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1. SERVICE APPLICATION QUESTIONS

1.1. How do I apply for the telephone/fax number, email account and P.O. Box?

Once you have completed your company registration procedures (registration fees were paid and trade license already issued), you need to get in touch with RAKFTZ IT Department's Help Desk to process a Telecoms Application form for your company. Just present your trade license copy (you can also email it) and if you are the one mentioned as secretary-manager or licensee-investor in the license, you need to include your contact details as well. You can call our Help Desk Executives at 07 2041111 (Select options 2,2,3) or email at helpdesk@rakftz.com

For the P.O. Box, Flexi clients are allowed to use the shared PO box where their registered facility is. However, clients have the option to get their own PO Box. Other clients who are not entitled by default to the Shared P.O. box service can either apply for their own P.O. Box number from RAK Emirates Post or subscribe to RAK BC's Mail Handling Service. For complete information on the shared PO box services and its policies, please inquire from our Mail Station personnel at 07 2041111 (Select options 2,2,1,1) or email at postoffice@rakftz.com

1.2. What if I don't have a trade license, but I do have the Share Certificate / Certificate of Formation / signed Lease Agreement, can I still apply?

The trade license and proof of required payments are mandatory supporting documents in order to accomplish the IT Telecoms Application. Share Certificates / Certificates of Formation and/or Lease Agreements can not be used as supporting documents in lieu of the trade license. If you don't have your original trade license issued to you yet, please contact the RAKFTZ Sales staff who processed your registration. You may also contact 07 2041111 and ask for your RAKFTZ sales representative / processor.

1.3. What IT Services are included in my Executive Office package?

The IT Services included in the Executive Office package depends on the package type you have paid for during registration. We have Basic Package One Plus, Two Plus and Three Plus. The Executive Office Package consists of telephone connection with Cisco phone units and voicemail setup, internet connection, fax port, RAKFZBC email account and bronze support contract. Only difference among the packages mentioned is the number of items that will be given to the client (e.g Plus One will have 1 phone, 1 fax, etc.). Most of the other service items offered in the IT Service catalogue is available for Executive Office clients.

1.4. What IT Services are included in my Flexi Desk package?

Clients who availed Flexi Desk package will be allocated 1 dedicated telephone number, use of the Business Centre shared fax number (incoming fax only), 1 RAKFZBC email account, internet connection at the Business Centre Flexi Desk workstations premises and access to the Business Centre services. Business Centre charges may apply on additional services requested from them.

1.5. What IT Services are included in my Flexi Office package?

Clients who availed Flexi Office package will be allocated 1 dedicated telephone number, use of the Business Centre shared fax number (incoming fax only), 1 RAKFZBC email account, internet connection at the Business Centre Flexi Office premises and access to the Business Centre services. Business Centre charges may apply on additional services requested from them.

1.6. What IT Services are included in my Remote Access Desk package?

Clients who availed Remote Access Desk will be allocated 1 dedicated telephone number, use of the Business Centre shared fax number (incoming fax only), 1 RAKFZBC email account and an installed copy of the Cisco IP Communicator (Softphone) software where the telephone account will be configured. Internet connection will be subscribed by the client from their respective Internet Service Provider

1.7. What IT Services are included in my Standard Office Package?

Clients who availed Standard Office package will be allocated 1 dedicated telephone number, 1 dedicated fax number, 1 RAKFZBC email account and bronze support contract. Additional numbers may be requested upon payment of then existing charges, but these numbers will be configured virtually (e.g. forwarding to another number is required).

1.8. I have a warehouse in Industrial Park and/or Technology Park. Will I be given a telephone/fax number, internet and email account?

As of the moment, we don't offer the Cisco Telephony system to our clients who availed warehouses in Industrial Park and Technology Park. You will have to get your telecoms requirements directly from Etisalat, but as your company is registered under RAK Free Trade Zone, you will have to secure a No Objection Certificate (NOC) from the RAKFTZ IT Department. This NOC will be issued to you by our IT Help Desk. Please contact us at 07 2041111 (Select Options 2, 2, 3) or email us at helpdesk@rakftz.com

Warehouse clients however may be given a RAKFZBC email account in order to have primary contact for billing, important advisories and other correspondences from RAKFTZ. This RAKFZBC email account will be intimated to the client once the company registration formalities are completed.

In some cases, whether on a temporary or permanent basis, IP/TP warehouse clients may have special Flexi Desk / Flexi Office facilities given to them. For such situations, telecoms allocation will be the same as for the ordinary Flexi Desk / Flexi Office clients. Warehouse clients who have additional Executive Office facilities will be provisioned with the services available in the Executive Office package.

1.9. I have an Executive Office / Standard Office that was already provided with the basic telecoms package as per the payment I made during registration. But I want to add additional services like additional phones and internet connection. How will I apply?

Most of our miscellaneous IT services are prepaid. Please contact our Helpdesk staff to give you our IT Services catalogue so that you will have an idea of the services available as upgrades and the associated costs. Once you have relayed your requirements, our Helpdesk staff will prepare a quotation. Please confirm the option(s) you will choose. Once the services have been confirmed by you, our Accounts Department will issue an invoice. Please provide Helpdesk a copy of the receipt of payment for the additional services. Client IT Services Amendment form will be signed by the client. Normal provisioning time will be observed.

It also has to be noted that certain service upgrades may not be applicable. For the limitations on service upgrades, you may contact our IT Help Desk.

1.10. Can I apply for the extra IT services I requested through the telecoms services upgrade application even without paying the fees to be paid upon subscription (payment will be made later)?

If the service requested is a prepaid service, it is required from the client to settle the cost of the service first prior to implementation. However, there are certain cases that should RAKFTZ management decides to implement first the service and the bill to be settled later, then it will be considered post-paid. Furthermore, services can also be partial prepaid (downpayment is required upon subscription then remaining balance will be paid by client upon completion of service). For further information about services classified with these modes of payments, please consult our Helpdesk staff.

2. SERVICE INSTALLATION QUESTIONS

2.1. I am a RAD client. I need to have the Cisco IP Communicator installed on my laptop but I am currently out of UAE and cannot drop by RAKFTZ IT Department to let your support engineer install the program. Can I get a CD installer for the CIPC or can I download it from somewhere?

No, you cannot download it from the website, neither is there a CD installer for the CIPC nor can the client download it even from the Cisco website. However, you can send in a request to Helpdesk so that we can set up a session between you and our support engineer who can remotely install the application for you through a scheduled chat session on MSN or Yahoo! Messenger. For further details, contact our Helpdesk.

2.2. How long does it take for my telecoms account to be activated?

Once the completed IP Telephone Application form has been signed by the client and handed over to our Helpdesk staff, it will still go through a couple of approvals from Accounts and IT Department. We observe a daily cut-off time for receiving the applications, of which applications received beyond such time will be considered as applications for the next working day. The moment IT Department receives the IP Telephone application with the complete approvals, please allow up to three (3) working days for us to complete the activation.

However, for the case of RAD clients, we may require up to two (2) working days time for us to install and test the CIPC program in the client's equipment, if installation and testing will be done on IT lab. This is provided that the laptop has been handed over already by the client to the Helpdesk personnel

2.3. What is a Cisco IP Communicator (CIPC) or "Soft Phone" program that is included in my Remote Access Desk package?

The CIPC or "SoftPhone" is similar to the original Cisco phone device. This is a VoIP program that is installed in your computer which grabs your telephone number assigned, provided you have a working internet access and you are properly authenticated to our network via Virtual Private Networking (VPN) and you are logged on the CIPC with your own username and PINCode. When you are properly logged on to your CIPC, your called party will see a UAE number calling them even though you are actually using the CIPC in another country.

2.4. What are the system requirements of CIPC?

The following are the system requirements for the SoftPhone to work:

- Microsoft Windows 2000 Professional (Service Pack 4) or Windows XP Professional (Service Pack 2) or Windows Vista or Windows 7
- Pentium III 450 MHz or equivalent (Pentium P4 1.5 GHz or higher recommended)
- 128 MB RAM for Windows 2000 or 192 MB RAM for Windows XP (256 MB RAM or more recommended)
- 100 MB free disk space
- Non-ISA full-duplex sound card (integrated or PCI-based) or USB sound device
- 800x600x16-bit screen resolution, 1024x768x16-bit or better recommended
- Internet connection (at least 256Kbps, optimal at 512Kbps)

The computer must have an Intel-based architecture. MAC/Unix/Linux/Lindows are NOT supported

2.5. I have an Apple Macintosh laptop running MacOS in it. Can I install CIPC on that machine?

An Apple Macintosh laptop loaded with Windows XP (at least Service Pack 1) or Vista and has Intel-based architecture will work with CIPC. However, if your Mac is running MacOS, unfortunately CIPC is not yet compatible with the said operating system

3. IT SERVICES BILLING QUESTIONS:

3.1. Do I have pay extra upon telecoms subscription?

By default, all basic telecoms requirements are already included in the payment for the company's registration. Items usually included in the payment are the Security deposit of AED 3000 (required payment for all facilities availed) and Installation Charges plus IT Monthly Charges (applies only if you have an Executive Office package).

If you availed any of our facility packages in Business Park and for some reason, do not see the payment for Security deposit in your receipt, please do the clarification with our Accounts Department.

Extra payment will only be required if you wish to avail any other additional IT services during the time you subscribed for your IP Telephone account. In such cases, our Helpdesk staff will provide you with a quotation/statement for the extra IT services (e.g additional phone, additional internet). You will have to make the necessary payments prior to accomplishing a Service Upgrade/Amendment application.

3.2. How much do outgoing calls cost using the Cisco IP phone system?

All outbound calls are priced as per Etisalat tariff. For further information on the Etisalat call rates, please refer to www.etisalat.com

3.3. I am not able to make the payments for my telecom dues. Can my current bill be deducted from the Security Deposit I paid during registration?

No. The security deposit should remain intact, as this is considered as security amount for any unsettled arrears when a company cancels or deregisters. Under no circumstance can the security deposit be used as payment for a client's current telecoms bill.

3.4. How do I get my telephone bills? How can I pay them?

Your telephone bills statement will be emailed to your RAKFZBC email account, CC'd to the personal email address that we have on your company's file. Payment can be made by cash or cheque with our authorized cashiers in RAK, Dubai or Abu Dhabi offices. Bank transfer can also be done. Details of RAKFTZ's bank account is available on the statement issued to you. For further information on your telecoms billing, you may contact acc_rcvb@rakftz.com and our IT Services Accountant will get back to you.

3.5. I was provided with RAKFTZ telecoms services but now I am canceling my company's license/changing my facility. I noticed on the invoice that I am charged Telecoms Amendment Fee. Why?

The AED 500 Telecoms Amendment Fee covers the termination cost of deconfiguring your telecoms account and physically pulling out the equipments and clearing your company from our system profiles

3.6. I have initiated a request for telecoms suspension as I will not be using the telecoms services in my Executive Office / Standard Office for a while. Will my standard monthly billing be suspended as well?

No. Standard monthly billing will continue for the base package. If client availed service upgrades where monthly billing incurs, these service upgrades must be deactivated in order for the additional monthly upgrade billing to stop. Otherwise, it will still be billed even if client will not use the service for a certain period of time

3.7. I have an Executive Office / Standard Office. I do not wish to be charged the monthly telecoms fee applicable to my facility. Can I request not to be given the telecoms services to avoid paying the monthly fees?

The telecoms service items are mandatory service items included by default to executive office / standard office clients. As such, payment of the monthly telecoms fee is required and mandatory.

4. GENERAL IT SERVICES QUESTIONS

4.1. What is the default internet speed offered in Business Park's executive offices?

To date, we offer a shared internet connection running at 256Kbps. This is usually enough for the typical office use. However, bandwidth upgrades are available for an extra charge. Kindly contact our Helpdesk staff to know the current pricings

4.2. What is the quota/capacity of the provided RAKFZBC email account?

Our subscribers get a RAKFZBC email account with a 700MB email capacity. We always aim to continuously improve our system, so from time to time, we announce any upgradation not only on the email service, but most probably on your entire telecoms account as a whole.

4.3. I was given a RAKFZBC email account, but I do not wish to actively use it. Is it possible for me to use my own email account instead for all my RAKFTZ-related business correspondences?

It is always the option of the client if he wishes to use the supplied RAKFZBC email account for his business transactions. However, please do note that for important advisories, telecoms billing and for the emailed fax messages sent by the Business Centre (for the cases of Flexi Desk / Flexi Office clients), these advisories, billing and fax messages are sent to the RAKFZBC email account. So please do check your RAKFZBC email periodically.

4.4. I was given a RAKFZBC email account, but I want to have my own email domain (e.g. janedoe@mycompany.com). How can I have this personal email account?

If you want to have your own email domain, you should apply for your own domain hosting where the email service can be hosted. Domain Hosting can be provided by us at a reasonable fee, or you can have the domain hosting service from outside.

4.5. I have a Flexi Desk / Flexi Office telephone number. What happens if somebody calls my number and I am not sitting at the Business Centre area?

Flexi Desk / Flexi Office clients are given the Mobility option in their telephone account (which means they are provided with a username and PINcode in order to logon to the phone). Once the client logs in with his credentials, the Cisco phone device will “grab” the telephone number allocated for the company and thus he can make outgoing/incoming calls. It is required for the client to log out of the phone before leaving the Business Centre premises to avoid unauthorized calls. However, it is suggested to the client to divert the calls to an alternate number before logging out of the phone system so that he won’t miss important calls. Alternatively, he can subscribe for Voicemail feature so that when he’s not logged in, calls will be directed to the client’s voicemail. Without call divert or voicemail, the calling party will hear a fast busy tone. Neither it will ring.

4.6. I have a RAD facility. What will my callers hear if I am not online through the CIPC?

Unless the client has enabled call forwarding before going offline through the CIPC, the calling party will hear a fast busy tone. So it is highly suggested that before logging out of the CIPC and going offline, please divert your calls to an alternate number so that you won’t miss your important calls.

4.7. I am a Flexi client who is allocated the shared fax service. How will I get my fax messages? Am I going to be informed about my incoming faxes?

Since Flexi clients use a common/shared fax service, it is required for the incoming fax message to have an ATTENTION line with the company’s name on it, so that the Business Centre will be able to identify whose fax message it is. Otherwise, Business Centre will just file it and won’t be able to forward it to the right email address. By default, identified fax messages will be sent to the RAKFZBC email account of the client, and upon request, can be forwarded to the client’s personal email address as well.

4.8. Can I forward my calls from my RAKFTZ-provided telephone number to an alternate number that I specify? Are there any extra cost?

Yes, calls can be forwarded to an alternate number, provided that the appropriate level of dialing access is properly configured on your telephone account (e.g. international dialing must be enabled upon subscription if you wish to divert your calls to an international number). There are no setup fees, but everytime a call is forwarded from your RAKFTZ telephone account, it will be charged as per Etisalat tariff. Call forwarding can be done by the client himself if the phone device itself is accessible to him. Otherwise, a Support Request to forward the calls can be made and sent to helpdesk@rakftz.com

4.9. Can I forward my incoming fax calls from my RAK-provided fax number to an alternate number that I specify? Are there any extra cost?

If you have an Executive Office or Standard Office in Business Park and you were provided with RAKFTZ dedicated fax number(s), you can forward the fax number to an alternate number of your choice.

For Flexi Desk / Flexi Office /Remote Access Desk clients, you cannot forward the shared fax number (but as mentioned earlier, faxes through the shared fax service will be forwarded by the Business Centre to the RAKFZBC email account, copy-furnished to the personal email address of the clients).

There are no setup fees for fax forwarding to a different number. However, a security deposit of AED 5000 is required if the number where the fax will be forwarded to is an international number.

4.10. I am a Flexi client who is already allocated a telephone number. I don't want to use the Shared Fax Service. Can I apply for a second Flexi number so that I can use it as my own fax number?

Yes, Flexi clients are allowed to apply for one (1) more Flexi Number to be diverted to an alternate fax number. The second Flexi number can be availed upon payment of the required annual fee (to date, we are charging AED 1500/annually for the extra number, plus any variable cost that will incur due to the outbound forwarded fax call). However, this second number will have virtual configuration (e.g. this number cannot be used on the Business Center Flexi phones, as no user ID/PIN code will be designated to have physical access to the number). The second Flexi number must be diverted to the customer's own fax number. If the number where the fax calls will be forwarded to is an international number, a security deposit of AED 5000 will apply. Forwarded fax calls will be billed as per Etisalat tariff.

4.11. I have a normal phone and/or a cordless phone. Can I use these devices in my executive office as an extension to the IP phone provided to me?

No. Normal phones and cordless phones are not designed to work with the Cisco telephone system infrastructure of RAKFTZ

4.12. I have multiple phone connections in my executive office. Can I have a telephone answering system (similar to an Interactive Voice Response (IVR) system) configured so that one general number will serve as Operator number and the rest of the numbers are extensions where calls can be directed to?

No. As of the moment, call handling functions similar to an IVR system is not supported by our telephone system.

4.13. How soon can I get the extra IT services I requested when I filed the IT Service Upgrade / Amendment form and made the payments?

We always try our level best to deliver the service in 3 working days time. However, if a particular project involves major changes to be done in the IT infrastructure, delivery of service can be up to 15 working days, depending on volume of work and time spent liaising with any 3rd party service providers / supplies vendors with whom we might need assistance from.

4.14. I am changing my current facility to another type of facility. Will I be able to retain the telephone/fax numbers originally assigned to me?

If you will be changing from one facility to another facility within RAK Business Park, you will be able to retain your primary telephone number. However, for the fax number, it depends on the facility change:

If you are a Flexi Desk client changing to Flexi Office, you will still be using the shared fax number. If you change from Flexi Desk/Flexi Office to an Executive Office or Standard Office, we will configure one new number that will serve as your dedicated fax number. If you are an Executive Office / Standard Office client and you are downgrading to Flexi Desk/Flexi Office, we will deconfigure the extra number(s) that you have (fax number, extra phone numbers/connections). If you are changing from one facility in Business Park to another facility in Technology Park, Industrial Park, Dubai and/or Abu Dhabi Promotion Centers, you will not be able to retain your RAKFTZ RAK Numbers. Either you apply for Etisalat numbers (for warehouse clients) or contact our Dubai / Abu Dhabi Business Centers for the phone numbers from them.

4.15. What is my P.O. Box Number?

This service is covered by our RAK Business Center Mail Station Section. If you are a Flexi client and it mentions on your rental agreement that you are entitled to Shared PO Box services, then you are allowed to use the shared P.O. Box number. Executive Office customers, as per the new policy, must apply for their own dedicated PO Box Number. Alternatively, they can apply for the Mail Handling services that the Business Center Mail Station section offers.

Customers are highly advised to get their own P.O. Box. Please inquire from our RAKBC Mail Station personnel about the usage policies of the shared P.O. Box and other information about the Mail Station

services. You may contact our Mail Station personnel at 07 2041111 (select options 2, 2, 1, 1) or email at postoffice@rakftz.com

4.16. What support requests can I make to your IT Help Desk that is free of charge / non-billable?

Any technical fault on the phone unit, phone line, fax line, internet connection or any equipment issued by RAKFTZ for the customer, of which the cause is a fault from our system is non-billable. Other requests (such as file/printer sharing and setup, configuration of customer's own router, installation of applications, etc.) are billable and charged with the existing consultation charge on a per hour basis. We do not provide licensed copies of applications such as Windows Operating Systems or Microsoft Applications or Antivirus/Network Security programs.

On certain instances wherein the volume of work is big, the consultation charge can be customized and can be computed on a per-project basis. On these cases, we get the exact requirements of the customer and we send a service quotation for the customer to confirm.

4.17. I have now been provided with the telecoms details (phone/fax numbers, email account, etc.) I need to print my business cards. Do you provide such services?

No. You have to have your business cards/stationery/letterhead printed by other companies/shops that provide these services.

5. RAKFTZ WEBSITE INQUIRIES / DOMAIN SERVICES

5.1 I have just recently registered my company with RAKFTZ. Do you provide any sort of website presence for our company?

If you want to have your company's web presence over the internet, you have two options: You can post your company's profile and services through our RAK Trade portal (see FAQ 5.2 below) or you can ask us to develop your custom website (we have an in-house web designing team. You have to give us your website requirements and we will get back to you with an estimate of the cost for the services you require.

5.2 I would like to have my registered company's information posted on the RAKFTZ website. How can I do that?

You can post not only your company's information, but you can also setup your own "online showroom" by requesting for your **online pass** for the RAKTrade portal (RAKFTZ's online trading portal for the registered companies/members). You may email the RAK Trade portal personnel at activation@raktrade.com or you can also call up +971 7 2077128

5.3 There are errors on the information posted on the RAK Trade portal site for my company. How can I request for the errors to be corrected by your webmaster?

If you already have your online pass on the RAKTrade portal, you can do the necessary changes on the contact information for your company. However, if you are still having difficulties doing it, you may contact our RAKTrade portal personnel by emailing them at info@raktrade.com or calling up +971 7 2077128. Our RAKTrade colleagues will be happy to assist you.

5.4 I availed Domain Registration services for my company. Will I be given a username/domain ID and password?

Username / Domain ID and password is only provided if a client avails Domain Hosting. If a client just availed the Domain Registration, it means that the domain name preferred by the client will just be registered and reserved for him so that no one else can get the said domain name. Domain name registration applied through us is controlled in our Domain Registration control panel (where we are maintaining the domain

registrations of other customers). If you have the hosting details already and you want to link it up with your domain registration, please contact our IT Help Desk to provide the nameservers of your hosting account.

5.5 I availed Domain Hosting from RAKFTZ for my company. How can I upload my webpages?

Please send us a request through Helpdesk so that we can create an FTP account for you to upload your webpages to our Domain Host server.

5.6 I availed Domain Hosting from RAKFTZ for my company. How do I setup my email accounts?

Please send us a request through Helpdesk, specify how many email accounts need to be setup and what are the email addresses. The client can request for up to five (5) email addresses to be configured free of charge upon subscription to the Domain Hosting. Any additional email addresses (in blocks of five (5) addresses) will be charged AED 50 for the setup fee and AED 35 per block

5.7 I want to have full control on my domain hosting/domain name service through RAKFTZ. How can I get full access on my hosting service's control panel?

Please send us an email at Help Desk requesting for this, and we can arrange for the transfer of the hosting management to you upon payment of the Account Transfer fees (please check with us for the exact price).

A little friendly note for our valued customer:

If in case you have questions or inquiries regarding RAKFTZ IT services that are not covered in this FAQ sheet, we will always be happy to assist you.

Contact us at **(+971 7) 2041111** (Select language option (1 for Arabic, 2 for English) , then press 2 for existing customers, then press 3 for telecommunications and IT support-related services) to reach our IT Help Desk. You may also send us an email at helpdesk@rakftz.com.

For other concerns (e.g. visas, trade license, facility, engineering, business center services etc.), you can always contact (+971 7) 2041111 and follow the voice prompts which will eventually lead you to the concerned department. Or, an email sent to our general Customer Support email address (cs@rakftz.com) will be appropriately responded to.

We hope to have helped you with this information! Thank you for doing business with us!

~ Your RAKFTZ IT Support Team
"Grow with us!"