

	AL SHAMIL High Speed Internet Service
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	Service AL SHAMIL Al Shamil High Speed Internet Service is the first of a family of premier broadband services from Emirates Internet and Multimedia. Based on DSL technology, Al Shamil High Speed Internet Service offers residential customers access to a new Internet experience. Imagine having access to Internet connectivity which is "Always On" and at speeds up to ten times faster than dial up Internet. Imagine never having to worry about the time you spent online this month ! Al Shamil High Speed Internet Service offers download speeds up to 384 kbps and upload speeds of up to 128 kbps. The main features of Al Shamil High Speed Internet Service are : • High Speed Internet Access • No dial up, "Always On" connectivity • Unlimited Internet usage • Fixed monthly subscription				

AL SHAMIL

High Speed Internet Service

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Pricing

A one-time installation charge of Dh. 200/- is applicable.

The Al Shamil service is priced at Dh. 380/- per month for unlimited Internet usage. This price includes the DSL line and the modem rental so no additional equipment is necessary.

A six month subscription package is also available at Dh. 1900/- (a Dhs. 380/- saving).

You can still access the Internet from the Emirates Internet Dial Up service from any other location at the standard Emirates Internet usage charges :

Services	UAE Dirhams
Installation charge (one time)	200.00
Monthly subscription	380.00
Six month subscription	1900.00

Miscellaneous	UAE Dirhams
Shifting	200.00
Monthly Temporary Safe Custody	60.00

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	Availability At present, a Commercial Trial of the Al Shamil High Speed Internet service is offered to a select number of our active residential customers at limited locations in Abu Dhabi, Dubai, Sharjah, Ajman and Umm Al Quwain. The public launch details of the Al Shamil High Speed Internet service will be announced following the completion of the Commercial Trial.			
	Subscription To subscribe, please fill in the Application form and submit it with the required documents to the nearest Etisalat office. Subscribers upgrading from the existing Emirates Internet dialup account will retain their username and e-mail account. Due to the nature of DSL technology, each customer line needs to be qualified by Etisalat prior to provisioning of the Al Shamil service.			

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Technology

Q- What is DSL ?

A- DSL, short for Digital Subscriber Line, is a new technology that transforms ordinary telephone lines into high-speed digital lines for Internet access and other broadband applications.

Q- How fast is DSL ?

A- DSL supports download of speeds up to 8 mbps downstream and up to 1 mbps upstream, depending upon line length and conditions.

Q- Are there any limitations to DSL ?

A- DSL decreases in performance with an increase in the copper wire's (your telephone line) length. Moving further away from the exchange causes more distortion to the line and the signal may deteriorate. Thus all ADSL lines undergo vigorous testing prior to connection that ensures best service as advertised.

Q- What applications does DSL provide ?

A- DSL has two types of general applications – High-speed data communications and in the future, Interactive multimedia services.

Q- What are the main advantages of DSL ?

A- - Uninterrupted high-speed Internet access.
- Cost-effective solution for residential users
- "Always on" Internet and "Unlimited" usage

Q- What is the difference between Dial-up modem access, ISDN and DSL access ?

A- DSL has higher data transfer speeds, requires no dial-up procedures.

Al Shamil

Q- Is Al Shamil available for my home ?

A- Initially, Al Shamil will be provided for residential users. It is only available in certain areas at present and your line will have to be qualified by

Etisalat prior to the provisioning of the service. Contact your nearest Etisalat Branch for confirmation.

Q- How do I use AI Shamil ?

A- AI Shamil gives you "Always On " Internet access. Just start your Internet browser or your e-mail software and you are on.

Q- What is the difference between AI Shamil and ISDN ?

A- AI Shamil provides higher speeds and eliminates the connection time as it requires no Dial up procedures.

Q- Do I need an Emirates Internet account for AI Shamil ?

A- No, an Emirates Internet account is not required for AI Shamil.

Q- If I already have an Emirates Internet account, how do I subscribe to AI Shamil ?

A- Just follow the AI Shamil subscription procedure and your existing dial-up Emirates Internet account username and password will be transferred to the new AI Shamil service.

Q- Will I be able to access the AI Shamil service from anywhere ?

A – AI Shamil is a fixed service that operates from the line you subscribe and is inaccessible from any other. However, you can dial up and access your e-mail and browse the net from any location in the UAE at standard Emirates Internet dial up rates.

Q- Do I need a separate line for AI Shamil ?

A – No, but Etisalat will provide a separate line for AI Shamil as a part of its service.

Equipment

Q- Is there any specific hardware required to access AI Shamil ?

A – A DSL modem is required and will be provided. The modem rental is included in the subscription fees.

Etisalat offers the following modems :

- External USB DSL modem
- Internal PCI DSL modem
- External DSL modem paired with internal PCI ATM card

The bundled software includes DSL modem drivers, popular web browsers and e-mail software.

Q – What is the minimum PC configuration that will work best with AI Shamil ?

A – The minimum recommended PC configuration is :

- Pentium Class PC
- 32 MB RAM
- 25 MB Disk Space
- Microsoft Windows 95/98/NT 4.0*
- Available 32-bit PCI bus slot or USB port**

* Apple Macintosh systems are not currently supported.

** The USB modem supports only Windows 98.

Q- What is the software needed for AI Shamil ?

A – Apart from drivers required to interface the ADSL hardware to the PC, no special software is necessary. Standard web browsers and E-mail software will be provided.

	AL SHAMIL High Speed Internet Service contacts				
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	Support For support, please contact our Help Desk on telephone number 800 5244 or visit your nearest Etisalat office for assistance.				