

# application form Public Internet Access Provider Service



Serial No.: .....

Welcome to Etisalat.

Please complete this form if you are applying for **Public Internet Access Provider Service**. Please note that incomplete information may cause delays in service provisioning.

## A. Type of Request

New

Migration from Non-Etisalat service

Disconnection

## B. Company Information

Company Name: .....

Billing Address in the UAE: ..... P.O.Box: ..... Emirate: .....

Office No.: ..... Fax No.: .....

### Technical Contact Details:

Name: ..... Mobile No (1): ..... Mobile No(2): .....

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  GCC ID

ID document No: ..... Date of issuance: ..... Date of expiry: .....

Nationality: .....

## D. New Customer or Migration from Non-Etisalat Service

### Service Installation address

Building: ..... Floor: ..... Flat No.: .....

Area: ..... City: ..... P. O. Box: .....

Working telephone number in the same office/building\*: ..... Plot:\*

Existing Account No.\*\*: .....  Etisalat  Non-Etisalat

\*Mandatory details. \*\*Applicable for BusinessSuper, Business Quick Start, BusinessSuper + Voice and IDA

**E. PIAP Service Bundled with BusinessSuper**

BusinessSuper	PIAP - 100	PIAP - 500	PIAP - 1000	PIAP - 5000
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10MB	<input type="checkbox"/>			
20MB	<input type="checkbox"/>	<input type="checkbox"/>		
40MB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
60MB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
100MB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**F. PIAP Service Bundled with IDA**

Please specify IDA bandwidth: .....

Please select PIAP CPE based on concurrent connection requirement:

Please select	Element
PIAP-100 service	
PIAP-500 service	
PIAP- 1000 service	
PIAP-5000 service	

**G. PIAP Service Stand-alone on a 3 year contract**

Please select	Element
<input type="checkbox"/>	PIAP-100 service 3 Years Contract
<input type="checkbox"/>	PIAP-500 service 3 Years Contract
<input type="checkbox"/>	PIAP-1000 service 3 Years Contract
<input type="checkbox"/>	PIAP-5000 service 3 Years Contract

Please note that after the contract period, service charges will be applicable as the long as the device is in service.  
Please contact your Sales Manager for other PIAP payment options.

**H. Your authorisation**

I/We clearly understand that by completing and signing this application form, I/we conform to Etisalat's Terms and Conditions of **Public Internet Access Provider Service**. 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

**For official use only**

Issuing Etisalat representative: ..... Title: .....

Contact details: .....

# Terms and Conditions

## Public Internet Access Provider Service

### 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 Corporation and any of its wholly-owned subsidiaries.
- d. **"Etisalat Internet Access Service"** has the meaning given to it in Clause 3(a).
- e. **"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 34 of the General T&Cs (Business).
- f. **"Minimum Term"** has the meaning given to it in Clause 4(b).
- g. **"PIAP Device"** has the meaning given to it in Clause 3(b).
- h. **"Public Internet Access Service"** has the meaning given to it in Clause 3(a).
- i. **"Service"** or **"PIAP Service"** means the solution provided to the Customer by Etisalat, as described in more detail in Clause 3.

### 3. SERVICE DESCRIPTION

- a. The PIAP Service is available to Etisalat business Customers who subscribed to an eligible Internet access service from Etisalat (the **"Etisalat Internet Access Service"**) and who wish to provide a fixed or wireless Internet access service to the public (the **"Public Internet Access Service"**).
- b. The PIAP Service consists of a device provided to the Customer by Etisalat and installed at the Customer's premises (the **"PIAP Device"**) that enables the Customer to provide a managed Public Internet Access Service that meets the applicable end user authentication requirements.
- c. The PIAP Service may be bundled with an Etisalat Internet Access Service or provided on a standalone basis in addition to an existing Etisalat Internet Access Service, as described in more detail in Clause 8.
- d. These Service Specific Terms apply in addition to any terms and conditions applicable to the Etisalat Internet Access Service subscribed to by the Customer. In case of any inconsistencies, these Service Specific Terms shall prevail.

### 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 as described in Clause 8 (**"Minimum Term"**), which starts on the date on which Etisalat makes the Service available to the Customer (**"Activation Date"**).

### 5. CUSTOMER OBLIGATIONS & RESTRICTIONS

- c. In addition to the obligations set out in Clause 6 of the General T&Cs (Business), when providing the Public Internet Access Service, the Customer shall at all times comply with the following obligations:
  - (i) 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;
  - (ii) The Customer shall not in any way tamper with the PIAP Device or attempt to bypass the PIAP Device;
  - (iii) 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; and
  - (iv) 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.

### 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 applicable laws and regulations.

### 7. CHARGES, BILLING & PAYMENT

Please see Clause 12 of the General T&Cs (Business) for the charges, billing and payment provisions that apply to the Service.

### 8. OTHER PROVISIONS

- a. The following terms shall apply to the types of the PIAP Service listed below:
  - (i) PIAP Service bundled with Etisalat Internet Access Service **"BusinessSuper"** or **"Internet Dedicated Access"**
  - (ii) The Minimum Term shall be 3 (three) years.
  - (iii) Upgrade to higher bandwidth with the same PIAP Device will not reset the Minimum Term.
  - (iv) Upgrade to higher bandwidth with a change of the PIAP Device will reset the Minimum Term.
  - (v) The Customer is not entitled to request a downgrade to a lower level PIAP Device.
- b. PIAP Service provided on a standalone basis
  - (i) PIAP Service provided on a standalone basis is available either with a Minimum Term of 3 (three) years or with an upfront payment for the PIAP Device.

### 9. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

- a. Please see Clause 17 of the General T&Cs (Business) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.
- b. Etisalat may also suspend, disconnect or terminate the Service and/or the Agreement if the Customer breaches any of the obligations set out in Clause 5.
- c. Where Etisalat suspends, disconnects or terminates the PIAP Service provided on a standalone basis and/or the related Agreement, Etisalat may, at its discretion,

also suspend, disconnect and/or terminate the Etisalat Internet Access Service in addition to which the PIAP Service has been provided and the agreement under which such Etisalat Internet Access Service is provided to the Customer.

### 10. TERMINATION BY THE CUSTOMER

- a. If the Customer wishes to terminate the Service, he/she must give Etisalat 30 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. Where the PIAP Service is bundled with an Etisalat Internet Access Service, the Customer may only terminate the bundle as a whole (i.e. termination by the Customer of a component in the bundle is not permitted unless the Customer terminates all of the components in the bundle).
- d. If the Customer elects to terminate the Service before the end of the applicable Minimum Term, an early termination charge shall be payable by the Customer to Etisalat, calculated as follows:
  - (i) In case of PIAP Service bundled with Etisalat Internet Access Service **"BusinessSuper"**, the early termination charge shall include any discounts related to the PIAP Service component of the bundle provided to the Customer and the remaining non-discounted monthly recurring charges for the PIAP Service until the end of the Minimum Term.
  - (ii) In case of PIAP Service bundled with Etisalat Internet Access Service **"Internet Dedicated Access"**, the early termination charge shall include the non-discounted monthly recurring charges for the PIAP Service for the entire period of the Minimum Term.
  - (iii) In case of PIAP Service provided on a standalone basis with a Minimum Term of 3 (three) years, the early termination charge shall include the applicable monthly rental charges for the PIAP Service until the end of the Minimum Term.
- e. If the Customer terminates a PIAP Service provided on a standalone basis with an upfront payment for the PIAP Device, a termination charge shall be payable by the Customer to Etisalat. Such termination charge shall include the applicable monthly rental charges for the PIAP Service until the end of the calendar year in which the termination of the PIAP Service becomes effective.

### 11. 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 34 of the General T&Cs (Business).