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
Any capitalized terms that are not defined in this Clause 2 have the meaning given to them in the General T&Cs (Consumer).

a) “Additional Packs” means any optional voice calls, SMS or mobile data usage packages, as applicable, that are not part of the monthly,滚动基础, or part of the particular Service plan as will be specified in the application form, and which can be purchased by the Customer separately.

b) “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).

c) “Customer” means the person who purchases or subscribes to the Service.


e) “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).

f) “Service” means the postpaid mobile telecommunications service made available under the brand name “Control Line” by Etisalat, as described in more details in Clause 3.

g) “Preferred Number” means one single mobile number of another subscriber of Etisalat’s mobile services that the customer can configure as a preferred number to make a certain number of free calls to such number as part of the applicable monthly allowance as further described in Clause 3.

3. SERVICE DESCRIPTION

a) The Service is a postpaid mobile telecommunications service made available to the Customer by using a SIM card issued by Etisalat. The Customer may use the Service in the UAE and, subject to conditions, in other countries. The Service may be used for the voice calls (e.g., local, national or international), SMS and mobile data usage as applicable.

b) The Service shall include a monthly allowance for voice calls and mobile data usage as will be specified in the Service Application Form.

c) The Service will allow the Customer to purchase Additional Packs on a pre-paid basis enabling them to control additional expenditure that is not part of the monthly allowance provided as part of the particular Service plan.

d) Any out of bundle (or ‘pay-as-you-go’) charges for voice, SMS or data (subject to certain requirements) mobile data usage services that could be incurred by the Customer once they fully use the entire monthly allowance provided as part of the particular Service plan, shall be subject to sufficient credit balance on the Customer account.

e) The Customer can make calls to the Preferred Number free of charge up to a monthly allowance of 1,000 (one thousand) minutes per month (i.e. the Fair Usage Policy for the calls to the Preferred Number). Once this allowance is fully consumed, the Customer shall be charged for any further calls to the Preferred Number at the same rate per local call.

f) Customer will be able to use the data covered by the applicable data allowance without speed restrictions; however, after consuming the amount of data covered by such allowance, the Customer will be continuously enjoying non-drop data at a low speed of 64 Kbps only.

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 one (1) month (the “Minimum Term”), which starts on the date on which Etisalat makes the Service available for use by the Customer (the “Activation Date”).

c) Unless terminated by the Customer in accordance with Clause 10 below, the Agreement shall be automatically renenewed on a monthly rolling basis.

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 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.

7. CHARGES, BILLING & PAYMENT

a) Please see Clause 16 of the General T&Cs (Consumer) for the other charges, billing and payment provisions that apply to the Service.

b) The Charges applicable for the Service, including the list of international destinations that can be called using the applicable free minutes that may form part of a particular Service plan, if applicable, as well as the list of international destinations for each annum for any out of bundle rates, as will be communicated to the Customer upon subscription shall be as specified on the Etisalat website and/or using one of the other communications channels referred to in Clause 30 of the General T&Cs (Consumer).

c) The Customer will be invoiced in arrears on a monthly basis for the monthly rental charge for the respective Service plan.

d) The monthly rental fees, and the corresponding allowance for calls to preferred numbers, mobile data usage, as applicable, shall be subject to sufficient credit balance on the Customer account.

e) The Customer may call the Preferred Number free of charge up to a monthly allowance of 1,000 (one thousand) minutes per month (i.e. the Fair Usage Policy for the calls to the Preferred Number). Once this allowance is fully consumed, the Customer shall be charged for any further calls to the Preferred Number at the same rate per local call.

f) Customer will be able to use the data covered by the applicable data allowance without speed restrictions; however, after consuming the amount of data covered by such allowance, the Customer will be continuously enjoying non-drop data at a low speed of 64 Kbps only.

8. CUSTOMER CREDIT, ADVANCE PAYMENTS & DEPOSITS

Please see Clause 16 of the General T&Cs (Consumer) for these provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.

9. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

a) 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.

b) In the event that Etisalat terminates the Service in accordance with Clause 19 of the General T&Cs (Consumer), any advance payments and/or outstanding credit balance will be forfeited.

c) In all circumstances, following suspension or disconnection and prior to termination, reconnection of the Service is possible, at Etisalat’s discretion, provided (i) the Customer has settled any outstanding charges and (ii) the numbers (if any) have not been reallocated by Etisalat.

10. TERMINATION BY THE CUSTOMER

a) If the Customer wishes to terminate the Service, he/she must give Etisalat prior written notice.

b) Where the Customer terminates the Service, the Customer will not be entitled to a refund of any advance payments and/or any outstanding credit balance. However, the Customer may transfer the same to another mobile account with Etisalat provided that the Customer notifies Etisalat of the transfer details prior to the termination of the Service.

11. CONTRACTING 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 referred to in Clause 30 of the General T&Cs (Consumer).

12. VAT

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