

# Office Presence Pro / Stream

**Welcome to e&.**

Please complete this form if you are applying for **Office Presence Pro / Stream**. Kindly note that incomplete information may cause delays in service providing.

**A. Type of Request**

- ☐ New ☐ Upgrade/Downgrade ☐ Disconnection ☐ Internal shifting ☐ External shifting  
☐ Migration from Etisalat Service ☐ Migration from Non-Etisalat Service ☐ Renew Contract

**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

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

\*Prices are exclusive of VAT

## E. Migrate Existing Etisalat Service

Account Details for existing account being migrated to Office Presence Stream / Office Presence Pro service.

Existing Account No.: ..... (To be the main 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: ..... Makani No: .....

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 current connectivity is an existing non-Etisalat voiceline service

## G. Packages

☐ One Month Free (Limited Period Promotion)

Plan	Office Presence Stream <input type="checkbox"/>	Office Presence Pro <input type="checkbox"/>
Installation Charges	0	0
Rental Charges (AED/Month)	190	179
Monthly Contract Charges * (AED / Month)	205	279
User Voice Service	"Cloudtalk Mobile App 100 Flexi Minutes/VoiceLine, CloudPABX functionality 7500 Fixed to Fixed Minutes"	
eStore (Do it yourself)	"Comprehensive online tool for Website, eShop and Online Payments, Easy online store builder with unlimited product catalogue"	
Domain Name	1 .ae Domain	
Additional Feature	- OTT TV Premium Subscription + CMS - OTT TV Premium includes 110+ Live Channels and 800+ Hours of VOD Content - CMS (Content Management system) allows multi screen management and content scheduling via web access. - For Android TVs only	"UTAP Premium - Payment App - Pay by Link - Payment Terminal - Payment Gateway - Credit card/Debit card/ApplePay"
Commitment Period	12 Months	24 Months

\*\*Monthly contract charges apply, In case the customer does not renew the contract for another 12 months for Office Presence Stream and 24 months for Office Presence Pro



Per second billing

- Bundled 100 Flexi minutes can be used for Fixed to Mobile national calls or Fixed to International calls to whitelisted destinations (as per the list at [www.etisalat.ae/biabinternationaldestinations](http://www.etisalat.ae/biabinternationaldestinations)). All other international calls shall be charged as per the destination-wise price list at [www.etisalat.ae/iddrates](http://www.etisalat.ae/iddrates)
- Fixed to Fixed call charges: Free (AED 0.15/min post consumption of 7,500 minutes FUP)
- Fixed to Mobile call charges: AED 0.30/min
- Exit charges during Minimum Term shall be: One month of Service rent + recovery towards CMS License (AED 15)+ add-on devices for the remaining contract months of respective add-on
- Exit charges for OP Pro during Minimum Term shall be: One month of Service rent + recovery towards UTAP Premium device + add-on devices for the remaining contract months of respective add-on

Add-on Type	Details	Rentals/Month	Minutes	Count
User Voice Line	1 Communicate Voice Line*	"AED 85/Month Annual Contract"	NA	<input type="checkbox"/>
Voice Add-on Pack(s)	F2M user pack 1	AED 15/Month	75	<input type="checkbox"/>
	F2M user pack 2	AED 25/Month	150	<input type="checkbox"/>
	F2M user pack 3	AED 50/Month	400	<input type="checkbox"/>
	F2M user pack 4	AED 100/Month	850	<input type="checkbox"/>
	F2M user pack 5	AED 150/Month	1300	<input type="checkbox"/>
	F2M user pack 6	AED 200/Month	1750	<input type="checkbox"/>

\* Each voice line comes with bundled 100 Flexi minutes

- Please select the phone type for each of the additional voice users selected above (Input the number of phones required against each phone type\*)

Phone Type	24 month Installment	
	Charges (AED/Month)	Count of Phones
<b>Standard Phone</b> 	20	----
<b>Cordless Phone</b> 	30	----

\*Total no. of IP Phones selected should be the same as the no. of voice lines required

## H. Add on Office Presence / Stream

### 1. Enter the quantity of Managed Wi-Fi Access Points required:

☐ 12 month commitment @AED 150/month

### 2. Enter the quantity of Managed Digital Signages required:

☐ 12 month commitment @AED 150/month

### 3. Switch

☐ New Switch required

24 Port POE Smart Switch: ☐ 24 Month Contract AED 55/month

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

## I. Domain name

☐ I have an existing .ae domain ..... .ae OR

☐ I want a new .ae domain at no cost

1st choice ..... .ae

2nd choice ..... .ae

3rd choice ..... .ae

- Minimum period of hire for the domain is 1 year
- Domain name is renewed on yearly basis

## J. Installation and Cabling

### Cabling

☐ I need cabling for IP Telephony. Cabling will be free for three Voice lines. AED 200 will be applicable from the fourth line onwards..

## K. Disconnection

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

## L. Required Documents

- |   |                                |
|---|--------------------------------|
| 1. Trade License  | 5. Tenancy contract            |
| 2. Power of Attorney of the signing person                | 6. Cease Form*                 |
| 3. Establishment Card (New customers only)                | 7. Existing non-Etisalat Bill* |
| 4. Valid passport copy/Emirates ID of the sponsor/partner | 8. TRN Certificate             |

\*In case of migration from non-Etisalat service.

### Mandatory to be filled for U-Tap customers

#### Business Contact Details (Mandatory)

##### Owner Contact Details

Customer Name: .....  
Mobile Number.: .....  
Email Address: .....

Required Documents in PDF Visa, Passport and Emirates ID: Yes ☐ No ☐

##### Share Holder Contact Details

Customer Name: .....  
Mobile Number.: .....  
Email Address: .....

Required Documents in PDF Visa, Passport and Emirates ID: Yes ☐ No ☐

#### Business Details

Expected Volume/Year: .....  
.....  
No. of Years in Business: .....  
.....  
No. of Employees: .....  
No. of Outlets: .....

\*In case of migration from non-Etisalat service.

#### Bank Account Details (Mandatory)

##### Bank Details

Bank Name: .....  
Account Number.: .....  
Owner: .....  
IBAN No.: .....  
Required Documents in PDF or JPG Cancelled Cheque or A/C Statement:  
Yes ☐ No ☐

#### Business Location Details (Mandatory)

##### Installation Address

Address Line 1: .....  
Address Line 2: .....  
City: ..... Emirtes: ..... P.O. Box .....

##### Registered Office Address

Address Line 1: .....  
Address Line 2: .....  
City: ..... Emirtes: ..... P.O. Box .....

☐ Check box to be ticked only for UTAP Customers

## DECLARATION

1. Does your company have any direct/indirect dealings involving a Sanctioned Country\* or any Sanctioned Party\*\*?

Yes ☐ No ☐

2. Is your company owned by any person/entity that is incorporated/ based in, or resident in a Sanctioned Country/Territory?

Yes ☐ No ☐

3. Does your business have any offices, investment activities or planned activities in any sanctioned country or have an ownership interest in a Sanctioned Party?

Yes ☐ No ☐

\*\*Sanctioned Countries - Iran, Syria, Cuba, North Korea/ Territory (Crimea) and any other countries/territories as updated time to time by the relevant authorities.

A sanctioned party includes any person or entity designated for sanction reasons by the United Nations Security Council, The European Union, The Office of Foreign Assets Control (OFAC), UK HMT and Central Bank of UAE Blacklist.

4. Do you hold any position from the below list of categories?

Yes ☐ No ☐

- i. a natural person who is or has been entrusted with prominent public functions including:
- (i). A head of state, head of government, minister or deputy or assistant minister.
  - (ii). A senior government official.
  - (iii). A member of parliament.
  - (iv). A senior politician.
  - (v). An important political party official.
  - (vi). A senior judicial official.
  - (vii). A member of a court of auditors or the board of a central bank.
  - (viii). An ambassador, charge d'affaires or another high-ranking officer in a diplomatic service;
  - (ix). A high-ranking officer in an armed force.
  - (x). A senior member of an administrative, management or supervisory body of a state-owned enterprise; or
- ii. Any of the following family members of the above, including:
- (i). a spouse.
  - (ii). a partner considered by nation law as equivalent to a spouse.
  - (iii). a child.

a. Please note that our role is limited to providing technical services that support the provision of payment service to you by a third party\*. In facilitating the provision of UTAP, we are therefore not providing any licensable retail payment service to you.

b. Merchant Acquiring Partner – Network International L.L.C. Etisalat shall act solely as a technical service provider.

# Terms and Conditions

## Office Presence Pro / Stream



### 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 e& to the Customer, in addition to other constituent parts of the Agreement between e& and the Customer.

### 2. DEFINITIONS

- (a) **"Agreement"** means the entire contractual agreement between e& 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 e& general terms and conditions for business products and services which are published on e& website and are available through the other communication channels referred to in Clause 35 of the General T&Cs (Business).
- (c) **"Service"** means the Office Presence/ Office Presence Pro as further detailed in Clause 3 herein.
- (d) **"Minimum Term"** has the meaning given to it in Clause 4(a).
- (e) **"Mobile Application"** means e& CloudTalk application available on Google Play Store and Apple App Store.
- (f) **"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.
- (g) **"UTAP Premium"** means e& UTAP digital payment solutions to small & medium size businesses (SMBs) to accept payments via different card networks at affordable rates.
- (h) **"Payment Service"** means a payment service (i.e. UTAP-Premium) as defined in clause 3(g)), provided by e& as part of the Service.
- (i) **"IP Phone"** (internet protocol phone) means a type of telephone that is used with voice over IP (VoIP) telephone services provided as a part of the Service.

### 3. SERVICE DESCRIPTION

- (a) Office Presence / Office Presence Pro is a converged solution for business customers offering unified communications based on telephony service ("UC Voice Service"), Domain Name, eStore and UTAP Premium.
- (b) The Service includes at least one Voice line and a Domain Name, eStore and UTAP Premium.
- (c) The Service provides a number of voice lines for the UC Voice Service. The maximum number of voice lines is limited to two hundred (200) per Customer site. For more than four (4) voice lines and up to a maximum of two hundred (200) per Customer site, however, the addition of a switch is required. The Customer may use any switch or may separately apply to e& for the provision of additional switch(es) as an additional product, which is not forming part of the Service, as described in Clause 12 under heading "Additional Switches".
- (d) UC Voice Service
  - 1) The voice lines delivered as part of the Service, will be configured by default, for use only through the Mobile Application.
  - 2) If required, the Customer may separately apply to e& for the provisioning of additional SIP phone(s) as an additional product, not forming part of the Service, described in Clause 12 under heading "Managed IP Phones".
  - 3) The access and the use of the UC Voice Service through the Mobile Application is granted through an authentication procedure, with username and password/PIN code. The disclosure of authentication credentials to any third parties may lead to use/ mis-use of the Service in the name of the Customer, for which the Customer shall be solely responsible and liable.
  - 4) For the UC Voice Service, e& assigns to the Customer a number of the UAE National Numbering Plan. For each geographical number requested, the Customer must specify, the business premises address where the number will be used.
  - 5) Each voice line includes 100 flexi minutes for national fixed to mobile usage or international minutes to any international destination ("ID"), except some black listed ID destinations (View permitted ID destinations at [www.etisalat.ae/biabinternationaldestinations](http://www.etisalat.ae/biabinternationaldestinations)). Out of bundle charges (beyond 100 flexi minutes) for fixed to mobile national calls will be standard fixed to mobile charges. Out of bundle charges (beyond 100 flexi minutes) for fixed to international calls

would be standard 24x7 off-peak fixed to ID charges. All out of bundle usage will be charged on per second billing pulse.

- 6) **International Roaming Limitation**  
The Cloud Talk App is not supported for use while the device is on international roaming. Users acknowledge and agree that access to the Cloud Talk App may be restricted or unavailable during international roaming, and the provider shall not be liable for any failure or inability to use the service in such circumstances.
- (e) **Domain Name**
  - i. e& will apply to the relevant regulatory body for the Domain Name on behalf of the Customer, and there will be no additional cost to the Customer for the Domain Name during the term of the Agreement
  - ii. Minimum subscription period for the domain is one (1) year.
  - iii. As long as the Agreement remains in effect, e& will renew the Domain Name registration on behalf of the Customer on an annual basis, and there will be no additional cost to the Customer for the Domain Name renewal during the term of the Agreement.
  - iv. 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.
- (f) eStore: eStore is a Do it Yourself Website and Store Builder. Customers will be entitled for a free eStore subscription as a part of the Service. Customers can activate eStore and start using the service. The Customer may be able to set up his own website(s). The Customer will be responsible for any content or material on Customer's website that the Customer or anyone authorized by the Customer uploads in relation to the Customer's website(s) hosting, development, etc.
- (g) **UTAP Premium: A powerful payment solution that empowers businesses of all sizes with access to simplified collections and streamlined automation. It offers secure payment collections and processing, fully managed services with maintenance, repairs, and comprehensive support, ease of payment collections. A Customer who opts for a payment device would need to fulfil the eligibility requirements for the Service.**
  - Merchant Acquiring Partner - Network International L.L.C. e& shall act solely as a technical service provider.
  - Please note that our role is limited to providing technical services that support the provision of payment service to you by a third party". In facilitating the provision of UTAP, we are therefore not providing any licensable retail payment service to you.  
Payment Services is a subscription which offers customers starter package features, credit/debit card terminal, accepts EMV, NFC, mega-strip, and contactless transactions. The Package also supports complete transaction reporting, void transaction in case of reversal, supports pre-authorization hold and pre-authorization complete, and merchant portal for end-to-end transaction reporting. During the on-boarding process, the Customer will be required to sign additional third-party terms and conditions, which include agreements with the payment processing technology provider and acquiring service provider.  
In scenarios where a Customer is not able to meet the third-party terms and conditions such customer may opt to downgrade to office presence.

### 4. COMMENCEMENT & DURATION

- (a) The Agreement has a minimum term of one (1) year for Office Presence and two (2) years for Office Presence Pro (each a "Minimum Term"), which starts on the date on which e& activates or makes the Service (all or part thereof) available to the Customer ("Activation Date"). Additional voice lines have a minimum term of one (1) year ("Voice Line Minimum Term"), which starts on the date that e& activates the additional voice lines following a request by the Customer.
- (b) After the expiry of the Minimum Term, the Agreement shall be renewed automatically on a monthly basis for Office Presence with the same

monthly recurring charges, for Office Presence Pro with higher monthly recurring charges plans and the same terms and conditions shall continue to apply to the Service. If, following the completion of the Minimum Term, the Customer does not wish to renew the Agreement on a monthly basis, the Customer may terminate the Agreement in accordance Clause 11 – Termination.

- (c) For Office Presence Pro after the expiry of the Minimum Term, the Customer may opt to renew for another Minimum Term.
- (d) After the completion of the Minimum Term, in case the Customer decides to opt for another Minimum Term, the exit charges during subsequent minimum term periods will be only one monthly rental charges and no exit charges will be applicable for Devices, unless the Customer opted for new Devices as well.
- (e) e& reserves its right to terminate this Agreement for convenience as stipulated in Clause 7 of these Service Specific Terms and Clause 18.5 of the General T&Cs (Business).

### 5. PLANNED & UNPLANNED OUTAGES

Please see Clause (11) of the General T&Cs (Business) for the provisions relating to outages.

### 6. CUSTOMER OBLIGATIONS & RESTRICTIONS

Please see Clause (6) of the General T&Cs (business) for the provisions governing the Customer obligations and restrictions that apply to the Service.

### 7. e& OBLIGATIONS

e& 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.

### 8. 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.
- (d) The applicable monthly rental Charges shall be billed monthly in advance and any additional out of bundle usage Charges not covered by the applicable monthly rental Charges shall be billed monthly in arrears.

### 9. 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.

### 10. SUSPENSION, DISCONNECTION OR TERMINATION BY ETISALAT

- a) **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 e&.
- b) **Managed Business Devices - Temporary Suspension**
  - i. **Non-Payment:** In the event that the Customer defaults in any of the payments to e&, e& shall temporarily suspend the Managed Business Device from any type of use. The device shall be unsuspended only after the outstanding payments are cleared.
  - ii. **Effect of Suspension:** Customer will remain liable for all Service rental fees incurred before or during the suspension.
  - iii. Once the payment is cleared, e& may take up to five (5) days to restore the Customer's access to the Managed Business Device Service. Customer may contact e& business care number 800 5800 after the payments are made for support on restoring the access.

### 11. TERMINATION BY THE CUSTOMER

- a) The Customer may terminate the Service, by sending to e& a prior written notice.
- b) The Customer acknowledges that, upon receipt of the Customer's termination notice, e& shall

# Terms and Conditions

## Office Presence Pro / Stream



- terminate the Service.
- c) For Office Presence, Office Presence Pro, User Pack/ Voice Line, where the Customer has selected a Service plan with a Minimum Term and terminates the Service before the expiry of the respective Minimum Term, the Customer shall pay an early termination charge, in accordance with Clause (12.3) of the General T&Cs (Business).
- d) For standalone Devices: Switches, Wifi, Signage, IP Phones: charge for the Device provided to the Customer, shall be calculated as follows: (Device installment) X (number of remaining months) of the Minimum Term. In the event of multiple Devices, the applicable Charge shall be the sum of the calculations for each Device.
- e) For the avoidance of any doubt, termination of the Service shall automatically result in the termination of all additional product (s) and/or services such as additional voice lines, Managed IP Phones, Additional Switches, devices, Office 365 licenses etc. being billed on the Service account number.

### 12. OTHER PROVISIONS

Any add-on device including SIP Phones and/or add on service which is purchased by the Customer on top of the Service shall be governed by its own minimum commitment terms and conditions.

**Additional Switches**  
The Customer may purchase Additional Switches as a separate product, not forming part of the Service. Additional switches have a minimum term of either twenty-four (24) months, which starts on the date when

e& installs the additional switch(es).

**Managed IP Phones**  
The Customer may purchase additional IP Phone(s) as a separate product, not forming part of the Service. Additional IP Phones have a minimum term of twenty-four (24) months, which starts on the date when e& delivers and installs the IP Phone(s).

**Limitation of Liability**  
UC Voice Service  
Notwithstanding Clause 21.1 "Product Liability Disclaimer" and Clause 9 "e& Sold Equipment" of the General Terms and Conditions (Business), e& shall not be liable for any malfunctioning or possible defects with the devices provided to Customer. e& shall undertake only repair or substitution of these devices that have manufacturing defects as per the Original Equipment Manufacturer's (OEM) policy. In all cases, any tampering, malfunction, defects or breakage of the supplied devices, by the Customer during the term of the Agreement will not be covered by e& and it shall be solely Customer's responsibility.

### 13. CONTACTING e&

The Customer may contact e& to discuss the Service (including these Service Specific Terms and the General T&Cs (Business)), or any other product or service offered by e&, by using any of the Communication channels stated in Clause 35 of the General T&Cs (Business).

### 14. 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.

### 15. SUBSCRIBERS COMPENSATION SCHEME

Please see Clause (12.4) of the General T&Cs (Business) for the provisions governing compensation which the Customer may be entitled to subject to certain terms and conditions.

### 16. SPENDING CAPS AND CREDIT LIMIT

Please see Clause (13) of the General T&Cs (Business) for the terms and conditions that apply regarding spending caps and credit limit under section Customer Credit, Advance Payments & Deposits.

### 17. REFUND OF CREDIT BALANCE

Please see Clause (13.5) and (13.6) of the General T&Cs (Business) for the provisions governing refund of credit balance for prepaid services

### 18. PENALTY-FREE SERVICE CANCELLATION

Please see Clause (24.5) of the General T&Cs (Business) for the provisions governing penalty-free service cancellation.

### 19. CHANGES BY E&

Please see Clause (24) of the General T&Cs (Business) for the provisions relating to changes to the Service.

## Your Authorisation

I have read and understood all the terms and conditions forming part of the entire contractual arrangement (as detailed on page number 6 to 7 of this application) between Etisalat Group Company PJSC (e&) and the company and I agree to the same.

I/We clearly understand that by completing and signing this application form (Office Presence Pro / Stream), I/we conform to Etisalat's Terms and Conditions of UTAP. The Terms and Conditions of this service is an integral part of Etisalat's Terms and Conditions of the associated services.

**Disclaimer:** OTT TV Premium + CMS service is provided by e& partners ( Emirates Cable Tv & Multimedia Ilc (Evision) and Mega Impex Software House LLC )

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: .....