

application form M2M In-Vehicle WiFi Service



New Customer

Existing Customer

Customer Account No:

A - Company Details

SECTION 1 - COMPANY INFORMATION (UAE OFFICE)

Name of the Company:

Billing Address in UAE:

COMPANY CONTACT DETAILS IN UAE

Name of the Person (Authorized Person):

Title/Position of the Person:

Telephone No. (i.e. 04-1234567)

Fax No. (i.e. 04-1234567)

TECHNICAL CONTACT DETAILS IN UAE (will be set as Admin Account)

Name of the Administrator/Support Person:

Title/Position:

Mobile Number:

Office Telephone Number:

Email Address:

Address for Delivering the SIMs:

Remark:.....

B - Required Documentations

Section 1 - DOCUMENTATIONS

Notes:

- Required Documentation: 1) Power of Attorney of the signing person, 2) original valid UAE ID Card issued by the UAE's Emirates Identity Authority. 2) For UAE and GCC nationals, valid passport or UAE ID Card (for UAE nationals) or GCC national ID (for GCC nationals)
For non UAE and GCC nationals, valid foreign passport and valid UAE visa or residency with unified number issued from the UAE Ministry of Interior.3) Trade License.

C-1 - Type of Vehicles

Device Type and Quantity (Please tick box for your appropriate request and fill in the number of devices)

	Vehicle Type	Quantity
<input type="checkbox"/>	Light Commercial Vehicle (LCV: Hatchback, Sedan, Limousine)	
<input type="checkbox"/>	Heavy Commercial Vehicle (HCV: Bus, Mini-Bus)	

C-2 - Details of Wi-Fi Device:

Device Type and Quantity (Please tick box for your appropriate request and fill in the number of devices)		
	Device Type	Quantity
<input type="checkbox"/>	Device for LCV paid as one-time	
<input type="checkbox"/>	Device for HCV paid as one-time	
<input type="checkbox"/>	Device for LCV paid with 12 months instalments	
<input type="checkbox"/>	Device for HCV paid with 12 months instalments	
<input type="checkbox"/>	Device Maintenance and Support	

D - Data Plan per Vehicle:

<p>Note: Cannot mix data plans among vehicle Types. Example: For a fleet of 10 LCVs, you cannot select 5 vehicles for 5GB and 5 vehicles for 10GB.</p>	
<input type="checkbox"/>	5GB
<input type="checkbox"/>	10GB
<input type="checkbox"/>	25GB
<input type="checkbox"/>	50GB

NOTES:

I/We clearly understood that by completing this application form I/We conform to Etisalat's Terms and Conditions of M2M Control Center Services. The Terms and Conditions of this Service is an integral part of Etisalat's Terms and Conditions of the associated Services.

Signature of Applicant:	Company Stamp
Full Name of Applicant:	
Position in the Company:	Date:

For Official Use Only:

Issuing Etisalat Representative:

Title:

Contact Details:

Date:

Terms and Conditions

M2M In-Vehicle WiFi Service

This Application Form is subject to the following Service Specific Terms, attached to this Application Form and General Terms and Conditions, M2M Control Center Service Terms and Conditions that are published and updated from time to time on Etisalat's website www.etisalat.ae

1. General

- 1.1 In addition to the General Terms and Conditions for Etisalat Business Services (available at www.etisalat.ae), the following terms and conditions apply to M2M In-Vehicle Wi-Fi
- 1.2 These Service Specific Terms shall be deemed an integral part of the Agreement concluded with the Customer.
- 1.3 These Service Specific Terms supersede any previous terms regarding the same subject matter.

2. Specific terms for In-vehicle Wi-Fi:

2.1 Service Description

- 2.1.1 Etisalat as a Public Internet Access provider (PIAP) offers Public Internet Access Service through M2M In-Vehicle WiFi service.
- 2.1.2 Etisalat shall install a PIAP device, predominantly a wireless router that supports the necessary protocols to support Etisalat's Public Internet Access Service.
- 2.1.3 The PIAP device is installed in the Customer's vehicle that enables the customer to provide Public Internet Access that meets applicable end user authentication requirements.
- 2.1.3 The Service includes supply, installation, testing and commissioning by Etisalat. Maintenance and support of the Etisalat equipment will be provided during the warranty period.
- 2.1.4 Service will establish secure connectivity to M2M Control Center that is Etisalat's SIM Management Platform hosted in UAE.
- 2.1.5 The Wi-Fi service being offered does not provide security for access to the Internet. Etisalat is not responsible for the security of the Wi-Fi enabled device and any websites, including any corporate internet that is being accessed.
- 2.1.6 Etisalat provides a log-in as per standard security protocol and other than this, Etisalat does not provide security for access to the internet using its Wi-Fi service. Etisalat is not responsible for the security of the information transmitted or downloaded when using the Wi-Fi service.
- 2.1.7 The One Time Password (OTP) issued to user are strictly personal and cannot be shared. User takes responsibility for maintaining the confidentiality and at no time should share these access details.
- 2.1.8 User is not allowed to use the Wi-Fi service to indulge in high volume data transfers, especially for a sustained period of time. User should not host a web server or any other server or access someone else's Wi-Fi account.
- 2.1.9 User of the service acknowledges and agrees that the speed of the service may be reduced by various factors outside Etisalat's controls.
- 2.2.0 User is recommended to be especially careful when transmitting login credentials such as usernames, passwords, credit card details, mobile banking details and other sensitive and confidential content across the internet or Etisalat network without ensuring that necessary security precautions are in place with respect to the Wi-Fi enabled device, browser etc. Unencrypted information may be vulnerable to unauthorized interception in the internet.

2.2 Customer Responsibilities

- 2.2.1 Customer must identify and assign a fleet coordinator who will coordinate with the Service delivery team during the project.
- 2.2.2 Customer will provide support for any coordination between the Service delivery team and existing vendors of the Customer for fleet connection/integration of Etisalat equipment.
- 2.2.3 Customer will maintain its existing Customer equipment that are connected to the Etisalat equipment, as per standard maintenance and support guidelines of the equipment manufacturer.
- 2.2.4 All vehicles committed for the installation should be made available at a pre-agreed time and location.

- 2.2.6 Any failure by the Customer to comply with these responsibilities, its obligations herein, and/or the reasonable instructions of Etisalat may affect Service delivery and result in additional charges to the Customer.

2.3 Service Disclaimer

- 2.3.1 Vehicles are assumed to be operating within the UAE borders and any vehicle outside will not be covered by the In-Vehicle Wi-Fi Solution. The service may be available outside the UAE borders, however, additional roaming charges will be applicable.
- 2.3.2 Availability or accuracy of all Service features is subject to site conditions.
- 2.3.3 Etisalat will not take responsibility for any damage or alteration caused due to improper maintenance or wear and tear on the vehicle.
- 2.3.4 The Customer is responsible for damage to Etisalat equipment by the Customer or external third parties including but not limited to Customer's contractors, representatives or other third parties. The cost of repairing such damage or alterations will be borne by the Customer and will be charged to the Customer separately

2.4 Service Provisioning

- 2.4.1 The Customer is responsible for ensuring that Customer vehicles are available and ready for Etisalat equipment installation in accordance with Etisalat's instructions and the Customer will provide free access to Etisalat or its subcontractor to conduct the required work.
 - 2.4.2 Etisalat delivery dates mentioned in the pre-sales proposal stage are estimates based on lead-times at that point in time. Reasonable variations may occur in the dates for actual delivery of the Service.
 - 2.4.3 If the Customer delays delivery of the Service by more than 30 calendar days from the agreed delivery date, Etisalat may cancel the Service Order in which case the Customer shall be liable for early termination charges. Additionally, if a delay in Service provisioning is caused by the Customer, Etisalat will have the option to begin billing on the original delivery date plan.
- #### 2.5 Etisalat Equipment
- 2.5.1 Etisalat shall provide a one-year warranty against manufacturing defects for the installed Etisalat equipment from the date of delivery of the Etisalat equipment to the Customer site.
 - 2.5.2 Etisalat reserves the right to manage and control the access to Etisalat equipment as it may deem appropriate. No third party should access installed Etisalat equipment without Etisalat's prior approval.
 - 2.5.3 Upon expiry or termination of the Service the installed Etisalat SIM cards must be returned to Etisalat.

2.6 Minimum Term and Conditions

- 2.6.1 The service shall commence from the Service Activation Date, being the date of completion of installation and commissioning, or such later date as agreed between Etisalat and Customer.
- 2.6.2 The Service is available on a fixed term of one (1), year, which may be automatically renewed every year provided the Customer submits a new purchase order and a signed Customer Application.
- 2.6.3 If a Customer terminates subscription to the service, the Customer shall pay an early termination charge equal to monthly recurring charges of remaining balance remaining months.
- 2.6.4 The minimum term applies to each purchase order placed by the Customer.

2.7 Charges, Billing and Payment

- 2.7.1 A one-time charge or monthly recurring charge (option selected) for installation and commissioning of the Etisalat equipment (Wi-Fi devices) will be applicable. Data charges are applicable through a monthly recurring basis.
- 2.7.2 The Customer shall pay Etisalat the charges on a monthly basis and as specified in the monthly bills. Etisalat shall commence billing upon the successful installation and commissioning of each vehicle. Once installation and commissioning is completed for all the committed vehicles according to the pre-

agreed time frame, the billing cycle shall begin. The invoices will be sent to the Customer's billing address as per the Application Form following installation of the Service.

- 2.7.3 Other than the recurring charges, any subsequent Service request such as re-installation, change of vehicles etc. will incur a one-time charge, which will be available from the Customer's Etisalat Account Manager, upon request.
- 2.7.4 Failure by the Customer to settle any charges on time, may result in disconnection of the Service. In such case, the Customer will be responsible to pay any re-commissioning charges in addition to clearing any unpaid monitoring charges.
- 2.7.6 The Customer's failure to be ready due to any reason whatsoever during the agreed installation date, will incur a failed visit charge. In this case, Etisalat will have the option to begin billing all associated charges on the original installation/delivery date. Furthermore, Etisalat will not be liable for incomplete installation or unresolved faults as a result of the Customer's failure to have the vehicles ready as instructed.
- 2.7.7 With regard to Etisalat equipment supplied to the Customer, the Customer shall pay for any damage to such Etisalat equipment, beyond fair wear and tear. Where any Etisalat equipment is damaged as a result of any act or omission of the Customer, the Customer shall pay to Etisalat the cost of repairs of such Etisalat equipment.
- 2.7.8 The Customer will be liable to pay Etisalat's applicable charges on the return or replacement of Etisalat equipment if:
 - a. The return is due to a Customer ordering error; or
 - b. The Etisalat equipment has been damaged while in the Customer's possession.

2.8 Customer Obligations & Restrictions:

- 2.8.1 The Customer shall provide the Public Internet Access Service only through the PIAP Device and provided that the PIAP Device is fully operational so as to facilitate the required end user authentication
- 2.8.2 The Customer shall not in any way tamper with the PIAP Device or attempt to bypass the PIAP Device
- 2.8.3 The Customer shall enable Etisalat to make any changes to the PIAP Device as may be required, in Etisalat's sole discretion, to meet the applicable end user authentication requirements and other legal requirements
- 2.8.4 The Customer shall notify Etisalat immediately of any malfunction of the PIAP Device and, unless advised otherwise by Etisalat, shall suspend the provision of the Public Internet Access Service until the PIAP Device becomes fully operational.

2.9 Cancellation of the Service

The Customer is entitled to terminate the Service by giving a minimum of 30 days' prior written notice to Etisalat. In order to avoid early termination charges the Customer should provide its notice 30 days prior to the expiry of the minimum term or renewal term as applicable.

3.0 Contact

For more information, visit www.etisalat.ae/m2m or write to m2m@etisalat.ae.