application form
toll free service-800

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etisalat

Welcome to Etisalat.

Please complete this form if you are applying for Toll Free Services - for business only.

1. Company details

Company name: _____

Contact person: _____

Tel. No.: _____   Mobile: _____   Fax: _____

P.O. Box: _____   Emirate: _____   Email: _____

2. Address

Street: _____   Building: _____

Flat No.: _____   Any Tel No. in the same building: _____

Emirate: _____

Bill   ☐ English   ☐ Arabic   Billing Address

Directory listing   ☐ Yes   ☐ No

3. Service requirements

(Please fill in the required letters/numbers in English) Example: 800ASK = 800275

Option 1

800 ☐☐☐☐☐☐☐☐ (in letters)

☐☐☐☐☐☐☐☐ (in numbers)

1	2 abc	3 def
4 ghi	5 jkl	6 mno
7 pqrs	8 tuv	9 wxyz
*	0	#

Note1: To receive incoming Local & International calls, please input 4 - 8 letters / numbers. To receive local incoming calls only, please input 2 - 9 letters / numbers.

Note2: 2 and 3 letters need special approval.

Note3: Common names are provided only under (Flat Rate Plan)

Option 2   Second alternative in case above option is not available

800 ☐☐☐☐☐☐☐☐ (in letters)

☐☐☐☐☐☐☐☐ (in numbers)

4. Customer code (Optional feature):   ☐ Yes   ☐ No

With the Customer Code feature, your customer can only reach you by dialing a 4 digit code. (Please refer to the service brochure for more information before selecting this feature) Please select the 4 digit code for your customer access.

Customer code ☐☐☐☐

Note: This is a cost effective way to minimize misuse of non-customer calls.

1

Call and Service Charges:

Please select one of these plans only:

• Usage Plan (Plan One)

Within same area code: Land line call charge is Fils 5 per minute. Different area code: Land Line call charges during Peak time are Fils 18 and Off Peak time are Fils 9 per minute.

Mobile call charges:

Peak time:	Fils 24/minute
Off peak time:	Fils 18/minute

Service Charges:

Connection Charge :	Dhs 600
Quarterly Rental :	Dhs 300

Note1: Minimum rental period for both plans is 3 months.

**Note2: Incase the Toll Free represent a common name, then Flat Rate (plan two) is required and any future change will not be allowed.

• Flat Rate Plan (Plan Two)**

Within same area code: 15 Fils per minute.
Different area code: 15 Fils per minute.
Mobile call charge: 15 Fils per minute.

Service Charges:

Connection Charge :	Free
Quarterly Rental :	Dhs 3000

• Please list the telephone numbers where Toll Free calls may terminate to your Call Centers (currently and in the future).

Note: Future adding or altering Call Centers will be charged Dhs.100 per update at Etisalat counter

		Main	Alternate
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

• Main call center should be a UAE fixed line number (04,02, etc)
• Alternate call centers can be any phone (Fixed, Mobile or International number) but cannot support any routing requirement.
• Call centers should follow the order in the attached Annex.

• Existing Toll Free number

Miscellaneous (for existing customers)

Service Charges:

• Change the Toll Free number
• Change of Toll Free profile as per Annex
• Cease the Toll Free permanently from

Date   /   /

Change service plan from _____ to _____

Annex

Routing Requirements (See attached forms)
For extra forms you may use copies of the original form.

You may also update/change the call center routing requirement online at www.etisalatb2b.ae

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5. Your authorization

I/We agree to be bound by Emirates Telecommunications Corporation's Conditions of Telecommunication Service.

I/We agree to pay all charges raised including those for calls made to the Toll Free Number assigned to me/us.

Signature	Company Stamp (if required)

Date _____

6. Required documents

Sole ownership business
Copy of valid trade license
Copy of power of attorney (if applicable)
Passport copy of owner
Tenancy contract/premises ownership/proof of right of occupation

Partnership companies
Copy of valid trade license
Copy of power of attorney with specimen signature and passport copy of authorised signatory
Tenancy contract/premises ownership/proof of right of occupation
Passport copy of all partners

For our use only

Application received by:

Name: _____   ID number: _____

Toll Free Number: _____   Service order: _____

DREAMCOM
www.dreamcom.ae

application form
Annex-toll free service-800

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Annex - Routing Requirements

Please complete this form if you are applying for Annex-Toll Free Services.

• Area Code Routing:

Either Terminating Number or Block can be selected, both options cannot be combined.

Serial No.	Area of Callers	Terminating Number	Block
1	Area Code 02 - Abu Dhabi		
2	Area Code 04 - Dubai		
3	Area Code 03 - Al Ain		
4	Area Code 06 - Sharjah, Ajman and Umm Al Quwain		
5	Area Code 07 - Ras Al Khaimah		
6	Area Code 09 - Fujairah and Khorfakkan		
7	Area Code 00 (International)		

The Terminating number should be a UAE fixed line number (ie. 04, 02 etc).

Please specify your required call routing scenarios.

• Mobile Routing:

Please select one option only.

Mobile Routing	Tick (✔)		Identify Terminating
Central		All calls will be forwarded to one call centre number	
Regional		Follow caller's area code rules mentioned above	
Block		All mobile calls will be blocked	

Call Center No. 1

Terminating No: _____
(Has to be a UAE land line number only)

• Overflow Status Routing

Please select alternate destination Call Center to forward your overflow calls, or select an apology message in case the above Call Center is engaged.

Please select only one option.

Status	Alternate Call Center Number	Apology Message
Busy		
No Reply		

Note: Apology message is a voice message which will advise the customer when his call cannot be completed.

• Day & Time Routing

Alternate Routing based on Day and Time Details

The table below is for alternative routing if no selection is made, calls will be automatically forwarded to the above Call Center regardless of time and date.

Please select the day and time of Alternate Destination Call Centers or select an Apology Message. (i.e. for your off time, weekends, holidays and lunch breaks).

Day	Start Time	End Time	Alternate Destination Call Center Number	Apology Message
Sat				
Sun				
Mon				
Tue				
Wed				
Thu				
Fri				

Note: Either an Alternate destination or an apology message option can be selected. Both options cannot be combined.

If you have more than one time break, please fill in above or inform our sales persons, as the system can handle more than one time break per day.

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