

eDSL Service Order Form (Residential)



New
 Upgrade
 Termination
 Transfer

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

CUSTOMER DETAILS

Customer Name <input style="width:95%;" type="text"/>	Central Population Registration No. (CPR) <input style="width:95%;" type="text"/>
Mobile Number <input style="width:95%;" type="text"/>	E-Mail Address <input style="width:95%;" type="text"/>
Home Address (where service is required) <input style="width:95%;" type="text"/> <input style="width:95%;" type="text"/>	Telephone Number (DSL service requested on) <input style="width:95%;" type="text"/>

RESIDENTIAL PACKAGES Normal

Package	Speed download/Upload	Threshold	Throttle Speed	Monthly Charge
<input type="radio"/> eDSL 1	1Mbps/512Kbps	Unlimited	-	BD 10
<input type="radio"/> eDSL 3	3Mbps/1Mbps	10 GB	1.5Mbps	BD 12
<input type="radio"/> eDSL 4	4Mbps/1Mbps	15 GB	2Mbps	BD 15
<input type="radio"/> eDSL 6	6Mbps/1Mbps	25 GB	2Mbps	BD 20
<input type="radio"/> eDSL 8	8Mbps/2Mbps	40 GB	2Mbps	BD 30
<input type="radio"/> eDSL 10	10Mbps/2Mbps	Unlimited	-	BD 55
<input type="radio"/> eDSL 16	16Mbps/2Mbps	Unlimited	-	BD 70

TERMS & CONDITIONS Please refer to Page no. 2

Setup Charge: BD 10; Excluding router
 Setup Charge: BD 20; With WiFi Router
 Setup Charges: BD 50; With Tel Line & WiFi Router

Notes:
 BD 5 will be charged for changing the package
 Termination notice: one month

CUSTOMER ACCEPTANCE

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 therein.

Name:

Date :

Signature:

E-Mail Address

Please choose E-Mail address:

Option A @etisalcom.bh

Option B @etisalcom.bh

Option C @etisalcom.bh

For Etisalcom Use

Etisalcom Sales: Signature:.....

Etisalcom Broadband Services: Terms & Conditions

By subscribing to Etisalcom Broadband 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.

General

-You are required to have in place an appropriate Access 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:

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

-Broadband is for use strictly within the same Customer address premises mentioned in the original Broadband Application Form only, and shall not be used for any network environments beyond Customer address premises.

-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 Internet, your Etisalcom E-mail Account, other e-mail service or any other usage whatsoever.

-You must only contact Etisalcom in respect of your Etisalcom Broadband Service. However if, for whatever reason, you contact any other provider regarding your Internet Access 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 legally responsible for and must pay the cost of all telecommunications and Internet access charges incurred when accessing or using the Service, including any dial-up connection charges or charges by any content provider. It is your responsibility to check with your telephone service provider that the dial-up number you are using to access the Service is a local number; regardless of any information you may receive from our representatives.

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

-In the event that you move location you are responsible for checking with your telephone service provider that any dial-up number you are using to access the Service is a local number, regardless of any information you may receive from our representatives. You are responsible for all Internet connections made.

-Etisalcom has no obligation to monitor your use of the Services, nor to retain the content of any user session. However, Etisalcom reserves the right to monitor, review, retain and/or disclose any and all communications or information as necessary to identify breaches of these Terms & Conditions or in order to comply with any applicable law, regulation, legal process or government request.

-If you experience any difficulties with your connection it is your responsibility to advise our Help Desk on 13301330 or email CC@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 number (provided by Batelco) thereby affecting the DSL services from Etisalcom (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
- (5) You cannot be contacted by us by any mode (as per your Service Application Form)