

application form Office 365



Welcome to Etisalat.

Congratulations on taking another step to transforming your company digitally. Please complete this form if you are applying for **Office 365**. Please note that incomplete information may cause delays in service provisioning and all fields are mandatory.

Existing Etisalat account number to which Office 365 is/will be added:

A. Type of Request

New account Cancellation of account User(s) to be added/cancelled User(s) Upgrade/Downgrade

B. Company Information

Company Name:

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

Office No.: Fax No.:

Contact for Office 365 setup (for New account)

(This person will be contacted for technical information regarding Office 365 setup, i.e. email setup, users creation, etc.):

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 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).

E. Office 365 Addition or Cancellation of users

Please select your package(s) on a one-year-contract

Choose your package(s)	Desktop Office	Online Office	Business Email	OneDrive online storage	Customer Setup and Support	Monthly fee (AED)	No of users to be Added	No of users to be Cancelled
<input type="checkbox"/> Business Essential	X	✓	50GB	1TB	✓	19	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Business	✓	✓	X	1TB	✓	36	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Business Premium	✓	✓	50GB	1TB	✓	47	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Enterprise E1	X	✓	50GB	1TB	✓	40	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Enterprise E3	✓	✓	unlimited	1TB	✓	88	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Exchange Online Archiving	N/A	N/A	N/A	N/A	✓	11.8	<input type="text"/>	<input type="text"/>

One-time customer set-up charges apply as below:
 - AED 50 per company (includes first 4 users at the time of sign-up)
 - AED 5 per user (5th user onwards)

Configuration and migration services can be ordered on project basis (optional) and are charged as below:
 - AED 250 project setup charges (includes first 4 users in each project)
 - Additional users will be charged as per below slabs:

Additional Users	<= 10	11 to 20	21 to 30	31 to 50	51 to 100	>= 100
One-time Charges (per user)	70	60	50	40	30	Case Basis

I want to order configuration and migration project for _____ (count) users.

F. Domain name and Microsoft subdomain setup (for New account)

I want to use the following domain name:

The domain name will appear after the @ sign in your email address. Verification of ownership & validation will occur during the onboarding process.

I have an existing domain name (please include extension like .ae or .com): OR

I wish to apply for a new domain name (please fill in the **Domain Name Service** application form). Acquiring the domain name depends on its availability.

I want to use the following Microsoft subdomain: ECSonmicrosoft.com

Microsoft subdomain is a unique identifier for all Office 365 licenses of your company. Subdomain to be between 6 to 27 characters, with at least 4 English letters and 2 digits. Ensure a unique subdomain, since it is mandatory for registering the Office 365 licenses.

G. Upgrade or downgrade of existing users

		To package				
		Business Essential	Business	Business Premium	Enterprise E1	Enterprise E3
From package	Business Essential					
	Business					
	Business Premium					
	Enterprise E1					
	Enterprise E3					

Explanation: If you want to change 5 Business Premium users to Business users, then please write the number 5 in the intersection of Business Premium in green box and Business in grey box.

H. Cancellation of the whole subscription

I wish to cancel my whole Office 365 subscription because from date (DD/MM/YY).....and I acknowledge that the deletion of my data is irrevocable.

Terms and Conditions

Office 365

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) "Acceptable Use Policy" is set forth in the Online Services Terms or as otherwise made prominently available by Microsoft.
- (b) "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).
- (c) "Customer" means the person / entity who purchases or subscribes to the Service.
- (d) "Etisalat" means Emirates Telecommunications Corporation and any of its wholly-owned subsidiaries.
- (e) "Initial Customer Set-up" means the initial technical/software set-up necessary for the use of the Service when Customer subscribes to the Service for first time and Etisalat provisions the Service to the Customer. Accordingly, the "Subsequent Customer Set-up" means any later technical/software set-up necessary for the use of the Service that might involve, without limitation, set-up for additional Users of the same Customer.
- (f) "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).
- (g) "Minimum Term" has the meaning given to it in Clause 4(b).
- (h) "Online Services Terms" means the terms that apply to your use of the Service available at <http://www.microsoft.com/licensing/onlineuserights> or such other online source made available by Microsoft 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.
- (i) "Related Service" is the eligible Etisalat service (as determined by Etisalat from time to time) to which the Service may be added to.
- (j) "Service" means the provision of the Software, as described in more detail in Clause 3.
- (k) "Software" means Microsoft Office 365.
- (l) "Package" means either of the Microsoft SKUs, including but not limited to Business Essential, Business, Business Premium, Enterprise E1, Enterprise E3, and Exchange Online Archiving.
- (m) "User" means user of the Service for which the Customer subscribed to the Service according to the terms of the Agreement and which forms part of the Customer's business/operations in that it might be the Customer's employee, contractor or an agent but excludes any third party.

3. Service Description

- (a) The Service is the provision of software Microsoft Office 365 hosted by Microsoft that is offered in various stock keeping units ("SKUs"), including but not limited to the following:
- Business Essential (maximum number of Users per each Customer account is 300)
 - Business (maximum number of Users per each Customer account is 300)
 - Business Premium (maximum number of Users per each Customer account is 300)
 - Enterprise E1
 - Enterprise E3
 - Exchange Online Archiving (as add-on to Business Essential, Business Premium, Enterprise E1).
- (b) These SKUs are referred to as 'Packages' by Etisalat. Customer can buy a given number of Users per each Package. The features of the SKUs (and thus the Packages) are defined by Microsoft and/ or Etisalat and might be subject to changes. Etisalat does not offer Skype for Business components as part of the Service. The number of Users which can be purchased in the given Package might be limited by Microsoft or Etisalat (in addition to the above limitation of 300).
- (c) For a detailed description of the Microsoft Office 365 services, please refer to <https://technet.microsoft.com/library/jj819284.aspx> or <https://technet.microsoft.com/en-us/office/dn788955.aspx> or such other online source made available by Microsoft for this purpose.
- (d) Customers subscribing to the Service are also entitled to

support by Etisalat from Sunday to Thursday from 7AM to 9PM. In most of the below support cases, the active cooperation of the Customer is required without which the support cannot be fulfilled successfully. Etisalat does not take the responsibility for the consequences of non-satisfactory cooperation by the Customer. If the domain name, that the Customer wants to use with the Service, is not maintained by Etisalat, it is the sole responsibility of the Customer to arrange for the appropriate set-up. The Service support includes, but is not limited to, these activities:

- Initial and/or Subsequent Customer Set-up of the Service in Microsoft's systems (creating the Customer account and the User names; assigning services to Users (e.g. creating email names); setting up the domain name, if it is maintained by Etisalat, etc.).
 - Setting up thick clients (e.g. Outlook, Office, etc.).
 - Migration of existing Customer data from Customer's legacy systems (e.g. migrating email data, SharePoint data, files to OneDrive, etc.) towards Office 365 (related to the Agreement).
 - Aftersales support.
- (e) After first subscribing to the Service, in relation to the Initial Customer Set-up, Etisalat shall:
- Contact the Customer and provide appointment time for Initial Customer Set-up;
 - Effectuate the set-up and provide appointment for migration (if needed); and
 - Conduct the migration (if applicable).
- (f) Domain name is not part of the Service. It is the Customer's responsibility to provide a domain name before the Customer subscribes to the Service. The Customer can use:
- Customer's existing domain name which the Customer has with their existing Etisalat broadband service;
 - Customer's other existing domain name (the setup of which is the sole responsibility of the Customer). Link to the description of the necessary domain setup: <https://support.office.com/en-us/article/Create-DNS-records-for-Office-365-at-any-DNS-hosting-provider-7b7b075d-79f9-4e37-8a9e-fb60c1d95166>; or
 - If the Customer wants to use a new domain name with the Service, the Customer has to buy it through Etisalat prior to subscribing to the Service. The fastest and easiest way is to register the domain name by using the following link: <https://www.nic.ae>

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 twelve (12) months ("Minimum Term"). The Agreement shall be auto-renewed for a consecutive period of twelve (12) months unless the Customer terminates the subscription to the Service before the end of the current term. Adding new Users, cancelling some or all Users or suspending some or all Users do not change the term of the Agreement.
- (c) When the Customer or Etisalat terminate the Related Service, the Service will also be deemed to be terminated. Etisalat takes no responsibility for any consequences resulting from the termination of the Related Service.

5. Customer Obligations & Restrictions

- (a) The Customer may allow for the use of the Service by the Users, but not by any other party. The Customer shall ensure the compliance of all Users with the terms of this Agreement, all applicable laws and the Online Services Terms.
- (b) Use of the Service and the licensed Software shall be subject to the terms of the Online Services Terms. If the Customer does not accept the terms of the Online Services Terms, the Customer shall not use, and Etisalat shall not be bound to deliver, the relevant Service and licensed Software.
- (c) Customer has to notify Etisalat if the Customer primary Office 365 contact that must be provided for the Service or any of its contact details (first name, last name, email address, phone number) change.
- (d) The Customer shall not:
- Transfer, sub-license, lend, lease, or otherwise make available the Service or the licensed Software to any other party;
 - Modify, adapt, make error corrections or create derivative works based on the Software;
 - Use the Service for any purpose other than using the

licensed Software in accordance with this Agreement and the Online Services Terms; or

- Use or export the Service or the licensed Software in a manner that is contrary to United States and international export laws and regulations that apply to the licensed Software. These laws include restrictions on destinations, end users and end use. Additional information can be found at www.microsoft.com/exporting.
- Do any act that infringes the intellectual property or other proprietary rights of Microsoft and/or any third party. The Customer agrees to indemnify and hold Etisalat and Microsoft harmless from and against any and all claims, costs, expenses, damages, liabilities that Etisalat and Microsoft may suffer or incur as a result of any dispute that may arise, in any way whatsoever, in connection with any breach of this provision.

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 related to Package Changes

- (a) If the Customer changes the Package subscription in relation to one or more of the contracted Users, additional charges shall apply according to the table below. In addition, the Customer agrees that after the change of the Package is implemented, some of the features may not be available anymore for the given User and all the Service related data regarding such User might be deleted accordingly. Etisalat is not responsible for any consequences resulting from changing the Package. A change of the Package is only possible after the Customer has paid the additional charges applicable to the change.

Changing from (vertical) -> To (horizontal). One-time fee (AED) per changed User.	Business Essential	Business	Enterprise E1	Business Premium	Enterprise E3
Business Essential	N/A	0	0	0	0
Business	80	N/A	0	0	0
Enterprise E1	80	0	N/A	0	0
Business Premium	80	80	80	N/A	0
Enterprise E3	150	150	150	150	N/A

8. Customer Credit, Advance Payments & Deposits

Please see Clause 13 of the General T&Cs (Business) for the customer credit, advance payment and deposit provisions that apply to the Service.

9. Other Provisions

- (a) Only existing Etisalat customers can subscribe to the Service. The Customer has to have or has to buy at the time of subscribing to the Service either of the eligible Etisalat services, as determined by Etisalat from time to time. The Service shall be regarded as an addition to these eligible Etisalat services. The eligible Etisalat service to which the Service is added to is referred to as Related Service. The list of Related Service can be found at the respective part of the Etisalat webpages that provide for a description of the Service.
- (b) The current Microsoft Online Services Service Level Agreement can be found at: <http://www.microsoftvolumeicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37> or such other online source made available by Microsoft for this purpose.
- (c) Provisions related to the Service subscription and subscription changes:
- In order to access the Service the Customer must ensure that their system meets the minimum requirements as set out at <https://products.office.com/en-US/office-system-requirements/#Office2016-suites-section> or such other online source made available by Microsoft for this purpose.
 - The Customer has to provide a custom Microsoft primary subdomain name when subscribing to the Service. The form of this custom subdomain name is: " _ _ _onmicrosoft.com". The Customer accepts that when at

the time of registration in Microsoft's system this custom subdomain name is already taken then the Customer will be assigned a subdomain name different from the one the Customer asked for.

- (iii) Eligibility for Academic and Government Versions: the Customer agrees that if it is purchasing an academic or government offer, the Customer shall meet the respective eligibility requirements for a qualified educational user or qualifying government entity published at <http://www.microsoftvolumelicensing.com> or such other online source made available by Microsoft for this purpose. Microsoft and Etisalat reserve the right to verify eligibility of the Customer at any time and suspend the Service if such eligibility requirements are not met.
- (iv) If the Customer wants to buy another Software subscription or Users, the Customer has to provide the Customer's account number with Etisalat and identify the eligible Etisalat service to which the Customer wants the service to be added to. In case the Customer adds the new Software subscription or Users to another account number or eligible Etisalat service, the Customer acknowledges that it will be a separate Microsoft account, a separate Customer User to which the existing Users and domain names cannot be assigned to. There will be no common points with the other existing Software account of the Customer.
- (d) Etisalat shall not be responsible or liable to the Customer for any claim, losses, expenses or damages arising out or in connection with any disruption with access to, use of, or with the Service itself caused by Etisalat to its customers (pursuant to Etisalat general terms and conditions) including but not limited to planned or unplanned outages, emergency situations and Etisalat's compliance with laws and regulations.
- (e) Provisions related to the usage of the Service:
 - (i) Microsoft is not a party to this Agreement and, to the extent permissible by law, shall not have any liability to the Customer, whether for breach of contract (including repudiatory breach), breach of warranty or in tort, including negligence, for any damages, whether direct, indirect, or consequential, arising from the sale or use of the Service.
 - (ii) The Customer may install and use the Software on the Customer's devices only for use with the Service. In some cases, the number of copies of the Software the Customer will be permitted to use or the number of devices on which the Customer will be permitted to use the Software will be limited as described in the terms applicable to the Service. The Customer right to use the Software ends when the Customer right to use the Service terminates or expires, or when Microsoft update the Service and it no longer supports the Software, whichever comes first. The Customer must uninstall the Software when its right to use such Software ends. Microsoft may also disable the Service at that time.
 - (iii) The Customer may need to use certain Microsoft web sites or services to access and use the Service. The Customer may also choose to use certain Microsoft applications that the Customer obtains from the Microsoft Office Store or another Microsoft marketplace. If so, the terms of use associated with those web sites, applications or services, as applicable, apply to use of them by the Customer.
 - (iv) Neither Etisalat nor Microsoft are responsible for any third party content or services you access directly or indirectly via the Service.
 - (v) The Software may contain third party proprietary programs that are licensed under separate terms that are presented to the Customer. The Software may also contain third party open source programs that Microsoft, not the third party, licenses to the Customer under Microsoft's license terms. Notices, if any, for the third party open source programs are included for the information of the Customer only.
 - (vi) The Customer remains solely responsible for any Non-Microsoft product that the Customer installs or uses with the Service. Neither Etisalat nor Microsoft are party to and are bound by any terms governing the Customer use of any Non-Microsoft product.
 - (vii) Acceptable Use: the Customer will use the Service only per the Acceptable Use Policy. The Customer may not reverse engineer, decompile, disassemble or work around any technical limitations in the Service, except where applicable law permits it despite this limitation. The Customer may not disable, tamper with or otherwise attempt to circumvent any billing mechanism that meters its use of the Service. The Customer may not rent, lease, lend, resell, transfer, or host the Service to or for third parties.
- (f) Provisions related to the Initial Customer Set-up and migration services and Subsequent Customer Set-ups. The Customer may only use the Initial Customer Set-up and migration services as well as any Subsequent Customer Set-

up subject to the following terms and conditions:

- (i) The Customer hereby authorizes Etisalat to get access to such Customer's systems and cloud computing accounts and to share with Etisalat the Customer information, emails, data, text, audio, video, images or other content, as reasonably required for the migration-related services (including administrative-level access); provided that a prior written consent has been obtained by Etisalat from the Customer.
- (ii) The Customer agrees and undertakes to obtain consent and authorization from all its employees, contractors, and agents that may be using the Service to permit Etisalat to access and use such person's email and system credentials for Etisalat to provide migration-related services, provided that prior written consents have been obtained by the Customer from those employees, contractors and agents;
- (g) Privacy, security, data protection: Personal data collected through the Service may be transferred, stored and processed in the United States or any other country in which Microsoft or its service providers maintain facilities. This includes any personal data the Customer collects using the Service.
 - (i) By using the Service, the Customer provides an express consent to transfer of personal data outside of the UAE or any other country that the Customer uses the Service in under the Agreement.
 - (ii) The Customer also agrees to obtain sufficient authorization from persons providing personal data to the Customer, to: (1) transfer that data to Microsoft and its agents, and (2) permit its transfer, storage and processing.
 - (iii) Microsoft offers the Service under the security measures detailed at <https://technet.microsoft.com/en-us/library/dn532171.aspx> or such other online source made available by Microsoft for this purpose.
 - (iv) Additional privacy and security details are in the Online Services Terms.
 - (v) As and to the extent required by law, the Customer shall notify the individual Users that their data may be processed for the purpose of disclosing it to law enforcement or other governmental authorities as required by law, and shall obtain the Users' consent to the same.
 - (vi) The Customer acknowledges and agrees that Etisalat shall provide the Customer primary Office 365 contact including the respective email address to Microsoft, and Microsoft shall be entitled to contact the Customer regarding Service issues, updates or upgrades, or maintenance issues concerning the Service.
 - (vii) The Customer specifically agrees to the following privacy statements:
 - (a) Office 365, OneDrive for Business: <http://go.microsoft.com/fwlink/?LinkID=212058&telcid=0x409> or such other online source made available by Microsoft for this purpose.
 - (b) Office 365 Pro Plus, Project Online, Project Pro for Office 365, and Visio Pro: <http://r.office.microsoft.com/r/rliid00PrivacyState15Highlight?clid=1033> or such other online source made available by Microsoft for this purpose.
 - (c) Yammer Enterprise: <https://www.yammer.com/about/privacy> or such other online source made available by Microsoft for this purpose.

10. Suspension, Disconnection or Termination by Etisalat

- (d) 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.
- (e) The Customer acknowledges and agrees that in case of Suspension of the Service, Etisalat may discontinue providing the Service 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 if the cause of the Suspension is not rectified by the Customer to the reasonable satisfaction of Etisalat within maximum sixty (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 Microsoft irrevocably, provided that Etisalat will not provide any back-up services to the Customer, and accordingly it will not be liable for any liability and /or issue resulting out of this clause (10).

11. Termination by the Customer

- (a) If the Customer elects to terminate the Service before the end of the Minimum Term, the early termination charge payable by the Customer to Etisalat shall be calculated as follows: Customer to pay the equivalent of two (2) months' recurring charges for each and every cancelled User. Similarly, the same rule as stipulated in the previous sentence applies in relation

to the Customer terminating only individual Users and not the entire Service.

- (b) On termination of the Agreement, the Customer must immediately cease using the Software (except Software which is embedded in equipment to which the Customer has title). The same applies in relation to any and all Users for which the Service was discontinued by the Customer without also terminating the whole Agreement.
- (c) On termination of the Agreement, any and all Customer accounts and data related to the Service will be deleted by Microsoft immediately and irrevocably. Similarly, the same rule as stipulated in the previous sentence applies in relation to the Customer terminating only individual Users and not the entire Service/ Agreement. It is the responsibility of the Customer to back up, safeguard or migrate any data before termination of the Agreement/ individual Users of the Service. The Customer acknowledges and agrees to that Etisalat does not perform any data back-up or migration services from Office 365 to other platforms And accordingly will not be liable for any liability and/or issue resulting therefrom.
- (d) The Customer shall, if requested by Etisalat, delete or destroy all copies of the user documentation which Etisalat has supplied or which the Customer has copied, in whatever form and return, delete or destroy all copies of the Software (except Software which is embedded in equipment to which the Customer has title) within seven (7) calendar days of the termination of this Agreement or of the termination of the Related Service, and provide Etisalat with written confirmation that all such copies have been returned, deleted or destroyed.

12. 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 communication channels stated in Clause 34 of the General T&Cs (Business).