



**Etisalat** Emirates Telecommunications Corporation – Etisalat

# Toll Free Service

*Documents required*

**Sole ownership business**

Copy of valid trade license

Copy of power of attorney (if applicable)

Passport copy of owner

Tenancy contract/premises ownership/proof of right of occupation

**Partnership companies**

Copy of valid trade license

Copy of power of attorney with specimen signature and passport copy of authorised signatory

Tenancy contract/premises ownership/proof of right of occupation

Passport copy of all partners

## Company details

Company name:  Contact person:

Tel. No.:  Mobile:  Fax:

P.O. Box:  Emirate:  Email:

## Address

Street:  Building:

Flat No.:  Any Tel No. in the same building:

Bill  English  Arabic Billing Address  P.O. Box:  Emirate:

Directory listing  Yes  No

## Service requirements (Please fill in the required letters/numbers in English\*)

Example: 800ASK = 800 275

**New**

**800**

To receive incoming Local & International calls, please input 4 - 8 letters / numbers.

Corresponding numbers for the above letters.

1	2abc	3def
4ghi	5jkl	6mno
7pqrs	8tuv	9wxyz
*	0	#

or:

**800**

To receive local incoming calls only, please input 2 - 9 letters / numbers.

Corresponding numbers for the above letters.

\* Note: 2 and 3 letters need special approval.

## Customer Code (Optional Feature): Yes No

With the Customer Code feature, your customer can only reach you by dialing a 4 digit code.

(Please refer to the service brochure for more information)

Please select the 4 digit code for your customer access.

Customer Code

Note: This is a cost effective way to minimize misuse of non-customer calls.

### Call and Service Charges:

Please select one of these plans only:

**Usage Plan (Plan One)**

**Within same area code:** Call charge is Fils 5 per minute.  
**Different area code:** Land Line charges during Peak time are Fils 18 and Off Peak time are Fils 9 per minute.  
**Mobile call charge:** as per published mobile rates.

#### Service Charges:

Connection Charge : Dhs 600  
 Quarterly Rental : Dhs 300

**Note:** Minimum rental period for both plans is 3 months.

**Flat Rate Plan (Plan Two)**

**Within same area code:** 15 Fils per minute.  
**Different area code:** 15 Fils per minute.  
**Mobile call charge:** 15 Fils per minute.

#### Service Charges:

Connection Charge : Free  
 Quarterly Rental : Dhs 3000

Please list the telephone numbers where service can terminate (Your Call Centers):

		Main	Alternate
1	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>

- Main call center should be a UAE fixed line number (04,02, etc)
- Alternate call centers can be any phone (Fixed, Mobile or International number) but cannot support any routing requirement.
- Call centers should follow the order in the attached Annex.

**Existing Toll Free number**

Miscellaneous (for existing customers)

- Change the Toll Free number
- Change of Toll Free profile as per Annex
- Cease the Toll Free permanently from  
Dt. / /
- Change service plan from to

### Annex

#### Routing Requirements (See attached forms)

For extra forms you may use copies of the original form.  
 You may also update/change the call center routing requirement online at [www.etisalatb2b.ae](http://www.etisalatb2b.ae)

I/We agree to be bound by Emirates Telecommunications Corporation's Conditions of Telecommunication Service.

I/We agree to pay all charges raised including those for calls made to the Toll Free Number assigned to me/us.

Signature

**For official use only**

Application received by:

Name:

Toll Free number:

ID number:

Service order:



## Annex - Routing Requirements

### Call Center No. 2

 Terminating No: 
*(Has to be a UAE land line number only)*

### Call Center No. 3

 Terminating No: 
*(Has to be a UAE land line number only)*

#### ● Overflow Status Routing

Please select alternate destination Call Center to forward your overflow calls, or select an apology message in case the above Call Center is engaged.

Please select only one option.

Status	Alternate Call Center Number	Apology Message
Busy	<input type="text"/>	<input type="text"/>
No Reply	<input type="text"/>	<input type="text"/>

Note: Apology message is a voice message which will advise the customer when his call cannot be completed.

#### ● Day & Time Routing

Alternate Routing based on Day and Time Details

The table below is for alternative routing if no selection is made, calls will be automatically forwarded to the above Call Center regardless of time and date.

Please select the day and time of Alternate Destination Call Centers or select an Apology Message. (i.e. for your off time, weekends, holidays and lunch breaks).

Day	Start Time	End Time	Alternate Destination Call Center Number	Apology Message
SAT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MON	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
TUE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
WED	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
THU	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
FRI	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Note: Either an Alternate destination or an apology message option can be selected. Both options cannot be combined.

If you have more than one time break, please fill in above or inform our sales persons, as the system can handle more than one time break per day.

#### ● Overflow Status Routing

Please select alternate destination Call Center to forward your overflow calls, or select an apology message in case the above Call Center is engaged.

Please select only one option.

Status	Alternate Call Center Number	Apology Message
Busy	<input type="text"/>	<input type="text"/>
No Reply	<input type="text"/>	<input type="text"/>

Note: Apology message is a voice message which will advise the customer when his call cannot be completed.

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Day	Start Time	End Time	Alternate Destination Call Center Number	Apology Message
SAT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MON	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
TUE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
WED	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
THU	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
FRI	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Note: Either an Alternate destination or an apology message option can be selected. Both options cannot be combined.

If you have more than one time break, please fill in above or inform our sales persons, as the system can handle more than one time break per day.



Etisalat Emirates Telecommunications Corporation – Etisalat

# Annex-Toll Free Service

## Annex - Routing Requirements

### Area Code Routing:

Serial No.	Area of Callers	Terminating Number	Block
1	Area Code 02 - Abu Dhabi		
2	Area Code 04 - Dubai		
3	Area Code 03 - Al Ain		
4	Area Code 06 - Sharjah, Ajman and Umm Al Quwain		
5	Area Code 07 - Ras Al Khaimah		
6	Area Code 09 - Fujairah and Khorfakkan		
7	Area Code 00 (International)		

Note: Either Terminating Number or Block can be selected, both options cannot be combined.

Please specify your required call routing scenarios.

### Mobile Routing:

Please select one option only.

Mobile Routing	Tick (✓)	Identify Terminating
Central	<input type="checkbox"/>	All calls will be forwarded to one call centre number
Regional	<input type="checkbox"/>	Follow caller's area code rules
Block	<input type="checkbox"/>	All mobile calls will be blocked

### Call Center No. 1

Terminating No:

(Has to be a UAE land line number only)

### Overflow Status Routing

Please select alternate destination Call Center to forward your overflow calls, or select an apology message in case the above Call Center is engaged.

Please select only one option.

Status	Alternate Call Center Number	Apology Message
Busy	<input type="text"/>	<input type="text"/>
No Reply	<input type="text"/>	<input type="text"/>

Note: Apology message is a voice message which will advise the customer when his call cannot be completed.

### Day & Time Routing

Alternate Routing based on Day and Time Details

The table below is for alternative routing if no selection is made, calls will be automatically forwarded to the above Call Center regardless of time and date.

Please select the day and time of Alternate Destination Call Centers or select an Apology Message. (i.e. for your off time, weekends, holidays and lunch breaks).

Day	Start Time	End Time	Alternate Destination Call Center Number	Apology Message
SAT				
SUN				
MON				
TUE				
WED				
THU				
FRI				

Note: Either an Alternate destination or an apology message option can be selected. Both options cannot be combined.

If you have more than one time break, please fill in above or inform our sales persons, as the system can handle more than one time break per day.