



# application form Etisalat Online Marketing

Welcome to Etisalat.

Please complete this form if you are applying for **Etisalat Online Marketing**. Kindly note that incomplete information may cause delays in service providing. Please note that incomplete information may cause delays in service provisioning and all fields are mandatory.

Existing Etisalat account number to which service will be added .....

## A. Type of Request

New       Upgrade/Downgrade       Disconnection

## B. Company Information

Company Name: .....

Billing Address in the UAE: ..... P.O. Box: ..... Emirate: .....

Office No.: ..... Fax No.: ..... TAX Registration No. (TRN) : .....

### Technical Contact Details:

°Name: ..... °Mobile No.: ..... °Email: .....

## C. Authorised Person Details

Power of Attorney       Letter of Delegation

Name: .....

Title/Position of the Person: .....

Mobile No.: ..... Email: .....

ID Document Type:  Emirates ID       Passport

ID Document No.: ..... Date of Issuance: ..... Date of Expiry: .....

Nationality: .....

## D. Billing Details

**By default, bill will be sent to the below email address:**

°Email: .....

Language:  English       Arabic

For detailed bill, register on the Business Online Portal [businessonline.etisalat.ae](http://businessonline.etisalat.ae) and access it anytime, or you may also place a request at **800 5800**.

If you require a printed bill please call 800 5800 (Only summary bill will be provided).

°mandatory

\*Prices are exclusive of VAT

## E. Choose your Plan

Please select your Plan to be  added /  cancelled

Online Presence Management Add-on	No of Visitors per Month	Monthly Rentals (AED)	Plan to be added	Plan to be cancelled
240 visitor Plan	240	910	<input type="checkbox"/>	<input type="checkbox"/>
500 visitor Plan	500	1,690	<input type="checkbox"/>	<input type="checkbox"/>
1,000 visitor Plan	1,000	3,290	<input type="checkbox"/>	<input type="checkbox"/>
2,000 visitor Plan	2,000	6,390	<input type="checkbox"/>	<input type="checkbox"/>

Managed Web Solution Add-on	Plan Details	Monthly Rentals (AED)	Plan to be added	Plan to be cancelled
Managed Web Solution	<ul style="list-style-type: none"> <li>• Verified GMB Listing</li> <li>• Google Maps Location</li> <li>• 20+ Online Listing</li> <li>• 10 Page Website Creation</li> <li>• Free 10GB Hosting Storage</li> </ul>	160	<input type="checkbox"/>	<input type="checkbox"/>
Managed Web Solution +	<ul style="list-style-type: none"> <li>• Verified GMB Listing</li> <li>• Google Maps Location</li> <li>• 20+ Online Listing</li> <li>• 15 Page Website Creation</li> <li>• Free 15GB Hosting Storage</li> </ul>	190	<input type="checkbox"/>	<input type="checkbox"/>

Boost My Website Add-on	No of Visitors per Month	Monthly Rentals (AED)	Plan to be added	Plan to be cancelled
Boost my Website Add-on Plan 1	240	870	<input type="checkbox"/>	<input type="checkbox"/>
Boost my Website Add-on Plan 2	360	1,220	<input type="checkbox"/>	<input type="checkbox"/>
Boost my Website Add-on Plan 3	500	1,650	<input type="checkbox"/>	<input type="checkbox"/>
Boost my Website Add-on Plan 4	1,000	3,250	<input type="checkbox"/>	<input type="checkbox"/>
Boost my Website Add-on Plan 5	2,000	6,350	<input type="checkbox"/>	<input type="checkbox"/>

Online Presence Management Add-On and Boost My website Add-on:

- Offered on Monthly Contract, no downgrade/upgrade charges

Managed Web Solution:

- 1-year contract, 2-month-exit-fee, for termination of contract with in contract period, no downgrade/upgrade charges for Website creation Plan

## F. Upgrade or downgrade of existing users

		To package					
		Online Presence Management					
		60 Visitor Plan	120 Visitor Plan	240 Visitor Plan	500 Visitor Plan	1000 Visitor Plan	2000 Visitor Plan
From package	Online Presence Management						
	60 Visitor Plan						
	120 Visitor Plan						
	240 Visitor Plan						
	500 Visitor Plan						
	1000 Visitor Plan						
	2000 Visitor Plan						

		To package		
		Managed Web Solution Add-On		
		Managed Web Solution Add-on	Managed Web Solution	Managed Web Solution +
From package	Managed Web Solution Add-on			
	Managed Web Solution			
	Managed Web Solution +			

		To package					
		Boost My Website Add-on					
		Boost My Website	240 Visitor Plan	360 Visitor Plan	500 Visitor Plan	1,000 Visitor Plan	2,000 Visitor Plan
From package	Boost My Website						
	240 Visitor Plan						
	360 Visitor Plan						
	500 Visitor Plan						
	1000 Visitor Plan						
	2000 Visitor Plan						

## G. Cancellation

I wish to cancel my whole Etisalat Online Marketing subscription because: .....

from date (D/M/YY) ..... and I acknowledge that the deletion of my data is irrevocable.

## H. Required Documents

1. Trade License
2. Valid passport copy/Emirates ID of the sponsor/partner
3. Power of Attorney of the signing person
4. Establishment Card (New customers only)
5. TRN Certificate

## I. Your Authorisation

I/We clearly understand that by completing and signing this application form, I/we conform to Etisalat's Terms and Conditions of **Etisalat Online Marketing**. The Terms and Conditions of this service is an integral part of Etisalat's Terms and Conditions of the associated services.

I hereby authorise the Service Provider to use the email and system credentials for the purpose of data migration with regard to the Service. I also assure that I have obtained such authorisation from the person(s) owning such credentials. **Note: Feasibility of the migration is subject to assessment.**

Name of Applicant: .....

Position/Title in the Company: ..... Date of Application: .....

Signature of Applicant	Company Stamp
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## For Official Use Only

Issuing Etisalat Representative: ..... Title: .....

Contact Details: .....

# Terms and Conditions

## Etisalat Online Marketing

### 1. Introduction

- 1.1 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.
- 1.2 These Service Specific Terms supersede any previous terms regarding the same subject matter.

### 2. DEFINITIONS

- (a) "Agreement" means the entire contractual agreement between Etisalat and the Customer in relation to the Service, comprising of those constituent parts listed in Clause 2.1 of the General T&Cs (Business) and the Online Service Terms. "Online Services Terms" means the terms that apply to the Customer's use of the Service available at <http://www.etisalat.ae> rights or such other online source made available by Etisalat for this purpose. The Online Services Terms include terms governing the Customer use of the Service that are in addition to the terms in the Agreement.
- (b) "Customer" means the person / entity 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 (Business)" means Etisalat's general terms and conditions for business products and services which are published on Etisalat's website and are available through the other communications channels referred to in Clause 34 of the General T&Cs (Business).
- (e) "Service" means each service described in Clause 3.
- (f) "Plan" means the relevant Service subscribed by the Customer based on the terms of the Agreement.

### 3. SERVICE DESCRIPTION

- 3.1. Managed Web Solution: Provides Google My Business set up, Verification, publication and ongoing management, Google Maps Listing of business in 20+ prominent directories, maps and navigation systems, Platform for updating and syncing all your accurate company information. Website creation in English and Arabic Language, Admin interface and ongoing website management.
- 3.2. Boost My Website: provides services aiming to drive high quality, relevant traffic to the Customer's existing website, bringing the Customer valuable and interested visitors.
- 3.3. Online Presence Management: provides online campaigns, a single page campaign site and ongoing campaign management, to generate high Online traffic also includes a reporting system that allows the Customer to track the number of times the campaign has been viewed, and the number of Visits it has received.

### 4. ETISALAT AND CUSTOMER OBLIGATIONS

- 4.1. Upon subscription of a Plan by the Customer, Etisalat shall attempt to contact the Customer within one business day in order to obtain all the relevant information and documentation. The Customer shall provide all information and documentation to Etisalat as and when requested by Etisalat from time to time in order to enable Etisalat to provide the Service as per the subscribed Plan.
- 4.2. Managed Web Solution: Upon receipt of all information from the Customer as described in Clause 4.1, the Managed Web Solution will be created within five business days. Domain registration is not included in the price. After the website has been published, the Customer may request Etisalat up to four changes to the website per month, by contacting Etisalat on 800366 between 8:00 AM to 5:00 PM Sunday to Thursday.
- 4.3. Boost My Website: Upon receipt of all information from the Customer as described in Clause 4.1, Etisalat shall build the campaign within one business day. Etisalat guarantees that the Customer will receive a specified amount of visitors to its website or landing page based on the Plan subscribed. In the event the agreed number of visits are not met, such number of visits which were not met will be added to the subsequent month.
- 4.4. Online Presence Management Upon receipt of all information from the Customer as described in Clause 4.1, Etisalat shall build the campaign and landing page within one business day. Etisalat will endeavor to deliver that the Customer will receive a specified amount of visitors to its landing page based on the Plan subscribed through 24/7 campaign optimization. In the event the agreed number of visits are not met, such number of visits which were not met will be added to the subsequent month. During the month the customer may request updates to the landing page by contacting Etisalat on 800366 between 8:00 AM to 5:00 PM Sunday to Thursday.

### 5. UPGRADE/DOWNGRADE

- 5.1. No charges shall be applicable for any upgrades or downgrades within the same Service category.

### 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. TERMINATION

- 7.1. The Customer may terminate the Service in accordance with the General Terms & Conditions (Business).
- 7.2. In case a Plan is terminated, Etisalat shall delete any relevant Service contents within twenty four hours of termination.

- 7.3. If the Customer terminates any Plan relevant to the Managed Web Solution prior to the end of one year from the date of activation, the Customer shall be charged an early termination charge equal to two months of the monthly rental charges of the terminated Plan.

- 7.4. If the Customer terminates any one of the Plans relevant to Boost My Website, My Business Listing, Online Presence Management the Customer shall not be liable for any early termination charges

### 8. SUSPENSION

- 8.1. Please see Clause 17 of the General T&Cs (Business) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.

- 8.2. In addition to clause (17) of the General T&Cs (Business), the Customer acknowledges and agrees that Etisalat may discontinue providing the Service upon suspension and the Customer will not have access to any data related to the Service and cannot use any parts of the Service. The Customer acknowledges and agrees that in case of suspension of the service, Etisalat may discontinue providing the service and customer will not have access to any data related to service and cannot use any part of the service. The customer acknowledges and agrees that if the cause of suspension is not rectified by the Customer to the reasonable satisfaction of Etisalat within a maximum of (60) days following the Suspension of the Service, the Customer will not be able to use the Service anymore and any and all Customer accounts and data related to the Service will be deleted by Etisalat irrevocably, provided that Etisalat will not provide any back-up services to the Customer, and accordingly Etisalat will not be liable for any liability and /or issue resulting out of this clause.

### 9. Charges, Billing & Payment

Please see Clause 12 of the General T&Cs (Business) for the charges, billing and payment provisions that apply to the Service.

### 10. VAT

Please see Clause (14) of the General T&Cs (Business) for the provisions governing Value Added Tax (VAT) that apply to the Service.

### 11. CONTACTING ETISALAT

The Customer may contact Etisalat to discuss the Service (including these Service Specific Terms and the General T&Cs (Business)), or any other product or service offered by Etisalat, by using any of the communications channels stated in Clause 34 of the General T&Cs (Business).