



application form

# Business Quick Start (Managed Devices)

Welcome to Etisalat.

Please complete this form if you are applying for **Business Quick Start (Managed Devices)**. 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, Landline or Business Quick Start customers

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

Del/PABX      Account No.: .....

Business Quick Start      Account No.: .....

I want to Remove Call Select pre-configuration from my PABX, without any charge, to benefit from FREE Bundled minutes:

PABX Brand: ..... PABX Model: .....

## 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. Business Quick Start Packages

Please choose your package on 1 year commitment

| BQS package (Unlimited broadband) | No of Managed Devices*** | Minutes             | Bandwidth up to |          | Web Storage | Domain Name | Hosting               |                   | Anti-virus Licenses | Voice service (fixed line*) | Rental charges (AED/month)     | Post Commitment Rental**** (AED/Month) |
|-----------------------------------|--------------------------|---------------------|-----------------|----------|-------------|-------------|-----------------------|-------------------|---------------------|-----------------------------|--------------------------------|--|
|                                   |                          |                     | Downstream      | Upstream |             |             | No. of Virtual emails | Storage per email |                     |                             |                                |  |
| 150Mbps                           | 2**                      | 100 F2M<br>100 Intl | 150Mbps         | 15Mbps   | 100MB       | 1           | 20                    | 250MB             | 3                   | 1                           | <input type="checkbox"/> 1,095 | 1,395                                  |
| 200Mbps                           | 2**                      | 100 F2M<br>100 Intl | 200Mbps         | 20Mbps   | 400MB       | 1           | 30                    | 500MB             | 3                   | 1                           | <input type="checkbox"/> 1,475 | 1,775                                  |
| 300Mbps                           | 2                        | 100 F2M<br>100 Intl | 300Mbps         | 30Mbps   | 400MB       | 1           | 30                    | 500MB             | 5                   | 1                           | <input type="checkbox"/> 1,875 | 2,175                                  |
| 400Mbps                           | 2                        | 100 F2M<br>100 Intl | 400Mbps         | 40Mbps   | 1000MB      | 1           | 40                    | 1000MB            | 10                  | 1                           | <input type="checkbox"/> 2,475 | 2,775                                  |
| 600Mbps                           | 2                        | 100 F2M<br>100 Intl | 600Mbps         | 60Mbps   | 6000MB      | 1           | 180                   | 2000MB            | 30                  | 1                           | <input type="checkbox"/> 3,375 | 3,675                                  |

### \* Please choose the type of landline for your package:

Single telephone line       PABX (Total number of lines 1+ ..... )

- Per minute billing

- Bundled 100 International minutes can be used for calls to whitelisted destinations (as per the list at [www.etisalat.ae/biabinternationaldestinations](http://www.etisalat.ae/biabinternationaldestinations)). All other international calls shall be charged as per the destination-wise price list at [www.etisalat.ae/iddrates](http://www.etisalat.ae/iddrates)

- Fixed to Fixed call charges: Free (AED 0.15/min post consumption of 7,500 minutes FUP)

- Fixed to Mobile call charges: AED 0.30/min

- Exit charges during Minimum Term: One month of service rent + recovery of devices for the remaining contract duration (Formula detailed in Clause 9 of the T&Cs of this Application Form)

### \*\* The Managed Firewall is available only on the 150Mbps and 200Mbps packages.

#### Exit Penalty during 12 Month Commitment Post Initial Subscription

If the Customer terminates the Service before the end of the Minimum Term, the Customer shall be obliged to pay an early termination charge to Etisalat, which is calculated as: One Month Rental + (AED 200 x Number of Managed Devices x (Number of Remaining Contract Months - 1).

#### Exit Penalty during the 12 Month Commitment of the Annual Renewal Plan

If the Customer terminates the Service before the end of the Minimum Term, the Customer shall be obliged to pay an early termination charge to Etisalat which is calculated at One Month Rental.

### \*\*\* Bundled Managed device services details:

| Service Type   | Quantity (at no charge)  |
|--|--------------------------|
| <b>Managed Wi-Fi Service including set-up, installation and support</b><br>- Cisco Meraki MR33 Access Point with 802.11ac Wave 2<br>- Location analytics with built-in location heat maps<br>- Enhanced customer engagement with 2 SSIDs and customizable Splash page<br>- View Dashboards of utilization & user Statistics  | <input type="checkbox"/> |
| <b>Managed Firewall Service including set-up, installation and support</b><br>- SonicWall TZ350, a secure, sophisticated and widely deployed platform<br>- Intrusion prevention<br>- Web filtering and Application control<br>- Intuitive ease of use  | <input type="checkbox"/> |
| <b>Managed Digital Signage Service including installation and support</b><br>- High performance media player (Pickcel PIC100) to plug into any HDMI enabled TV screen<br>- Upload, edit and publish your content remotely<br>- Calendar view with better and clear visibility for content schedule management<br>- Monitor and manage device uptime and connectivity | <input type="checkbox"/> |

### \*\*\*\* Post Commitment Rental

Applicable only for existing Customers completing one (1) year commitment and communicated to Etisalat that they need to continue the service on a monthly basis instead of a yearly commitment. If Customer is on a post commitment rental and wants to terminate the service, fifteen days' notice needs to be provided.

### Penalty Free Service

Please note that this service can be canceled within 5 days from date of activation without any exit charges provided either of the below two conditions is satisfied.

- Technical issue: The service is not working as promised by Etisalat or is not in alignment with the T&Cs of the service
- Misinformation: The customer has been misinformed before signing the contract
- The bundled devices delivered to the customer are with all accessories and documentation in the original packing



# Terms and Conditions

## Business Quick Start (Managed Devices)

### 1. INTRODUCTION

These 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) "Access Point" means the networking hardware device through which a Wi-Fi device is connected to a wired network
- (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) "Computer Security Services" means a service consisting of the availability of anti-virus licenses from a specialist third party provider, which the Customer can acquire subject to the third party provider's applicable terms and conditions.
- (d) "Customer" means the person/entity who purchases or subscribes to the Service.
- (e) "Digital Signage Network" means the Customer's group of Media Players.
- (f) "Digital Signage Portal" means the website that the Customer may access to centrally control the content on the Media Players (<https://ds.etisalatdigital.ae/smb>). The Customer can upload, schedule and publish content to the Media Players and manage the Digital Signage Network.
- (g) "Domain Name" means the unique part of a network address that identifies it as belonging to a particular domain owned by the Customer on the internet.
- (h) "End-of-Life Support" means the final support that Etisalat will provide when the Managed Device no longer manufactured or supported by the Third Party Supplier which period will end upon expiry of the Term for existing Customers of the Managed Service
- (i) "End-of-Sale" means when Etisalat stops selling a particular device, because the Third Party Supplier has stopped manufacturing or selling it.
- (j) "Email Hosting" means an email service provided with respect to a domain name chosen by the Customer subject to a storage quota.
- (k) "Etisalat" means Emirates Telecommunications Group Company P.J.S.C.
- (l) "Firewall" means a network security device installed as customer premises equipment that monitors incoming and outgoing network traffic and decides whether to allow or block specific traffic based on a defined set of security.
- (m) "Fulfillment Partner" means the contractor appointed by Etisalat to deliver the installation, configuration, activation and ongoing support.
- (n) "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 35 of the General T&Cs (Business).
- (o) "Managed Device" means an Access Point, Firewall, Media Player or Managed Business Device as defined in Clause 2(s) herein below, provided by Etisalat as part of the Service.
- (p) "Managed Wi-Fi Service" means a cloud Wi-Fi solution described in Clause 3(e).
- (q) "Managed Firewall Service" means a Firewall solution as described in Clause 3(f).
- (r) "Managed Digital Signage Service" means the cloud digital signage service described in Clause 3(g).
- (s) "Managed Business Device" means managed laptop, managed tablet or managed smartphone as described in Clause 3(h).
- (t) "Managed Device Services" means Managed Wi-Fi Service, Managed Firewall Service or Managed Digital Signage Service as detailed in Clause 10.
- (u) "Fulfillment Partner" refers to a Fulfillment Partner/ agency engaged by Etisalat to handle the installation and support services.
- (v) "Minimum Term" has the meaning given to it in Clause 4(e).
- (w) "Service" means the Business Quick Start service, as described in more detail in Clause 3.
- (x) "Service Application Form" means the Etisalat approved medium through which the Customer indicates the intention to purchase or subscribe to the Service(s), and includes physical forms and applications made online or through voice calls or Etisalat designated accounts managers and, if attached, any applicable commercial schedules, or a proposal submitted by Etisalat to Customer for the provision of the Service(s), that shall govern the provision and use of Service(s) or each of the individual Services to be provided by Etisalat to Customer.
- (y) "Third Party Supplier" means the contractor appointed by Etisalat for the provision of the integrated hardware, software and cloud services solution for the Managed Digital Signage Service.
- (z) "Value Added Services" means additional services made available by Etisalat that the Customer can purchase from Etisalat as specified in the Application Form. Value Added Services include but are not necessarily limited to, Domain Name, Web Hosting, Email Hosting, Devices and basic Computer Security Services as well as additional value-added services that Etisalat may make available to the Customer from time to time and at its discretion.
- (aa) "Web Hosting" means the hosting service, where Etisalat hosts the Customer's website or webpage.

### 3. SERVICE DESCRIPTION

- (a) The Business Quick Start Service is a service consisting of an integrated solution for business customers offering a converged solution for: (i) voice telephony ("Voice Line"); (ii) broadband internet ("High Speed Internet"); and (iii) Managed Devices at the Customer's site. The Service includes also Email Hosting, Domain Name and Web Hosting.

- (b) The Service is offered in and includes a number of variations ("Service Packages") defined in the Service Application Form, including: (i) different bandwidth options for High Speed Internet; (ii) different packages for Voice Line connections ("Single" and "Multi"); (iii) option to select the number of Managed Devices; and (iv) Value-Added Services. The Customer can select the applicable preference in the Service Application Form.
- (c) The Service requires that a Customer subscribes to at least one (1) Voice Line connection and one (1) High Speed Internet connection.
- (d) The Voice Line and High-Speed Internet connections will be installed for the Customer by Etisalat subject to the applicable installation Charges.
- (e) Etisalat will deliver to the Customer one (1) or more Managed Devices depending on the number of Managed Devices ordered by the Customer. The Customer may request additional Managed Devices, which shall be charged according to the add-on Charges communicated to the Customer upon request, approved by the Customer and billed additionally.
- (f) **Managed Wi-Fi Service**
- The Managed Wi-Fi Service is an integrated hardware, software and cloud services solution that is powered by Cisco Meraki (the "Third Party Supplier"). The Managed Wi-Fi Service consists of: (i) a Cisco Meraki Access Point(s); and a (ii) cloud-managed networking architecture, including a web-based dashboard (the "Dashboard") that enables the Customer to manage the network. To make use of the Managed Wi-Fi Service, the Customer shall be required to agree and sign applicable terms and conditions made available by Cisco Meraki.
  - The Customer understands and acknowledges that the Wi-Fi performance may vary from site to site and might be affected by concrete structures, wall partitions, steel doors, metallic surfaces, temperature, humidity, environmental factors and other equipment in the Customer's site. Etisalat may recommend the Customer to switch-off the built-in Wi-Fi in Customer's ADSL gateway or router to prevent signal interference and radio frequency pollution at Customer's site.
- (g) **Managed Firewall Service**
- The Managed Firewall Service is an integrated hardware and software solution that is powered by SonicWall (the "Third Party Supplier"). The Managed Firewall Service consists of: (i) Firewall to protect Customer's resources and assets from various security threats/ attacks arising from the connection to the Internet or within the IP VPN base network of the Customer; (ii) Firewall license subscription; (iii) One-time standard installation; and (iv) On-going remote support.
  - Ongoing remote support Service Level Objectives (SLOs) as per below table:
- | Type                      | Service Window (UAE Time) | Acknowledgement time | Resolution time  | Quantity        |
|---------------------------|---------------------------|----------------------|--|-----------------|
| Normal Change Requests    | 8:30 AM - 6 PM Sat - Thu  | 4 Business hours     | 24 business hours post acknowledgement   | One per quarter |
| Emergency Change Requests | 8:30 AM - 6 PM Sat - Thu  | 1 Business hour      | 1 hour post acknowledgement, depending on the incident evaluation - complexity and criticality | Unlimited       |
- \*Emergency - Any request is classified as an emergency request, only if there is any cyber security attack impacting business, otherwise all the requests shall be defaulted to normal change request.
- Managed Firewall Service is only available with the Service Packages at 150Mbps and 200Mbps (downstream) as detailed in the Application Form.
  - In case of upgrade to higher bandwidth Service Packages, customer may face degraded performance on the Firewall.
  - In case of downgrade to lower bandwidth Service Packages with only one Managed Device, the Managed Firewall Service shall be terminated.
  - Customer shall own the admin login credentials to the Firewall and shall be solely responsible for the configuration of the Firewall. Customer acknowledges that Etisalat will consider any holder of the admin log in credentials who successfully logs in to the Firewall as an authorized representative of the Customer who is duly authorized to require configuration changes. Etisalat shall not be required to carry out any further verifications where there has been a successful log in using the Customer's admin log in credentials.
  - If Customer requires configuration changes of the Firewall, the Customer shall contact Etisalat to request such changes. Customer shall log in to the Firewall with his credentials and Etisalat/ Fulfillment Partner will make the configuration changes remotely.
  - If the Customer is no longer in possession of the login credentials to the Firewall for any reason, Etisalat cannot make configuration changes and support the Firewall at all. In that case, Customer needs to contact the Third Party Supplier support helpline to reset the credentials before contacting Etisalat.
- (g) **Managed Digital Signage Service:**
- The Managed Digital Signage Service is an integrated hardware, software and cloud services solution provided by the Third Party Supplier. The Managed Digital Signage Service consists of: (i) Media Player to plug into any TV screen via HDMI cable ("Media Player"); (ii) Remote content management; (iii) Pre-scheduling of content and marketing campaigns and automated reports of the content played over the Digital Signage Network.

- Cloud storage capacity per Media Player is 1GB.
  - The Customer shall be required to read and accept the applicable terms and conditions on the Third-Party Supplier's website, which can be found on the following domain: <https://www.pickcel.com/terms.html>
- (h) **Managed Business Devices:**
- Managed Business Device refers to managed laptop/managed smartphone/managed tablet provided by Etisalat to the Customer as part of the Service.
  - Managed Business Devices provided by Etisalat under the Service are enabled with the device management feature.
  - The device management feature of these Managed Business Devices allows Etisalat to remotely send notifications and suspend the usage of the Managed Business Device(s) in the event of default in payment of the monthly bill as described in clause 8 (b).
- (i) **Domain Name**
- Etisalat will apply to the relevant regulatory body for the Domain Name on behalf of the Customer at no additional cost to the Customer during the Term of the Agreement
  - Minimum period of hire for the domain is one (1) year.
  - The Domain Name shall be renewed on an annual basis at no additional cost to the Customer during the Term of the Agreement.
  - The provision of a Domain Name shall be subject to the applicable rules relating to domain name registration and/or renewal and the procedures and/or rules of the relevant regulatory body applicable from time to time.
- (j) **Web Hosting:** As part of the Web Hosting Service, the Customer may be able to set up its own website(s). The Customer will be responsible for any content or material that the Customer or anyone authorized by the Customer publishes on the Customer's website(s). The Customer shall include its contact details (e.g. email address) clearly on its website(s). Etisalat accepts no responsibility or liability whatsoever in relation to any Customer website(s) set up using the Service.
- (k) **Email Hosting:** The Email Hosting service is provided subject to a storage quota communicated by Etisalat. Once the Customer meets or exceeds the quota, the incoming emails will be returned to the sender as undeliverable. Etisalat accepts no responsibility or liability whatsoever in relation to the Customer's use of the Email Hosting Service, including the content of any incoming or outgoing emails.

### 4. COMMENCEMENT & DURATION

- (a) Etisalat reserves the right to reject any submitted Service Application Form for any reason or no reasons, whether previously accepted by Etisalat or not.
- (b) The Agreement is valid and binding on and from the date on which it is submitted to and accepted by Etisalat (the "Effective Date") and remains valid as long as Etisalat is providing the Service (or a component thereof) to the Customer, or until terminated in accordance with its provisions ("Term").
- (c) The Agreement has a minimum term of one (1) year ("Minimum Term"), which starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date").
- (d) No later than seven (7) days before the expiry of the Minimum Term, the Customer may choose to: (i) terminate the Service; or (ii) renew the Agreement for further subsequent terms of one (1) month ("Monthly Renewal Plan") or one (1) year ("Annual Renewal Plan") each. In the event that before the end of the Minimum Term, the Customer does not indicate a preference or does not terminate the Agreement, the Agreement is automatically renewed for one (1) year for which the Annual Renewal Plan Charges shall apply as specified in the Application Form.
- (e) Customers subscribed for a Monthly Renewal Plan may migrate to an Annual Renewal Plan by contacting Etisalat according to Clause 11 of these Terms. The monthly rental Charges shall be calculated on a pro rata basis from the date at which the change between the Monthly Renewal Plan and Annual Renewal Plan is actually affected by Etisalat. No additional installation Charges apply.
- (f) Without prejudice to the foregoing, each Managed Device has a minimum commitment period of one (1) year calculated from the date of delivery/ installation of the Managed Device ("Managed Device Commitment Term").

### 5. 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.

### 6. CHARGES, BILLING & PAYMENT

- The Service includes 100 minutes for national fixed to mobile usage and 100 minutes of calls to international direct dialing destinations. A full list of eligible destinations is available on [www.etisalat.ae](http://www.etisalat.ae) or by contacting Etisalat according to Clause 11 of these Terms.
- Once the minutes have been consumed, the Customer will be charged the standard rates charged on a per-minute billing pulse. Fixed-to-international calls will be charged the standard 24x7 off-peak fixed-to-international charges.
- Downgrading the bandwidth does not restart the Minimum Term. The monthly rental Charges shall be calculated on a pro rata basis from the date at which the bandwidth downgrade is actually affected by Etisalat.
- The Customer can upgrade the bandwidth speed category at any time during and after the Minimum Term without incurring additional installation Charges. However, in the event that the upgrade in the bandwidth requires the addition of one (1) or more Managed Devices, the Managed Device Commitment Term shall apply for the additional Managed Devices.
- Please see Clause 12 of the General T&Cs (Business) for the charges,

billing and payment provisions that apply to the Service.

- (f) The monthly rental Charges will be calculated on a pro rata basis from the Activation Date until the end of the first billing period. Thereafter, starting from the next billing cycle, the full monthly rental Charge will apply.
- (g) If the Service is terminated before the completion of any month, the bill covering the final billing period will be calculated on a pro rata basis from the beginning of the month until the date of the Termination of the Service.
- (h) The applicable monthly rental Charges shall be billed monthly in advance and any usage Charges not covered by the applicable monthly rental Charges shall be billed monthly in arrears.

## 7. 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.

## 8. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

- a) Please see Clause 18 of the General T&Cs (Business) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.
- b) Managed Business Devices – Temporary Suspension
- Non Payment: In the event that the Customer defaults in the payments to Etisalat, Etisalat shall temporarily suspend the Managed Business Device from any type of use. The device shall be unsuspended only after the outstanding payments are cleared.
  - Effect of Suspension: Customer will remain liable for all fees incurred before or during the suspension.
  - Once the payment is cleared, Etisalat may take up to five (5) days to restore the Customer's access to the Managed Business Device Service. Customer may contact Etisalat business care number 800 5800 after the payments are made for support on restoring the access.

## 9. TERMINATION BY THE CUSTOMER

- a) If the Customer wants to terminate the Service, the Customer must give Etisalat prior written notice before the expiry of the then-current term as follows: (i) fifteen (15) days' notice in case of termination during the Minimum Term; and (ii) fifteen (15) days' notice in case of termination of the Monthly Renewal Plan or Annual Renewal Plan. For the avoidance of doubt, termination of the Service will result in termination of all the elements of the Service as specified in Clause 3(a) (Voice Line, High Speed Internet, Managed Wi-Fi Service, Managed Firewall Service, Managed Digital Signage Service, Managed Business Device, Email Hosting, Domain Name, and Web Hosting Services).
- b) Upon Termination of the Agreement, if the Customer wishes to keep the Domain Name, the Customer shall subscribe to the Domain Name Service by completing the relevant Application Form. The annual charges for the domain service shall be as specified in the Application Form.
- c) The Customer acknowledges that, upon receipt of the Customer's termination notice, it may take up to fifteen (15) days' to terminate the Customer's account.
- d) In the event of termination during the Minimum Term, the Customer shall be obliged to pay an early termination charge to Etisalat, in accordance with the following calculation:
- The equivalent of one (1) month in monthly rental Charges; and
  - Charges for the Managed Devices provided to the Customer shall be calculated as follows: AED 200 X (number of remaining months – 1) of the Managed Device Commitment Term of the terminated Managed Device. In the event of multiple Managed Devices, the applicable Charges will be the sum of the calculations for each Managed Device.
- e) In the event of termination of the Agreement after the Minimum Term but before the Managed Device Commitment Term, the applicable early termination charge shall be calculated as follows: AED 200 x remaining months of the Managed Device Commitment Term of the terminated Managed Devices.
- f) In the event of termination of the Annual Renewal Plan before the end of the then-current term, an early termination charge equivalent to one (1) month of monthly Charges will apply.

## 10. OTHER PROVISIONS

### INSTALLATION

#### Managed Device Services

- a) Installation, activation and ongoing support shall be provided by Etisalat's Fulfilment Partner.
- b) Etisalat will coordinate with Customer to obtain all relevant information needed to carry out standard installation and configuration of the Managed Devices.
- c) Customer shall ensure site readiness to ensure no delay occurs for installation of the Service. Customer site readiness shall include but not be limited to the internal structured cabling, main power supply, proper ventilation or air conditioning, rack mounting cabinet and the safety environment of all installed Etisalat equipment at the Customer's site.
- d) Delivery and installation of Managed Devices will be carried out within three (3) to five (5) business days from the date the High-Speed Internet is provisioned. Etisalat delivery dates are an estimate based on current lead times. Etisalat will use commercially reasonable efforts to deliver the Managed Devices as agreed between the Parties and specified in the Agreement.
- e) If Customer delays result in delay in delivery of the Service for more than thirty (30) calendar days from the agreed delivery date, Etisalat will cancel the Service Application Form and the Customer will be liable for early termination charges.
- f) Installation and subsequent relocation/ shifting of the Services shall only be carried out during normal business hours (Sunday to Thursday: 8:00 AM – 2:00 PM / 3:00 PM – 6:00 PM) and shall not be carried out during public holidays.

#### Installation for Managed Wi-Fi Service

- (a) As part of the Service, Etisalat/Fulfilment Partner will carry out the following installations:
- Install the Access Points in scope, including cabling from Access Points to nearest available Ethernet port with an active route to the Internet and trunking of this cable. Installation will cover up to forty (40) meters of Ethernet cable. AC power adapter will be provided for each Access Point. The Customer is required to make available to Etisalat a power outlet for AC adapter. Additional cabling or passive work may be charged to the Customer at a cost which shall be agreed between the Customer and the Fulfilment Partner, depending on the scope of the work required to be carried out;
  - Configuration of the Wi-Fi login page, which Etisalat can customize. During the installation of the Managed Wi-Fi Solution the Customer can provide Etisalat with images/URL which Etisalat can use to customize the guest Wi-Fi login for the Customer; and
  - Setting up of user accounts through which end users identified by the Customer can access a read-only version of the Dashboard.
- (b) Customers are entitled to 10 free configuration changes per Access Point per month. Any additional configuration and network changes shall be subject to additional charges, which the Customer shall have to negotiate directly with the Fulfilment Partner.

#### Installation for Managed Firewall Service

- a) As part of the Service, Etisalat/Fulfilment Partner will carry out the following standard installation and configuration ("Standard Installation"):
- Install and configure the Managed Firewall Service including, cabling from Firewall to the nearest router or gateway. Etisalat will provide a power adapter for each Firewall.
  - Admin password policy enforcement, intrusion prevention, application control, Domain Name System (DNS) rebinding protection, flood protection, creating access rules, setting logging level and enforcing content category based web-filtering profile.
- b) The Customer is required to make available to Etisalat/Fulfilment Partner a power outlet for AC adapter. Additional cabling or passive work may be charged to the Customer directly by the Fulfilment Partner.
- c) If, at the time of the initial installation, the Customer requires installation and configuration activities exceeding the Standard Installation ("Custom Installation"), the Customer shall engage the Fulfilment Partner or its own third party to carry out such Custom Installation at the Customer's cost.
- d) If, after the initial installation, the Customer requires additional onsite visits, the Customer shall engage the Fulfilment Partner or its own third party for such visits. Any additional onsite visits may be subject to additional charges, which the Customer shall have to negotiate directly with the Fulfilment Partner or its own third party.

#### Installation for Managed Digital Signage Service

- (c) As part of the Service, Etisalat/Fulfilment Partner will carry out the following:
- Installation of the Managed Digital Signage Service including, cabling from the Media Player to the nearest available Wi-Fi access point. Power adapter and WIFI antenna shall be provided for each Media Player. The Customer is required to make available to Etisalat a power outlet for AC adapter no longer than one (1) meter from the screen. HDMI cable shall be provided by Etisalat (up to one (1) meter). Additional cabling or passive work may be charged to the Customer.
  - Configuration of the provided Media Player(s) which includes, connecting the Media Player(s) to the Wi-Fi/ LAN, mapping the Media Player(s) to Third Party Supplier's portal, grouping and naming the Media Player(s) in accordance with the Customer's preferences.
  - Setting up user accounts through which end users identified by the Customer can access the Digital Signage Portal.
  - Brief training to the customer on how to use the Digital Signage Portal to perform the below activities:
    - Uploading content to the library
    - Content management
    - Scheduling and pre-scheduling content
    - View reports

#### Limitation of Liability

- a) Etisalat shall not be liable for the performance of the Firewall in any case, specifically: 1) any new occurrence of intrusion attack/virus patterns; 2) failure to provide detection and mitigation due to attributes which are beyond any reasonable control of Etisalat; 3) degraded performance caused by technical faults of the Customer's network or by configuration changes beyond the Standard Installation; 4) any faults or defects caused due to a change in the way the Customer uses the Service or any part of it; 5) any Force Majeure Event as defined in Clause 23 of the General T&Cs (Business).
- b) Firewall configuration offered by Etisalat will be based on Standard Installation in accordance with the Third Party Supplier's best practices, the Customer agrees that Etisalat shall have no liability for any cost, damage or loss or expenses or costs resulting from third party claims.
- c) Custom Installation, configuration changes or addition of more devices to Customer's network may result in performance degradation. The Customer agrees that Etisalat shall not be held liable or responsible for such performance degradation, fault, or error. Furthermore, Etisalat shall have no liability for any cost, damage or loss or expenses or costs resulting from third party claims.
- d) Etisalat shall not be liable for any security incident or breach in the Customer's network and brought as claim or complain by a third party. Etisalat shall not be responsible or liable for any material, data or information contained in any third-party content that violate(s) any applicable law or regulation.

- e) Etisalat disclaims all liability whatsoever to the customer and any third party, for any loss or unavailability of data whatsoever caused including without limitation, any non-delivery, misuse/ mis-delivery or for any interruption/ suspension of the Service or for its contents/ accuracy/ quality of information made available/ received/ transmitted.
- f) Any misuse or abuse of the Service and any breach or violation of the terms of the Agreement shall be at the sole risk of the Customer. The Customer shall indemnify and hold Etisalat harmless from and against any and all claims, liability, losses, damages, costs and expenses incurred by Etisalat resulting directly or indirectly from Customer's breach of the terms of the Agreement or associated with such third party claims. However, nothing herein shall be taken or understood as either: (i) prohibiting Etisalat or restricting its right to initiate such criminal or civil proceedings as it may deem appropriate against the Customer (ii) restricting Etisalat's right to terminate the Agreement.
- g) The Customer will be solely liable for any loss as a result of negligence on the part of the Customer.
- h) Etisalat shall not be liable for any damage caused by errors or omissions in any information, instructions or scripts provided to Etisalat by the Customer or a third party in connection with the Service, or any actions taken by Etisalat at Customer's instructions.
- i) Etisalat shall not be liable for any rebates/refund to the Customer or a third party on applicable charges should an intrusion attack the Customer's Firewalls.
- j) Etisalat will not be liable to the Customer or any third party for damages or otherwise for the loss or damage occasioned by the total or partial interruption or disconnection of the Service.
- k) In no event Etisalat shall not be liable to the Customer or its employees, directors, agents, contractors, customers or any third party for loss of revenue or other economic loss or any indirect, incidental, punitive or consequential loss whether arising in contract, tort or otherwise.
- l) This clause (Limitation of Liability) shall survive the premature cancellation, termination and/or expiration of the Agreement.
- m) Etisalat shall not be liable for the content offered by the Customer through the Managed Digital Signage Service. The Customer shall be fully responsible and liable for the content creation, scheduling and displaying on the connected screens.
- n) As part of the Customer's use of the Managed Digital Signage Service, the Customer may purchase, download or deploy third party products (including applications and application templates) (the "Third Party Products") subject to separate terms. If so, those separate terms shall govern the Customer's use of the Third Party Products. The Customer is responsible for reviewing, accepting, and complying with any third party terms of use or other restrictions applicable to the Third Party Products. Etisalat may provide billing and related services associated with the Third Party Products.
- o) Etisalat will not provide any support for the Third Party Products unless otherwise noted in special third party terms. Etisalat disclaims all express and implied warranties (including warranties of merchantability, fitness for a particular purpose, and non-infringement) for any Third Party Products.
- p) Etisalat reserves the right to suspend or terminate Third Party Products at any time, but will use commercially reasonable efforts to provide reasonable notice of that suspension or termination.
- q) For avoidance of doubt and notwithstanding anything in this Agreement to the contrary, Customer acknowledges and agrees that Etisalat does not operate or control in any way whatsoever:
- Changes introduced by Original Equipment Manufacturers (OEMs), Independent Software Vendors (ISVs) or any regulatory bodies.

#### Support for Managed Device Services

- r) In the event that a Managed Device (except for the Managed Business Devices) requires replacement during the term of this Agreement, Etisalat will replace the defective device within the next business day without any additional charges, provided that the device has not been altered or modified, in any way whatsoever, or suffered any abuse, misuse or mistreatment by the Customer and that any defects of the device are not attributed to the Customer or any third party.
- s) In the case of onsite hardware failures and upon the Customer's request, Etisalat may carry out an on-site inspection.
- t) The Customer understands that as part of its customer support, Etisalat may require remote access to the Managed Device, any Etisalat Equipment and the Customer-owned equipment. The Customer agrees to provide such remote access as may be required from time to time.
- u) Etisalat will inform the Customer of any of End-Of-Life support or End-Of-Sale for Managed Devices that are no longer manufactured by the Third Party Supplier. All affected models on End-Of-Sale will be supported until the end of the Term. Customers will be notified of the event of End-Of-Life support and upon such notification they shall contact Etisalat to plan and budget to move to more recent Managed Device models.
- v) Where the Managed Device has reached End-Of-Life support during the Term, Etisalat will replace the existing Managed Device at no additional cost.

## 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 35 of the General T&Cs (Business).

## 12. VALUE ADDED TAX

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

## Your Authorisation

I have read all the terms and conditions forming part of the entire contractual arrangement between EMIRATES TELECOMMUNICATIONS GROUP COMPANY P.J.S.C. and the company and I agree to the same.

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: .....