



Sahm Pricing for Business Customers

V 2.1 - March 22th, 2005

1 - INTERNET

1.1 Shared Internet Access

Service Description	Installation Fee (Dhs)	Monthly Fee (Dhs)
256 Kbps Internet Access 10 GB transfer/mo and 10X10 MB email boxes	400	600 *
512 Kbps Internet Access 20 GB transfer/mo and 20X10 MB email boxes	500	1,100 *
1 Mbps Internet Access 50 GB transfer/mo with 40X10 MB email boxes	750	9,500 *
2 Mbps Internet Access 100 GB transfer/mo with 50X10 MB email boxes	1,000	15,500 *

* For each additional 1 MB transfer a charge of Dhs 0.2 will be applied at the time of billing

1.2 Dedicated Internet Access

Service Description	Installation Fee (Dhs)	Monthly Fee (Dhs)
256 Kbps Dedicated Internet Access 10X10 MB email boxes	750	5,000
512 Kbps Dedicated Internet Access 20X10 MB email boxes	750	8,000
1 Mbps Dedicated Internet Access 40X10 MB email boxes	750	14,000
2 Mbps Dedicated Internet Access	1,000	23,000
4 Mbps Dedicated Internet Access	2,000	44,000
6 Mbps Dedicated Internet Access	3,000	65,000
8 Mbps Dedicated Internet Access	4,000	86,000

1.3 Domain Name Registration & Hosting

	Installation Fee (Dhs)	Monthly Fee (Dhs)
DNS Entry Updates	50	N/A
Change of DN	50	N/A



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1.4 IP Address

IP Address (available for 512kbps & above)	Installation Fee (Dhs)	Monthly Fee (Dhs)
1 public IP address	300	N/A
Full Class public IP address (256 IPs)	20,000	N/A

1.5 Web Hosting Only

	Installation Fee (Dhs)	Monthly Fee (Dhs)
25 MB Web Hosting	100	50
40 MB Web Hosting	100	80
60 MB Web Hosting	100	120
80 MB Web Hosting	100	160
100 MB Web Hosting	100	200

1.6 Additional Email Addresses (Boxes)

	Installation Fee (Dhs)	Monthly Fee (Dhs)
5X10 MB Email Boxes	20	50
10X10 MB Email Boxes	20	80
15X10 MB Email Boxes	20	120
20X10 MB Email Boxes	20	150
25X10 MB Email Boxes	20	190
30X10 MB Email Boxes	20	240
50X10 MB Email Boxes	20	300

1.7 Additional Storage

Storage	Installation Fee (Dhs)	Monthly Fee (Dhs)
5 MB	N/A	6
10 MB	N/A	10
20 MB	N/A	18
50 MB	N/A	45
100 MB	N/A	80



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2 - VPN

2.1 Site within Emaar Development (Sahm Network)

The Service is delivered on a 10/100/1000 Ethernet Interface. The cost of the service is based on the number of connections to the VPN and the speed of each leg.

Speed	Installation Fee (Dhs)	Monthly Fee (Dhs)
64 Kbps	400	140
128 Kbps	400	253
256 Kbps	800	405
384 Kbps	800	445
512 Kbps	800	485
1 Mbps	2,000	600
2 Mbps	2,000	730
10 Mbps	2,000	4,000
100 Mbps	8,000	8,000
200 Mbps	16,000	9,000
1 Gbps	40,000	15,000

2.2 Site outside EMAAR Development but within UAE

The Service is delivered on a 10 or 100 Ethernet Interface. The cost of the service is based on the number of connections to the VPN, the speed of each leg, and the distance from the customer's site to Sahm Data Centre.

Speed	Installation Fee	Monthly Fixed Fee (a)	Monthly Fee per KM (b)	Total
64 Kbps	11,600	520	50	(a+ (b x Number of km))
128 Kbps	11,600	730	65	(a+ (b x Number of km))
256 Kbps	12,000	980	130	(a+ (b x Number of km))
384 Kbps	12,000	1,035	155	(a+ (b x Number of km))
512 Kbps	12,000	1,090	180	(a+ (b x Number of km))
1 Mbps	20,000	1,500	200	(a+ (b x Number of km))
2 Mbps	20,000	1,750	210	(a+ (b x Number of km))
10 Mbps	On demand			
34 Mbps	On demand			
100 Mbps	On demand			
155 Mbps	On demand			

3 - TELEPHONY

3.1 Standard Telephony Services

Service Description	Installation Fee (Dhs)	Monthly Fee (Dhs)
Analog Phone, Fax, Credit Card Line with Number	200 *	15
Second telephone Line	100 *	15
Additional telephone Extension	50	0

* Inclusive of one Standard telephone set. When you subscribe to a new or additional telephone line, you have the option of purchasing a Standard Caller ID (CLI) telephone set instead of the provided Standard telephone set for an additional amount of Dh 50 only.

* 800 service must be subscribed with Etisalat. Service will be terminated on a normal telephone line provided by Sahm.

3.2 Premium Telephone Number

Service Description	Installation Fee (Dhs)	Monthly Fee (Dhs)
Gold Number	1,000	NA
Platinum Number	2,000	NA

3.3 Telephony Features

Feature	Installation Fee (Dhs)	Monthly Fee (Dhs)
• Outgoing Call Barring	50	15
• Incoming Call Barring	50	15
• Return Last Incoming Call	50	15
• Ring-back When Free	50	15
• Call Diversion - Immediate	50	15
• Call Diversion - Busy	50	15
• Call Diversion - No Reply	50	15
• Call Waiting	50	15
• Three Party Conference	50	15
• All Features	50	100
• Caller Number Delivery (Caller ID)	200	15

3.4 PABX Analogue Connection

Product Designation	Installation Fee (Dhs)	Monthly Fee (Dhs)
POTS Main No. (Analogue) Published Telephone No. without phone set	200	15
POTS Trunk/Hunting Line (Multi Line Group Feature - Multiples Analogue Lines will handle a single phone number)	100 *	15 *

* Does not include any telephone set. Installation fee and Monthly fee is per line.

3.5 PABX Digital Connection

Product Designation	Installation Fee (Dhs)	Monthly Fee (Dhs)
PRI Main Number (E1)*	3,000	1,800
PRI DID Number (100 DID numbers are included in the PRI)	N/A	N/A
PRI Extra 100 DID Range	N/A	200

* PRI – Primary Rate Interface – Signalling interface is Q931

Product Designation	Installation Fee (Dhs)	Monthly Fee (Dhs)
BRI (S0) *	200	50
BRI DID Number (one DID number only/ one socket)	N/A	N/A
BRI Extra DID number (Max 8 DID / BRI)	100	25
BRI Extra Socket	100	N/A

* BRI – Basic Rate Interface

3.6 PABX Centrex Service

Virtual PABX (Centrex)	Installation Fee (Dhs)	Monthly Fee (Dhs)
Centrex Main Number including a Standard telephone set.	200 *	15
Centrex DID Number/Extension with a normal phone set	100 *	15
Centrex DID Number/Extension with a CLI phone set	150 *	15
Centrex DID Number/Extension with an IP Phone	1000	50
Centrex DID Number/Extension with an Attendant Console	2000	100

* An additional Dhs 50 is charged, for a CLI telephone set instead of the Standard telephone set.



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3.7 Virtual PABX

Virtual PABX include Voice Mail, Auto-attendant and can be provided with different featured phones and switch board console.

Virtual PABX	Installation Fee (Dhs)	Monthly Fee (Dhs)
5201 - Basic Phone, No display	650	33 *
5207 - Display and Speakerphone	850	37 *
5220 - Display and full duplex Spk. Phone / Console	1,200	43 *
5240 - Large Display and full duplex Spk.Phone	2,000	55 *
5550 - Dedicated Switch Board Console	6,350	130 *

* Single DID number is included with each telephone

3.8 Public Phone with Phone Booth

Public Phone	Installation Fee (Dhs)	Monthly Fee (Dhs)
Public Phone	NA *	NA *

* Subject to Sahm approval after study – Customer is requested to provide Phone Booth.

3.9 Telephone Instruments

Phone set	Cost (Dhs)
Analogue/POTS Phone	75
CLI (Caller ID) Phone	125

3.10 Call Charges

All call charges are as per the current market applicable rates including peak, off-peak & discounts.

The following are the volume discounts applicable on the total call charges (peak and off-peak rates combined) for international Telephone calls on a specific line. These discounts will be applied to the subscriber's bill on a monthly basis. The credit amount will be shown on your bill.

Value of international telephone call charges per month, per line (AED)	Discount (%)
From 501 – 1,000	5
From 1,001 – 3,000	7
From 3,001 – 5,000	10
From 5,001 – 10,000	12
From 10,001 – 15,000	15
Above 15,000	20



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4 - TV

4.1 Set Top Box

Product Designation	First Time Fee (Dhs)	Monthly Fee (Dhs)
STB	1,000	NA
STB Installation	200	NA

4.2 Subscription

Package	Subscription (Monthly) Dhs.	Activation Fee (Annual) Dhs.
Basic	50	N/A
Pay TV Available channels Showtime, Orbit, ADD	Depends on choice of channels	N/A

4.3 Dedicated Ingest

Product Designation	Installation Fee (Dhs)	Monthly Fee (Dhs)
Dedicated Ingest - 2 Video Sources (S-Video)	30,000	600

5 - ADDITIONAL SERVICES

5.1 Roaming Sockets

Number of Sockets	Installation	Monthly Fee (Dhs)
1-3	50 for each socket	10
4-7	50 for each socket	20
8+	50 for each socket	30

5.2 Leased Lines

Leased Line	Installation	Monthly Fee (Dhs)
Local / National	N/A	200*
International	N/A	500*

* This cost will be in addition to Etisalat's cost.

5.3 Redundant PoP

Product Designation	Installation Fee (Dhs)	Monthly Fee (Dhs)
Redundant PoP	40,000	NA

5.4 Services

Service	Installation Fee (Dhs)
Relocation of Activated Socket	50
Change of Telephone Number	100
Change of Centrex Feature	100
Change of Virtual PABX Feature	100
Technician Visit	100
Reconnection of suspended service within 3 months	50