

application form

Business Quick Start (Managed Wi-Fi)



Welcome to Etisalat.

Please complete this form if you are applying for **Business Quick Start (Managed Wi-Fi)**. Please note that incomplete information may cause delays in service providing.

A. Type of Request

- ☐ New ☐ Migration from Non-Etisalat service ☐ Migration from 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. Migrate Existing Etisalat Service or Upgrade/Downgrade

Account details for existing Internet, Landline or Business Quick Start customers

☐ BusinessOne/BusinessSuper, BusinessLite Account No.:

☐ Del/PABX Account No.:

☐ Business Quick Start Account No.:

I want to Remove Call Select pre-configuration from my PABX, without any charge, to benefit from FREE Bundled minutes:

PABX Brand: PABX Model:

E. New Customer, Shifting or Migration 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

*One of the above has to be provided

F. Business Quick Start Packages

Please choose your package on 1 year commitment

BQS package (Unlimited broadband)	No of Managed Wifi Access Points**	Minutes	Bandwidth up to		Web Storage	Domain Name	Hosting		Norton Internet Security (NIS) License	Voice service (fixed line*)	Rental charges (AED/month)	Post Commitment Rental*** (AED/Month)
			Downstream	Upstream			No. of Virtual emails	Storage per email				
50Mbps	1	100 F2M 100 Intl	50Mbps	5Mbps	100MB	1	20	250MB	3	1	995 <input type="checkbox"/>	1,295
100Mbps	2	100 F2M 100 Intl	100Mbps	10Mbps	400MB	1	30	500MB	3	1	1,475 <input type="checkbox"/>	1,775
150Mbps	2	100 F2M 100 Intl	150Mbps	15Mbps	400MB	1	30	500MB	5	1	1,875 <input type="checkbox"/>	2,175
200Mbps	2	100 F2M 100 Intl	200Mbps	20Mbps	1000MB	1	40	1000MB	10	1	2,475 <input type="checkbox"/>	2,775
300Mbps	2	100 F2M 100 Intl	300Mbps	30Mbps	6000MB	1	180	2000MB	30	1	3,375 <input type="checkbox"/>	3,675

*Please choose the type of landline for your package:

☐ Single telephone line ☐ PABX (Total number of lines 1+)

Exit Penalty during 12 Month Commitment Post Initial Subscription

If the commitment is sought to be ceased before the completion of 12 months then an exit penalty will be applicable which is calculated as :
One Month Rental + (AED 200 X Number of Access Points X Number of Remaining Contract Months).

Exit Penalty during the 12 Month Commitment of the Renewal Year

If the commitment is sought to be ceased before the completion of 12 months then an exit penalty will be applicable which is calculated at One Month Rental.

Automatic renewal will be applicable on completion of 12 months commitment. Notifications will be generated in the 12th month informing auto-renewal date. Cancellation of auto-renewal and acceptance of post commitment rental plan must be confirmed prior to auto-renewal date through Etisalat Business Centres, Account Managers or 800 5800.

**Managed WiFi Service Details:

- Cisco Meraki Access Point MR 33 802.11ac Wave 2
- 1.3Gbps Throughput
- 2 SSID's
- Splash Page
- Managed Service - access point installation, cabling, configuration and change management

***Post Commitment Rental

Applicable only for existing customers completing 1 year commitment and communicated to Etisalat the need to continue the service on a monthly basis instead of an yearly commitment. If customer is on a post commitment rental and wants to cease the service, one month notice needs to be provided and in the absence of one month notice, the package rental will be applicable in lieu of the notice period.

G. Additional Managed Wifi Access Points**

Please choose from below :

On 12 Month Commitment : No of Units @ AED 150/month/unit

On 36 Month Commitment : No of Units @ AED 100/month/unit

Exit Penalty applicable on additional access points if the 12/36 month commitment is required to be ceased would be calculated as Monthly Instalment X Remaining Months of Commitment.

H. Internet Username (Not applicable for BusinessOne, BusinessSuper and BusinessLite Customers)

1st choice ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

2nd choice ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

3rd choice ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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

I. 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

J. Modem and Installation

Installation: AED 200 as one-time charge
Please tick the box if you require a modem

☐ Broadband Modem: AED 300 as one-time charge

K. Disconnection

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

L. Bill Statement

Language:

☐ Arabic

☐ English

Format: 1. e-Bill

☐ Detailed

☐ Summary

2. Mail

☐ Detailed

☐ Summary

M. Required Documents

- | | |
|---|--|
| 1. Trade License | 3. Power of Attorney of the signing person |
| 2. Valid passport copy / Emirates ID of the sponsor/partner | 4. Establishment Card (New customers only) |
| 5. TRN Certificate | |

N. 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 Quick Start (Managed Wi-Fi)**. 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 Quick Start (Managed Wi-Fi)

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) "**Access Point**" means the networking hardware device through which a Wi-Fi device is connected to a wired network, which shall be owned by Etisalat during the term during which Etisalat is providing the Managed Wi-Fi Solution.
- (b) "**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).
- (c) "**Computer Security Services**" means a service consisting of the availability of anti-virus licenses from a specialist third party provider, which the Customer can acquire subject to the third party provider's applicable terms and conditions.
- (d) "**Customer**" means the person / entity who purchases or subscribes to the Service.
- (e) "**Domain Name**" means the unique part of a network address that identifies it as belonging to a particular domain owned by the Customer on the internet.
- (f) "**Email Hosting**" means an email service provided with respect to a domain name chosen by the Customer subject to a storage quota.
- (g) "**Etisalat**" means Emirates Telecommunications Group Company and any of its wholly-owned subsidiaries.
- (h) "**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).
- (i) "**Managed Wi-Fi Solution**" means a cloud Wi-Fi solution described in Clause 10(e).
- (j) "**Minimum Term**" has the meaning given to it in Clause 4(b).
- (k) "**Service**" means the Business Quick Start service, as described in more detail in Clause 3.
- (l) "**Service Application Form**" means the Etisalat approved medium through which the Customer indicates the intention to purchase or subscribe to the Service(s), and includes physical forms and applications made online or through voice calls or Etisalat designated accounts managers and, if attached, any applicable commercial schedules, or a proposal submitted by Etisalat to Customer for the provision of the Service(s), that shall govern the provision and use of Service(s) or each of the individual Service to be provided by Etisalat to Customer.
- (m) "**Value Added Services**" means additional services made available by Etisalat that the Customer can purchase from Etisalat. Value Added Services include but are not necessarily limited to, Domain Name, Devices and basic Computer Security Services as well as additional value-added services that Etisalat may make available to the Customer from time to time and at its discretion.
- (n) "**Web Hosting**" means the hosting service, where Etisalat hosts the Customer's website or webpage.

3. SERVICE DESCRIPTION

- (a) The Business Quick Service (Managed Wi-Fi) is a service consisting of an integrated solution for business customers offering a converged solution for: (i) voice telephony ("**Voice Line**"); (ii) broadband internet ("**High Speed Internet**"); and (iii) Managed Wi-Fi Solution at the Customer's site. The Service includes also Email Hosting and Web Hosting Services.
- (b) The Service is offered in and includes a number of variations defined in the Service Application Form, including: (i) different bandwidth options for High Speed Internet; (ii) different packages for Voice Line connections ('Single' and 'Multi'); (iii) option to select the number of Access Points for the Managed Wi-Fi Solution; and (iv) Value-Added Services. The Customer can select the applicable preference in the Service Application Form.
- (c) The Service requires that a Customer subscribes to at least 1 Voice Line connection and one High Speed Internet connection.
- (d) The Voice Line and High Speed Internet connections will be installed for the Customer by Etisalat subject to the applicable installation Charges.

4. COMMENCEMENT & DURATION

- (a) Etisalat reserves the right to reject any submitted Service Application Form for any reason or no reasons, whether previously accepted by Etisalat or not.
- (b) The Agreement is valid and binding on and from the date on which it is submitted to and accepted by Etisalat (the "**Effective Date**") and remains valid as long as Etisalat is providing the Service (or a component thereof) to the Customer, or until terminated in accordance with its provisions.
- (c) The Agreement has a minimum term of one (1) year ("**Minimum Term**"), which starts on the date on which Etisalat makes the Service available to the Customer ("**Activation Date**").
- (d) No later than seven (7) days before the expiry of the Minimum Term, the Customer may choose to: (i) terminate the Service; or (ii) renew the Agreement for further subsequent terms of one (1) month ("**Monthly Renewal Plan**") or one (1) year ("**Annual Renewal Plan**") each. In the event that before the end of the Minimum Term, the Customer does not indicate a preference or does not terminate the Agreement, the Service is automatically renewed on a month-to-month basis for which the Monthly Renewal Plan Charges will apply.
- (e) Customers subscribed for a Monthly Renewal Plan may migrate to an Annual Renewal Plan by contacting Etisalat according to Clause 11 of these Terms. The monthly rental Charges will be calculated on a pro rata basis from the date at which the change between the Monthly Renewal Plan and Annual Renewal Plan is actually affected by Etisalat. No additional installation Charges apply.

- (f) Without prejudice to the foregoing, each Access Point has a minimum commitment period of one (1) year calculated from the date of installation of the Access Point ("**AP Commitment Term**").

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

- (a) The Service includes 100 minutes for national fixed to mobile usage and 100 minutes of calls to international direct dialing destinations. A full list of eligible destinations is available on www.etisalat.ae or by contacting Etisalat according to Clause 11 of these Terms.
- (b) Once the minutes have been consumed, the Customer will be charged the standard rates charged on a per-minute billing pulse. Fixed-to-international calls will be charged the standard 24x7 off-peak fixed-to-international charges.
- (c) If the Customer requests a downgrade to the bandwidth category at any time during the Minimum Term, the Customer shall pay Etisalat for any benefits received during the Minimum Term (such as but not limited to free installation and free domain name registration) if these benefits were not included in the lower bandwidth category at the time of subscription. Downgrading the bandwidth does not restart the Minimum Term. The monthly rental Charges will be prorated from the date at which bandwidth downgrade is actually effected by Etisalat.
- (d) The Customer can upgrade the bandwidth speed category at any time during and after the Minimum Term without incurring additional installation Charges. However, in the event that the upgrade in the bandwidth requires the addition of one (1) or more Access Points, the AP Commitment Term applies.
- (e) 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 before the expiry of the then-current term as follows: (i) thirty (30) days' notice in case of termination during the Minimum Term; and (ii) seven (7) days' notice in case of termination of the Monthly Renewal Plan or Annual Renewal Plan. For the avoidance of doubt, termination of the Service will result in termination of all Access Points.
- (b) The Customer acknowledges that, upon receipt of the Customer's termination notice, it may take up to thirty (30) days' to terminate the Customer's account.
- (c) In the event of termination during the Minimum Term, the Customer shall be obliged to pay an early termination charge to Etisalat, in accordance with the following calculation:
 - i. Charges for any benefits received due to term commitment such as free installation, free Access Point installation, Domain Name registration; and
 - ii. The equivalent of one (1) month in monthly rental Charges; and
 - iii. Charge for the Access Points included in the Service, calculated with respect to each Access Point as AED 200 X remaining months of the AP Commitment Term of the terminated Access Point. In the event of multiple Access Points the applicable Charge will be the sum of the calculations for each Access Point.
- (d) In the event of termination of the Agreement after the Minimum Term but before the AP Commitment Term, the applicable early termination charge will be calculated as AED 200 x remaining months of the AP Commitment Term of the terminated Access Point(s).
- (e) In the event of termination of the Annual Renewal Plan before the end of the then-current term, an early terminate charge equivalent to one (1) month of monthly Charges will apply.

10. OTHER PROVISIONS

(a) Managed Wi-Fi Solution

- (g) The Managed Wi-Fi Solution is an integrated hardware, software and cloud services solution that is powered by Cisco Meraki (the "**Third Party Supplier**"). The Managed Wi-Fi Solution consists of: (i) a Cisco Meraki Access Point; and a (ii) cloud-managed networking architecture, including a web-based dashboard (the "**Dashboard**") that enables the Customer to manage the network. To make use of the Managed Wi-Fi Solution, the Customer will be required to agree and sign applicable terms and conditions made available by Cisco Meraki.
- (h) Etisalat will deliver to the Customer one (1) or more Access Points depending on the number of Access Points ordered by the Customer. The Customer may request additional Access Points, which will be charged according to the add-on Charges communicated to the Customer and billed additionally.
- (i) The Customer understands and acknowledges that the Wi-Fi performance may vary from site to site and might be affected by concrete structures, wall partitions, steel doors, metallic surfaces, temperature, humidity, environmental factors and other equipment in the Customer's site. Etisalat may recommend to the Customer the switching off of the built-in Wi-Fi in Customer's ADSL gateway or router to prevent signal interference and radio frequency pollution at Customer's site.

Installation

- (j) Etisalat will coordinate with Customer to obtain all relevant information needed to install and configure the Access Point.

- (k) As part of the Service, Etisalat will carry out the following installations:

- a. install the Access Points in scope, including cabling from Access Points to nearest available Ethernet port with an active route to the Internet and trunking of this cable. Etisalat's installation will cover up to forty (40) metres of Ethernet cable. AC power adapter will be provided for each Access Point. The Customer is required to make available to Etisalat a power outlet for AC adapter. Additional cabling or passive work may be charged to the Customer;
- b. configuration of the WiFi login page, which Etisalat can customize. During the installation of the Managed Wi-Fi Solution the Customer can provide Etisalat with images/URL which Etisalat can use to customize the Guest WiFi login for the Customer; and
- c. setting up of user accounts through which end users identified by the Customer can access a read-only version of the Dashboard.
- (l) Customers are allowed specified number of free configuration changes per Access Point per year. Any additional configuration and network changes will be subject to additional Charges.
- (m) Customer shall ensure site readiness to ensure no delay occurs for installation of the Service. Customer site readiness shall not be limited to the internal structured cabling, main power supply, proper ventilation or air conditioning, rack mounting cabinet and the safety environment of all installed Etisalat equipment at the Customer's site.
- (n) Access Point delivery and installation will be carried out within three (3) to five (5) business days from the date the High Speed Internet is provisioned. Etisalat delivery dates are an estimate based on current lead times. Etisalat will use commercially reasonable efforts to deliver the Managed Wi-Fi Service Solution as agreed between the Parties and specified in the Agreement.
- (o) If Customer delays result in delays in delivery of the Service for more than thirty (30) calendar days from the agreed delivery date, Etisalat will cancel the Service Application Form and the Customer will be liable for early termination charges.
- (p) Installation and subsequent relocation/shifting of the Services will only be carried out during normal business hours (Sunday to Thursday: 8:00 AM – 2:00 PM / 3:00 PM – 6:00 PM).

Managed Services

- (q) In the event that an Access Point requires replacement during the term of this Agreement, Etisalat may replace the faulty device within the next Business Day.
- (r) In the case of onsite hardware failures and upon the Customer's request, Etisalat may carry out an on-site inspection.
- (s) The Customer understands that as part of its customer support, Etisalat may require remote access to the Access Point (s), any Etisalat Equipment and the Customer-owned equipment. The Customer agrees to provide such remote access as may be required from time to time.
- (t) Etisalat will inform the Customer of any of End-of-Life support or End-of-Sale for Access Points that are no longer manufactured by the Third Party Supplier. All affected models on End-of-Sale will be supported until the end of the Customer's then-current term of this Agreement. Customers will be notified of the event of End-of-Life support and upon such notification they shall contact Etisalat to plan and budget to move to more recent Access Point models.
- (u) Where the Access Point has reached End-of-Life support, Etisalat will replace the existing Access Point free of charge as long as Customer is still subscribed to the Service.
- (b) **Domain Name**
 - i. Etisalat will apply to the relevant regulatory body for the Domain Name on behalf of the Customer.
 - ii. If the Customer terminates the Service or ceases to use the Domain Name for any reason, the Customer shall remain liable to pay the Charges relating to the Domain Name for the full period of its hire (currently the minimum period of domain name registration is one (1) year and any domain name registration is automatically renewable on an annual basis)
 - iii. The provision of a Domain Name shall be subject to the applicable rules relating to domain name registration and/or renewal and the procedures and/or rules of the relevant regulatory body applicable from time to time.
- (c) **Web Hosting:** As part of the Web Hosting service the Customer may be able to set up its own website(s). The Customer will be responsible for any content or material that the Customer or anyone else puts on the Customer's website(s). The Customer shall include its contact details (e.g. email address) clearly on its website(s). Etisalat accepts no responsibility or liability whatsoever in relation to any Customer website(s) set up using the Service.
- (d) **Email Hosting:** The Email Hosting service is provided subject to a storage quota communicated by Etisalat. Once the Customer meets or exceeds the quota, the incoming emails will be returned to the sender as undeliverable. Etisalat accepts no responsibility or liability whatsoever in relation to the Customer's use of the Email Hosting Service, including the content of any incoming or outgoing emails.

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).

12. VALUE ADDED TAX

Please see Clause (12) of the General T&Cs (Business) for the provisions governing Value Added Tax (VAT) that apply to the Service.