

# Business IP Telephony Service Order Form



New     
  Upgrade     
  Termination

No. : \_\_\_\_\_  
 Date : \_\_\_\_ / \_\_\_\_ / 20\_\_

## CUSTOMER DETAILS

Company Name _____	Commercial Registration No. (CR) _____
Name of Authorized Person _____	Mobile No. _____
Company Telephone No. _____	Fax No. _____
Business Address (where service is required) _____ _____	E-Mail *The Email is mandatory for the billing and notification purpose _____
_____	P.O.Box _____

## BUSINESS POSTPAID PACKAGES (Excludes Connectivity)

Package	Monthly Rental	No. of Lines
<input type="radio"/> Single Line or Fax Package	BD 2	____
<input type="radio"/> Small Business Package	BD 10.000	5 Trunk Channel
<input type="radio"/> Medium Business Package	BD 17.500	10 Trunk Channel
<input type="radio"/> Large Business Package	BD 35.000	20 Trunk Channel
<input type="radio"/> Enterprise Business Package	BD 50.000	30 Trunk Channel

## TERMS & CONDITIONS

Please refer to Page no. 2

### Setup Charge:

- BD 5, For Single line
- BD 10, For Small, Medium, Large & Enterprise package
- BD 30, For any package with

### Notes:

- Termination notice: one month
- Service activation : Within one week for the Voice Service

## BUSINESS POSTPAID PACKAGES (With Connectivity)

Package	Monthly Rental	No. of Lines
<input type="radio"/> Small Business Package *	BD 18.000	5 Trunk Channel
<input type="radio"/> Medium Business Package *	BD 25.500	10 Trunk Channel

## REQUESTED CREDIT LIMIT

Credit Amount BD: .....

## Line to be used for Connectivity (Bitstreaming)

Line Number:   \_\_\_\_\_

With packages above (Excluding Single line package) Etisalcom provides 1 Direct Number (DID) and for Extra DID's:

- Extra DID's required      BD 0.500 each      No. of DID: \_\_\_\_\_

**Note: All above charges subjected to 5% VAT charges starting from 1st of Jan. 2019 For Etisalcom Use**

## CUSTOMER DECLARATION AND SIGNATURE

We hereby acknowledge and accept that the terms and conditions of this Order embodies the entire agreement between Etisalcom and I/us relating to the Service and supercedes all prior agreements and arrangements between the Parties related to the same service. There are no promises, terms, conditions or obligations, oral or written, expressed or implied other than those contained

Name: .....

Signature: .....

Company Stamp: .....

Etisalcom Sales: ..... Signature:..... Approved By: .....

## Etisalcom IP Telephony Services: Terms & Conditions

ETS/CORP/1/19/V7.0

By subscribing to Etisalcom IP Based Telephone Lines (the "Services") you acknowledge that you accept these terms and conditions. Etisalcom may revise the terms from time to time by posting a new version on the Etisalcom web site. Etisalcom will give you (The "Subscriber") an advance notice period before any contractual changes. Etisalcom will also allow the subscriber to withdraw from the service contract without any early termination charges up on thirty (30) days from the date of receipt of such notice. Questions regarding these Terms and Conditions should be directed to [info@etisalcom.com](mailto:info@etisalcom.com).

### General

-You are required to have in place an appropriate Access Line (Batelco land line and Customer Equipment of the Required Specification) to facilitate and establish a physical connection to allow you to access the Services. You understand that if you do not have these facilities in place Etisalcom cannot provide the Services to you.

-The following items will be assigned to you once your application for the Services has been accepted by us and you can request Etisalcom support center at any time to get any information related to your service:

- (1) a User Identification; and
- (2) a Password.

-Etisalcom will provide you with a regular Bill detailing (1) the Charges applying at the time the Services are used and (2) the total amount due to Etisalcom for the provision of the Services in the period to which the Bill relates. You agree that you will pay these charges to Etisalcom promptly and in any event by the payment date printed on the Bill. If that payment becomes overdue, Etisalcom may suspend or terminate the Services.

### Customer's Responsibility

-You will be solely responsible for all access to, and use of, the Services provided to you, whether or not you use Services which require a User Identification and/or a Password. If you allow a third party to access the Services, you will remain liable for all activities conducted by such third party, including but not limited to use of the voice service, e-mail service or any other usage whatsoever.

-You must only contact Etisalcom in respect of your Etisalcom Telephony Service. However if, for whatever reason, you contact any other provider regarding your Telephony Service you should be aware that you may be charged a service fee by such other provider either directly or via Etisalcom. Etisalcom reserves the right to pass on to you at cost, any charges which we incur as a result of your contact with any other providers.

-You are liable for all charges associated with the Service, even in the event your password has been lost or stolen, or if it appears your Service has been used without your authority (including by hacking), or if it appears your Service has been accessed fraudulently.

-You are also liable and obliged to pay the outstanding dues even if the services are terminated (see clause "Termination" below).

-Etisalcom shall preserve the confidentiality of the proprietary information of the subscriber. Etisalcom will prohibit improper access to and/or of the confidential information of the subscriber and refrain from disclosing such information without the subscriber's prior written consent, unless otherwise required by law.

-If you experience any difficulties with your connection it is your responsibility to advise our Help Desk on 13301330 or send your email to [support@etisalcom.com](mailto:support@etisalcom.com).

### Termination

**Etisalcom may terminate the Services provided to you in any of the following events:**

- (1) You have not paid your monthly payments on-time on your telephone line (provided by Batelco) used for IP connectivity thereby affecting the connectivity services from Etisalcom or you have not paid your monthly Etisalcom bill after (giving you thirty (30) calendar days prior written notice).
- (2) You become insolvent or bankrupt or are otherwise deemed unable to pay your debts as and when they fall due.
- (3) Your application for service is found to be inaccurate or false complete information as required at the time of application for the Services.
- (4) If you violate the Terms & Conditions for internet usage as stipulated in Kingdom of Bahrain's laws and regulations .

**The Customer may terminate the service following the below:**

- (1) By filling and signing the form with termination option and submitting the original copy of the form to Etisalcom.
- (2) The Service is based on open ended contract unless otherwise stated in agreed proposal, agreement or customer selected any promotional offer. Etisalcom will ensure that the stated terms of termination will be valid for fixed duration of (24) months from the service activation date.
- (3) The customer should pay the outstanding amount till the termination date within one week from the date of receiving Etisalcom final bill

### Service reactivation:

In case of all above cleared, Etisalcom can return the service with in 3 to 4 working days

### Service Restore after fault reported

The maximum service restore time will be within next working day from the time reported to one of Etisalcom support channels and upon the fault type.

### Service Support and Etisalcom Contact Center (24 / 7)

Contact Center : +97313301330

Support E-mail: [support@etisalcom.com](mailto:support@etisalcom.com)

Kindly refer to Cod of Practice for customer's complaints and resolution available online through [http://www.etisalcom.com/Downloads/Code\\_of\\_Practice\\_EN.pdf](http://www.etisalcom.com/Downloads/Code_of_Practice_EN.pdf)

### Payment methods:

(1) Etisalcom Main office at Alezz Bldg. (2) Etisalcom website (3) Sadad Kiosks (4) Bank Transfer