

Welcome to Etisalat.

Complete this form if you are applying for BusinessOne. Please note that incomplete details may cause delays in providing the service.

New Application Upgrade Downgrade

Company details (mandatory)

Company name: _____

C/o: _____ P.O.Box: _____ Emirate: _____

Contact No.: _____ Passport No.: _____ Email: _____

Administrative contact details: _____ Technical contact details: _____

Building: _____ Floor/Flat No.: _____

Mobile No.1: _____ Mobile No.2: _____

Working telephone number in the same office/building: _____

Company details for existing BusinessOne customers

Account number: _____ Company name: _____ Contact No.: _____

1. BusinessOne preferred packages

Please choose your package:

BusinessOne Packages		Access Speed/Bandwidth up to		Standard Monthly Volume Cap (GB)*	Web Storage	Hosting		Norton Internet Security (NIS) Licence	Account Charges Monthly Charges (AED)	
		Downstream	Upstream			No. of Virtual Emails	Storage Per Email			
Premium	16Mbps multi-user	16Mbps	2Mbps	N/A	6GB	180	2GB	30	<input type="checkbox"/>	5,250
	8Mbps multi-user	8Mbps	1Mbps	N/A	5GB	100	2GB	25	<input type="checkbox"/>	4,200
	4Mbps multi-user	4Mbps	512Kbps	N/A	4GB	60	1GB	20	<input type="checkbox"/>	2,795
High-Speed	2Mbps multi-user	2Mbps	256Kbps	N/A	1GB	40	1GB	10	<input type="checkbox"/>	1,500
	1Mbps multi-user	1Mbps	256Kbps	16	400MB	30	500MB	5	<input type="checkbox"/>	895
Connectivity	512Kbps multi-user	512Kbps	128Kbps	10	100MB	20	250MB	3	<input type="checkbox"/>	595
	512Kbps single user	512Kbps	128Kbps	4	N/A	N/A	N/A	1	<input type="checkbox"/>	295

Other _____

*Standard monthly volume caps are applicable only for Limited packages.
BusinessOne packages are available in 'Copper' areas only

2. Username

1st choice

2nd choice

3rd choice

Username should contain 2-8 characters (can be alphanumeric characters: A-Z or 0-9)
Extra usage notification message for limited packages will be sent to username@eim.ae

3. Domain name

1st choice: _____

2nd choice: _____

3rd choice: _____

Administrative Contact	
Full Name: _____	_____
Job Title: _____	_____
Tel No.: _____	_____
Email Address: _____	_____

- Minimum period of hire for the domain is 1 year
- Domain name is renewed on yearly basis

4. Modem & installation

Installation: AED 200

Please tick the box if you require a modem

BusinessOne Modem: AED 300

5. Bill statement

English Arabic

6. Optional services

Tick the boxes for your preference of optional services

Optional Services	Storage Capacity	Monthly Charges (AED)	Quantity
Additional Email Accounts	<input type="checkbox"/> 50MB	10	<input type="checkbox"/>
	<input type="checkbox"/> 50MB	6	<input type="checkbox"/>
	<input type="checkbox"/> 100MB	10	<input type="checkbox"/>
	<input type="checkbox"/> 200MB	18	<input type="checkbox"/>
	<input type="checkbox"/> 500MB	45	<input type="checkbox"/>
	<input type="checkbox"/> 1000MB	80	<input type="checkbox"/>
Additional Email Storage	<input type="checkbox"/> 50MB	10	<input type="checkbox"/>
	<input type="checkbox"/> 50MB	6	<input type="checkbox"/>
	<input type="checkbox"/> 100MB	10	<input type="checkbox"/>
	<input type="checkbox"/> 200MB	18	<input type="checkbox"/>
	<input type="checkbox"/> 500MB	45	<input type="checkbox"/>
	<input type="checkbox"/> 1000MB	80	<input type="checkbox"/>

7. Your authorisation

I/We hereby confirm to "Etisalat" that I/We have the authority and/or permission to install the Etisalat services in the abovementioned address and hereby agree to the "Terms & Conditions" of Etisalat.

Signature	Company Stamp
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Date: _____

8. Required documents

- Visa and Passport copy of owner or sponsor
- Copy of valid Trade Licence & Power of Attorney

For our use only

Request No.:	Sub-Request No.:	Account No.:
Domain name:	Username: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Card No. (Envelope No.):	Surveyor information:	Exchange:
National number exchange:	Plot No.:	DP No.:
Surveyor Sig:		Sector No.:
		Cab No.:

Terms and Conditions BusinessOne



It is important that you read and understand the Terms and Conditions of use. This is the agreement by which our service is provided to you.

1. Name & Effectiveness

- 1.1. These regulations shall be called 'Terms and Conditions for Etisalat and shall be effective commencing from 1st August 1995.
- 1.2. Notwithstanding sub-section 1.1, these Conditions shall be applied retrospectively to all existing contracts of Internet service.

2. Definition of Terms

- 2.1. The Service: Shall mean the access to Internet Services such as but not limited to Leased Line, ISDN LAN, Business One, Al Shamil and Dial-up, which comprise a group of Internetworked computers and shall include any value added features that may be added thereto by Etisalat from time to time. The said service is provided by Etisalat under the name of Etisalat.
- 2.2. Customer: Any natural or legal person signing a contract for service with Etisalat.
- 2.3. Contract of Service: Etisalat Application Form duly signed by the Customer.
- 2.4. Domain Name: The customer's unique trade name that identifies him on the Internet.
- 2.5. Service facilities: refers to any hardware or software or other facilities provided to the customer in relation to or in connection with the service.

3. Service Commencement & Minimum Period of Hire

- 3.1. Service shall commence on the date the Customer account is activated.
- 3.2. Minimum period of subscription shall be one (1) calendar month for dial-up access, Al Shamil, BusinessOne, Leased Circuit access and ISDN LAN Connect service.

4. Access

- 4.1. Dial-up Access: A username (ID) and password will be assigned to the Customer, who shall use his own means (e.g. telephone service and modem) to establish physical connection to Etisalat Service.
- 4.2. Leased Access: Etisalat will apply on a best endeavor basis to the relevant regulatory body for the Domain Name and Internet Protocol (IP) Address(es). A local leased line with modem will be installed for the Customer, who shall use his own Router at his premises to establish physical connection to Etisalat and access the Service. The Customer shall conform to Etisalat Standard Equipment List, if any, and use Etisalat specified Routers for setting up of an Etisalat Internet access.
- 4.3. ISDN LAN Connect: Etisalat will apply on a best endeavor basis to the relevant regulatory body for the Domain Name and Internet Protocol (IP) Address(es). The Customer shall apply for the required ISDN line separately and shall use his own Router at his premises to establish physical connection to Etisalat and access the service. The Customer shall conform to Etisalat Standard Equipment List, if any, and use Etisalat specified Routers for setting up of an Etisalat Internet access.
- 4.4. BusinessOne ADSL: Etisalat will apply on a best endeavor basis to the relevant regulatory body for the Domain Name and Internet Protocol (IP) Address(es). A local ADSL line will be installed for the Customer, who shall use his own ADSL router to establish physical connection to Etisalat and access the service. The customer shall confirm to Etisalat Standard Equipment list, if any, and use Etisalat specified routers for setting up an Etisalat access.
- 4.5. Al Shamil
 - 4.5.1 Al Shamil DSL: A local ADSL line will be installed for the Customer, who shall use an ADSL modem to establish physical connection to Etisalat and access the Service. The customer shall confirm to Etisalat Standard Equipment list, if any, and use Etisalat specified modem for setting up an Etisalat access.
 - 4.5.2 Al Shamil Cable: A socket will be installed over the HFC network for the Customer, who shall use a Cable modem to establish a physical connection to Etisalat and access the Service. The customer shall conform to Etisalat Standard Equipment list, if any, and use Etisalat specified modem for setting up an Etisalat access.
- 4.6 BusinessOne and Al Shamil service needs to be qualified by Etisalat prior to providing the service.

5. Access and Wayleaves

It is a condition of the provision of telecommunications service that the customer will allow access at all reasonable times to Etisalat employees in

the execution of their duty for the purpose of maintaining, inspecting or recovering Etisalat plant and equipment and will grant permission to Etisalat to run wires and erect poles on the customer's property through a suitable right-of-way.

6. Prohibited Use

- 6.1. The Customer shall not use or utilize or allow the use or utilization of the service for:
 - 6.1.1. Persistently sending messages causing any threat, harassment, annoyance, inconvenience or anxiety to any person whomsoever.
 - 6.1.2. Gaining or attempting to gain access to any computer systems connected to Internet or to any private information or resources without the written approval of the owners or holders of the rights to such systems, information or resources.
 - 6.1.3. Infringing any copyright or other intellectual property rights to any information or resources or posting any copyright material to any newsgroup, forum or mailing list without the explicit permission of the copyright holder.
 - 6.1.4. Posting any advertisement or commercial solicitations to any newsgroup, e-mail mailing list or forum.
 - 6.1.5. Posting articles to newsgroup without compliance with the written charter of those newsgroups.
 - 6.1.6. Forging of header information or to impersonate another user or falsify user information (eg. Using fake or incomplete name) in e-mail or any post to any newsgroup, forum or mailing list.
 - 6.1.7. Sending unsolicited mass e-mailing (Spamming or bulk junk e-mail) to Internet users be it on Etisalat or any other Internet service provider.
 - 6.1.8. Posting private e-mail message to any newsgroup, forum or mailing list without the explicit approval of that entity.
 - 6.1.9. Posting or sending e-mail to any person who does not wish to receive it or who express the wish to stop receiving e-mail.
 - 6.1.10 Any criminal or unlawful purpose such as but not limited to vice, gambling or obscenity or carrying out any activity which is contrary to the social, cultural, political, economical or religious values of the UAE.
 - 6.1.11 Any purpose, which is contrary to or conflicting with such regulatory rules or policies as are issued by Etisalat and Etisalat from time to time.
- 6.2. The Customer shall not be entitled to trade on connectivity, resell, hire, transfer, assign or otherwise dispose of the Service without the prior written approval of Etisalat/Etisalat.

7. Accounts for Calls

- 7.1 Accounts for all telecommunications services and other supplementary services must be paid to Etisalat within 14 days of the date of account or by the second day of the month following the date on which the account was rendered, whichever is the later.
- 7.2 The account rendered shall be final and conclusive evidence for the amounts due by the customer.
- 7.3 If a customer fails to pay his account within the period specified in 7.1, Etisalat may summarily suspend service to the customer, without prejudice to Etisalat's right to recover any amount which may be due at the time of suspension or which may accrue during the time of suspension.
- 7.4 Etisalat reserves the right to discontinue all services to the customer whether rendered under one or more contracts and remove all plant and equipment if the customer shall delay payment of Etisalat charges in respect of any or all service contracts with Etisalat. Failure to receive bills does not constitute valid reason for non-payment.

8. Web-Hosting Service

Customers applying for Web-Hosting Service shall sign an undertaking in such form as prescribed by Etisalat/Etisalat from time to time.

9. By Passing and Unauthorized interconnection.

- 9.1 The service and any equipment, software or other service facilities provided thereunder shall be used solely and exclusively for transmission of data. The use of the Service or any such software equipment or service facilities for voice telephony facsimile transmission or any purpose other than data transmission shall be strictly prohibited. Non compliance with this prohibition shall render the customer and any offenders associated with him liable for criminal and civil legal action as well as disconnection of the Service.
- 9.2 Except otherwise provided in the contract of service, no service facilities provided under the service shall be terminated or interconnected to any telecom or other network. Violation will trigger the same legal remedies as prescribed under article 6.1.1 and 9.1 above.

10. Condition of Use

- 10.1 BusinessOne, Leased line and ISDN LAN Connect Customers should be responsible to ensure that access is limited to their employees and for permitted use at their premises only.
- 10.2 BusinessOne, Leased line and ISDN LAN Connect Customers should not in any way connect their Web Servers to PSTN under any circumstances. In case dial-up access is required for use by company employees to access Internet after office hours, written request should be made to Etisalat. A separate Level 500 number at special charge rates will then be assigned to the Customer for dial-up access after office hours.
- 10.3 Etisalat reserves the right to amend, modify or substitute the Terms and Conditions of the Service and service options of Etisalat including any specially related services and to introduce or add any new Terms or Conditions to the same with or without prior notice to the Customer.
- 10.4 Etisalat shall have the right to inspect the installation at any time without prior notice. During such an inspection there shall exist no restriction by the customer as to the equipment / information to be verified by Etisalat.

11. Voluntary Termination

Leased Line customers & BusinessOne customers may terminate the Contract of Service upon thirty (30) days prior written notice to Etisalat.

12. Change of Location (Leased Line Customer, ISDN LAN Connect, Al Shamil and BusinessOne)

- 12.1 Customers may change their location from one point to another by giving Etisalat at least 14 days written notice. Standard leased line; ISDN line; AL Shamil and BusinessOne shifting charges will be applicable. Customers having ISDN LAN Connect should apply for ISDN line shifting separately.
- 12.2 Internet Leased lines Change of Access Speed: Leased Line Customers wishing to change Access Speed may do so by informing Etisalat in writing at least 14 days in advance.

13. Customer's Responsibilities.

- 13.1 The Customer shall protect the secrecy of the password assigned to him at all times and shall ensure that the same is not revealed or disclosed in any manner whatsoever to any person or persons whatsoever. The Customer shall be fully responsible for and shall bear all charges, losses, damages arising from any use of his users identification and/or password whatsoever the same may arise.
- 13.2 The Customer shall at times use only his own ID and password for accessing the Service. The Customer should change his password from time to time to ensure security.
- 13.3 The Customer shall, when accessing any other Network through the Service, comply with the rules appropriate for such other Network.
- 13.4 The Customer shall be solely responsible for the data retrieved, stored or transmitted through the Service.
- 13.5 The Customer shall be solely responsible for managing the use of the storage capacity so that it is within the capacity allocated to him or as may be stipulated by Etisalat from time to time.
- 13.6 The Customer shall pay Etisalat monthly service charges on timely basis as mentioned in the monthly bills.

14. Etisalat Rights

Etisalat reserves the right to manage and control the access to computer systems and data stored in Etisalat System, as it may deem appropriate.

15. Hardware

The Customer shall be liable for any losses or damage to the Etisalat Network resulting from the use of any equipments/products, which are non-type approved by Etisalat without prejudice to the right of Etisalat to initiate other legal action against such Customer. This provision shall not be interpreted to indicate Etisalat agreement to the use of non-type approved products/equipment.

16. Software

- 16.1 The Customer may use in the Service the software distributed by Etisalat. The use of Software shall be subject to the Terms and Conditions stated herein and shall be at the sole risk and responsibility of the Customer.
- 16.2 Etisalat makes no warranty and hereby disclaims all liabilities whatsoever in respect of and/or arising out of Software provided to the Customer. The Customer shall have no remedy against Etisalat for defects in the software. In no event will Etisalat be liable to the Customer for any damages whatsoever, including any loss of profits, lost savings, or other incidental or consequential damages arising out of the Customer's use or inability to use the software even if Etisalat or any of its authorized representative has been advised of the possibility of defects or of any claim by any other party whatsoever.
- 16.3 The Customer shall satisfy himself as to the suitability of the software for

his needs. The Customer shall also be responsible for ensuring the compatibility of the software.

16.4 In the event that changes are introduced to Etisalat Network, Etisalat shall not be responsible to ensure that the software will continue to be compatible with Etisalat's Network and the Customer shall have no claim whatsoever against Etisalat by reason of such changes.

16.5 The Customer shall strictly comply and shall ensure compliance by his employees and agents with all instructions or notices in whatever form and through whatever means given by Etisalat from time to time regarding the use of the software.

16.6 Customer may use any FTP software that is compatible with Etisalat/Etisalat systems at his sole risk and responsibility.

17. Access Speed

Etisalat does not guarantee any specific response time for any method of access to Etisalat.

18. Disclaimer

18.1 Etisalat disclaims all liability whatsoever, for any loss of data howsoever caused including without limitation, non-delivery, misuse or misdelivery or for any interruption, suspension or termination of the Service or for the contents, accuracy or quality of information or resources made available or received or transmitted through the Service.

18.2 Limitations of Etisalat's liability: Etisalat shall not be liable to the customer in damages or otherwise for any delay in providing or restoring telecommunications service, or for the loss or damage occasioned by the total or partial interruption or disconnection of service. No abatement shall be made from the rental by reason from whatever cause unless the service was totally unserviceable for a continuous period of not less than one calendar month. However, Etisalat shall, under no circumstances, be liable for any loss of profit or income or for any other indirect or consequential loss or damage.

19. Responsibility for Death or Injury

Etisalat shall not be responsible for any death and/or injury to any person howsoever arising from the operation of the equipment and the customer shall indemnify Etisalat against all claims made by or on behalf of any person howsoever arising from any such death and/or injury or loss and/or damage to property.

20. Transfer of Service from one Customer to Another

Service is provided by Etisalat for the sole use of the customer. The customer may not transfer service or use of such service whether temporarily or permanently to a third party without the prior approval of Etisalat in writing.

21. Cancellation of Service Order

If the customer cancels his service order after work has been started on the provision of the service, the customer shall reimburse Etisalat for the cost of such work. Etisalat may alternatively deduct these costs from any advance payment or deposit which the customer may have paid towards the provision of the service or from any other entitlement due to the customer from the Corporation.

22. Charges & Billing

22.1 The charges for the service shall be based on tariffs/rates published by Etisalat and any amendments thereto as may be introduced by Etisalat from time to time.

22.2 The charges for the Service shall be invoiced by Etisalat monthly.

23. Breach & Misuse

Any misuse or abuse of the Service and any breach or violation of these conditions shall be at the sole risk and cost of the Customer. The Customer shall indemnify and hold Etisalat harmless against any liability that it may suffer in this respect. However, nothing herein shall be taken or understood as prohibiting Etisalat or restricting its right to initiate such criminal or civil proceedings as it may deem appropriate against the Customer for enforcement of these Terms and Conditions. Etisalat shall also be entitled to disconnect the Service to the Customer with or without notice.

24. Amendments

These Terms & Conditions may be reproduced or amended by Etisalat from time to time without notice.

25. Waiver

The delay or failure of Etisalat to enforce any of the above, shall not be deemed as a waiver of the same or affect the validity or the right of Etisalat thereafter to enforce all or any of these Terms & Conditions.