

Primary eLife No.:

Date &amp; Time: 30/10/2025 09:41

**Subscriber Details:**

Name of applicant Mr./Mrs./Ms. : SHRIPAD VASANT PANDE		
P.O Box:	Emirate: Abu Dhabi	Nationality: India
Document Type : UAE Identity card	Preferred Language : English	Home Country Number :-1
Identity No. : 784197097319616	Date of Issuance: 12/10/2024	Expiry Date : 04/04/2033
DOB : 06/01/1970	Gender: Male	Working No:
Account Contact Email: shripad_pande@yahoo.com		

Account Number 026212672

Request Type : AccountUpDownGradePackage

**Service Information:**

Service Description	Rental	Prepayment	Action
Triple Play	429.0	0	
Generic Discount Offer	0		

**VAT Excluded****Service Details Information**

Product / Pack	Billing Frequency	Minimum Commitment Period	Early Termination Charges	Discounts (if any)	Benefits
eLife Ultra Starter	Monthly	24 Months	<ul style="list-style-type: none"><li>A one-time charge of 429.00 AED if service is cancelled before 24 Months.</li></ul>		<ol style="list-style-type: none"><li>Starzplay OTT App</li><li>Unlimited Fixed to Fixed Calls</li><li>1 Gbps Internet Download Speed</li><li>300 Mbps Internet Upload Speed</li><li>Smiles Free Delivery</li><li>Amazon Prime Subscription</li><li>StarzPlay Channels</li><li>1 Elife ON Account</li><li>180+ Free to Air Channels</li></ol>
Out of Bundle Charges			<ul style="list-style-type: none"><li>Out of Bundle International calls are charged as per the standard rates available at <a href="http://www.etisalat.ae">www.etisalat.ae</a>. For list of applicable countries please refer to our website <a href="http://www.etisalat.ae">www.etisalat.ae</a></li><li>Out of Bundle Calls to UAE Mobile numbers will be charged at 31.5 Fils / Min (incl 5% VAT)</li></ul>		
Penalty Free Services Cancellation			<ul style="list-style-type: none"><li>Penalty-Free Service Cancellation Period: The Customer, in accordance with the Consumer Protection Regulations, has the right to cancel the service contract without paying exit charges, if the service contract was miss-sold or the provided service did not comply with the service terms and conditions, within a maximum period of: a) 5 days from activation for service only contracts, and b) within 7 days (for each year of the Minimum Term) from activation for service contracts that are bundled with a device. In case of a bundled device, Etisalat shall waive all equipment charges if the Customer returns the device to Etisalat with all accessories and documentation in the original packaging. For more details in respect of the Penalty-Free Service Cancellation Period, please visit Etisalat's webpage or refer to the TRA's Consumer Protection Regulations.</li></ul>		
Any Special Restrictions			<ul style="list-style-type: none"><li>Average speed and maximum speed are only via Ethernet cable and using Etisalat provided equipment</li><li>The 1G speed is offered as a promotion until 31/08/2025. After this date the plans original speed of 500Mbps will apply to all subscribers who have subscribed before that date.</li></ul>		

Fair Usage policy	• Please refer to the Service Specific Terms
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**Bill Information:**

Bill Cycle	Address Line 1	Address Line 2	PO Box	EMail(Bill to be sent on)
1st of the month	..			shripad_pande@yahoo.com

**Your authorization:****Terms and Conditions Agreed**

Customer Signature

Company/Retail Shop Stamp

Employee Signature

Original document seen and verified with the copy submitted

**For official use only**

New Account No.: 026212672	Code: RC00	Store code : SH	Sales staff: hassaabdallah
Request No.: 1404912965	Sub request No.:	Party ID: 11194566	Authorised management signature:

# Home Plans



## 1. INTRODUCTION

These specific terms and conditions ("Service Specific Terms") apply in relation to the provision of the Service by e& to the Customer, in addition to the 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, comprising the constituent parts set out in Clause 3 of the General T&Cs (Consumer).
- (b) "Customer" means the person who purchases or subscribes to the Service.
- (c) "e&" means Emirates Telecommunications Group Company P.J.S.C.
- (d) "Fixed Term Plan" means a plan where the Customer agrees to purchase the Services for the term specified on the Service Application Form and for which a termination charge applies in case of termination before said term.
- (e) "General T&Cs (Consumer)" means e&'s general terms and conditions for consumer (i.e. non-business) products and services which are published on e&'s website and are available through the other communications channels referred to in Clause 30 of the General T&Cs (Consumer).
- (f) "Minimum Term" has the meaning given to it in Clause 4(c).
- (g) "Monthly Term Plan" means plan where the Customer agrees to purchase the Services on a monthly rolling basis.
- (h) "Service" means the service from the list of services set out in Clause 4(c) to which the Customer has subscribed, as described in more details in Clause 3.

## 3. SERVICE DESCRIPTION

These Service Specific Terms cover the fixed telecommunications services offered by e& listed in Clause 4(c). Where the Customer subscribes to more than one of the services listed in Clause 4(c), these Service Specific Terms apply separately to each service. Home Plans may include bundled benefits which are provided by different third parties external to e&, including but not limited to TV or entertainment content providers, loyalty programmes, and vendors.

## 4. COMMENCEMENT AND DURATION

- (a) The Agreement is valid, binding and in full force on and from the date on which the Customer submits a Service Application Form and accepted by e&, or otherwise when e& registers the customer subscription or purchase of the Service (the "Effective Date").
- (b) The term of the Agreement (the "Term") starts on the date on which e& makes the Service available to the Customer ("Activation Date") and depends on whether the Customer has subscribed to a Monthly Term Plan or a Fixed Term Plan.
- (c) A minimum term of subscription ("Minimum Term") applies to the Agreement if a Customer is subscribed to the Services for a Fixed Term Plan. The minimum terms for the fixed telecommunications services covered by these Service Specific Terms are as follows:
  - (i) Double Play (Internet and Voice) eLife Lite, Single Play (any one of IPTV, Internet and voice) plans, Triple Play (IPTV, Internet, Voice) plans including Neo, Etisalat Select Service, Al Shamil (Broadband): 12 months;
  - (ii) Triple Play (IPTV, Internet, Voice) plans including Neo Fusion, eLife 4.0 Value Packs (Family, Entertainment, Sports, Combo), eLife Unlimited Plans (Starter, Entertainment, Sports), eLife Ultra Plans (Starter, Entertainment, Sports, Fusion): 24 months;
- (d) In the event there are any temporary-out-of-service periods during the Minimum Term, such temporary-out-of-service periods shall not be deemed part of the Minimum Term, accordingly the Minimum Term shall be automatically extended to cover the temporary-out-of-service periods.
- (e) After the completion of the Minimum Term, and unless terminated by the Customer in accordance with Clause 20 (Termination by the Customer), the Service shall continue on a monthly rolling basis. If, following the completion of the Minimum Term, the Customer does not wish to continue using the Service as described above, the Customer can terminate the Service in accordance Clause 20 (Termination by the Customer).
- (f) After the Minimum Term, in case of continuation of the Service, the same monthly rental Charges as applicable in the Minimum Term shall apply.
- (g) Customers subscribed to a Monthly Plan may migrate to a Fixed Term Plan by contacting e& according to Clause 22 of these Service Specific Terms.

## 5. CUSTOMER OBLIGATIONS AND RESTRICTIONS

- (a) Please see Clause 8 of the General T&Cs (Consumer) for the provisions governing the Customer obligations and restrictions that apply to the Service.
- (b) If a Customer who has subscribed to eLife Ultra plan reaches Internet usage of 5TB within his/her billing cycle and at the same time is within top 1% cohort of customers on eLife Ultra plans in terms of Internet usage, then his/her further Internet usage within that same billing cycle can be subject to speed throttling @ 1Mbps/256Kbps. The throttling is to be implemented when the Customer has reached the threshold within such billing cycle. The throttling does not carry over to

a new billing cycle. Any changes to this fair usage policy will be notified to the Customer.

- (c) The Customer agrees to use the Service, including all feature and any functionalities associated with it in accordance with all applicable laws and regulations, and/or other restrictions on use of the Service or content therein. The Customer agrees not to archive, reproduce, distribute, modify, display, perform, publish, license, create derivative work from, offer for sale, or use (except as explicitly authorized in this Agreement) content and information contained in or obtained from or through the Service.
- (d) The Customer also agrees not to: circumvent, remove, alter, deactivate, degrade any of the content Service; decompile, reverse engineer or disassemble any software or other products or processes accessible through the Service; insert any code or product or manipulate the Content of the Service in any way; or use any data mining, data gathering or extraction method. e& may terminate or restrict the Customers use of the Service if the Customer violates the terms of this Agreement or is engaged in illegal or fraudulent use of the Service.
- (e) Customer assumes total responsibility and risk for the Customer's use of the Service. Any Content accessed, streamed or otherwise obtained through the Customer's use of the Service is done at the Customer's sole discretion and own risk and to the maximum extent permitted by any applicable laws and regulations. It is solely the Customer's responsibility to evaluate the accuracy, completeness and usefulness of all opinions, advice, services, merchandise and other information provided through the Service or on the Internet generally.
- (f) To the extent permitted by applicable law, the Customer agrees to defend, indemnify and hold e& harmless, and its Affiliates and their respective officers, directors, employees and agents from and against any and all actions, claims, proceedings, costs (including legal costs incurred by e& or any of the e& Affiliates in defending any such actions, claims or proceedings), liability, losses and damages whatsoever which may be brought or commenced against e& or any of the e& Affiliates by any person and/or which e& or any of the e& Affiliates may sustain, incur or suffer, as the case may be.

## 6. e& OBLIGATIONS

- (a) e& will provide and operate 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 and UAE regulatory framework.
- (b) e& makes no guarantee on Wi-Fi coverage as external factors outside its control can influence Wi-Fi reach. For extra coverage solutions consult e& customer services by using any of the communications channels stated in Clause 22 of these Service Specific Terms. The guaranteed speeds apply only to equipment provided and managed by e&.
- (c) e& is unable to make any guarantees or warranties whatsoever, including without limitation regarding the availability or performance, for bundled benefits which are provided by third parties external to e&. In particular, e& disclaims all warranties in relation to:
  - i. availability of any such content of bundled benefits;
  - ii. the accuracy, quality or merchantability of any such content;
  - iii. compliance with any description or requirement of any such content; and
  - iv. the quality of any content accessed by the Customer through use of the Service.
- (d) Use of the Service and access to any content provided by a third party shall be:
  - i. at the Customer's own risk and liability and to the maximum extent permitted by any applicable laws and regulations;
  - ii. be for personal use in the United Arab Emirates and any commercial use or exploitation of the Service is restricted and not allowed; and
  - iii. under no circumstances, be shared, used or transferred to any person or entity, which does not officially reside in the United Arab Emirates or does not possess a valid residence visa or valid Emirates ID.

## 7. GIGA PLANS ("GIGA PLANS")

- (a) eLife Ultra Fusion, Neo, and Neo Fusion 1G plans  
Average speed and maximum speed are delivered via Ethernet cable and using e& supplied equipment. 1G is delivered via Gigabit Ethernet ports and the technology delivers typical speeds between 900-940Mbps.
- (b) Neo Fusion 5G  
Average speed and maximum speed are delivered via Ethernet cable and using e& supplied equipment. 10 Gigabit Ethernet ports can connect Customers to the e& network which is provisioned and delivered at 5000Mbps to compatible equipment.
- (c) Neo Fusion 10G  
1. Average speed and maximum speed are delivered via Ethernet cable and using e& supplied equipment. 10 Gigabit Ethernet ports can connect Customers to the network which is provisioned at 10Gbps and delivers approximately 8000Mbps to compatible equipment.

- 2. Giga plan customers can cancel it/ downgrade it, without any exit charge and changes to their Minimum Term, if such customers are not able to obtain the speeds they have subscribed to.
- 3. For Giga Plans, the Customer may at his/ her discretion install his/ her own equipment in addition to e& supplied equipment.

## 8. PLANNED & UNPLANNED OUTAGES

Please see Clause 14 of the General T&Cs (Consumer) for the matters relating to outages.

## 9. CHARGES, BILLING & PAYMENT

- (a) The following early termination Charges are applicable if the respective Service is terminated prior to the expiry of the Minimum Term:
  - 1. For eLife 4.0 Value Packs (Family, Entertainment, Sports, Combo), eLife Unlimited Plans (Starter, Entertainment, Sports, Fusion), Neo, Neo Fusion, eLife Lite plans, Double Play Plans, Single Play Plans, Etisalat Select Service, Al Shamil (Broadband): the Customer shall pay an early termination Charge in accordance with Clause 15 of the General T&Cs (Consumer).
- (b) All other Charges and tariff plans that apply to the Service are set out on e&'s website ([www.etisalat.ae](http://www.etisalat.ae)) and are available upon request by using any of the communications channels referred to in Clause 30 of the General T&Cs (Consumer).
- (c) Please see Clause 15 of the General T&Cs (Consumer) for the other charges, billing and payment provisions that apply to the Service.
- (d) Certain Charges (e.g. one-time connection, installation, activation or similar Charges) may be collected in advance depending on the subscription channel chosen by the Customer. This will be communicated to the Customer alongside any applicable conditions before placing and processing any order for using such channel and/ or subscribing to the Service. Such Charge will be reflected in the respective invoice as an advance payment by the Customer.
- (e) Migrating from Home Plans to eLife Ultra may trigger early termination Charges. In that case the Customer will be notified thereof prior to such migration.
- (f) The Charges for and types of benefits bundled with Home Plans, which are provided by different third parties external to e&, may change depending on the respective third party provider. In such case, e& will notify the Customer, in line with this Agreement and/ or any applicable laws and regulations.

## 10. CUSTOMER CREDIT, ADVANCE PAYMENTS & DEPOSITS

- (a) Please see Clause 16 of the General T&Cs (Consumer) for the other customer credit, advance payment and deposit provisions that apply to the Service.

## 11. SUBSCRIBER COMPENSATION SCHEME

Please see Clauses 5(d) and 14(f) of the General T&Cs (Consumer) for the provisions governing compensation which the Customer may be subject to.

## 12. SPENDING CAPS

Please see Clause 16(g) of the General T&Cs (Consumer) for the terms and conditions that apply regarding optional non-telecommunications Services.

## 13. REFUND OF CREDIT BALANCE

Please see Clauses 16(e), 16(f) and 24 of the General T&Cs (Consumer) for the provisions governing refund of credit balance.

## 14. PENALTY-FREE SERVICE CANCELLATION

Please see Clause 20(e) of the General T&Cs (Consumer) for the provisions governing penalty-free service cancellation.

## 15. CHANGING THE SERVICE

In the event of any change of the subscription in the Home Plan service during and/or after the Minimum Term, the applicable downgrade charges will apply as per exit charges calculated in accordance with clause (15) of the General T&Cs.

## 16. INTELLECTUAL PROPERTY

The intellectual property in e&'s products, services, TV channel packages, trademarks and in all forms of content created, acquired and/ or distributed by e& including directories, is owned and/or licensed by e&. Such intellectual property and content may not be reproduced, redistributed or resold without receiving the prior written permission from e&.

## 17. eLife ADDITIONAL BENEFITS: (A) eLife (ANA EMIRATI), (B) eLife HOMAT AL WATAN AND (C) ABSHER PACK on eLife 4.0 Value Packs for Family, Entertainment, Sports, Combo and eLife Unlimited Plans of Starter, Entertainment, Sports.

The following additional terms and conditions apply to the eLife Ana Emirati, eLife Homat Al Watan offers, and Absher Pack each of which is an optional additional benefit which a Customer can

subscribe to in accordance with the below:

(a) The eligibility criteria for the eLife additional benefits (each as "Additional Benefit") are as follows:

- i. only Emirati nationals are eligible for the eLife Ana Emirati add-on;
  - ii. eligible eLife Ana Emirati customers shall receive a fifty percent (50%) discount on the rental of an additional eLife service, subject to a maximum discount of AED 200. This discount applies exclusively to the additional eLife Service associated with the same party ID and is not extendable to additional connections. To qualify for the discount, the secondary eLife subscription must be for eLife Unlimited or eLife 4.0 and its rental must not exceed that of the primary connection;
  - iii. only members of the Ministry of Defence and Armed Forces of UAE, with a valid Homat Al Watan card are eligible to the eLife Homat al Watan service; and
  - iv. only UAE Nationals holding a valid Absher card, issued by the Ministry of Human Resources and Emiratization and who are under the Discounts and Special Offers Program for UAE Nationals working in the Private Sector are eligible to the Absher Pack.
- (b) The termination Charges of Home Plans are waived for Customers eligible to benefit from the eLife Ana Emirati add-on or the Homat Al Watan add-on. Remaining instalment payments for a device, if any, are applicable. The provisions of this sub-article are not applicable to the Absher Pack.
- (c) e& reserves the right to terminate the Customer's access to an Additional Benefit if it determined that the Customer is no longer eligible for the Additional Benefit (including but not limited to not possessing a valid card) or if the Additional Benefit was obtained in a manner wilfully detrimental to e&.
- (d) e& representatives shall have the right to request the Customer to present a valid UAE ID or any other document for identification purposes.
- (e) Customers who wish to subscribe to the Homat Al Watan or the Absher Pack Additional Benefit(s) are required to present a valid Homat Al Watan or Absher card, as applicable. e& may store a copy and details of the card for validation purposes.
- (f) The free Homat Al Watan or the Absher Pack Additional Benefit shall be available to the Customer as long as the relevant Homat Al Watan or Absher card presented to and stored by e& is still valid. Customers are required to update their card no later than 30 days from the expiry of their expired card. If the Customer does not provide the updated card within the aforementioned thirty (30) days timeframe, the free Additional Benefit will be removed and the Customer will be provided with the standard subscribed Home Plan. e& shall send notifications to Customers before the expiry of the respective card(s).
- (g) The Customer may update the card by contacting e& using any of the communications channels stated in Clause 30 of the General T&Cs (Consumer).

#### 18. ETISALAT SELECT SERVICE

- (a) To subscribe to Etisalat Select Service, the Customer must have a landline telephone service from another UAE telecommunications service provider and such service must be:

- i. registered in the Customer's name; or
  - ii. registered in the name of another person who is authorising the Customer to subscribe to the Etisalat Select Service.
- (b) The Etisalat Select Service can be used in two ways: (i) by dialling the Etisalat Select prefix code (08877) before calling; or (ii) by using an auto-dialer device.
- (c) The Customer shall be responsible for all calls made using the Etisalat Select Service from the Customer's defined landline number. e& will either bill the Customer separately for these calls or include the charges for these calls in any other account the Customer has with e&.
- (d) The Customer will remain liable to the landline access provider for line rental, and any calls and services provided by the landline access provider which are not part of the Etisalat Select Service. It is the Customer's responsibility to advise e& in case of a change to the landline number. Failure to do so will not release the Customer from its responsibility to pay all call charges.

#### 19. TELEVISION CONTENT & PACKAGES

- (a) e& provides many TV channels and games which are available through its various packages offered under its Home Plan services. e& may, under prescribed guidance, monitor the content of the TV channels presented and at times block or censor images or audio that are considered inappropriate under local standards. The Customer is advised to further monitor TV content for their own preferences and utilise the available PIN-based parental control features included in the TV set-top boxes provided. Additional advice on TV content is available on request from e& through one of the communications channels stated in Clause 30 of the General T&Cs (Consumer).
- (b) TV and games' packages selected by Customers may be changed by e& without notice. Pay Per View and Video On Demand are not part of any packages and are chargeable separately.
- (c) Specifically for Arena eLife, a cloud gaming service, the service subscription implies the acceptance by the customer of these Service Specific Terms and the games' publishers EULAs (End User Licences Agreement), all are listed under [www.etisalat.ae/elifetvgamingeula](http://www.etisalat.ae/elifetvgamingeula).
- (d) The Customer acknowledges and agrees that e& is not a party to the games' publishers EULA (the "Third Party Contracts"). e& has no obligations towards the Customer under the Third Party Contracts and the Customer shall have no claim against e& for any breach of the Third Party Contracts by the games' publishers. The Third Party Contracts do not amend or supersede e&'s terms and conditions for eLife TV Gaming. The Customer agrees that no representation, warranty, assurance or undertaking (express or implied) is made, and no liability will be accepted by e& in relation to Third Party Contracts.

#### 20. SUSPENSION, DISCONNECTION OR TERMINATION BY e&

Please see Clause 19 of the General T&Cs (Consumer) for the provisions governing the suspension, disconnection and termination of the Service or the Agreement by e&.

#### 21. TERMINATION BY THE CUSTOMER

- (a) If the Customer wants to terminate the Service, s/he must give e& prior written notice.
- (b) The Customer acknowledges that, upon receipt of the Customer's termination notice, e& shall terminate the service. Notwithstanding the receipt date of the termination request, the Customer shall be charged the full monthly rental Charges for the month during which the Service was terminated.
- (c) If the Customer elects to terminate the Service before the end of any applicable Minimum Term, a termination charge may be payable in accordance with Clauses 9 and 21 of these Service Specific Terms.

#### 22. CONTACTING e&

The Customer may contact e& to discuss the Service (including these Service Specific Terms and the General T&Cs (Consumer), or any other product or service offered by e&, by using any of the communications channels stated in Clause 30 of the General T&Cs (Consumer). That can be found on the following link: <https://www.etisalat.ae/en/footer/terms-and-conditions.jsp>

#### 23. VAT

Please see Clause 32 of the General T&Cs (Consumer) for the provisions governing VAT Value Added Tax that apply to the Service.

#### 24. CHANGES BY e&

Please see Clause 25 of the General T&Cs (Consumer) for the provisions relating to changes to the Service.