

# application form BusinessSuper



Welcome to Etisalat.

Please complete this form if you are applying for **BusinessSuper**. Please note that incomplete information may cause delays in service providing.

## A. Type of Request

- New       Migration from Non-Etisalat service       Migration from Etisalat service  
 Upgrade/Downgrade       Disconnection       Internal shifting       External shifting

## 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. Migrate Existing Etisalat Service or Upgrade/Downgrade

### Account details for existing Internet

BusinessOne/BusinessSuper, BusinessLite      Account No.: .....

## E. New Customer, Shifting or Migration from Non-Etisalat Service

Service Installation address (if shifting, please provide new location details and existing Account No. below)

Building: ..... Floor: ..... Flat No.: .....

Area: ..... City: ..... P.O. Box: .....

Working telephone number in the same office/building\*: ..... Plot: .....

Existing Account No.\*: .....  Etisalat       Non-Etisalat

\*One of the above has to be provided

## F. BusinessSuper Packages

Please choose your package on 1 year commitment

| BS Package<br>(Unlimited<br>broadband) | Bandwidth Up to |          | Hosting        |                             |                      | Norton Internet<br>Security (NIS) | Rental Charges<br>[AED/month] |                     |
|--|-----------------|----------|----------------|-----------------------------|----------------------|-----------------------------------|-------------------------------|---------------------|
|  | Downstream      | Upstream | Web<br>Storage | No. of<br>Virtual<br>Emails | Storage<br>per Email | License                           | Yearly<br>Contract            | Monthly<br>Contract |
| 80Mbps                                 | 80Mbps          | 8Mbps    | N/A            | N/A                         | N/A                  | 1                                 | 820                           | 975                 |
| 150Mbps                                | 150Mbps         | 15Mbps   | 100MB          | 20                          | 250MB                | 3                                 | 1,225                         | 1,460               |
| 250Mbps                                | 250Mbps         | 25Mbps   | 400MB          | 30                          | 500MB                | 5                                 | 1,525                         | 1,820               |
| 350Mbps                                | 350Mbps         | 35Mbps   | 1GB            | 40                          | 1GB                  | 10                                | 2,025                         | 2,420               |
| 500Mbps                                | 500Mbps         | 50Mbps   | 6GB            | 180                         | 2GB                  | 30                                | 2,995                         | 3,595               |

Exit Charge Policy during contractual period: If the Customer subscribed to a one-year package and elects to terminate the Service before the end of the applicable Minimum Term (or any corresponding renewal of such Minimum Term), the Customer shall be obliged to pay an early termination charge to Etisalat, which shall amount to a one (1) month rental charge of the relevant one-year Service package.

Automatic renewal will be applicable on completion of 12 months commitment. Notifications will be generated in the 12th month informing auto-renewal date. Cancellation of auto-renewal and acceptance of monthly contract rental plan must be confirmed prior to auto-renewal date through Etisalat Business Centres, Account Managers or Contact centre.

## G. Internet Username

1st choice

2nd choice

3rd choice

Username should contain 2-8 characters (can be alphanumeric characters: A-Z or 0-9)

## H. Domain name

I have an existing .ae domain ..... .ae OR

I want a new .ae domain at no cost

1st choice ..... .ae

2nd choice ..... .ae

3rd choice ..... .ae

## I. Modem and Installation

Installation: AED 200 as one-time charge

Please tick the box if you require a modem

Broadband Modem: AED 300 as one-time charge

## J. Disconnection

I wish to disconnect my service with Account No.: ..... because: .....

..... from date (D/M/YY) .....

## K. Bill Statement

Language:

Arabic

English

Format:

1. e-Bill

Detailed

Summary

2. Mail

Detailed

Summary



# Terms and Conditions

## BusinessSuper

### 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 in relation to the Service, comprising of those constituent parts listed in Clause 2.1 of the General T&Cs (Business).
- (b) "Customer" means the person / entity who purchases or subscribes to the Service.
- (c) "Etisalat" means Emirates Telecommunications Group Company P.J.S.C.
- (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) "Minimum Term" has the meaning given to it in Clause 4(b).
- (f) "Service" means the BusinessSuper service and any of the corresponding service plans, as described in more detail in Clause 3.

### 3. SERVICE DESCRIPTION

The BusinessSuper service is one of Etisalat's broadband Internet access services that provides high-speed Internet access to business customers. The Service may comprise a suite of value-added services such as domain name, web hosting, email hosting, basic computer security and other value added services added thereto by Etisalat from time to time.

### 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 either one (1) month (in case of one-month package) or one (1) year (in case of one-year package) ("Minimum Term"), which starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date").
- (c) The following applies to the one-month package:
  - (i) The Minimum Term is one (1) month.
  - (ii) After the expiry of the Minimum Term, the Service will be renewed automatically on a month-to-month basis unless it is terminated in accordance with the Agreement.
  - (iii) During and after the Minimum Term, the monthly rental Charges for the one-month package apply.
  - (iv) Upgrading bandwidth during and after the Minimum Term is possible without any additional installation Charges.
  - (v) Upgrading or downgrading bandwidth doesn't restart the Minimum Term. The monthly rental Charges will be prorated from the date at which bandwidth upgrade or downgrade, as applicable, is actually effected by Etisalat.
  - (vi) If the Customer downgrades bandwidth during the Minimum Term, the Customer shall pay to Etisalat the downgrade charges.
- (d) The following applies to the one-year package:
  - (i) The Minimum Term is one (1) calendar year.
  - (ii) After the expiry of the Minimum Term, the Service will be renewed automatically on a yearly basis unless it is terminated in accordance with the Agreement.
  - (iii) During and after the Minimum Term, the monthly rental Charges for

the one-year package apply.

- (iv) Upgrading bandwidth during and after the Minimum Term is possible without any additional installation Charges.
- (v) Upgrading or downgrading bandwidth doesn't restart the Minimum Term. The monthly rental Charges will be prorated from the date at which bandwidth upgrade or downgrade, as applicable, is actually effected by Etisalat.
- (vi) If the Customer downgrades bandwidth during the Minimum Term, the Customer shall pay to Etisalat the early termination Charges applicable to the one-year package as described in Clause 11 - Termination.
- (e) The following applies to changing between one-month and one-year packages:
  - (i) If the Customer wishes to move from a one-month package to one-year package, the Customer shall subscribe to the one-year package, without needing to give prior notice and without incurring any additional installation Charges.
  - (ii) If the Customer wishes to move from a one-year package to one-month package, the Customer shall subscribe to the one-month package, without needing to give prior notice and without incurring any additional installation Charges. However, the Customer shall pay to Etisalat the early termination Charges applicable to the one-year package as described in Clause 11 - Termination.
  - (iii) The monthly rental Charges will be calculated on a pro rata basis from the date at which the change between the one-month and one-year package is actually affected by Etisalat.

### 5. CUSTOMER OBLIGATIONS & RESTRICTIONS

In addition to the obligations and restrictions stipulated in the General T&Cs (Business), the following obligations and restrictions apply to the Service:

- (a) If the Customer wishes to provide a public Internet access service (whether wireless or fixed and whether for a charge or for free), the Customer must first subscribe to the solution from Etisalat designed for public internet access providers ("PIAP solution"), which will ensure the requisite identification of end-users in accordance with regulatory requirements. The Customer must not use the Service for providing a public Internet access service without subscribing to a PIAP solution from Etisalat.

### 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 12 of the General T&Cs (Business) for the charges, billing and payment provisions that apply to the Service.
- (b) The applicable monthly rental Charges shall be billed monthly in advance and additional out of bundle Charges shall be billed monthly in arrears.
- (c) A request from the Customer to migrate a Service account or vary their subscription to the Service shall be deemed an authorisation to Etisalat to transfer all its respective credits, dues and obligations in relation to the Service.

### 8. CUSTOMER CREDIT, ADVANCE PAYMENTS & DEPOSITS

- (a) Please see Clause 13 of the General T&Cs (Business) for the customer credit, advance payment and deposit provisions that apply to the Service.
- (b) Etisalat will collect an advance payment to cover the cost of the connection, routers and one month's advance payment of the fixed monthly Charge before the Service is provided.

### 9. OTHER PROVISIONS

The following additional terms and conditions apply to the Service

- (a) Activation of the Service
  - (i) The availability of the Service is subject to a feasibility study carried out by Etisalat prior to providing the Service.
  - (ii) The Service access line will be installed for the Customer by Etisalat.
  - (iii) The Customer acknowledges and agrees that the Customer must have a router to be able to utilise the Service. The Customer may purchase a router from Etisalat or use their own compatible router. The Customer accepts and agrees that it is the Customer's responsibility to protect the router at all times.
  - (iv) Any Customer Equipment that the Customer is to install and use with the Service must be:
    - i. Technically compatible with the Service and must not harm Etisalat's Network or any other network; and
    - ii. Connected and used in line with any relevant instructions, standards and laws.
- (b) Internet domain name
  - (i) Etisalat will apply to the relevant regulatory body for the domain name on behalf of the Customer.
  - (ii) If the Customer ceases the Service or domain name for any reason, the Customer remains liable to pay the Charges relating to the domain name for the full period of its hire (currently the minimum period of hire for the domain name is 1 calendar year and domain name registration is being automatically renewed on a yearly basis).
  - (iii) As part of the Service the Customer may be able to set up their own web site(s). The Customer will be responsible for the material that the Customer or anyone else puts on the Customer's web site(s). The Customer must include its contact details (e.g. email address) clearly on its web site(s).

### 10. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

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.

### 11. TERMINATION BY THE CUSTOMER

- (a) If the Customer wants to terminate the Service, the Customer must give Etisalat 30 days' prior written notice.
- (b) The Customer acknowledges that, upon receipt of the Customer's termination notice, it may take up to 30 days to terminate the Customer's account.
- (c) If the Customer subscribed to a one-year package (see Clause 4(b)) and elects to terminate the Service before the end of the applicable Minimum Term (or any corresponding renewal of such Minimum Term), the Customer shall be obliged to pay an early termination charge to Etisalat, which shall amount to a one (1) month rental charge of the relevant one-year Service package.

### 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 communications channels stated in Clause 34 of the General T&Cs (Business).