

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 for the requisite minimum term:

Option 1: One-year Service Package

Option 2: One-month Service Package

BS Package (Unlimited broadband)	Bandwidth Up to		Hosting			Antivirus	Rental Charges [AED/month]	
	Downstream	Upstream	Web Storage	No. of Virtual Emails	Storage per Email	License	One- year package	One- month package
80 Mbps	80 Mbps	8 Mbps	NA	NA	NA	1	820	975
150 Mbps	150 Mbps	15 Mbps	75MB	10	200MB	2	1,050	1,250
250 Mbps	250 Mbps	25 Mbps	100MB	20	250MB	3	1,225	1,460
450 Mbps	450 Mbps	45 Mbps	400MB	30	500MB	5	1,525	1,820
650 Mbps	650 Mbps	65 Mbps	1GB	40	1GB	10	2,025	2,420
900 Mbps	900 Mbps	90 Mbps	6GB	180	2GB	30	2,995	3,595

Exit Charges are applicable for termination of the One-year Service Package during the Minimum Term equivalent to one (1) month rental charge.

'Installation: AED 200 as one-time charge'

'For After Sales Support, please call 8005800 (SMB) or 8009111 (ES) toll free'

Add-on

eStore

I want to subscribe to the Free eStore add-on with the BusinessSuper subscription

- Comprehensive online tool for website, eShop and online payments
- Select from 80 different SMB/Retail verticals and over 100+ templates to design a website suited to your business
- Intuitive and easy to use UI for designing and editing your website, both from desktop/laptop and mobile devices
- Easy online store builder with unlimited product catalogue

Additional Antivirus Licenses

Enter quantity of Antivirus licenses required:

Premium Antivirus license (PC, Laptops and Mac) @ AED 4/month

Server Antivirus license (Windows and Linux) @ AED 4/month

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

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 domainae OR

I want a new .ae domain at no cost

1st choiceae

2nd choiceae

3rd choiceae

I. Modem

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

L. Required Documents

1. Trade License

4. Establishment Card (New customers only)

2. Valid passport copy / Emirates ID of the sponsor/partner

5. TRN Certificate

3. Power of Attorney of the signing person

For Official Use Only

Issuing Etisalat Representative: Title:

Contact Details:

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 35 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 further 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 (i) one (1) month (in case of One-month Package) or (ii) 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 same monthly rental Charges for the One-month Package apply.
- (d) Upgrading bandwidth during and after the Minimum Term is possible without any additional installation Charges.
- (e) 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.
- (f) If the Customer downgrades bandwidth during the Minimum Term, the Customer shall pay to Etisalat the downgrade charges.
- (g) The following applies to the One-year Package:
 - (i) The Minimum Term is one (1) year (i.e. twelve (12) consecutive months) from the Activation Date.
 - (ii) After the completion of the Minimum Term, and unless terminated by the Customer in accordance with Clause 11 – Termination, the Service and the Agreement shall continue on a monthly rolling basis.

If, following the completion of the Minimum Term, the Customer does not wish to continue using the Service as described above, the Customer can terminate the Agreement in accordance Clause 11 – Termination, without incurring any early termination Charges.
 - (iii) During and after the Minimum Term, in case of continuation of the Service, the same monthly rental Charges for the One-year Package, shall apply.
 - (iv) Upgrading bandwidth during and after the Minimum Term, in case of continuation of the Service, is possible without any additional installation Charges.
 - (v) Notwithstanding the below, upgrading or downgrading bandwidth does not restart the Minimum Term. The respective monthly rental Charges will be prorated from the date on which bandwidth upgrade or

downgrade, as applicable, is actually effected by Etisalat

- (vi) If, however, the Customer downgrades bandwidth before the completion of 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 by the Customer.
- (g) The following applies to migration from a One-month Package to a One-year Package:
 - (i) If the Customer wishes to switch from a One-month Package to One-year Package, the Customer shall subscribe to the One-year Package, without the need to give prior notice and without incurring any additional installation Charges.
 - (ii) The monthly rental Charges corresponding to the respective One-year Package will be calculated on a pro rata basis from the date on which the change between the One-month Package and the One-year Package is actually affected by Etisalat.
 - (iii) The Minimum Term corresponding to the respective One-year Package shall start on the same date as referred to above.
- (h) The following applies to migration from the One-year Package to the One-month Package:
 - (i) If the Customer wishes to switch from a One-year Package to a One-month Package, the Customer shall migrate to the One-month Package, without the need to give prior notice and without incurring any additional installation Charges.
 - (ii) However, if the Customer switches from the One-year Package to the One-month Package before the completion of 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 by the Customer.
 - (iii) The monthly rental Charges corresponding to the respective One-month Package will be calculated on a pro rata basis from the date on which the change between the One-year Package and the One-month 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 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.
- (c) 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.
- (d) 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.
- (e) 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 (i) the cost of the connection, (ii) routers and (iii) the first monthly rental Charge, before the Service is provided.

9. OTHER PROVISIONS

The following additional terms and conditions apply to the Service

- (a) Activation of the Service
 - 1. The availability of the Service is subject to a feasibility study to be carried out by Etisalat prior to providing the Service.
 - 2. The Service fixed access line will be installed for the Customer by Etisalat.
 - 3. 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.
 - 4. 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) If the Customer chooses to use a domain name registration service from Etisalat this means that Etisalat will apply to the relevant regulatory body/ registration entity for the domain name on behalf of the Customer.
 - (ii) If the Customer ceases the Service or the domain name service for any reason, the Customer remains liable to pay the Charges relating to the domain name for the full period of its registration (currently the minimum period of registration for the domain name is one (1) calendar year and the 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 18 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 at least 15 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, 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 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 35 of the General T&Cs (Business).

13. VAT

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

Your Authorisation

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

Name of Applicant:

Position/Title in the company: Date of application:

Signature of Applicant	Company Stamp
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