

application form **Business in a Box**



Welcome to Etisalat.

Please complete this form if you are applying for **Business in a Box**. Kindly note that incomplete information may cause delays in service providing.

A. Type of Request

- New Migration from Etisalat service Migration from Non-Etisalat service Upgrade/Downgrade
 Disconnection Internal shifting External shifting

B. Company Information

Company Name:

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

Office No.: Fax No.: TAX Registration No. (TRN) :

Technical Contact Details:

°Name: °Mobile No.: °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

ID Document No.: Date of Issuance: Date of Expiry:

Nationality:

D. Billing Details

By default, bill will be sent to the below email address:

°Email:

Language: English Arabic

For detailed bill, register on the Business Online Portal businessonline.etisalat.ae and access it anytime, or you may also place a request at 800 5800.

If you require a printed bill please call 800 5800 (Only summary bill will be provided).

°mandatory

E. Migrate Existing Etisalat Service

Account Details for existing Internet, Landline, Business Quick Start, Business Super Plus Voice or Business in a Box customers.

- Business Super Account No.:
- Del/PABX/Business Quick Start/Business Super + Voice Account No.: (To be the main no.)
- Del/PABX/Business Quick Start/Business Super + Voice Account No.: (To be the user voice line)
- No. to be displayed for outgoing calls Main No.* User Voice Line**

*Main no will be as inputted above

**User Voice Line is the landline no with the Emirate code. e.g: 04 XXXXXXX

*Prices are exclusive of VAT

F. New Customer, Shifting or Migrating from Non-Etisalat Service

Service Installation address (if shifting, please provide new location details and existing Account No. below)

Building: Floor: Flat No.:

Area: City: P.O. Box:

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

Existing Account No.*: Etisalat Non-Etisalat

No. to be displayed for outgoing calls Main No.* User Voice Line**

*Main no will be as inputted above

**User Voice Line is the landline no with the Emirate code. e.g: 04 XXXXXXX

*Mandatory fields

*Working telephone no. in the same building and existing account no. can be the same if the current connectivity is an existing non-Etisalat voiceline service

G. Business in a Box Packages

Please select your High Speed Internet package on one year contract.

If upgrade/downgrade of internet package, provide your existing Business in a Box account number and select the required package below

A. High Speed Internet

Main No.	Bandwidth upto		Web Storage	Domain Name	Hosting		Norton Internet Security (NIS) License	High Speed Internet Rental Charges (AED/month)
	Downstream	Upstream			No. of Virtual Emails	Storage per Email		Annual contract
1	100Mbps	10Mbps	100MB	1	20	250MB	3	<input type="checkbox"/> 885

One-time installation charge of AED 200 applicable for new customers.

B. Voice Lines

Please select the no of users requiring voice connectivity

User Type	Single User <input type="checkbox"/> (AED 110/month)	Multi User <input type="checkbox"/> (AED 85/user/month)	Extension Lines <input type="checkbox"/> (AED 20/user/month)
No. of Voice Lines	1 (from 2 to 49) (from 1 to 9 lines)*

*Each block of 5 voice lines will have an extension line and/or an incremental line: 5 to 9 voice lines - 1 extension line, 10 to 14 voice lines - 2 extension lines and so forth until 45 to 49 voice lines is with 9 voice lines

Benefits for each Voice Line

- One IP Phone

Input the no. of IP Phones required against each phone type and payment option*	Phone Type	Free	100% upfront	12 month instalment
	Standard POE	NA	NA
	Cordless POE	NA	AED 150	AED 13/month
	Advanced POE	NA	AED 190	AED 16/month

*Total no. of IP Phones selected should be the same as the no. of voice lines required

- 100 flexi mins per voice line*
- Dedicated Direct Inward Dialling (DID) no. e.g.: 04 1234567
- Advanced IP Telephony features such as Auto Attendant (IVR), Call Forward Options, Call Restrictions, Call Pick-Up, Music On Hold, Call Conferencing and many more

* Applicable for calls to UAE Mobile & International Destinations

H. Installation and Cabling

Cabling

- I need cabling for IP Telephony. Cabling will be free for the first three Voice lines. AED 200 will be applicable from the fourth line onwards

Switch

- New Switch required

24 Port POE Smart Switch: 24 Month Contract AED 55/month 36 Month Contract AED 40/month

*If existing switch is being used then two VLANs need to be configured

Network Features

- Enable Post Forwarding Enable Dynamic DNS

a) Configure one TAGGED VLAN with VLANID-100 and assign it to all the ports.
b) Configure one UNTAGGED VLAN and assign it to all the ports.

I. Internet Username (Not applicable for Business Super Customers)

1st choice

2nd choice

3rd choice

Username should contain 2-8 characters (can be alphanumeric characters: A-Z or 0-9)

J. Domain name

I have an existing .ae domainae OR

I want a new .ae domain at no cost

1st choiceae

2nd choiceae

3rd choiceae

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

K. Disconnection

I wish to disconnect my service with Account No.:because:
.....from date (D/M/YY).....

L. Required Documents

1. Trade License
2. Power of Attorney of the signing person
3. Establishment Card (New customers only)
4. Valid passport copy/Emirates ID of the sponsor/partner
5. Tenancy contract
6. Cease Form*
7. Existing non-Etisalat Bill*
8. TRN Certificate

*In case of migration from non-Etisalat service.

M. Your Authorisation

I/We clearly understand that by completing and signing this application form, I/we conform to Etisalat's Terms and Conditions of **Business in a Box**. 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

Business in a Box

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) "Minimum Term" has the meaning given to it in Clause 4(b).
- (f) "Service" means the Business in a Box service, as described in more detail in Clause 3.

3. SERVICE DESCRIPTION

- (a) The Business in a Box service is an integrated ICT solution for business customers offering a converged solution for IP telephony based voice ("Voice Line") and broadband internet at the Customer's office ("High Speed Internet") including a Business Gateway.
- (b) The Service is available with a minimum of 1 High Speed Internet and 1 Voice Line.
- (c) The Service includes value-added services such as domain name, web hosting, email hosting and basic computer security and may include any value-added features that may be added to the Service by Etisalat from time to time.
- (d) The Service packages vary depending on the bandwidth options for the High Speed Internet and on the number of users for the Voice Line ('Single' and 'Multi') as defined in the Service application form. The Customer may apply for any of these Service packages.
- (e) Each Voice Line includes 100 flexi minutes for national fixed to mobile usage or international minutes to any IDD destination, except some black listed IDD destinations. Out of bundle charges (beyond flexi minutes) for fixed to mobile national calls will be standard fixed to mobile charges, but charges on a per second billing pulse. Out of bundle charges (beyond flexi minutes) for fixed to international calls would be standard 24x7 off-peak fixed to IDD charges, but charges on a per second billing pulse.
- (f) The Customer may apply as well for several additional services, applications, and devices as defined in the 'Additional Services' section of the Service application form.

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 either one (1) month (in case of one-month package) or one (1) year (in case of one-year package) ("Minimum Term"), which starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date").

- (c) The following applies to the one-year package:

- (i) The Minimum Term is one (1) year.
 - (ii) After the expiry of the Minimum Term, the Service will be renewed automatically on a month-to-month basis unless it is terminated in accordance with the Agreement.
 - (iii) During and after the Minimum Term, the monthly rental Charges for the one-year package apply.
 - (iv) Upgrading bandwidth during and after the Minimum Term is possible without any additional installation Charges.
 - (v) Upgrading or downgrading bandwidth doesn't restart the Minimum Term. The monthly rental Charges will be prorated from the date at which bandwidth upgrade or downgrade, as applicable, is actually effected by Etisalat.
- (d) The following applies to changing between one-month and one-year packages:
 - (i) If the Customer wishes to move from a one-month package to one-year package, the Customer shall subscribe to the one-year package, without needing to give prior notice and without incurring any additional installation Charges.
 - (ii) The monthly rental Charges will be calculated on a pro rata basis from the date at which the change between the one-month and one-year package is actually affected by Etisalat.
- (e) The following applies to the automatic renewal of the Service:
 - (i) Where either a one-month package or one-year package is automatically renewed in accordance with this Agreement, the same terms and conditions will continue to apply to the Service, including any amendments thereto made in accordance with clause 23 of the General T&Cs (Business).

5. 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.

6. 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

7. 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.

8. 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.

9. TERMINATION BY THE CUSTOMER

- (a) If the Customer wants to terminate the Service, the Customer must give Etisalat prior written notice as follows:
 - (i) thirty (30) days' notice in case of one-year package; or
 - (ii) seven (7) days' notice in case of one-month package.
- (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 terminates the one-month package, the Customer will be charged up to the end of the current monthly billing period.
- (d) If the Customer is on the one-year package and elects to terminate the Service before the end of the applicable Minimum Term, the Customer shall be obliged to pay an early termination charge to Etisalat, calculated as follows:
 - (i) For 12 months' subscription to High Speed Internet and 12 months' subscription to Voice Line, exit charge shall be: one month rental on High Speed Internet package + (AED100 x remaining months of the 12 months' subscription (for Business Gateway)) + (one month rental on Voice Line package x number of packages) + (AED 15 x number of phones x remaining months of the 12 months' subscription).
 - (ii) Exit charges on Voice Line shall only be applicable if the Customer ceases their Voice Line subscriptions within the twelve 12 months' contract. This is to be applied independently of the High Speed Internet subscription.
- (e) For additional devices the exit charge is calculated as follows:
 - (i) Where the Customer has subscribed to the 24 months' payment term, for each additional device, monthly rental for the additional device x remaining months of the 24 months' payment term.
 - (ii) Where the Customer has subscribed to the 36 months' payment term, for each additional device, monthly rental for the additional device x remaining months of the 36 months' payment term.

NOTWITHSTANDING THE ABOVE, FROM THE 2 JANUARY 2019, IN CASE THE CUSTOMER TERMINATES THE SERVICE BEFORE THE END OF THE APPLICABLE MINIMUM TERM OR ANY EXTENDED TERM, THE CUSTOMER SHALL BE OBLIGED TO PAY (i) EARLY TERMINATION/ EXIT CHARGES AND (ii) ANY REMAINING MONTHLY INSTALLMENTS FOR ANY EQUIPMENT OR DEVICE, AS PER THE REGULATORY FRAMEWORK IN FORCE AT THE TIME, AND IN ACCORDANCE WITH THE FORMULAE DESCRIBED IN DETAIL IN ETISALAT'S WEBPAGE www.etisalat.ae/businessexitcharges. IN THE EVENT OF A CONFLICT BETWEEN THIS PRESENT CLAUSE AND ANY OTHER CLAUSES OF THESE SERVICE SPECIFIC TERMS, THIS PRESENT CLAUSE SHALL PREVAIL.

10. 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).