

# Terms and Conditions

## Family Plan



### Eligibility Pre-requisites:

- Only consumer Postpaid and Prepaid accounts registered under the same party ID from the eligible plans/subscriptions listed below are eligible to apply for the Family Plan. If a customer wishes to add any other line not registered under their same account, ownership transfer to them will be required.
- The Family head/primary account holder should have a postpaid plan from the Freedom Family (Freedom, New Freedom, New Freedom Non-stop, Emirati Freedom, or Freedom Live) with a monthly rental of AED 200 or more.
- Family members on postpaid plans must be subscribed to any Freedom plan from Freedom Family (Freedom, New Freedom, New Freedom Non-stop, Emirati Freedom, or Freedom Live) with a monthly rental of AED 100 or more.
- For prepaid family members, any active prepaid line, excluding Five or Visitor, is required.
- Maximum family members permitted are as follows: UAE Nationals can include up to 10 members, while Expats can include up to 5 members.
- To ensure continuous activation of the Family Plan, it is necessary to maintain a minimum of 2 active members at all times. Prepaid family members can retain their active status by utilizing paid services, generating usage, or purchasing add-ons at least once every month.
- In case of transfer of ownership of the family's primary account, number change or cessation, the family plan will be immediately deactivated for all the family members.
- In case of transfer of ownership of the family's primary account, number change or cessation, the family plan will be immediately deactivated for all the family members. In the event of a transfer of ownership of the family's primary account, the family plan will remain active. However, the customer undergoing the transfer will not be able to utilize family allowances, while these benefits can be accessed by other active family members.
- In the event of an ownership transfer of a family member, a change in number, or cessation, the customer will lose their family membership. However, if the cessation of a family member leads to having less than 2 active customers within the family group, the family offer will be deactivated immediately for all members of the family group. In the case of a transfer of ownership, the customer will retain their family membership but will be unable to utilize family allowances.

### Family Creation and Enrolment

- Customers who are eligible for the Family Plan can apply for and enroll their family members through My Etisalat UAE App for Free.
- Only the customer with the primary number can be designated as the Family Plan head. The Family head is responsible for creating the family group, including assigning eligible family members. Notifications will be sent through the Mobile App to enroll in the family group and avail the offer. If a customer wishes to set another number as primary, they must first cancel the Family Plan before initiating the primary account change.
- The Family Plan head has the flexibility to add or remove members according to family size and eligibility rules,

with changes applied immediately.

- During the family creation process, the primary account of the Family Plan will be required to choose from available options for data distribution: Data Sharing or Data Allocation.
- With Data Sharing, the pool of data will be utilized by all members on a first-come-first-serve basis.
- Alternatively, with Allocated Data, each member will only be able to access the specific amount of data allocated to their individual account.
- Creation of the family group by the primary account of the Family Plan can happen only once per calendar month.

### Family Plan Free Benefits

- On successful enrolment into the Family Plan, the Family account will be credited 10GB shared local data with unlimited local data for GoChat voice & video calls.
- The shared local data will be credited at the beginning of every month, as long as the Family Plan is active, with no carryover.
- During the family creation process, the primary account of the Family Plan will be required to choose from available options for data distribution: Data Sharing or Data Allocation.
- With Data Sharing, the pool of data will be utilized by all members on a first-come-first-serve basis.
- Alternatively, with Allocated Data, each member will only be able to access the specific amount of data allocated to their individual account.
- A family group can be created by the family plan head only once per month.
- The primary account has the flexibility to reallocate data anytime by withdrawing unused data from one member and allocating it to another member.
- The family head has the flexibility to reallocate data anytime by withdrawing unused data from one family member if it is above 100MB and allocating it to another member where 100MB will be reserved to manage any on-going data sessions i.e. not available for reallocation.
- Family Parental Control is an added feature available with the family head to block and unblock access to individual applications or group of applications; access can be blocked only on e& mobile network.
- The Family Plan head can only block & un-block access to selected apps as listed on e& UAE app.
- Only GoChat Voice, Video & Messages traffic to be considered from the unlimited Data allowance. Any other GoChat usage should be consumed from the data balance and need to follow the normal usage priority rules.
- Free data sharing data has the highest priority from any other data plan on customer profile.
- Charging pulse is 30KB (standard)
- Family offer is not eligible for Roam Like Home.
- Data Balance transfer is restricted on the primary account or the members
- The Family head can cancel the family offer at any time where all family related allowances will be removed

immediately.

### Shared Paid Data Add-ons:

- Family Plan head can purchase additional shared data add-ons as part of the family plan where they will be required to choose from available options for data distribution: Data Sharing or Data Allocation.
- With Data Sharing, the pool of data will be utilized by all members on a first-come-first-serve basis.
- Alternatively, with Allocated Data, each member will only be able to access the specific amount of data allocated to their individual account.
- The Family Plan head has the ability to reallocate data at any time by withdrawing unused data from one member and allocating it to another member.
- However, it's important to note that the entire unused data available with the member will not be available for reallocation. A certain amount of data will be kept in reserve to manage any ongoing data sessions effectively.
- Shared data add-ons are either auto-renewed monthly or one-time add-ons with fixed validity.
- Multi-purchase for the same Add-on is not allowed
- Usage priority for the Family Default local data plan and the local data family add-ons will be:
  - o Family One-time add-ons.
  - o Family Shareable auto-renewal add-ons.
  - o Family free local data.
  - o Any other data pack subscription

### Roaming Shared data add-ons

- Data roaming add-ons are restricted for use only when roaming with preferred roaming partners.
- The validity of shared roaming data add-ons begins from the time of the first roaming usage.
- Only the Family Plan head has the authority to purchase roaming add-ons and allocate them to family members. Additionally, only one purchase for each add-on is permitted at a time.
- Data usage will be metered per 30KB, ensuring accurate tracking of consumption.
- Carry-over of roaming data allowance is not permitted.
- In the event of a customer purchasing multiple roaming packs, priority for data consumption will be given to the sharable roaming add-on.

### Family Parental Control for Members:

- The Family Plan head has the ability to block or unblock individual apps or groups of apps at any time. This action can be performed per member, with the exception of the Family Plan administrator.
- When a member is removed from the family or the family plan is canceled, any blocking that was applied to that member will be automatically removed. This ensures that once a blocked member is no longer part of the family, any restrictions are lifted.