

Serial No.:

Welcome to etisalat by e&.

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: 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


- I accept to receive promotional communications from etisalat by e&
 I accept to receive promotional communications from etisalat by e& partners

Application Summary

| Package | Download/upload speed | Monthly Rentals |
|---|--|----------------------------------|
| eLife Lite Plans 12 Months Commitment | 12Mps/3Mbps | <input type="checkbox"/> AED 299 |
| | 25Mps/7Mbps | <input type="checkbox"/> AED 399 |
| | 50Mps/10Mbps | <input type="checkbox"/> AED 599 |
| | 100Mps/20Mbps | <input type="checkbox"/> AED 749 |
| Discounts and period for discounts (if any) | Discount Description: | |
| Special benefits/ allowances | | |
| Out of bundle charges and fair usage policy | Home Telephone to Telephone calls within UAE are unlimited; Home Telephone to UAE Mobile – 30 Fils/Min; Home Telephone to International call charges are available at www.etisalat.ae. Fair usage policy not applicable. | |

- The minimum term begins from the Activation Date.
- An exit charge equivalent to 1 month's package charge applies up to a maximum of AED 1,000. In addition any remaining device charges, if applicable (please refer to Ts&Cs for the detailed formula).
- Leftover device charges are dependent on the retail price of the device which can be any or all of the following: 4K TV box - Recorder AED 720/Regular AED 480, Router - AED 240/ AED 540/AED 960, Home phone - AED 120.
- Penalty-Free Service Cancellation Period: The Customer, in accordance with the Consumer Protection Regulations, has the right to cancel the service contract without paying exit charges, if the service contract was mis-sold or the provided service did not comply with the service terms and conditions, within a maximum period of: a) 5 days from activation for service only contracts; and b) within 7 days (for each year of the Minimum Term) from activation for service contracts that are bundled with a device. In case of a bundled device, Etisalat shall waive all equipment charges if the Customer returns the device to Etisalat with all accessories and documentation in the original packaging. For more details in respect of the Penalty-Free Service Cancellation Period, please visit Etisalat's webpage or refer to the TRA's Consumer Protection Regulations.

Extras - (Amount per month in AED is mentioned beside each add-on)

| | |
|---|---|
| TV (AED/Month) | If TV only <input type="checkbox"/> eLife Regular Box - 20 <input type="checkbox"/> eLife Recorder Box - 40 <input type="checkbox"/> eLife Basic - 50 (mandatory) |
| A La Carte: | <input type="checkbox"/> eLife Regular Box - 20 <input type="checkbox"/> eLife Recorder Box - 40 |
| eLife TV Gaming: | <input type="checkbox"/> Premium - 50 Free controller with 12 months commitment |
| eLife Regional Add-on: | <input type="checkbox"/> Asiana - 40 <input type="checkbox"/> Arabia - 40 <input type="checkbox"/> Western - 40 <input type="checkbox"/> Pinoy - 40 <input type="checkbox"/> Filipino TV - 69 |
| Sports: | <input type="checkbox"/> beIN ULTIMATE - 200 <input type="checkbox"/> Add-on Sports - 39 <input type="checkbox"/> AD Fight - 30 |
| OnDemand Unlimited: | <input type="checkbox"/> Basic - 39 <input type="checkbox"/> Premium - 10 <input type="checkbox"/> Extreme Sports - 7 <input type="checkbox"/> STARZPLAY - 38.09 <input type="checkbox"/> ART - 7.50 <input type="checkbox"/> VOOT - 10 <input type="checkbox"/> Eros Now - 15 |
|  | <input type="checkbox"/> OSN El-Farq - 249 <input type="checkbox"/> OSN Add-on - 50 <input type="checkbox"/> Western Plus - 50 <input type="checkbox"/> Asiana Plus - 140 |
| Other Packs: | <input type="checkbox"/> My GMA - 99 <input type="checkbox"/> Russian - 100 <input type="checkbox"/> France TV - 50 <input type="checkbox"/> MTV Lebanon - 10 <input type="checkbox"/> Hello Russia - 100 <input type="checkbox"/> TFC - 99 <input type="checkbox"/> ZEE Family Plus - 39 <input type="checkbox"/> Tamil Pack - 10 <input type="checkbox"/> MAA TV - 10 <input type="checkbox"/> Others |

| | |
|---|---|
| Internet (AED/Month) | |
| Internet Only: | <input type="checkbox"/> 10Mbps/3Mbps - 299 <input type="checkbox"/> 20 Mbps/7Mbps - 3999 <input type="checkbox"/> 50 Mbps/7Mbps - 3999 |
| Internet username: | First choice: Second choice: Third choice: |
| Internet Speed Booster (AED 100/Month) | <input type="checkbox"/> |

| | |
|---|--|
| Home Phone Service (AED/Month) | |
| Home Phone service only: | <input type="checkbox"/> Home Phone - 39 <input type="checkbox"/> Addl, Home Phone - 39 |
| Home Phone Add-ons | |
| Value Added Services | <input type="checkbox"/> Code Control Barring - 15 (Int. only) <input type="checkbox"/> Code Control Barring - 15 (Int. only) <input type="checkbox"/> Select Call Barring PIN <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Call Plus (Tri-party call conference, Caller ID, Call Forwarding (Busy, No reply, Unconditional, Call Waiting - 3 |
| International Calling <small>(Please refer to etisalat.ae for applicable countries)</small> | <input type="checkbox"/> 1 Fils/Sec international calls to 162 countries - 39 <input type="checkbox"/> Ultimate International Calling Plan to one country - 150 <input type="checkbox"/> Ultimate World Calling Plan 100 - <input type="checkbox"/> Ultimate World Calling Plan 200 - 2 |
| Home Telephone to UAE Mobile Calling | <input type="checkbox"/> 200 Minutes - 49 <input type="checkbox"/> 500 Minutes - 99 |
| eLife comes with a pre-activated voicemail service with no monthly rental. Voicemail service can be accessed by dialling 123 and calls to 123 are charged at 30 fils/min. Please refer to our website www.etisalat.ae/homevoicemail for details. | |

| | | | |
|---------------------------------------|--|--|--|
| eLife Home Devices (AED/Month) | Gaming Devices & additional STBs/Routers/Home Telephones are outside eLife Value Packs | | |
| 4K TV Box*: | <input type="checkbox"/> Upgrade to the recordable 4K TV Box+ 10 | | |
| Wireless Home Router: | Home Router | <input type="checkbox"/> Instalment 10 | <input type="checkbox"/> One-off Payment 240 |
| Gaming Device: | Game Controller | <input type="checkbox"/> Instalment 5 | <input type="checkbox"/> One-off Payment 120 |

*Included by default in all eLife Value Packs (Family, Sports, Entertainment, and Premium) and eLife Unlimited Plans (Starter, Sports, Entertainment, Premium, Premium 500).
+eLife Family and eLife Unlimited Starter plans only provide the non-recordable 4K TV box.

Other services

List name in telephone Other

Terms and Conditions

eLife Lite



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 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 Group Company P.J.S.C.
- (d) "Fixed Term Plan" means a plan where the Customer agrees to purchase the Services for the term specified on the Service Application Form and for which a termination charge applies in case of termination before said term.
- (e) "General T&Cs (Consumer)" means Etisalat's general terms and conditions for consumer (i.e. non-business) 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).
- (f) "Minimum Term" has the meaning given to it in Clause 4(c).
- (g) "Monthly Term Plan" means plan where the Customer agrees to purchase the Services on a monthly rolling basis.
- (h) "Service" means the service from the list of services set out in Clause 4(c) 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(c). Where the Customer subscribes to more than one of the services listed in Clause 4(c), these Service Specific Terms apply separately to each service. eLife plans may include bundled benefits which are provided by different third parties external to Etisalat, including but not limited to TV or entertainment content providers, loyalty programmes, and vendors.

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 term of the Agreement (the "Term") starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date") and depends on whether the Customer has subscribed to a Monthly Term Plan or a Fixed Term Plan.
- (c) A minimum term of subscription ("Minimum Term") applies to the Agreement if a Customer is subscribed to the Services for a Fixed Term Plan. The minimum terms for the fixed telecommunications services covered by these Service Specific Terms are as follows:
 - (i) eLife Lite, eLife - Double Play (any two of IPTV, Internet and voice), eLife - Single Play (any one of IPTV, Internet and voice), Etisalat Select Service, Al Shamil (Broadband): 12 months;
 - (ii) eLife Triple Play (IPTV, Internet, Voice) Plans including eLife 4.0 Value Packs (Family, Entertainment, Sports, Combo), eLife Unlimited Plans (Starter, Entertainment, Sports), eLife Ultra Plans (Starter, Entertainment, Sports, Fusion): 24 months;
- (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.
- (e) After the completion of the Minimum Term, and unless terminated by the Customer in accordance with Clause 15

(Termination by the Customer), the Service shall continue to be renewed on a monthly rolling basis. If, following the completion of the Minimum Term, the Customer does not wish to continue using the Service as described above, the Customer can terminate the Service in accordance Clause 15 (Termination by the Customer).

- (f) After the Minimum Term, in case of continuation of the Service, the same monthly rental Charges as applicable in the Minimum Term shall apply.
- (g) Customers subscribed to a Fixed Term Plan or a Monthly Term Plan may migrate to a different Fixed Term Plan or a different Monthly Term Plan by contacting Etisalat according to Clause 16 of these Service Specific Terms.

5. CUSTOMER OBLIGATIONS & RESTRICTIONS

- (a) Please see Clause 8 of the General T&Cs (Consumer) for the provisions governing the Customer obligations and restrictions that apply to the Service.
- (b) If a Customer subscribed to eLife Ultra plan reaches Internet usage of 5TB within his/her billing cycle and at the same time is within top 1% cohort of customers on eLife Ultra plans in terms of Internet usage, then his/her further Internet usage within that same billing cycle can be subject to speed throttling @ 1Mbps/256Kbps. The throttling is to be implemented when the Customer has reached the threshold within such billing cycle. The throttling does not carry over to a new billing cycle. Any changes to this fair usage policy will be notified to the Customer.
- (c) The Customer agrees to use the Service, including all feature and any functionalities associated with it in accordance with all applicable laws and regulations, or other restrictions on use of the Service or Content therein. The Customer agrees not to archive, reproduce, distribute, modify, display, perform, publish, license, create derivative work from, offer for sale, or use (except as explicitly authorized in this Agreement) content and information contained in or obtained from or through the Service.
- (d) The Customer also agrees not to: circumvent, remove, alter, deactivate, degrade any of the content Service; decompile, reverse engineer or disassemble any software or other products or processes accessible through the Service; insert any code or product or manipulate the Content of the Service in any way; or use any data mining, data gathering or extraction method. Etisalat may terminate or restrict the Customers use of the Service if the Customer violates the terms of this Agreement or is engaged in illegal or fraudulent use of the Service.
- (e) Customer assumes total responsibility and risk for the Customer's use of the Service. Any Content accessed, streamed or otherwise obtained through the Customer's use of the Service is done at the Customer's sole discretion and own risk and to the maximum extent permitted by applicable laws and regulations. It is solely the Customer's responsibility to evaluate the accuracy, completeness and usefulness of all opinions, advice, services, merchandise and other information provided through the Service or on the Internet generally.
- (f) To the extent permitted by applicable law, Customer agrees to defend, indemnify and hold Etisalat harmless, and its Affiliates and their respective officers, directors, employees and agents from and against any and all actions, claims, proceedings, costs (including legal costs incurred by Etisalat or any of the Etisalat Affiliates in defending any such actions, claims or proceedings), liability, losses and damages whatsoever which may be brought or commenced against Etisalat or any of the Etisalat Affiliates by any person and/or which Etisalat or any of the Etisalat Affiliates may sustain, incur or suffer, as the case may be.

6. 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.

Etisalat makes no guarantee on Wi-Fi coverage as external factors outside its control can influence Wi-Fi reach. For extra coverage solutions consult Etisalat customer services by using any of the communications channels stated in Clause 16 of these Service Specific Terms.

Etisalat is unable to make any guarantees or warranties whatsoever, including without limitation regarding availability or performance, for bundled benefits which are provided by third parties external to Etisalat. In particular, Etisalat

disclaims all warranties:

- 1. Availability of any such content of bundled benefits.
- 2. The accuracy, quality or merchantability of any such content.
- 3. Compliance with any description or requirement of any such content.
- 4. The quality of any content accessed by customer through the use of Service.

Use of the Service and access to and to any content provided by third party shall be:

- a) at the Customers own risk and liability and to the maximum extent permitted by applicable laws and regulations.
- b) be for personal use in the United Arab Emirates and any commercial use or exploitation of the Service is restricted and not allowed.
- c) Under no circumstances, be shared, used or transferred to any person or entity, which does not officially reside in the United Arab Emirates or does not possess a valid residence visa or valid Emirates ID.

7. 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) For eLife 4.0 Value Packs (Family, Entertainment), eLife Unlimited Plans (Starter, Entertainment), eLife Ultra Plans (Starter, Entertainment), eLife Lite plans, eLife - Double Play, eLife - Single Play, Etisalat Select Service, Al Shamil (Broadband): the Customer shall pay an early termination charge, which shall amount to AED 1,000 or one monthly rental charge of the current Service plan (whichever is lower) (Bf).
 - (ii) For plans inclusive of beIN Sports : eLife 4.0 Value Packs (Sports, Combo), eLife Unlimited Plans (Sports), eLife Ultra Plans (Sports, Fusion) the Customer shall pay an early termination charge equivalent of one and half (1.5) months of monthly rental charges of the current Service plan (Bf).

Inclusive of the device, the early termination charges shall be calculated as per the following formula:
 $Bf + (Rp / Ct) \times (Ct - (1+T))$

Where, Bf - basic exit Charges
Rp - the retail Charge for the devices(s)
Ct - the Term of the Agreement in months
T - number of months the Customer has served in the Agreement

- (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.
- (d) Certain Charges (e.g. one-time connection, installation, activation or similar Charges) may be collected in advance depending on the subscription channel chosen by the Customer. This will be communicated to the Customer alongside any applicable conditions before placing and processing any order for using such channel and/or subscribing to the Service. Such Charge will be reflected in the respective invoice as an advance payment by the Customer.
- (e) Migrating from older eLife plans to eLife Ultra may trigger early termination Charges. In that case the Customer will be notified thereof prior to such migration. For clarity early termination Charges will also be applicable in the following case: plans containing beIN Sports are subject to early termination Charges if the plan, which the Customer is migrating to, does not contain beIN Sports.
- (f) The Charges for and types of benefits bundled with eLife plans, which are provided by different third parties external to Etisalat, may change depending on the respective third party provider. In such case, Etisalat will notify the Customer, in line with this Agreement and/or applicable laws and regulations.

8. 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.

1. CHANGING THE SERVICE

In the event of any change of the subscription in the eLife service during and/or after the Minimum Term, the applicable downgrade charges will apply as per exit charges mentioned in clause 7 of this service specific terms and conditions.

2. 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 receiving the prior written permission from Etisalat.

3. eLife ADDITIONAL BENEFITS: (A) eLife (ANA EMARATI), (B) eLife HOMAT AL WATAN AND (C) ABSHER PACK on eLife 4.0 Value Packs for Family, Entertainment, Sports, Combo and eLife Unlimited Plans of Starter, Entertainment, Sports

The following additional terms and conditions apply to the eLife Ana Emarati, eLife Homat Al Watan offers, and Absher Pack each of which is an optional additional benefit which a Customer can subscribe to subject to and in accordance with the below:

- (a) The eligibility criteria for the eLife additional benefits (each as "Additional Benefit") is as follows:
 - a. Only Emarati nationals are eligible for the eLife Ana Emarati add-on;
 - b. Only members of the Ministry of Defence and Armed Forces of UAE, with a valid Homat Al Watan card are eligible to the eLife Homat al Watan;
 - c. Only UAE Nationals holding a valid Absher card, issued by the Ministry of Human Resources and Emiratisation and who are under the Discounts and Special Offers Program for UAE Nationals working in the Private Sector are eligible to the Absher Pack.
- (b) The termination charges of eLife are waived for Customers eligible to benefit from the eLife Ana Emarati add-on or the Homat Al Watan add-on. Remaining instalment payments for a device, if any, are applicable. This waiver of the termination charges shall not apply where the Customer has subscribed to any of the sports bundled plans inclusive of beIN Sports (eLife Unlimited plans of Sports, and eLife value packs of Sports, Combo). The provisions of this sub-article is not applicable to Absher pack.
- (c) Etisalat reserves the right to terminate the Customer's access to an Additional Benefit if it determined that the Customer is no longer eligible for the Additional Benefit (including but not necessarily limited to not possessing a valid card) or if the Additional Benefit was obtained in a manner wilfully detrimental to Etisalat.
- (d) Etisalat representatives shall have the right to request the customer to present a valid UAE ID or any other document for identification purposes.

- (e) Customers who wish to subscribe to the Homat Al Watan or the Absher Pack Additional Benefit are required to present a valid Homat Al Watan or Absher card, as applicable. Etisalat may store copy and details of this card for validation purposes.
- (f) The free Homat Al Watan or the Absher Pack Additional Benefit shall be available to the Customer as long as the relevant Homat Al Watan or Absher card presented to and stored by Etisalat is still valid. Customers are required to update their card no later than 30 days from the expiry of their expired card. If the Customer does not provide the updated card within this thirty (30) days timeframe, the free Additional Benefit will be removed and the Customer will be provided with the standard subscribed eLife plan. Etisalat shall send notifications to Customers before the expiry of the card.
- (g) The Customer may update the card by contacting Etisalat using any of the communications channels stated in Clause 30 of the General T&Cs (Consumer).

4. 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) 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.
- (c) 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.
- (d) 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.

5. TELEVISION CONTENT & PACKAGES

- (a) Etisalat provides many hundreds of TV channels and games 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 and games 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.
- (c) Specifically for eLife TV Gaming, the service subscription implies the acceptance by the customer of these terms and conditions and the games publishers EULAs (End User Licences Agreement), all are listed under www.etisalat.ae/elfetvgamingeula.
- (d) The Customer acknowledges and agrees that Etisalat is not a party to the games publishers EULA (the "Third Party Contracts"). Etisalat has no obligations towards the Customer under the Third Party Contracts and the Customer shall have no claim against Etisalat for any breach of the Third Party Contracts by the game publishers. The Third Party Contracts do not amend or supersede Etisalat's terms and conditions for eLife TV Gaming. The Customer agree that No representation, warranty, assurance or undertaking (express or implied) is made, and no liability will be accepted by Etisalat in relation to Third Part Contracts.

6. 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.

7. 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, Etisalat shall terminate the service. Notwithstanding the receipt date of the termination request, the Customer shall be charged the full monthly rental Charges for the month during which the Service was terminated.
- (c) If the Customer elects to terminate the Service before the end of any applicable Minimum Term, a termination charge may be payable. Details of the applicable termination charges are set out at Clause 7 of these Service Specific Terms and are also available through the communications channels stated in Clause 30 of the General T&Cs (Consumer).

8. 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). That can be found on the following link: "<https://www.etisalat.ae/en/footer/terms-and-conditions.jsp>"

9. VAT

Please see Clause (32) of the General Ts&Cs (Consumer) for the provisions governing VAT Value Added Tax that apply to the Service.

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

| | | |
|---------------------|-----------------|--------------|
| Salesperson's name: | Salesman's code | Contact No.: |
| A/c No.: | Reseller code: | |
| Request number: | Serial number: | Card number: |