

application form
Office Presence



Welcome to e&.

Please complete this form if you are applying for **Office Presence**. 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 e& Service Migration from Non-e& 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.eand.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 e& Service

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

Existing Account No.: (To be the main no.)

F. New Customer, Shifting or Migrating from Non-e& 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.*: e& Non-e&

*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-e& voiceline service

G. Packages

Plan	Office Presence <input type="checkbox"/>
Installation Charges	0
Rental Charges (AED/Month)	125
Monthly Contract Charges (AED / Month)	125
User Voice Service	"Cloudtalk Mobile App 100 Flexi Minutes/VoiceLine, CloudPABX functionality 7500 Fixed to Fixed Minutes, 1 Basic SIP Phone"
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
Commitment Period	12 Months

**Monthly contract charges apply, In case the customer does not renew the contract for another 12 months.



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.eand.ae/biabinernationaldestinations). All other international calls shall be charged as per the destination-wise price list at www.eand.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 bundle or addon devices for the remaining contract months of respective devices.

Add-on Type	Details	Rentals/Month	Minutes	Count
User Voice Line with Standard Phone	1 Communicate Voice Line * 1 Standard phone	"AED 110/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
Standard Phone 	20	----
Cordless Phone 	30	----

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

H. Add on Office Presence

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

- 12 month commitment @AED 150/month

2. 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 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. 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-e& Bill* |
| 4. Valid passport copy/Emirates ID of the sponsor/partner | 8. TRN Certificate |

*In case of migration from non-e& service.

Terms and Conditions

Office Presence



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 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) "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 is a converged solution for business customers offering unified communications based on telephony service ("UC Voice Service"), Domain Name, and eStore.
- (b) The Service includes at least one voice line, 1 basic IP phone, a Domain Name, and eStore.
- (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 IP 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/misuse 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.eand.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 CloudTalk App is not supported for use outside of the UAE, including while the device is on international roaming. Users acknowledge and agree that access to the CloudTalk App will be restricted and/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.

4. COMMENCEMENT & DURATION

- (a) The Agreement has a minimum term of one (1) year for Office Presence (the "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 Customer may elect to subscribe to a subsequent minimum term. After the Minimum Term, in case of continuation of the Service, the same monthly rental Charges applicable during the Minimum Term shall apply and remain in effect. If, following the expiry of the Minimum Term, the Customer does not wish to continue using the Service as described above, the Customer may terminate the Agreement in accordance Clause 11 – Termination.
- (c) After the expiry of the Office Presence 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 e&

- 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 re-main 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. The 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 terminate the Service.
- c) For Office Presence with IP Phone & Additional Voice Service with IP Phone (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, 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 IP 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 Clauses (2.4) and (11.5) 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 (13.10) of the General T&Cs (Business) for the terms and conditions that apply regarding spending caps and credit limit in the case of optional non telecommunications services provided by third parties.

17. REFUND OF CREDIT BALANCE

Please see Clauses (13.5), (13.6), (13.7) and (13.8) 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) and (19.3) 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 5 to 6 of this application) between e& Group Company PJSC (e&) and the company and I agree to the same.

I agree that an address verification will be conducted by e& and by proceeding with this application I agree to allow e& to authenticate the business address provided. Inaccurate or unverifiable addresses may lead to restrictions in service.

I/We clearly understand that by completing and signing this application form (Office Presence), I/we conform to e&'s Terms and Conditions 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 e& Representative: Title:

Contact Details: