

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 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.:

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 or Upgrade/Downgrade

Account details for existing Internet, Landline, Business Quick Start, Business Super + Voice or Business in a Box customers

Business Super Account No.:

Del/PABX/Business Quick Start/Business Super + Voice Account No.: (To be provided as main number)

Del/PABX/Business Quick Start/Business Super + Voice Account No.: (To be provided as extension(s))

Business in a Box (For upgrade/downgrade only) Account No.:

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

*Mandatory fields

*Working telephone no. in the same building and existing account no. can be the same if the customer has an existing non-Etisalat voicemail service

G. Business in a Box Packages

Please select your Managed Connectivity Internet package on one year contract

Managed Connectivity (Unlimited Broadband)	Standard Care (24x7 Remote Support) for	Bandwidth up to		Web Storage	Domain Name	Hosting		Norton Internet Security (NIS) License	Managed Connectivity Rental Charges (AED/month)
		Downstream	Upstream			No. of Virtual Emails	Storage per Email		Annual contract
15MB	Printer & Wi-Fi Gateway	15MB	4MB	100MB	1	20	250MB	3	<input type="checkbox"/> 845
30MB	Printer & Wi-Fi Gateway	30MB	8MB	400MB	1	30	500MB	3	<input type="checkbox"/> 1245
50MB	Printer & Wi-Fi Gateway	50MB	12MB	400MB	1	30	500MB	5	<input type="checkbox"/> 1545
75MB	Printer & Wi-Fi Gateway	75MB	20MB	1GB	1	40	1GB	10	<input type="checkbox"/> 2045
100MB	Printer & Wi-Fi Gateway	100MB	25MB	6GB	1	180	2GB	30	<input type="checkbox"/> 3115

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

Please select your Managed Voice telephone service at the same site in 1 year commitment

Managed Voice	Standard Care (24x7 Remote Support) for	IP Phones	Flexi Minutes (F2M and International)	Managed Voice Rental Charges (AED/month)
Single user	Up to 3 devices* per user	1 per user	100 per user	<input type="checkbox"/> AED 110
Multi user				<input type="checkbox"/> AED 85 per user No of users** <input type="text"/>

*Applicable for end-user devices purchased from Etisalat or Other Sources

**2 to 49 users only

H. Internet Username (Not applicable for Business Super Business Quick Start and Business Super + Voice 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. Cabling for IP Telephony, Switch and Installation

(Select option b or c if more than 4 managed voice lines are required)

I need cabling for the IP Telephony at AED 200 per Managed Voice line

a) Will use my existing switch*

b) New Switch required

i) **24 Port POE Smart Switch:** 24 Month Contract AED 70/month 36 Month Contract AED 50/month

ii) **48 Port POE Managed Switch:** 24 Month Contract AED 125/Month 36 Month Contract AED 180/Month

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

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.

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*

*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 ("Managed Voice") and broadband internet at the Customer's office ("Managed Connectivity") including a Business Gateway.
- (b) The Service is available with a minimum of 1 Managed Connectivity and 1 Managed Voice.
- (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 Managed Connectivity and on the number of users for the Managed Voice ('Single' and 'Multi') as defined in the Service application form. The Customer may apply for any of these Service packages. The Service includes "Standard care" for the Managed Connectivity and Managed Voice, providing 24x7x365 support for up to 3 devices per Managed Voice and 1 printer and Wi-Fi access point for Managed Connectivity.
- (e) Each Managed Voice 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, care options 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 Managed Connectivity and 12 months' subscription to Managed Voice, exit charge shall be: one month rental on Managed Connectivity package + (AED100 x remaining months of the 12 months' subscription (for Business Gateway)) + (one month rental on Managed Voice package x number of packages) + (AED 15 x number of phones x remaining months of the 12 months' subscription).
 - (ii) Exit charges on Managed Voice shall only be applicable if the Customer ceases their Managed Voice subscriptions within the twelve 12 months' contract. This is to be applied independently of the Managed Connectivity 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.

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).