
Welcome to Etisalat

Please complete this form if you are applying for Audio Conferencing Service – for business only.

Documents required

- Copy of valid Trade licence.
- Copy of power of attorney (if applicable).
- Passport copy of owner.
- Tenancy contract/premises ownership/proof of right of occupation.

1- Company details

Company name: _____

Contact person: _____

Tel No: _____ Mobile No: _____ Fax: _____

P.O. Box: _____ Emirate: _____ Email: _____

2- Address

Emirate: _____ Street: _____

Building: _____ Flat No: _____

Any Tel No in the same building

Bill: _____ English Arabic

Billing address: P.O. Box: _____ Emirate: _____

Please ask Etisalat sales person to give you the Service Administration Card.

Please read the terms and conditions at the back of the application before you sign.

I/We agree with the Audio Conferencing Service terms & conditions on the back.

Customer Signature

TERMS & CONDITIONS

1. Definitions

In these terms and conditions the following words and expressions shall have, unless the context otherwise requires, the meanings assigned to them as specified in this section "Definitions":

- 1.1 Audio Conference Service: means a telecommunications facility provided by Etisalat to many concurrent participants attending a virtual meeting whereby the participants are able to dial into the conference or the Audio Conferencing Service customer to dial out the other participants through the Etisalat Audio Conference Service System (hereinafter referred to as the "System").
- 1.2 Customer: means organisations, corporations, companies and other business entities registered within the United Arab Emirates who are intending to utilise the System for conducting virtual conferences with participants within or outside the United Arab Emirates.
- 1.3 Participant: means any person invited to participate in the virtual telephone conference through the Etisalat Audio Conference System either by dialing into the system or the system dialing the person either within or outside the United Arab Emirates.
- 1.4 Service: means the Audio Conference Services provided by Etisalat through its Audio Conference Service System more fully described in the Service Description provided here below.
- 1.5 Chairman/Initiator: means the leading Participant appointed by the Customer to conduct the virtual meeting through the Etisalat Audio Conferencing System. **The Customer shall specify the name and contact details of the Chairman while registering for the Service.**

2. Service Description

- 2.1 This Service will allow organisations to conduct virtual meeting between its clients/customers/staff both in the UAE and internationally. These meetings may be set up on demand basis, or may be pre-scheduled. The Service will support dial in (where participants call the system) and dial out (where the system calls the Participants).
- 2.2 The Customer requests the service from Etisalat Business Centres or Etisalat Regional Sales Offices. However the service will be managed by Customers through accessing the Service Administration Card. The Customer will be able to schedule meetings, set up for dial in or dial out and may mute, drop and add new participants to a meeting as needed. The Service also enables meetings to be partially or fully recorded. In such cases an automated announcement will advise all participants that the meeting is being recorded.
- 2.3 When using the Service in the dial in mode, Etisalat will provide Customers with a telephone number that participants will use to dial in to the system.

3. Service Utilisation Procedures

- 3.1 Customers shall request for the Service through Etisalat Business Centres or Regional Sales Offices.
- 3.2 All Customers registering for the Service shall be duly registered business entities having valid licences for operation within the United Arab Emirates.
- 3.3 A Service Administration Card includes a user ID and password will be given in numbers randomly to the Customer.
- 3.4 Customer has the option to change the password from the service website free of charge or from Etisalat Business Centre by paying AED 50 per change.
- 3.5 The Chairman/Initiator of the virtual meeting shall have to provide the Participants with the password through the service website or the Chairman/Initiator will have to dial out to include the Participant in the virtual meeting on the Audit Conference System. No Caller shall be allowed to join the Audio Conference on his own with out such authorisation.
- 3.6 The Service will be available only to business Customers as clearly indicated in the definition of the term Customer above. All Clients/Customers shall be required to provide documentary evidence for identifying themselves while applying for the Service prior to allocation of the password.

- 3.7 This Service shall be utilised for moral and ethical requirements only and shall adhere strictly to all prevailing laws of the United Arab Emirates. The utilisation of the Service shall be suitable for all audiences in the UAE.
- 3.8 This Service shall not be utilised for Chatting.
- 3.9 The availability of the Service for virtual meetings is not guaranteed as arranging all the time. This is dependent on the System capability and time.
- 3.10 Customers are allowed to apply for more than one Audio Conferencing Service.
- 3.11 The Customer requesting and registering will be the host of the Services and shall be liable to pay all the calls charges of dial-out from the service website and from the 800 number dedicated for the Chairman/ Initiator.
- 3.12 The Customer will have to share the call charges with the callers in the 600 number.
- 3.13 Etisalat will endeavour to provide the Service with due skill and care, but cannot guarantee the Service to be fault-free in performance. Etisalat may, due to matters outside its control or for technical reasons, amend the Service provided. However Etisalat will serve reasonable notice of any change of Service, where possible.

4. Service Usage Conditions

The Service is provided to the Customer as per the following terms and conditions:

- 4.1 The Customer shall not use the Service for any illegal, fraudulent, immoral or improper purpose, or for sending or receiving any communication which is of an offensive, abusive, menacing, indecent, obscene or threatening nature or let anyone else use the Services for any of these purposes.
- 4.2 The Customer shall not use the Service to make calls or allow others to use the Services to make calls that cause any nuisance, annoyance or inconvenience to anyone.
- 4.3 The Customer shall not use the Service by attaching any device to Etisalat equipment and/or Network or use any procedure to avoid, evade or reduce payment of our charges or let anyone else do so.

5. Billing and Payment

- 5.1 The usage charges, Connection and Monthly Rental and any dial-in / dial-out charges shall be billed to the Customer's Name and Account. The Customer shall be liable to pay such bills within the time specified in such bills.
- 5.2 The bills are generated periodically according to the Etisalat monthly billing cycles. Such bills shall contain the Service and usage charges as any charges pertaining to the Service. These bills are generated in arrears of the previous month and it might also contain any charges which Etisalat are not billed for any previous billing cycles.
- 5.3 The Service booked/registered by the Customer shall be billed to the Customer irrespective of whether the Service was used by the Customer or by any other persons/entities using the Customer's Registered User Name and Password, unless the Customer cancels the Service booking.
- 5.4 Non receipt of bills shall not relieve the Customer from payment for the Services already utilised by the Customer. In the event of non-receipt of the bill, it shall be the responsibility of the Customer to obtain the current account balance from Etisalat.
- 5.5 If the Customer has any queries about the charges on Etisalat's bill the Customer shall write to Etisalat within fourteen (14) calendar days of receipt of the bill advising Etisalat the discrepancies in the bill and giving details of such discrepancies. Etisalat will make every effort to investigate the discrepancy. Pending investigation the Customer shall be liable to settle all undisputed amounts in the disputed bills.

6. Terms and Conditions

- 6.1 Indemnity: The Customer shall indemnify and hold Etisalat and any of its directors, officers, employees and agents harmless from any claim by a third party arising out of or in connection with (i) the registration or use of the Service, or (ii) the implementation by the Etisalat of any order or decision issued to such third party. Such claims shall include, without limitation, those based upon intellectual property trademark or service mark infringement, trade name infringement, dilution, tortious interference with contract or prospective business advantage, unfair competition, defamation or injury to business reputation. Such obligation shall continue in effect after the termination of the Service Registration Application form and /or these terms & conditions.
- 6.2 Liability:
- 6.2.1 Limitations of Etisalat's Liability: Etisalat shall not be liable to the Customer either in contract or law or otherwise for any loss or damage resulting from any delay in providing or restoring or the Service, or for the loss or damage occasioned by the total or partial interruption or disconnection of Service. No rebate for fee or rental shall be allowed unless the Service was totally unserviceable for a continuous period of 7 calendar day(s). However, under no circumstances shall Etisalat be liable for indirect or consequential including any loss, profit or income or business.
- 6.2.2 Customers' Liability for damage caused by attachments: The Customer is not allowed to attach any equipment to Etisalat's network elements. In the event Customer attaches such Equipment, Etisalat shall have the right to conduct investigation and impose fines, penalties and compensations from the Customer at its discretion and judgement and such imposition shall be without prejudice to other rights which Etisalat may have by virtue of the provision of such Services.

7. Cancellation of Order

Customer can cancel the service any time but a two weeks advanced notice should be sent to Etisalat Business Centre; however a minimum rental period of one month will be charged.

8. Disclaimer

- 8.1 Etisalat disclaims any warranty or representation of any kind whether express or implied in relation to or connection with the Service:
- 8.1.1 The quality, operation, use, accuracy, or timeliness of Service, or its fitness of or use for any purpose.
- 8.1.2 That the Information will not be objectionable or offensive to the Customer User or any other person.
- 8.1.3 For any loss of data however caused including without limitation, non-delivery, misuse or mis-delivery or of any interruption, suspension, or termination of Service, or for the contents, accuracy or information or resource made available or received or transmitted through the Service.
- 8.1.4 Any error, omission or misstatement in or arising from the service

9. Confidentiality

For confidentiality of any information or data whether personal or otherwise transmitted through Etisalat Services, please refer to Etisalat Privacy Policy at <http://www.etisalat.ae>.

10. Other Rules

- 10.1 Customers shall be bound by any applicable Etisalat rules, policies and terms & conditions in relation to the Service.
- 10.2 Etisalat may at any time, add to, delete or amend any of these terms and conditions.

11. Governing Law

These terms and conditions and Application Form shall be governed in all respects and be construed in accordance with the laws of the United Arab Emirates or Telecom Regulatory Authority in UAE.