

application form Home Services



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:	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

	Package	Download/Upload Speed	Monthly Rentals (in AED)	
			24 Months Fixed Term Contract	No Commitment Option (+20 AED / Month)
eLife Unlimited	eLife Starter	250Mbps / 100Mbps	<input type="checkbox"/> AED 389	<input type="checkbox"/> AED 409
	eLife Unlimited Sports	500Mbps / 200Mbps	<input type="checkbox"/> AED 559	<input type="checkbox"/> AED 579
	eLife Unlimited Entertainment	500Mbps / 200Mbps	<input type="checkbox"/> AED 599	<input type="checkbox"/> AED 619
	eLife Unlimited Premium 500	500Mbps / 200Mbps	<input type="checkbox"/> AED 1,139	<input type="checkbox"/> AED 1,159
	eLife Unlimited Premium 1G	1Gbps / 300Mbps	<input type="checkbox"/> AED 2,850	<input type="checkbox"/> AED 2,870
eLife	eLife Family	50Mbps / 20Mbps	<input type="checkbox"/> AED 359	Not available
	eLife Sports	100Mbps / 40Mbps	<input type="checkbox"/> AED 529	
	eLife Entertainment	100Mbps / 40Mbps	<input type="checkbox"/> AED 569	
	eLife Premium	100Mbps / 40Mbps	<input type="checkbox"/> AED 999	
	eLife Premium 500	500Mbps / 200Mbps	<input type="checkbox"/> AED 2,999	
	eLife Premium 1G	1Gbps / 300Mbps	<input type="checkbox"/> AED 5,000	
Discounts and period for discounts (if any)	Discount Description:			
Special benefits/ allowances				
Out of bundle charges and fair usage policy	Home Telephone to Telephone calls within UAE are unlimited; Home Telephone to UAE Mobile – 30 Fils / Min; Home Telephone to International call charges are available at www.etisalat.ae . No Fair usage policy.			

- The minimum term begins from the Activation Date.
- People of determination discount of 50% on eLife Unlimited Starter and eLife Family is only applicable on the 24 months fixed term contract price.
- "No commitment plan charges" of AED 20 p.m., is always applicable, if opted for.
- Exit Charges – Please refer to the Ts&Cs for the detailed formula
 - eLife Unlimited No commitment option plans - Any remaining device charges, if applicable
 - eLife Unlimited 24 months fixed term contract - 1 month plan charge or AED 1,000 whichever is lower, as well as any remaining device charges, if applicable (please refer to Ts&Cs for the detailed formula)." Before contract expires (in the 24th month), re-commit to new 24 months fixed term to enjoy the same prices or you will be moved to the No Commitment Option from the 25th month.
 - eLife Family, Sports, Entertainment, Premium, Premium 500, Premium 1G plans – 1 month plan charge or AED 1,000, whichever is lower, as well as any remaining device charges.
 - Leftover device charges is dependent on the retail price of the device, which, can be any or all of the following: 4K TV box - Recorder AED 720/Regular AED 480, Router - AED 240/AED 540/AED 960, Home phone - AED 120.
- Penalty-Free Service Cancellation Period: The Customer, in accordance with the Consumer Protection Regulations, has the right to cancel the service contract without paying exit charges, if the service contract was miss-sold or the provided service did not comply with the service terms and conditions, within a maximum period of: a) 5 days from activation for service only contracts; and b) within 7 days (for each year of the Minimum Term) from activation for service contracts that are bundled with a device. In case of a bundled device, Etisalat shall waive all equipment charges if the Customer returns the device to Etisalat with all accessories and documentation in the original packaging. For more details in respect of the Penalty-Free Service Cancellation Period, please visit Etisalat's webpage or refer to the TRA's Consumer Protection Regulations.

Extras - (Amount per month in AED is mentioned beside each Add-on)

eLife Regional Add-On:	<input type="checkbox"/> If TV only <input type="checkbox"/> eLife Regular Box - 20 <input type="checkbox"/> eLife Recorder Box - 40 <input type="checkbox"/> eLife Basic - 50 (mandatory)
	<input type="checkbox"/> eLife Regular Box - 20 <input type="checkbox"/> eLife Recorder Box - 40
	<input type="checkbox"/> Basic - 30 <input type="checkbox"/> Premium - 50 <input type="checkbox"/> Free controller with 12 months commitment
Sports:	<input type="checkbox"/> Asiana - 40 <input type="checkbox"/> Arabia - 40 <input type="checkbox"/> Western - 40 <input type="checkbox"/> Pinoy - 40 <input type="checkbox"/> Western Plus - 50
	1st Add-on for AED 10/month in eLife Unlimited Starter, Unlimited Sports, Unlimited Entertainment 1st Add-on included for free in eLife Unlimited Premium plans
OnDemand Unlimited:	<input type="checkbox"/> beIN Sports Full Package - 110 <input type="checkbox"/> Abu Dhabi Sports - 39
	<input type="checkbox"/> Basic - 39 <input type="checkbox"/> Premium - 10 <input type="checkbox"/> Extreme Sports - 7 <input type="checkbox"/> STARZ PLAY - 38.09
Other Packs:	<input type="checkbox"/> OSN El-Farq - 249 <input type="checkbox"/> OSN Add-on - 50 <input type="checkbox"/> Pehla Plus - 140 <input type="checkbox"/> Pehla Premium - 175
	<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"/> TFC-99 <input type="checkbox"/> English Club - 5 <input type="checkbox"/> Tamil Pack - 10 <input type="checkbox"/> MAA TV - 10
	<input type="checkbox"/> Others _____

Internet (AED/Month)

Internet only:	<input type="checkbox"/> 10Mbps/3Mbps - 299 <input type="checkbox"/> 20Mbps/7Mbps - 399 <input type="checkbox"/> 50Mbps/10Mbps - 599
Internet username:	First choice: _____ Second choice: _____ Third choice: _____
Internet Speed Booster (AED 100/Month)	<input type="checkbox"/>

Home Phone Service (AED/Month)

Home Phone service only:	<input type="checkbox"/> Home Phone - 39 <input type="checkbox"/> Addl. Home Phone - 39
Home Phone Add-ons	
Value Added Services	<input type="checkbox"/> Code Control Barring - 15 (Int. only) <input type="checkbox"/> Code Control Barring - 15 (Nat. & Int.) <input type="checkbox"/> Select Call Barring PIN <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> Call Plus (Tri-party call conference, Caller ID, Call Forwarding (Busy, No Reply, Unconditional), Call Waiting - 3
International Calling <small>(Please refer to etisalat.ae for applicable countries)</small>	<input type="checkbox"/> 1 Fils / Sec international calls to 162 countries - 39 <input type="checkbox"/> Ultimate International Calling Plan to one country - 150 <input type="checkbox"/> Ultimate World Calling Plan 1 - 100 <input type="checkbox"/> Ultimate World Calling Plan 2 - 200
Home Telephone to UAE Mobile Calling	<input type="checkbox"/> 200 Minutes - 49 <input type="checkbox"/> 500 Minutes - 99
eLife comes with a pre-activated voicemail service with no monthly rental. Voicemail service can be accessed by dialling 123 and calls to 123 are charged at 30 fils/min. Please refer to our website www.etisalat.ae/homevoicemail for details.	

eLife Home Devices (AED/Month)	Gaming Devices & additional STBs/Routers/Home Telephones are outside eLife Value Packs		
4K TV Box*:	<input type="checkbox"/> Upgrade to the recordable 4K TV Box* 10		
Wireless Home Router:	Home Router	<input type="checkbox"/> Instalments 10	<input type="checkbox"/> One-off Payment 240
Gaming Device:	Game Controller	<input type="checkbox"/> Instalments 5	<input type="checkbox"/> One-off Payment 120

*Included by default in all eLife Value Packs (Family, Sports, Entertainment, and Premium) and eLife Unlimited Plans (Starter, Sports, Entertainment, Premium, Premium 500)
+eLife Family and eLife Unlimited Starter plans only provide the non-recordable 4K TV box

Other services

List name in telephone Other _____

Your authorisation

I/We hereby confirm to Etisalat that I/We have the authority and/or permission to install the Etisalat Service in the abovementioned 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

Home 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 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.
- (d) "Fixed Term Plan" means a plan where the Customer agrees to purchase the Services for the term specified on the Service Application Form and for which a termination charge applies in case of termination before said term.
- (e) "Monthly Term Plan" means plan where the Customer agrees to purchase the Services on a monthly rolling basis.
- (f) "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).
- (g) "Minimum Term" has the meaning given to it in Clause 4(c).
- (h) "Service" means the service from the list of services set out in Clause 4(c) to which the Customer has subscribed, as described in more details in Clause 3.

3. SERVICE DESCRIPTION

These Service Specific Terms cover the fixed telecommunications services offered by Etisalat listed in Clause 4(c). Where the Customer subscribes to more than one of the services listed in Clause 4(c), these Service Specific Terms apply separately to each 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 term of the Agreement (the "Term") starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date") and depends on whether the Customer has subscribed to a Monthly Term Plan or a Fixed Term Plan.
- (c) A minimum term ("Minimum Term") applies to the Agreement if a Customer is subscribed to the Services for a Fixed Term Plan. The minimum terms for the fixed telecommunications services covered by these Service Specific Terms are as follows:
- (i) eLife Lite, eLife - Double Play (any two of IPTV, internet and voice), eLife - Single Play (any one of IPTV, internet and voice), Etisalat Select Service, Al Shamil (Broadband): 12 months;
- (ii) eLife Triple Play (IPTV, Internet, Voice) Value Packs including Family, Starter, Sports, Unlimited Sports, Entertainment, Unlimited Entertainment, Combo, Premium, Premium 500, Premium 1G, Ultimate 1G, other eLife - Triple Play (IPTV, internet, voice), Home Voice Bundle: 24 months;
- (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.
- (e) Not earlier than one (1) month before expiry of the Minimum Term, the Customer may choose to subscribe to the same or another Fixed Term Plan and/or Monthly Term Plan. Choice so made can be changed up to the date of expiry of the Minimum Term. In the event before the end of the Minimum Term, if the Customer does not indicate a preference or does not terminate the Agreement, the Service will be automatically renewed on a month-to-month basis for which the Monthly Plan Charges will apply.
- (f) Customers subscribed to a Monthly Plan may migrate to an Fixed Term Plan by contacting Etisalat according to Clause 16 of these Terms.

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&Cs (Consumer).

7. CHARGES, BILLING & PAYMENT

- (a) The following early termination Charges are applicable if the respective Service is terminated prior to the expiry of the Minimum Term:

- (i) eLife Unlimited plans (eLife Starter, Unlimited Sports, Unlimited Entertainment, Premium 500, Premium 1G), eLife Value Packs (Family, Sports, Entertainment, Combo, Premium 500, Ultimate 1G), eLife Lite plans: equivalent of one (1) month in monthly rental Charges or AED 1000, whichever is lower; and with respect to the device, the early termination Charges shall be calculated as per the following formula:

$$Bf + (Rp / Ct) \times (Ct - (1+T))$$

Where, Bf - basic exit Charges (= 1x MRC or AED 1,000, whichever is lower)

Rp - the retail Charge for the device(s)

Ct - the Term of the Agreement in months

T - number of months the Customer has served in the Agreement

- (b) All other Charges 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).
- (c) Please see Clause 15 of the General T&Cs (Consumer) for the other charges, billing and payment provisions that apply to the Service.
- (d) Certain Charges (e.g. one-time connection, installation, activation or similar Charges) may be collected in advance depending on the subscription channel chosen by the Customer. This will be communicated to the Customer alongside any applicable conditions before placing and processing any order for using such channel and/ or subscribing to the Service. Such Charge will be reflected in the respective invoice as an advance payment by the Customer.

8. CUSTOMER CREDIT, ADVANCE PAYMENTS & DEPOSITS

- (a) Clause 24 of the General T&Cs (Consumer) applies to the Service, regardless of whether or not it is a prepaid service.
- (b) 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

In the event of any change of the subscription in the eLife service during and after the Minimum Term, the applicable downgrade charges will apply as per exit charges mentioned in clause 7 of this service specific terms and conditions.

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 ADDITIONAL BENEFITS: (A) eLife ANA EMARAT, (B) eLife HOMAT AL WATAN AND (C) ABSHER PACK

The following additional terms and conditions apply to the eLife AnA Emirati, eLife Homat Al Watan offers, each of which is an optional additional benefit which a Customer can subscribe to subject to and in accordance with the below:

- (a) The eligibility criteria for the eLife additional benefits (each as "Additional Benefit") is as follows:
- a. Only Emirati nationals are eligible for the eLife AnA Emirati add-on;
- b. Only members of the Ministry of Defence and UAE Armed Forces, with a valid Homat Al Watan card are eligible to the eLife Homat al Watan; and
- c. Only UAE Nationals holding a valid Absher card, issued by the Ministry of Human Resources and Emiratization and who are under the Discounts and Special Offers Program for UAE Nationals working in the Private Sector are eligible to the Absher Pack.
- (b) Termination Charges of eLife are waived for Customers eligible to benefit from the eLife AnA Emirati add-on or the Homat Al Watan add-on. Remaining instalment payments for a device, if any, are applicable.
- (c) Etisalat reserves the right to terminate the Customer's access to an Additional Benefit if it determined that the Customer is no longer eligible for the Additional Benefit (including but not necessarily limited to not possessing a valid card) or if the Additional Benefit was obtained in a manner wilfully detrimental to Etisalat.
- (d) Etisalat representatives shall have the right to request the customer to present a valid UAE ID or any other document for identification purposes.
- (e) Customers who wish to subscribe to the Homat Al Watan or the Absher Pack Additional Benefit are required to present a valid Homat Al Watan or Absher card, as applicable. Etisalat may store copy and details of this card for validation purposes.
- (f) The free Homat Al Watan or the Absher Pack Additional Benefit shall be available to the Customer as long as the relevant Homat Al Watan or Absher card presented to and stored by Etisalat is still valid. Customers are to update their card no later than 30 days from the expiry of their expired card. If the Customer does not provide the updated card within this thirty (30) days timeframe, the free Additional Benefit will be removed and the Customer will

be provided with the standard subscribed eLife plan. Etisalat shall send notifications to Customers before the expiry of the card.

- (g) The Customer may update the card by contacting Etisalat using any of the communications channels stated in Clause 30 of the General T&Cs (Consumer).

12. 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) 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.
- (c) 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.
- (d) 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.

13. TELEVISION CONTENT & PACKAGES

- (a) Etisalat provides many hundreds of TV channels and games 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 and games 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.
- (c) Specifically for eLife TV Gaming, the service subscription implies the acceptance by the customer of these terms and conditions and the games publishers EULAs (End User Licences Agreement), all are listed under www.etisalat.ae/elifetvgamingeula.
- (d) The Customer acknowledges and agrees that Etisalat is not a party to the games publishers EULA (the "Third Party Contacts"). Etisalat has no obligations towards the Customer under the Third Party Contracts and the Customer shall have no claim against Etisalat for any breach of the Third Party Contracts by the game publishers. The Third Party Contracts do not amend or supersede Etisalat's terms and conditions for eLife TV Gaming. No representation, warranty, assurance or undertaking (express or implied) is made, and no liability will be accepted by Etisalat in relation to Third Party Contracts.

14. 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.

15. 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, Etisalat shall terminate the service. Notwithstanding the receipt date of the termination request, the Customer shall be charged the full monthly rental Charges for the month during which the Service was terminated.
- (c) If the Customer elects to terminate the Service before the end of any applicable 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).

16. 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).

17. VAT

Please see Clause (32) of the General T&Cs (Consumer) for the provisions governing VAT Value Added Tax that apply to the Service.