



Serial No.:

Welcome to Etisalat

New Subscriber Upgrade/Modify e-Bill

Bill statement language: Arabic English

Personal details

*Name of applicant Mr./Mrs./Ms.:			
C/O:	*P. O. Box:	*Emirate:	*Nationality:
*Mobile (1):	Mobile (2):	*Email:	
*ID type:	*ID No.:	Expiry (dd/mm/yyyy):	

Location

Building:	Floor:	Flat No.:	Area:	<input type="text"/> Makani ID:
City:	Sector:	*Working landline number in the same building:		
Plot:	Etisalat EID (located on ground floor entrance):	Existing landline number in your name:		
Transfer subscriber name:				





*Mandatory

Value packs

Family Entertainment Sports Sports + Entertainment Combo Premium

eLife Lite: 12Mbps 25Mbps 50Mbps 100Mbps eLife AnA Emarati eLife Interim over LTE

Extras

TV	
A la carte:	<input type="checkbox"/> Video Packs: _____
	<input type="checkbox"/> OSN Platinum Plus HD <input type="checkbox"/> OSN Premier Plus HD <input type="checkbox"/> OSN Premier Lite <input type="checkbox"/> OSN Entertainment Extra <input type="checkbox"/> OSN Entertainment <input type="checkbox"/> OSN Pinoy Plus <input type="checkbox"/> OSN Pinoy Plus Extra <input type="checkbox"/> Pehla Light <input type="checkbox"/> Pehla Plus <input type="checkbox"/> Pehla Premium
eLife Mini Packages:	<input type="checkbox"/> Arabia <input type="checkbox"/> Family <input type="checkbox"/> Lifestyle <input type="checkbox"/> Apna <input type="checkbox"/> My Pinoy
Choice Basic:	<input type="checkbox"/> Arabic <input type="checkbox"/> Asian <input type="checkbox"/> Western <input type="checkbox"/> Filipino
Sports:	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 

Internet

1P internet:	<input type="checkbox"/> 12Mbps <input type="checkbox"/> 25Mbps <input type="checkbox"/> 50Mbps <input type="checkbox"/> 100Mbps <input type="checkbox"/> 300Mbps <input type="checkbox"/> 500Mbps
Internet username:	First choice: _____ Second choice: _____ Third choice: _____
Internet Speed Booster: <input type="checkbox"/>	eLife password recovery: _____
Norton Internet security subscription:	<input type="checkbox"/> One license <input type="checkbox"/> Three licenses

Telephone

<input type="checkbox"/> 1 fil/second international calls	<input type="checkbox"/> Home bundle	<input type="checkbox"/> Tel + F2M	<input type="checkbox"/> Tel + 1fil	<input type="checkbox"/> Tel + (Plans + VAS)
<input type="checkbox"/> Call Plus <input type="checkbox"/> (00) <input type="checkbox"/> (0 + 00)	Call Barring Pin: □□□□	Serial number: _____		
Fixed to Mobile Plans:	<input type="checkbox"/> 200 minutes <input type="checkbox"/> 500 minutes			

eLife Home devices	Gaming devices, Smart TVs Et additional STBs/Routers/Home Telephones are outside eLife Value Packs		
High Definition TV Box*:	<input type="checkbox"/> Upgrade to the recordable HDTV box ⁺		
Home Router:	Home Router	<input type="checkbox"/> Installment	<input type="checkbox"/> One Off Payment
Wireless Home Telephone:	Gigaset A220*	<input type="checkbox"/> Installment	<input type="checkbox"/> One Off Payment
	Gigaset A220 Trio	<input type="checkbox"/> Installment	<input type="checkbox"/> One Off Payment
	Panasonic KXPRW110	<input type="checkbox"/> Installment	<input type="checkbox"/> One Off Payment
Gaming Device:	Sony PlayStation 4 bundle	<input type="checkbox"/> Installment	<input type="checkbox"/> One Off Payment
Smart TV:	Payment Option	<input type="checkbox"/> Installment	<input type="checkbox"/> One Off Payment
	Brand	<input type="checkbox"/> Samsung	<input type="checkbox"/> Sony
	Size [^]	<input type="checkbox"/> 40" <input type="checkbox"/> 48" <input type="checkbox"/> 55" <input type="checkbox"/> 60"	

* Included by default in eLife Value Packs (Family, Sports, Entertainment and Premium)

+ eLife Family, only provides the non-recordable HD TV box

[^] Sony Smart TV is available only in 40" and 60" size

Other Services

List name in telephone directory External shifting Technician visit Other _____

Safe custody: 1 month 2 months From: _____ To: _____

Your authorisation

I/We hereby confirm to Etisalat that I/We have the authority and/or permission to install the Etisalat Service in the abovementioned address and hereby agree.

Customer signature: _____ Date: _____

For official use only

Sales person name: _____	Salesman code: _____	Contact No.: _____
A/c No.: _____	Reseller code: _____	
Request number: _____	Serial number: _____	Card number: _____

Terms and Conditions

Al Shamil, landline, eLife and Etisalat select services

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, comprising of the constituent parts set out in Clause 3 of the General T&Cs (Consumer).
- (b) "Customer" means the person who purchases or subscribes to the Service.
- (c) "Etisalat" means Emirates Telecommunications Corporation and any of its wholly-owned subsidiaries.
- (d) "General T&Cs (Consumer)" means Etisalat's general terms and conditions for consumer (i.e. non-) products and services which are published on Etisalat's website and are available through the other communications channels referred to in Clause 30 of the General T&Cs (Consumer).
- (e) "Minimum Term" has the meaning given to it in Clause 4(b).
- (f) "Service" means the service from the list of services set out in Clause 4(b) to which the Customer has subscribed, as described in more details in Clause 3.

3. SERVICE DESCRIPTION

These Service Specific Terms cover the fixed telecommunications services offered by Etisalat listed in Clause 4(b). Where the Customer subscribes to more than one of the services listed in Clause 4(b), these Service Specific Terms apply separately to each service.

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 minimum term ("Minimum Term") that applies to the Agreement depends upon the service selected by the Customer. The minimum terms for the fixed telecommunications services covered by these Service Specific Terms are as follows:
 - (i) eLife Lite Value Pack (fibre-to-the-premises service): 12 months;
 - (ii) eLife Value Packs (fibre-to-the-premises services including eLife Basic, Movies, Sports & Premium): 24 months;
 - (iii) eLife - Triple Play (IPTV, internet, voice): 24 months;
 - (iv) eLife - Double Play (any two of IPTV, internet and voice): 12 months;
 - (v) eLife - Single Play (any one of IPTV, internet and voice): 12 months;
 - (vi) landline voice services for home use: 3 months;
 - (vii) Etisalat Select Service: 12 months;
 - (viii) Al Shamil (Broadband): 12 months; and
 - (ix) Home Voice Bundle: 24 months.
- (c) In each case, the Minimum Term starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date").
- (d) In the event there are any temporary-out-

of-service periods during the Minimum Term, such temporary-out-of-service periods shall not be deemed part of the Minimum Term, accordingly the Minimum Term shall be automatically extended to cover the temporary-out-of-service periods.

4. CUSTOMER OBLIGATIONS & RESTRICTIONS

Please see Clause 8 of the General T&Cs (Consumer) for the provisions governing the Customer obligations and restrictions that apply to the Service.

5. ETISALAT'S OBLIGATIONS

Etisalat will provide and operate 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.

6. CHARGES, BILLING & PAYMENT

- (a) The following early termination Charges are applicable if the respective Service is terminated prior to the expiry of the Minimum Term:
 - (i) eLife Lite Value Pack: AED 100;
 - (ii) eLife Value Packs Basic, Sports, Movies, Premium: AED 500 within the 1st year and AED 250 within the 2nd year of the Minimum Term respectively;
 - (iii) Home Voice Bundle: With respect to calling plans and value-added services, the early termination Charge shall be calculated as the number of months remaining until the end of the Minimum Term multiplied by the difference between the rental of a standard rate plan (i.e. an equivalent rate plan without a Minimum Term) and the rental of the plan subscribed to by the Customer in the Home Voice Bundle. With respect to the telephone device, the early termination Charge shall be equal to the remaining device instalments payable by the Customer.

- (b) All other Charges and tariff plans that apply to the Service are set out on Etisalat's website (www.etisalat.ae) and are available upon request by using any of the communications channels referred to in Clause 30 of the General T&Cs (Consumer).
- (c) Please see Clause 15 of the General T&Cs (Consumer) for the other charges, billing and payment provisions that apply to the Service.

7. CUSTOMER CREDIT, ADVANCE PAYMENTS & DEPOSITS

- (a) Clause 24 of the General T&Cs (Consumer) applies to the Service, regardless of whether or not it is a prepaid service.
- (b) Please see Clause 16 of the General T&Cs (Consumer) for the other customer credit, advance payment and deposit provisions that apply to the Service.

8. CHANGING THE SERVICE (ELIFE TRIPLE PLAY)

Customers subscribing to the eLife Triple Play service are required to keep their subscription unchanged for the first 12 consecutive months following subscription, out of the total contract duration of 24 months. The Customer may change their

subscription to other eLife Triple Play packages after completing the initial 12 months subscription period and will be liable to pay the applicable upgrade / downgrade charges.

9. INTELLECTUAL PROPERTY

The intellectual property in Etisalat's products, services, TV channel packages, trademarks and in all forms of content created, acquired and/or distributed by Etisalat including directories, is owned and/or licensed by Etisalat. Such intellectual property and content may not be reproduced, redistributed or resold without the prior written permission of Etisalat.

10. ELIFE ANA EMARATI

The following additional terms and conditions apply to the eLife AnA Emarati offer:

- (a) eLife AnA Emarati is a free add-on to the eLife Lite Value Pack and the eLife Value Packs.
- (b) Only Emarati nationals are eligible for the eLife AnA Emarati add-on and the add-on is optional.
- (c) The early termination Charges of eLife Lite Value Pack and eLife Value Packs are waived. Remaining instalment payments for a device, if any, are applicable.
- (d) If the Customer has subscribed to 1 month OSN free on the OSN TV packages, the standard Charges for this 1 month will be payable by the Customer if the Customer terminates the TV package within 12 months of subscription.
- (e) Etisalat reserves the right to modify or to withdraw from time to time the benefits offered as part of the eLife AnA Emarati add-on.
- (f) Etisalat reserves the right to withdraw the eLife AnA Emarati benefits if it is determined that the Customer is not an Emarati national or if the benefits have been obtained in a manner wilfully detrimental to Etisalat.

11. ETISALAT SELECT SERVICE

- (a) To subscribe to Etisalat Select Service, the Customer must have a landline telephone service from another UAE telecommunications service provider and such service must be:
 - (i) registered in the Customer's name; or
 - (ii) registered in the name of another person who is authorising the Customer to subscribe to the Etisalat Select Service.
- (b) Etisalat has the right to terminate the service immediately, if it discovers that the Customer has provided information that is inaccurate.
- (c) The Etisalat Select Service can be used in two ways: (i) by dialling the Etisalat Select prefix code (08877) before calling; or (ii) by using an auto-dialer device.
- (d) The Customer shall be responsible for all calls made using the Etisalat Select Service from the Customer's defined landline number. Etisalat will either bill the Customer separately for these calls, or include the charges for these calls in any other account the Customer has with Etisalat.
- (e) The Customer will remain liable to the landline access provider for line rental, and any calls and services provided by the landline access provider which are not part of the Etisalat Select Service.

It is the Customer's responsibility to advise Etisalat in case of a change to the landline number. Failure to do so will not release the Customer from its responsibility to pay all call charges.

- (f) The Customer shall report any fault, shortcoming or inadequate service to Etisalat Customer Contact Centre. However, where such fault, shortcoming or inadequate service arises from the Customer's landline network or is not attributable to Etisalat Select Service, the Customer will be responsible to refer the matter to the landline service provider. Etisalat shall not refund charges in such circumstances and shall not be responsible for faults reported or referred to the other landline service provider.

12. TELEVISION CONTENT & PACKAGES

- (a) Etisalat provides many hundreds of TV channels which are available through its various packages offered under its eLife services. Etisalat may, under prescribed guidance, monitor the content of the TV channels presented and at times block or censor images or audio that are considered inappropriate under local standards. The Customer is advised to further monitor TV content for their own preferences and utilise the available PIN-based parental control features included in the TV set-top boxes provided. Additional advice on TV content is available on request from Etisalat through one of the communications channels stated in Clause 30 of the General T&Cs (Consumer).
- (b) TV packages selected by Customers may be changed by Etisalat without notice. Pay Per View and Video On Demand are not part of any packages and are chargeable separately.

13. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

Please see Clause 19 of the General T&Cs (Consumer) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.

14. TERMINATION BY THE CUSTOMER

- (a) If the Customer wants to terminate the Service, he/she must give Etisalat 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) If the Customer elects to terminate the Service before the end of the Minimum Term, an early termination charge may be payable. Details of the applicable early termination charges are available through the communications channels stated in Clause 30 of the General T&Cs (Consumer).

15. CONTACTING ETISALAT

The Customer may contact Etisalat to discuss the Service (including these Service Specific Terms and the General T&Cs (Consumer)), or any other product or service offered by Etisalat, by using any of the communications channels stated in Clause 30 of the General T&Cs (Consumer).