rental. By default, all received calls are automatically forwarded to the voicemail service when there is no answer on the landline device. In order to access the voicemail inbox the Customer shall dial "123". Customers who were receiving the eLife Lite or eLife Value Pack Services prior to the date of issue of these Service Specific Terms may be required to opt-in to receive the voicemail service. Further details regarding the voicemail service, applicable charges, opt-in and cancellation options are published on Etisalat website (www.etisalat.ae) and are available upon request by using any of the communications channels referred to in Clause 30 of the General T&Cs (Consumer).

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 minimum term ("Minimum Term") that applies to the Agreement depends upon the service selected by the Customer. The minimum terms for the fixed telecommunications services covered by these Service Specific Terms are as follows:
 - (i) eLife Lite (fibre-to-the-premises service): 12 months;
 - (ii) eLife Value Packs (fibre-to-the-premises services including eLife Family, Sports, Entertainment, Combo, Premium, Premium 500, Ultimate 1Gbps): 24 months;
 - (iii) eLife - Triple Play (IPTV, internet, voice): 24 months;
 - (iv) eLife - Double Play (any two of IPTV, internet and voice): 12 months;
 - (v) eLife - Single Play (any one of IPTV, internet and voice): 12 months;
 - (vi) landline voice services for home use: 3 months;
 - (vii) Etisalat Select Service: 12 months;
 - (viii) Al Shamil (Broadband): 12 months; and
 - (ix) Home Voice Bundle: 24 months.
- (c) In each case, the Minimum Term starts on the date on which Etisalat makes

the Service available to the Customer ("Activation Date").

- (d) In the event there are any temporary-out-of-service periods during the Minimum Term, such temporary-out-of-service periods shall not be deemed part of the Minimum Term, accordingly the Minimum Term shall be automatically extended to cover the temporary-out-of-service periods.

5. Customer Obligations & Restrictions

Please see Clause 8 of the General T&Cs (Consumer) for the provisions governing the Customer obligations and restrictions that apply to the Service.

6. Etisalat's Obligations

Etisalat will provide and operate 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 law.

Etisalat makes no guarantee on Wi-Fi coverage as external factors outside its control can influence Wi-Fi reach. For extra coverage solutions consult Etisalat customer services by using any of the communications channels stated in Clause 30 of the General T&C (Consumer).

7. Charges, Billing & Payment

- (a) A termination Charge of AED 100 is payable by the Customer on termination of an eLife Lite at any time.
- (b) The following early termination Charges are applicable if the respective Service is terminated prior to the expiry of the Minimum Term:
 - (i) eLife Value Packs Family, Sports, Entertainment, Combo, Premium, Premium 500, Ultimate 1Gbps: AED 500 within the 1st year and AED 250 within the 2nd year of the Minimum Term respectively;
 - (ii) Home Voice Bundle: With respect to calling plans and value-added services, the early termination Charge shall be calculated as the number of months remaining until the end of the Minimum Term multiplied by the difference between the rental of a standard rate plan (i.e. an equivalent rate plan without a Minimum Term) and the rental of the plan subscribed to by the Customer in the Home Voice Bundle. With respect to the telephone device, the early termination Charge shall be equal to the remaining device instalments payable by the Customer.
- (c) All other Charges (including the Charges for calls to the voicemail inbox referred to at Clause 3(b)) and tariff plans that apply to the Service are set out on Etisalat's website (www.etisalat.ae) and are available upon request by using any of the communications channels referred to in Clause 30 of the General T&Cs (Consumer).
- (d) Please see Clause 15 of the General T&Cs (Consumer) for the other charges, billing and payment provisions that apply to the Service.

8. Customer Credit, Advance Payments & Deposits

- (e) Clause 24 of the General T&Cs (Consumer) applies to the Service, regardless of whether or not it is a prepaid service.
- (f) Please see Clause 16 of the General T&Cs (Consumer) for the other customer credit, advance payment and deposit provisions that apply to the Service.

9. Changing The Service (eLife Triple Play)

Customers subscribing to the eLife Triple Play service are required to keep their subscription unchanged for the first 12 consecutive months following subscription, out of the total contract duration of 24 months. The Customer may change their subscription to other eLife Triple Play packages after completing the initial 12 months subscription period and will be liable to pay the applicable upgrade / downgrade charges.

10. Intellectual Property

The intellectual property in Etisalat's products, services, TV channel packages, trademarks and in all forms of content created, acquired and/or distributed by Etisalat including directories, is owned and/or licensed by Etisalat. Such intellectual property and content may not be reproduced, redistributed or resold without the prior written permission of Etisalat.

11. eLife Ana Emarati

- (g) The following additional terms and conditions apply to the eLife Ana Emarati offer:
- (h) eLife Ana Emarati is a free add-on to the eLife Lite Value Pack and the eLife Value Packs.
- (i) Only Emarati nationals are eligible for the eLife Ana Emarati add-on and the add-on is optional.
- (j) The termination Charges of eLife Lite and early termination Charges of eLife Value Packs are waived. Remaining instalment payments for a device, if any, are applicable.
- (k) If the Customer has subscribed to 1 month OSN free on the OSN TV packages, the standard Charges for this 1 month will be payable by the Customer if the Customer terminates the TV package within 12 months of subscription.
- (l) Etisalat reserves the right to modify or to withdraw from time to time the benefits offered as part of the eLife Ana Emarati add-on.
- (m) Etisalat reserves the right to withdraw the eLife Ana Emarati benefits if it is determined that the Customer is not an Emarati national or if the benefits have been obtained in a manner wilfully detrimental to Etisalat.

12. eLife "Homat Al Watan"

This offer is also known as "Homat Al Watan Offer for eLife or eLife Homat Al Watan", and the following additional terms and conditions are applicable to the offer:

1. eLife Homat Al Watan is a free add-on to the eLife Value Packs.
2. Only members of the Ministry of Defence and UAE Armed Forces, such as recruits, soldiers, civilians and retirees with a valid Homat Al Watan card are eligible to add "eLife Homat Al Watan" to the existing subscription taking into account that the add-on is optional.
3. Customers who wish to subscribe to the offer are required to present the original Homat Al Watan card where Etisalat may store copy and details of this card for validation purposes. Etisalat representatives shall have the right to request the customer to present a valid UAE ID or any other document for identification purposes.
4. The termination Charges of eLife Value Packs are waived. Remaining instalment payments for devices (if any) are applicable.
5. Etisalat reserves the right to withdraw the "eLife Homat Al Watan" benefits if it is determined that the Customer does not possess a valid Homat Al Watan card or if the benefits have been obtained in a manner wilfully detrimental to Etisalat.

13. Etisalat Select Service

- (a) To subscribe to Etisalat Select Service, the Customer must have a landline telephone service from another UAE telecommunications service provider and such service must be:
 - (i) registered in the Customer's name; or
 - (ii) registered in the name of another person who is authorising the Customer to subscribe to the Etisalat Select Service.
- (b) Etisalat has the right to terminate the service immediately, if it discovers that the Customer has provided information that is inaccurate.
- (c) The Etisalat Select Service can be used in two ways: (i) by dialling the Etisalat Select prefix code (08877) before calling; or (ii) by using an auto-dialer device.

- (a) The Customer shall be responsible for all calls made using the Etisalat Select Service from the Customer's defined landline number. Etisalat will either bill the Customer separately for these calls, or include the charges for these calls in any other account the Customer has with Etisalat.

- (a) The Customer will remain liable to the landline access provider for line rental, and any calls and services provided by the landline access provider which are not part of the Etisalat Select Service. It is the Customer's responsibility to advise Etisalat in case of a change to the landline number. Failure to do so will not release the Customer from its responsibility to pay all call charges.

- (a) The Customer shall report any fault, shortcoming or inadequate service to Etisalat Customer Contact Centre. However, where such fault, shortcoming or inadequate service arises from the Customer's landline network or is not attributable to Etisalat Select Service, the Customer will be responsible to refer the matter to the landline service provider. Etisalat shall not refund charges in such circumstances and shall not be responsible for faults reported or referred to the other landline service provider.

14. Television Content & Packages

- (a) Etisalat provides many hundreds of TV channels which are available through its various packages offered under its eLife services. Etisalat may, under prescribed guidance, monitor the content of the TV channels presented and at times block or censor images or audio that are considered inappropriate under local standards. The Customer is advised to further monitor TV content for their own preferences and utilise the available PIN-based parental control features included in the TV set-top boxes provided. Additional advice on TV content is available on request from Etisalat through one of the communications channels stated in Clause 30 of the General T&Cs (Consumer).

- (b) TV packages selected by Customers may be changed by Etisalat without notice. Pay Per View and Video On Demand are not part of any packages and are chargeable separately.

15. Suspension, Disconnection Or Termination By Etisalat

Please see Clause 19 of the General T&Cs (Consumer) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.

16. Termination By The Customer

- (a) If the Customer wants to terminate the Service, he/she must give Etisalat prior written notice.
- (b) The Customer acknowledges that, upon receipt of the Customer's termination notice, it may take up to 30 days to terminate the Customer's account.
- (c) If the Customer elects to terminate the Service before the end of the Minimum Term, a termination charge may be payable. Details of the applicable termination charges are set out at Clause 7 of these Service Specific Terms and are also available through the communications channels stated in Clause 30 of the General T&Cs (Consumer).

17. Contacting Etisalat

The Customer may contact Etisalat to discuss the Service (including these Service Specific Terms and the General T&Cs (Consumer)), or any other product or service offered by Etisalat, by using any of the communications channels stated in Clause 30 of the General T&Cs (Consumer).