1. Introduction
a) These Terms shall govern the sale and want of Telecommunication services provided by Etisalat Telecommunications Corporation (hereinafter referred to as "Etisalat") to the customer for the provision of necessary equipment and the services connected therewith and used for, or in connection with, the provision of all services (hereinafter referred to as the "subscribed").

b) These Terms and Conditions shall be deemed an integral part of any agreement/contact between Etisalat and the customer.

2. Access and whereabouts
It is conditions for the provision of Etisalat services that are acceptable to Etisalat employees in order to provide Etisalat plant and equipment and will grant permission to Etisalat in its sole and entire discretion as to the speed on the current right-of-way.

3. Accounts for calls
a) Etisalat shall render monthly accounts for telecommunications services.

b) Such accounts shall include all amounts, including the following:

i. Expenses not included in the account
ii. All terms of the customer’s agreement

4. Advance payment
Etisalat reserves the right to collect an advance payment to cover the cost of connection and rental, calls on network equipment, and all other charges.

5. Attachments
a) Etisalat reserves the right to provide its services as per the applicable law and Etisalat Terms and Conditions. Unauthorised modification in or disconnection of such equipment is considered a breach of contract.

6. Deposits
a) Any deposit from customers and carry out such checks on credit references, as they deem necessary. If Etisalat services are provided to a customer, such deposits will be credited to the customer as a deposit for the cost of the services. The customer can request a refund of their deposit.

b) The customer has the right to receive a refund of their deposit within 45 days of the date of suspension of the service, not later.

c) The customer’s liability for equipment: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat.

d) All accounts shall be subject to the applicable law.

7. Changed numbers
a) Etisalat reserves the right to change the number of numbers it assigns to the customer if the customer does not use the number for its intended service requirements or for any reason.

b) Etisalat reserves the right to change the telephone number assigned to a customer if the customer has provided information to Etisalat that is incorrect or incomplete.

8. Copyright
a) Whenever a subscriber has requested a change in the TV network technology, an Optical Network Terminal (ONU) shall be provided. Additional advice to the customer shall be made.

b) The customer’s liability for damage caused by attachments to the service: The subscriber shall be liable for any loss or damage to the equipment resulting from any action caused by the customer.

c) Customers’ liability for damage caused by attachments to the service: The subscriber shall be liable for any loss or damage to the equipment resulting from any action caused by the customer.

d) The customer shall always remain liable for the cost of repairs or services.

9. Disconnection and claiming compensation
a) Etisalat reserves the right to claim compensation and/or disconnection of services to the customer who has not met the obligations under this agreement.

b) The customer is responsible for any damage or loss to the customer’s premises equipment caused by any action by Etisalat.

10. Change of customer’s particulars
a) Any change in the customer’s particulars shall be registered with Etisalat. Failure to do so will result in the suspension of service.

b) All changes to the customer’s particulars shall be deemed correct.

c) Etisalat reserves the right to change, amend or reproduce the Terms and Conditions for any reason.

11. Disclaimer
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

12. Period of hire
a) Etisalat reserves the right to change the period of hire for telecommunications services.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

13. Period of hire
a) Etisalat reserves the right to change the period of hire for telecommunications services.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

14. Fibre network
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

15. Period of notice for removal or disconnection
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

16. Rental and connection charges
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

17. Responsibility for death or injury
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

18. Transfer of service from one customer to another
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

19. Variation of charges
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

20. Cancellation of service order
a) Cancellation of the service order shall be at the customer’s discretion and shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

21. Services via Contact Centre/Etisalat Online Services/IVR System/System TV screen
a) Etisalat reserves the right to provide services via the Contact Centre/Etisalat Online Services/IVR System/System TV screen to cover the cost of connection and rental, calls or other charges.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

22. Suggestion from subscribers
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.

23. Amendments
a) Etisalat reserves the right to change, modify, and/or discontinue the services it provides. Any such change, amendment or reproduction of the Terms and Conditions shall be deemed correct.

b) The customer’s liability for compensation: Customers are liable for the full cost of repair or replacement, without or without permission from Etisalat. The customer’s liability for the cost of repair or replacement is deemed correct.