

application form M2M Control Center Service



Emirates Telecommunications Corporation – Etisalat

Contact No.: Date:

This Application Form is subject to the following Service Specific Terms: General terms and conditions, M2M Control Center Service terms and conditions, attached to this Application Form, which is published and updated from time to time on Etisalat's website etisalat.ae

A - Company Details

Company Information (UAE office)	
Name of the Company:	
Billing Address in the UAE:	
Company Contact Details in the UAE	
Name of the Person (Authorised Person):	Title/Position of the Person:
Telephone No.:	Fax No.:
Technical Contact Details in the UAE (will be set as Admin Account)	
Name of the Administrator/Support Person:	Title/Position:
Mobile No.:	Office Telephone No.:
Email Address:	Address for Delivering the SIMs:

B - M2M Packages Request

Section 1: M2M Developer Kit (Please tick a box for your appropriate request)	
<input type="checkbox"/> Developer Kit	
Section 2: M2M Commercial Kits (Services required to be available on the SIM cards)	
<input type="checkbox"/> Data Only (Only Domestic)	<input type="checkbox"/> Data Only (Roaming Enabled)
<input type="checkbox"/> Data and Voice (Only Domestic)	<input type="checkbox"/> Data and Voice (Roaming Enabled)
<input type="checkbox"/> Data and SMS (Only Domestic)	<input type="checkbox"/> Data and SMS (Roaming Enabled)
<input type="checkbox"/> Data, SMS and Voice (Only Domestic)	<input type="checkbox"/> Data, SMS and Voice (Roaming Enabled)
Section 3: Service Charges & Plans Type	
<input type="checkbox"/> Per SIM Plan	<input type="checkbox"/> Pooled (Shared) Plan
Section 4: SIM Cards	
<input type="checkbox"/> No. of SIMs:	
Section 5: Service Requirements	
<input type="checkbox"/> Data Plan: MB	<input type="checkbox"/> Data Plan: GB
<input type="checkbox"/> SMS Plan: SMS	<input type="checkbox"/> Other Requirements:
Section 6: APN Set-up	
<input type="checkbox"/> Secure APN APN Name:	<input type="checkbox"/> Internet APN:

C - Required Documentations

- 1) Power of Attorney of the signing person
- 2) Original valid Emirates ID card issued by the UAE's Emirates Identity Authority
- 3) For UAE and GCC nationals: Valid passport or Emirates ID card (for UAE nationals) or GCC national ID (for GCC nationals)
For non-UAE and GCC nationals: Valid passport and valid UAE visa or residency with unified number issued by the UAE Ministry of Interior
- 4) Trade License

By signing this Application Form, the customer is entering into or extending its existing agreement with Etisalat. The Parties agree to be bound by this Application Form, the current General Terms and Conditions published on Etisalat's website (etisalat.ae), any Service Specific Terms and other Schedules attached hereto.

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 Control Center Service

Your Etisalat connection kits (Developer & Commercial) gives you access to Etisalat Control Center, a service powered by Etisalat's partner, Jasper Wireless. These are the Terms and Conditions for the use of this Service.

1. Service Description

"Service" means the core software as a service of Jasper Wireless, Inc. ("Jasper"), as updated from time to time and made commercially available to Etisalat Customers generally, including web-based access for such Customers, standard documentation and online and telephone support, as well as web-based access for Customer personnel to use in creating and managing accounts. For the fees payable by Customer set forth, Etisalat will make the Service available to Customer for use with Etisalat's network and SIM cards pursuant to the terms and conditions of this Application Form, including, the technical Support Terms and the Usage Guidelines in this document.

1.1 Service Provisioning: Customer completes the Etisalat Account Set-up Form to ensure requirements has been met, this is optional for Customers who have simple requirements. This document can be requested from the Sales Account Managers/Sales representative. Etisalat delivery dates are estimated and are based on current lead-times and will use commercially reasonable efforts to deliver the Service as agreed to by the parties and specified in the Application Form.

1.2 Etisalat Responsibilities: Etisalat will: (i) Deliver the Service pursuant to this Agreement; (ii) Endeavour to prevent unauthorised access to, or use of, the Service through customary, state-of-the-art software tools, systems, processes and procedures; (iii) Procure the manufacture and delivery of the SIM Cards necessary for Customers to use the Service on Etisalat network and (iv) Comply with all applicable local, federal laws in delivering the Service.

1.3 Customer Responsibilities: Customer will (i) Provide all workstations, data services and network connectivity required for it to access and use the Service with the Customer's devices and applications, including compliance with the security, registration, access, and use requirements imposed by Etisalat or Jasper, (ii) Use commercially reasonable efforts to prevent unauthorised access to, or use of, the Service, and will notify Etisalat promptly of any such unauthorised use of which the Customer becomes aware; (iii) Provide primary technical support to its end users; and (iv) Comply with all applicable local, federal laws in using the

Service, including securing regulatory approval of the device/application for use in its intended geography of operation and being compliant with all relevant standards.

1.4 Usage Guidelines: Customer will comply and will ensure that its end users comply with the Usage Guidelines in this document. Etisalat or Jasper can suspend the provision of the Service if either reasonably and in good faith suspects a violation of the Usage Guidelines, after giving reasonable notice as soon as reasonably practical (except in the case of an emergency).

1.5 Minimum Terms and Conditions: The minimum initial subscription term of the Service is one (1) year which shall begin on the day the Service has been activated by Etisalat or such later date as agreed between Etisalat and the Customer, and will continue to be automatically renewed for successive one (1) year period, until either party provides the other with 30 days written notice of its intent to terminate this agreement. If Customer terminates subscription to any of the Service packages before the end of the applicable subscription term, the Customer shall pay an amount equal to 100% of the monthly SIM management charges associated with the terminated service package for each month remaining in the subscription term. Etisalat has the right to cancel the Service immediately without prior notice to the Customer if it finds (in its sole opinion) the Customer misusing or breaching any terms and conditions on the use of the Service. In the event of early cancellation of a Service Request by the Customer even prior to the activation of the Service but after the order takes place, early exit settlement charges will apply.

2. Charges, Billing and Payment

Please request for quote from your account manager at Etisalat or email us on m2m@etisalat.ae.

3. Proprietary Rights

This is a contract for services, not a software license. All "Technology" (as defined below) associated with the Service will be installed, accessed and maintained only by or for the Customer for use solely in connection with the Service and no separate license is granted thereto. The Customer will not, directly or indirectly: reverse engineer, decompile, disassemble or otherwise attempt to discover the source code, object code or underlying structure, ideas or algorithms of the Service or any software, SIM Cards, data and documentation related to the Service (individually and collectively referred to as "Technology"); modify, translate,

or create derivative works based on the Service or Technology; or copy (except for archival purposes), rent, lease, distribute, pledge, assign, or otherwise transfer or encumber rights to the Service or Technology; use the Service or Technology for timesharing or service bureau purposes or otherwise for the benefit of a third party, except for authorised end users of Customer; or remove any proprietary notices or labels with respect to the Service. Customer will not use the Service or Technology or access to them in order to (a) Build a competitive product or service, (b) Build a product or service using similar ideas, features, functions or graphics of the Service, or (c) Copy any ideas, features, functions or graphics of the Service. All rights not expressly conferred are reserved.

4. Security

Users will not violate or attempt to violate the security of the Service, including, without limitation, (a) Accessing data not intended for such User or logging into a server or account which such User is not authorised to access, (b) Attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorisation, (c) Attempting to interfere with, disrupt or disable Service to any User, host or network, including, without limitation, via means of overloading, "flooding", "mail-bombing" or "crashing", (d) Forging any TCP/IP packet header or any part of the header information in any email, (e) Taking any action in order to obtain services to which such User is not entitled or (f) Sending any virus, worm, Trojan horse or other harmful code or attachment. Violations of system or network security may result in civil or criminal liability. Etisalat reserves the right to monitor the Service at any and all times to facilitate compliance with these Usage Guidelines but is not obligated to do so. Each User consents to the processing of information necessary to provide the Service at Etisalat data centers in the United Arab Emirates.

5. Transitional Use

At the Customer's election after termination and with reasonable notice to Etisalat, Etisalat will continue to make the Service available for up to one year while the Customer transitions to other services; provided that the Customer pays all fees due and continues to honour the terms of this Agreement.