

application form

Wi-Fi as a Service



Welcome to e&.

Please complete this form if you are applying for **Wi-Fi as a Service**. Kindly note that incomplete information may cause delays in service providing.

A. Type of Request

☐ New ☐ Disconnection ☐ Add-on Devices

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

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

°mandatory

E. Service installation address

Building: Floor: Flat No.:

Area: City: P.O. Box:

Working telephone number in the same office/building*: Plot: Makani No:

Existing Account No. *:

*Mandatory fields

*If Add-on Device is being processed for an existing "Wi-Fi as a Service" Account.

*Prices are exclusive of VAT

F. Packages

A. Packages Detail

Select the required Package and the Commitment Term from the below table.

	Package S	Package M	Package L	Package XL
Suggested for No of Users	Up to 15	Up to 25	Up to 75	Up to 150
Recommended for Area (Sq. Meters)	100	250	700	1,500
No of Access Points	Up to 5	Up to 10	Up to 20	Up to 40
No of Switches	1	1	1	2
Switch Type	8 Ports PoE	24 Ports PoE	24 Ports PoE	2 x 24 Ports PoE
Installation & Commissioning	Y	Y	Y	Y
Remote Support	24 x 7	24 x 7	24 x 7	24 x 7
Managed Service	Y	Y	Y	Y
MRC on 36 Month Commitment (AED/ month)	225 ☐	425 ☐	775 ☐	1,525 ☐
Note: The Service will continue with the same MRC after the commitment period.				

B. Add-on Devices

Mention the quantity against the required additional devices on 12 month commitment.

Device	MRC on 36 months commitment (AED/ month)	Count
Wi-Fi Access Point	39	
Switch 24 PoE Ports	79	

G. Penalty Free Service ☐

Please note that this service can be canceled within 5 days from date of activation without any exit charges provided either of the below two conditions is satisfied.

- Technical issue: The service is not working as promised by Etisalat or is not in alignment with the T&Cs of the service
- Misinformation: The customer has been misinformed before signing the contract

H. Disconnection

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

I. Required Documents

- | | |
|--|---|
| 1. Trade License | 2. Valid passport copy/Emirates ID of the sponsor/partner |
| 3. Power of Attorney of the signing person | 4. Tenancy contract |
| 5. Establishment Card (New customers only) | 6. TRN Certificate |

Terms and Conditions

Wi-Fi as a Service

1. INTRODUCTION

These specific terms and conditions ("Service Specific Terms") along with the General T&Cs (Business) apply in relation to the provision of the Service by Emirates Telecommunications Group Company (Etisalat Group) PJSC (hereinafter referred to as 'Etisalat') to the Customer, in addition to other constituent parts of the Agreement (as defined below) between Etisalat and the Customer.

2. DEFINITIONS

- (a) **"Agreement"** means the entire contractual agreement between Etisalat and the Customer in respect of the Service, comprising its constituent parts listed in Clause 2.1 of the General T&Cs (Business), including these Service Specific Terms.
- (b) **"General T&Cs (Business)"** means Etisalat's general terms and conditions for business products and services, which are published on Etisalat's website, as updated from time to time, or are available through the other communication channels referred to in Clause 35 of the General T&Cs (Business).
- (c) **"Customer"** as defined in the General T&Cs (Business)
- (d) **"Wi-Fi as a Service"** is the service described in section 3 (d) below.
- (e) **"Minimum Term"** has the meaning given to it in Clause 4(a).
- (f) **"Service"** means the Wi-Fi as a Service and any of the corresponding service packages, as further detailed in Clause 3 herein.
- (g) **"Device"** refers to the Access Point(s) and Switch(es) installed and deployed at Customer premises as part of the Service.
- (h) **"Access Point"** is a networking hardware device that allows the other Wi-Fi devices to connect to a wired network.
- (i) **"Switch"** is a networking hardware device that connects and transmits data packets to and from devices on a local area network (LAN).
- (j) **"Fulfillment Partner"** refers to a contractor engaged by Etisalat to handle the delivery, deployment, installation, configuration, change requests and troubleshooting.
- (k) **"Third Party Supplier"** refers to the original equipment manufacturer (OEM) of the Devices supplied with the Service.
- (l) **"Activation Date"** is the date on which Etisalat makes the Service available to the Customer

3. SERVICE DESCRIPTION

(a) General Overview

The Service is a Wi-Fi solution, which includes end-to-end delivery, deployment, installation, testing, after-sales support and managed services to its Customers.

(b) Requirements

The Customer will have to independently, arrange for electrical power and internet connectivity that is suitable for the selected Service package.

(c) Service packages

- 1- The Service packages vary depending on the number of Access Points, Switch type, and the duration of the Minimum Term as defined in the Service application form.
- 2- Etisalat reserves the right to increase or decrease the number of Devices than those specified in the description of corresponding Wi-Fi as per the Service packages set out in the Application Form in case Etisalat reasonably determines that revised number of Devices will be sufficient to provide adequate network coverage in the Customer location.
- 3- To receive additional Access Point or Switches than what is already provided in the selected Service package, the Customer may independently apply to Etisalat for additional Access Point(s) and/or Switch(es) as an additional product subject to additional charges. Such additional orders will not form part of this Service, (please refer to Clause 9 for more information).

(d) Wi-Fi as a Service

- i. The Wi-Fi as a Service, is an integrated hardware, software and cloud services solutions that is powered by a Third Party Supplier. The Wi-Fi as a Service consists of: (i) Access Point(s); (ii) a Switch(es); and a (iii) cloud-managed networking architecture, including a web-based dashboard (the "Dashboard") that enables the Customer to view its network. To make use of the Wi-Fi as a Service the Customer shall be required to agree and sign applicable terms and conditions made available by the Third Party Supplier.
- ii. The Customer understands and acknowledges that the Wi-Fi performance and quality 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, and other factors. Etisalat may advise the Customer to switch-off the built-in Wi-Fi in Customer's Asymmetric Digital Subscriber Line (ADSL) gateway or router permanently to prevent signal interference and radio frequency pollution at Customer's site.
- iii. Etisalat unequivocally retains ownership of all Devices provided by Etisalat to the Customer for delivering the Service during the term of this Agreement. Clause (8) of the General T&Cs (Business) will apply in relation to Etisalat's equipment and Devices.

- iv. Upon termination of the Agreement, the Customer shall return the Devices provided by Etisalat in the same functional condition and appearance. In case of failure of any of the Devices attributable to the Customer, such that the said Device cannot be recovered or is faulty or destructed or damaged (other than ordinary wear and tear), Etisalat will be entitled to recover the appropriate charges, and the Customer will be liable to pay the applicable charges as communicated to the Customer in the customer proposal / application form.

4. COMMENCEMENT & DURATION

- (a) The Agreement has a Minimum Term of Three (3) years.
- (b) The Minimum Term starts on the Activation Date.
- (c) Additional devices of Access Point or Switch has a minimum term of three (3) years (Add-on Minimum Term), which starts on the date that Etisalat activates the additional Access Point and/ or Switch(es), following a request by the Customer.
- (d) After the expiry of the Minimum Term, and unless terminated by the Customer in accordance with Clause 8 of the Service Specific Terms – Termination by the Customer, the Service and the Agreement shall continue on a monthly rolling basis, and the same terms and conditions including the Charges will continue to apply to the Service. If, following the completion of the Minimum Term, the Customer does not wish to continue with the Agreement on a monthly rolling basis, the Customer may terminate the Agreement in accordance with Clause 8 of the Service Specific Terms – Termination by the Customer.

5. CHARGES, BILLING & PAYMENT

- (a) Please see Clause 12 of the General T&Cs (Business) for the charges, billing and payment provisions that apply to the Service.
- (b) The monthly rental Charges shall be calculated on a pro rata basis from the Activation Date until the end of the first billing period. Thereafter, starting from the next billing cycle, the full monthly rental Charge shall be billed monthly in advance.
- (c) If the Service is terminated before the completion of any month, the bill covering the final billing period will be calculated on a pro rata basis from the beginning of the month until the date of the Termination of the Service.

6. 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.

7. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

Please see Clause 18 of the General T&Cs (Business) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by Etisalat.

8. TERMINATION BY THE CUSTOMER

- (a) Please see Clause 19 of the General T&Cs (Business) for the provisions governing the termination by Customer.
- (b) The Customer may terminate the Service, at any time. If the termination falls on any day within a particular month, the Charges will apply in accordance with Clause 5 (c) above.
- (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. For Service:
Shall be calculated as: (Monthly rental charges for the Service) X (number of remaining months of the Minimum Term).
 - ii. For additional Devices: Switches, Access Points.
Shall be calculated as: (Device installment) X (number of remaining months of the Add-on Minimum Term of the Device). In the event of multiple Devices, the applicable Charge shall be the sum of the calculations for each Device.

9. OTHER PROVISIONS

a) Installation of Wi-Fi as a Service – General Clauses

- i. Installation, activation, handling of configuration change requests as well as troubleshooting shall be provided by Etisalat or its Fulfillment Partner.
- ii. Etisalat will coordinate with the Customer to obtain all relevant information needed to carry out standard installation and configuration of the Service.
- iii. Customer shall ensure that the site is accessible and ready for installation of the Service in order to ensure no delay occurs. The Customer site readiness shall include, but 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.
- iv. Delivery and installation will be carried out within five (5) business days (for the purpose of this Service Specific Terms, the term 'Business Days' means the days from Monday to Saturday) from the date the order is placed for the Service. Etisalat delivery dates are an estimate based on current lead times. Etisalat will use commercially reasonable efforts to deliver the Service as agreed between the Parties and specified in the Agreement.

- v. Installation and subsequent relocation/shifting of the Service shall only be carried out during normal business hours (Monday to Saturday: 8:00 AM – 6:00 PM) and shall not be carried out during public holidays.
- vi. Notwithstanding Clauses 21 Disclaimer and Clause 22 Liability And Indemnity of the General T&Cs (Business), Etisalat shall not be held responsible nor liable to the Customer for any damages, claims, losses or expenses arising out of the installation work that is carried out for the Service, or if there is technical fault arising from the Customers side, such as the Customer initiates configuration changes to the Services without consulting with Etisalat or there is a fault or defect occurred to the Service due to alternations in the way the Customer utilizes the Service or any part of it. Further, Etisalat shall not be responsible for any issues resulting from any unauthorized access or negligence or misuse of the Service by the Customer, and the Customer shall bear the charges howsoever that may arise.

b) Installation for Wi-Fi as a Service – Service Specific

As part of the Service and at no additional cost to the Customer, Etisalat or its Fulfillment Partner will carry out the following installations:

- i. 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. Installation will cover up to forty (40) meters of Ethernet cable per Access Point. AC power adapter will be provided for each Access Point, if required. The Customer is required to make available to Etisalat a power outlet for AC adapter.
- ii. Default setting up of user accounts through which end users identified by the Customer can access a read-only version of the Dashboard.
- c) **Support for the Service**
 - i. In the event that a Device (Access Point or Switches) requires replacement during the term of this Agreement, Etisalat will make all reasonable endeavours to replace the defective device within the next business day without any additional charges, provided that the device has not been altered or modified, in any way whatsoever, or suffered any abuse, misuse or mistreatment by the Customer and that any defects of the device are not attributed to the Customer or any third party.
 - ii. In the case of onsite hardware failures and upon the Customer's request, Etisalat may carry out an on-site inspection and rectify the situation.
 - iii. The Customer understands that as part of its customer support, Etisalat may require remote access to the Device, any Etisalat Equipment and the Customer-owned equipment deployed by Etisalat. The Customer agrees to provide such remote access as may be required from time to time.
 - iv. Etisalat will inform the Customer of any of End-Of-Life support or End-Of-Sale for the Devices that are no longer manufactured by the Third Party Supplier. All affected models on End-Of-Sale will be supported by Etisalat until the end of the Term. 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 Device models with new plan to be agreed upon between Etisalat and the Customer.

- v. Where the Device has reached End-Of-Life support during the Term, Etisalat will replace the existing Device(s) at no additional cost.

d) Additional Switches

The Customer may purchase additional switches as a separate product at additional cost. Additional switches shall have a minimum term of thirty six (36) months, which starts on the date when Etisalat installs the additional Switch(es).

e) Additional Access Points

The Customer may purchase additional access points as a separate product at additional cost. Additional access points have a minimum term of thirty six (36) months, which starts on the date when Etisalat installs the additional Access Point(s).

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 Communication channels stated in Clause 35 of the General T&Cs (Business).

11. VALUE ADDED TAX

Please see Clause (14) of the General T&Cs (Business) for the provisions governing Value Added Tax (VAT) that apply to the Service.

Your Authorisation

I have read all the terms and conditions forming part of the entire contractual arrangement between EMIRATES TELECOMMUNICATIONS GROUP COMPANY P.J.S.C. and the company and I agree to the same.

Name of Applicant:

Position/Title in the company: Date of application:

Signature of Applicant	Company Stamp
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For Official Use Only

Issuing Etisalat Representative: Title:

Contact Details: