

application form Home Services

Serial No.:

Welcome to Etisalat

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

*Minimum term begins from the Activation Date	eLife Value Pack <input type="checkbox"/> 24 Months Contract: An exit charge equivalent to 1 month's package charge applies up to a max of AED 1,000. In addition, any remaining device charges
	eLife Unlimited ¹ <input type="checkbox"/> 24 Months Fixed Term Contract Plan² <input type="checkbox"/> No Commitment Option – Monthly Plan + AED 20/month
Packs – Monthly Rentals (in AED)	<input type="checkbox"/> eLife Starter – AED 389 <input type="checkbox"/> eLife Unlimited Sports – AED 559 <input type="checkbox"/> eLife Unlimited Entertainment – AED 599 <input type="checkbox"/> eLife Unlimited Premium 500 – AED 1,139 <input type="checkbox"/> eLife Unlimited Premium 1G – AED 2,850 <input type="checkbox"/>
	Extras (Please refer to the Extras section in this and the next pages) <input type="checkbox"/> eLife AnA Emirati <input type="checkbox"/> Absher <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

¹Any remaining devices charges will be applicable upon exit. ²Exit charge - 1-month rental or AED 1,000, whichever is lower. 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.

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

TV (AED/Month)	<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)
A La Carte:	<input type="checkbox"/> eLife Regular Box – 20 <input type="checkbox"/> eLife Recorder Box – 40
eLife TV Gaming:	<input type="checkbox"/> Basic - 30 <input type="checkbox"/> Premium - 50 <input type="checkbox"/> Free controller with 12 months commitment
eLife Regional Add-On:	<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 <small>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</small>
Sports:	<input type="checkbox"/> beIN Sports Full Package - 110 <input type="checkbox"/> Abu Dhabi Sports - 39
OnDemand Unlimited:	<input type="checkbox"/> Basic - 39 <input type="checkbox"/> Premium - 10 <input type="checkbox"/> Extreme Sports - 7 <input type="checkbox"/> STARZ PLAY – 38.09
	<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
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"/> 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 - 299 <input type="checkbox"/> 20Mbps - 399 <input type="checkbox"/> 50Mbps - 599
Internet username:	First choice: _____ Second choice: _____ Third choice: _____
Internet Speed Booster (AED 100/Month): <input type="checkbox"/>	eLife Password Recovery: _____
Norton Internet Security Subscription (in AED):	<input type="checkbox"/> One license - 15 <input type="checkbox"/> Three licenses - 20

Home Phone (AED/Month)

<input type="checkbox"/> Home Phone Only - 39	<input type="checkbox"/> Addl. Home Phone Only - 39	<input type="checkbox"/> Call Plus - 3
<input type="checkbox"/> Code Control Barr - 15 (Int only)	<input type="checkbox"/> Code Control Barr - 15 (Nat. Et Intl.)	<input type="checkbox"/> Call Barring PIN <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> 1 fil/second international calls to 162 countries - 39 <input type="checkbox"/> Ultimate International Calling Plan to one country - 150* <input type="checkbox"/> Country _____		
Fixed to Mobile Plans:	<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.		

*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*:	<input type="checkbox"/> Upgrade to the recordable HDTV box ⁺		
Wireless Home Router (AED/Month):	Home Router Basic	<input type="checkbox"/> Instalments 10	<input type="checkbox"/> One-off Payment 240
	Home Router High End	<input type="checkbox"/> Instalments 22.5	<input type="checkbox"/> One-off Payment 540
Wireless Home Telephone:	Home Telephone	<input type="checkbox"/> Instalments 5	<input type="checkbox"/> One-off Payment 120
Gaming Device:	Sony Play Station 4 Pro	<input type="checkbox"/> Instalments 75	<input type="checkbox"/> One-off Payment 1750
	Game Controller	<input type="checkbox"/> Instalments 5	<input type="checkbox"/> One-off Payment 120

* Included by default in eLife Value Packs (Family, Sports, Entertainment and Premium)

+ eLife Family, only provides the non-recordable HD TV box

Other services

<input type="checkbox"/> List name in telephone directory	<input type="checkbox"/> Technician visit	<input type="checkbox"/> Other _____
Safe custody: <input type="checkbox"/> 1 month - AED 150 one-time payment	<input type="checkbox"/> 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 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.

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 or 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 EMARATI , (B) eLife HOMAT AL WATAN AND (C) ABSHER PACK

The following additional terms and conditions apply to the eLife AnA Emarati, 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 Emarati nationals are eligible for the eLife AnA Emarati 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 Emarati 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 Contracts"). 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.