

eFAX & ETISL (Fax to E-Mail and Voice services)

New
 Update Information

No. : _____
Date : ____ / ____ / 20__

ETS/RET/2/19/V2.0

CUSTOMER DETAILS

Customer Name <input type="text"/>	Central Population Registration No. (CPR) <input type="text"/>
Mobile Number <input type="text"/>	E-Mail Address <input type="text"/>
Home Address (where service is required) <input type="text"/>	<input type="text"/>

SERVICE INFORMATION

Package	QTY.	Unit Price	Total Price
<input type="radio"/> eFAX ETISL		BD	BD
<input type="radio"/> eFAX ETISL PREMIUM		BD	BD
<input type="radio"/> Other Service		BD	BD
Total Amount		BD	

E-MAIL TO BE USED FOR SENDING & RECEIVING THE eFAX

eFax No.	E-Mail Address
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Note: All above prices subjected to 5% VAT charges starting from 1st of Jan. 2019

FEATURES

- **Two in one:** one number for the Voice and Fax service, Send and receive a Fax through the email and only outgoing calls
 - **Global accessibility:** The service can be used anywhere from any PC, notebook or mobile device provided there is an Internet connection.
 - **Cost saving:** Customers do not need to invest in additional hardware or software such as fax machines or dedicated fax lines.
 - **Paperless:** Paperless faxing and billing saves on stationary, builds a neater office and contributes towards a green environment.
- Usage:**
Customer is to be charged standard voice call charges while sending faxes from his/her email account.
- For Changing the email information:**
(BD 5/-) will be applied for any updates required



To use the service
Attach your PDF file and send to:
[FAX NUMBER]@efax.etisalcom.bh

CUSTOMER DECLARATION AND SIGNATURE

By signing below, I have read, understood agree to the Etisalcom terms and conditions detailed on the back of this service application form.

I comprehend that this prepaid service account expires one year from the date of registration and that if this account is not renewed prior to the date of expiry, Etisalcom will terminate the account as per the ETISL Prepaid Expiry Policy.

Name:

Date : / /

Signature:

For Etisalcom Use

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

Etisalcom Services: Terms & Conditions

ETS/RET/2/19/V2.0

By subscribing to Etisalcom Services (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. Your continued use of the Service after such postings will constitute acceptance of the variation. As such Etisalcom users should consult the document regularly to ensure that they conform to the most recent version. Questions regarding these Terms and Conditions should be directed to info@etisalcom.com.

Etisalcom's Service Obligations

Etisalcom agrees to provide the Services with a reasonable degree of skill and care, however provision of certain facilities which may form part of the Services shall be subject to the following conditions:

1. The Customer's instructions for delivery of fax must be received by Etisalcom in a form approved by Etisalcom.
2. Etisalcom shall use reasonable endeavours to ensure that Fax to be transmitted at certain times to certain destinations are so sent, but shall have no liability whatsoever or other obligation to the Customer if such messages are not properly or are incorrectly sent and received for any reason.
3. Should a Customer's Fax necessitate the use of a third party, Etisalcom will not be held liable for any standard of service which does not meet Etisalcom's standard of service as a result of the quality of service offered by that third party.
4. Should a Customer authorise Etisalcom to transmit Fax by means of the Services, the Customer shall indemnify Etisalcom for all costs, liabilities and expenses incurred as a result of any third party bringing, or threatening to bring a claim against Etisalcom resulting from the generation of such Fax by means of the Services.
5. Should a Customer's Fax cause temporary damage to the Services, Etisalcom has a right to delete the Fax from the Services without consultation but with subsequent notification to the Customer.

Customer's Obligations

1. The Customer undertakes promptly to provide Etisalcom (free of charge) with all such information and co-operation that Etisalcom may reasonably require from time to time to enable it to proceed uninterruptedly with the performance of its obligation and exercise of its rights under this Contract.
2. The Customer undertakes to use the Services in accordance with such conditions as may be notified in writing to the Customer by Etisalcom from time to time and in accordance with the relevant provisions of the Etisalcom licence.
3. Without limitation to the generality of the foregoing, the Customer undertakes not to use the Services:
 - a. For any purpose other than that for which the Services are provided as may be set out from time to time in Etisalcom Services Literature.
 - b. For the transmission of any material which is or is intended to be a hoax call to emergency services or is of a defamatory, pornographic, offensive, rebellious or abusive nature or of an obscene or menacing character.
 - c. In a manner which constitutes a violation or infringement of the rights of any person, firm or company (including but not limited to rights of copyright or rights of privacy or confidentiality) or a violation or infringement of any statutory duty or obligation or any duty or obligation in contract, tort or otherwise, to any such use.
 - d. For the transmission of any material which may be considered to incite or encourage people to act in an unlawful manner with regard to the established law of Bahrain or to create civil disturbances within the law of Bahrain or elsewhere.
4. The Customer shall indemnify and keep indemnified and hold free and harmless Etisalcom against all liabilities, claims, damages, losses and proceedings arising out of or in any way connected with any such use.
5. The Customer shall ensure that all documents transmitted on its behalf by Etisalcom, including advertising and publicity material, are of a quality and content which do not bring or are not likely to bring Etisalcom's name into disrepute and contain nothing which is likely, in light of generally prevailing standards of decency and propriety, to cause offence to members of the public. Etisalcom's opinion as to this shall be final and binding.

Termination

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

- (1) You have not paid your service charge on-time
- (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

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

Payment methods:

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