



Company Details

Company Name : AL SAYAB REAL ESTATE L.L.C
 Party ID: 47934676
 Trade Licensing Number: 1129989
 Trade License Issue Date: 11/07/2023
 Trade License Expiry Date: 29/12/2023

Tax Registration Number (TRN):
 Establishment Card : 2/1/902239
 Establishment Card Issue Date: 11/07/2023
 Establishment Card Expiry Date: 29/12/2023

Segmentation

Customer Segment: SMB

Service Information

Request Type: Add Service Request

Service Description	Rental	Prepayment	Action
CC CVM Recurring Addon - 5GB Local Data AED25	25.00	0.0	ADDED

Vat Excluded

Service Information Details

Product / Pack: CC CVM Recurring Addon - 5GB Local Data AED25

Billing Frequency	Minimum Term (Beginning Activation Date)	Discounts (if any)	Rental	Activation Charges
Monthly	-	-	25.00	-

Special Benefits:

Service	Value	Pulse
Local Data	5 GB	30KB

Additional Details

Early Termination Charges	-
Penalty Free Service	-
Fair Usage Policy	-
Any Special Restriction	-

Order Details

Order Number : 1742637227991

Order Date : 2025/03/22 13:53:48

Billing Details

Bill Cycle:

Address Line 1:

PO Box:

Address Line 2:

Email Address:

Account Numbers

0551211498

Digitally/Biometric Verified

Authorized Contact

Employee Signature

Terms and Conditions

Mobile Services

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 Group Company PJSC.
- 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 35 of the General T&Cs (Business).
- e. "Minimum Term" has the meaning given to it in Clause 4(b).
- f. "Service" means the Business Mobile Postpaid Plan, as described in more details in Clause 3.

3. SERVICE DESCRIPTION

- a. The Business Mobile Postpaid Plan is a mobile post-paid service with optional value add-on services. The Customer has the flexibility to customize their post-paid service package by opting for cost effective add-on services which can give them extra SMS, international talk time, data, incoming roaming and/or business group calling, within the limits set by Etisalat.
- b. In addition to the benefits stated in Clause 3(a) above, the Service may be bundled with smart phone devices with instalment plans extending over twelve (12), eighteen (18) or twenty-four (24) months. The smart phone devices with these instalment plans may also be provided as add-ons to the Service.

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 twelve (12), eighteen (18) or twenty four (24) months ("Minimum Term") depending on the plan selected by the Customer, which starts on the date on which Etisalat makes the Service available to the Customer ("Activation Date").

5. 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.

6. 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 applicable laws and regulations.

7. CHARGES, BILLING & PAYMENT

In addition to the provisions at Clause 12 of the General T&Cs (Business), the following provisions regarding the charges, billing and payment apply to the Service:

- a. In-bundle minutes are consumed on a per minute basis, and any out-of-bundle usage is charged on a per second basis.

8. 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.

9. TERMINATION BY THE CUSTOMER

- a. If the Customer wishes to terminate the Service, the Customer must give Etisalat thirty (30) days' prior written notice.
- b. The Customer acknowledges that, upon receipt of the Customer's termination notice, it may take up to thirty (30) days to terminate the Customer's account. The Customer shall pay all outstanding Charges for the Service rendered until the Customer account is terminated. Any usage in relation to the Service after the termination of the Agreement shall be billed at standard undiscounted rates.
- c. f the Customer elects to terminate the Service before the end of the Minimum Term or before the end of the instalment plan (i.e. twelve (12), eighteen (18) or twenty-four (24) months' period), the Customer shall be obliged to pay early termination Charges to Etisalat. Early termination Charge are calculated as follows:

- (i) For Base plan
The equivalent of one (1) month in monthly rent

- (ii) For Base plan with bundled smart phone devices (if applicable)

Device monthly instalment Charges x (number of remaining months – 1) of the Minimum Term + Base plan exit Charges (the equivalent of one (1) month in monthly rental Charges for the basic Service or AED 1000 whichever is lower);

- (iii) For Base plan with add on smart phone devices (if applicable)

In the case of termination before the end of the Minimum Term: Device monthly instalment Charges x number of months remaining until the end of the instalment plan + Base plan exit Charges (the equivalent of one (1) month in monthly rental Charges for the basic Service or AED 1000 whichever is lower);

In the case of termination after the end of the base plan Minimum Term but before the end of the device instalment plan term: Device monthly instalment Charges x number of months remaining until the end of the instalment plan

- d. In addition, Etisalat is entitled to recover early termination Charges as set out in Clause 9(c) above where Etisalat terminates the Agreement as a result of a breach by the Customer.

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 35 of the General T&Cs (Business).

11. VAT

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