

Terms and Conditions

Business Talk Single Line

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) "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).
- (e) "International Calls" means calls made from UAE fixed line telephone numbers to non-UAE telephone numbers irrespective of whether fixed or mobile.
- (f) "Minimum Term" has the meaning given to it in Clause 4(b).
- (g) "Service" means the Business Talk Single Line service, as described in more detail in Clause 3.
- (h) "DTMF" means Dual Tone Multi Frequency.

3. SERVICE DESCRIPTION

Business Talk Single Line is an enhanced business fixed voice service that offers business customers a single telephone line and number with inclusive fixed line to fixed line telephone calls (as set out in further detail at Clause 7) and inclusive value added services. The value added services ("Value Added Services") include:

- (a) [CLIP (Calling Line Identification Presentation)]
- (b) Call Wait/Call Hold
- (c) Call Conference (up to a maximum of three (3) parties)
- (d) Call Forward (Unconditional/ Busy/ No Answer)
- (e) Voice Mail

and any other additional Value Added Services that may be made available by Etisalat from time to time. Additional details of the Value Added Services are available on the Etisalat website and in the FAQs.

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 one (1) month ("Minimum Term"), which starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date"). Following the expiry of the Minimum Term the Agreement shall automatically renew for successive one (1) month terms unless and until terminated by either party in accordance with the provisions on termination.

5. CUSTOMER OBLIGATIONS & RESTRICTIONS

Please see Clause 6 of the General T&Cs (Business) for the provisions governing the Customer obligations and restrictions that apply to the Service.

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

In addition to Clause 12 of the General T&Cs (Business), the following provisions shall apply to the Service:

- (a) The Customer will receive inclusive fixed line to fixed line calls within the UAE (no International Calls are included) up to seven thousand five hundred (7,500) minutes per month ("Inclusive Minutes");
- (b) The Charges for:
 - i. fixed line to fixed line calls within the UAE (no International Calls are included) which are outside the Inclusive Minutes; and
 - ii. fixed line (within the UAE, no International Calls are included) to mobile calls, will be calculated based on a rate per minute;
- (c) All International Calls will be charged at off-peak rates and will be calculated based on a rate per minute; and
- (d) Different rates may apply for calls to any premium rate numbers and satellite calls.

The details of all tariffs, promotions and Charges applicable to the Service as updated from time to time shall be available on the Etisalat website.

8. CUSTOMER CREDIT, ADVANCE PAYMENTS & DEPOSITS

Please see Clause 13 of the General T&Cs (Business) for the Customer credit, advance payment and deposit provisions that apply to the Service.

9. OTHER PROVISIONS

All Value Added Services shall be activated by the Customer by dialling the applicable code (as specified in Etisalat's FAQs provided on Etisalat's website) from the Customer's telephone line subscribed to as part of the Service and from a telephone device that has embedded DTMF functionality. For the avoidance of doubt, the DTMF enabled Customer devices do not form part of the Service.

10. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

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.

11. TERMINATION BY THE CUSTOMER

- (a) The Customer may terminate the Service by giving Etisalat thirty (30) days' prior written notice and the Customer acknowledges that it may take up to a further thirty (30) days for Etisalat to terminate the Customer's account, upon receipt of the Customer's termination notice via an application form.
- (b) If the Customer terminates the Service on thirty (30) days' prior written notice in accordance with Clause 11(a) of these Service Specific Terms, the Customer shall be required to pay any outstanding Charges and the remaining Charges payable until the expiry of the notice period.

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 34 of the General T&Cs (Business).