

## iPhone Offer Frequently Asked Questions (FAQ)

<p><b>Q1.</b></p>	<p><b><u>What is the iPhone Offer?</u></b>  du is introducing the iPhone 3G and iPhone 3GS as part of its portfolio and it comes together with attractive offers for both Elite and Pay as you Go customers. This offer includes benefits in terms of free data and credit.</p>
<p><b>Q2.</b></p>	<p><b><u>What kind of iPhones are available?</u></b></p> <p>The 3 models are available are:</p> <ul style="list-style-type: none"> <li>• iPhone 3GS 32 GB Black or White           AED 2869</li> <li>• iPhone 3GS 16 GB Black or White        AED 2459</li> <li>• iPhone 3G 8GB Black                        AED 2049</li> </ul> <p>You can choose to use the iPhone with the Elite Plan or the Pay as you Go plan. The iPhone benefits would differ depending on the plan opted by you</p>
<p><b>Q3</b></p>	<p><b><u>What are the additional benefits for an Elite Plan Customer?</u></b></p> <p>If you buy an Elite line along with the iPhone or you are an existing Elite customer buying an iPhone with du you will enjoy:</p> <ol style="list-style-type: none"> <li>1. If you are an Elite GOLD customer, you will enjoy <ol style="list-style-type: none"> <li>a. Unlimited data access* per month for 12 months</li> <li>b. Free credit back of AED 250 per month for 12 months</li> </ol> </li> <li>2. If you are an Elite SILVER customer, you will enjoy <ol style="list-style-type: none"> <li>a. Unlimited data access* per month for 12 months</li> <li>b. Free credit back of AED 125 per month for 12 months</li> </ol> </li> <li>3. If you are an Elite BRONZE customer, you will enjoy <ol style="list-style-type: none"> <li>a. 2GB of data access per month per month for 12 months</li> <li>b. Free credit back of AED 50 per month per month for 12 months</li> </ol> </li> <li>4. If you are an Elite REGULAR customer, you will enjoy <ol style="list-style-type: none"> <li>a. 1GB of data access per month for 12 months (a minimum commitment of AED100 applies)</li> </ol> </li> </ol> <p>You will also be able to enjoy free WIFI access to du owned and operated hotspots.  *Fair use policy applies of 10 GB per month apply – National use only</p>
<p><b>Q4</b></p>	<p><b><u>Can I get unlimited data with my regular or bronze number?</u></b></p> <p>You can subscribe to the unlimited data (Data Max) package for an extra AED 160 per month if you are an Elite Bronze customer and AED 260 per month if you are an Elite Regular but this purchase needs to be at the time of purchase.</p> <p>After that, if you need to subscribe to a Data Max package, you can do so by calling 135 from your Elite line or visiting a du Shop for AED 360 per month</p> <p>This Data Max package would be replacing to the Free Data that you enjoy as part of the iPhone plan.</p>

<p><b>Q5</b></p>	<p><b><u>Can I enjoy more data but not necessarily unlimited?</u></b></p> <p>You can purchase an additional 1 GB for an extra AED 100 <u>only at the time of purchase</u> by choosing the 3 GB bundle. This feature is only available for Elite Bronze customer</p> <p>If you want to get additional data after purchasing iPhone, regular data bundles charges will apply which are:</p> <table border="1" data-bbox="316 483 974 735"> <thead> <tr> <th>Regular Mobile Data Bundle</th> <th>Monthly fee</th> </tr> </thead> <tbody> <tr> <td>5 MB</td> <td>AED 10</td> </tr> <tr> <td>50 MB</td> <td>AED 40</td> </tr> <tr> <td>200 MB</td> <td>AED 100</td> </tr> <tr> <td>2000 MB</td> <td>AED 200</td> </tr> <tr> <td>Data Max*</td> <td>AED 360</td> </tr> </tbody> </table>	Regular Mobile Data Bundle	Monthly fee	5 MB	AED 10	50 MB	AED 40	200 MB	AED 100	2000 MB	AED 200	Data Max*	AED 360
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<p><b>Q6</b></p>	<p><b><u>Can Elite (with Regular number &amp; AED 100 commitment) purchase an additional 1GB (additional to his 1 GB one) at the time of activation for AED100 monthly fee?</u></b></p> <p>No, this option is only for Elite Bronze (as mentioned in Q6).</p> <p>Elite Regular customers will have the option of choosing either 1 GB or Unlimited Data at the time of purchasing the iPhone.</p> <p>After purchasing the iPhone, regular data bundles charges will apply.</p>												
<p><b>Q7</b></p>	<p><b><u>Can I deactivate the Unlimited bundle I subscribed to at the time of purchasing iPhone on a later stage?</u></b></p> <p>Yes, you can. However, if you want to activate new bundles after that; standard data bundles charges will apply.</p>												
<p><b>Q8</b></p>	<p><b><u>What are the additional benefits for a Pay as you go customer?</u></b></p> <p>If you buy a Pay as you Go line along with iPhone or if you are an existing Pay as you Go customer buying an iPhone, you will enjoy</p> <ul style="list-style-type: none"> <li>➤ You will get a bonus of 1GB data free upon activation,</li> <li>➤ 1 GB free data per month, if you use a minimum of 100 AED for the previous month</li> </ul>												
<p><b>Q9</b></p>	<p><b><u>What is the i-bundle option for a Pay as you Go customer?</u></b></p> <p>I- bundle is an accelerated value bundle for Pay as you Go customers where they can choose between any one of the following booster options for a monthly fee of just AED 100 from his more time balance:</p> <ul style="list-style-type: none"> <li>❖ 80 International minutes – recommended if you have heavy international calling OR</li> <li>❖ 400 National minutes – recommended if your usage is more of national calling OR</li> </ul>												

	<ul style="list-style-type: none"> <li>❖ 800 National SMS – recommended if you have heavy SMS usage</li> </ul> <p>** Please note that you can only select i-bundle as recurring one.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>❖ You will have to pay for the I-bundle from the 'more time' balance ONLY and NOT from the 'more credit' and 'more international' balances.</li> <li>❖ All Pay as you Go customers who subscribe to the I-bundle will automatically get the 1 GB free data per month.</li> </ul>
<b>Q10</b>	<p><b><u><a href="#">How can I subscribe to the i-bundle?</a></u></b> Simply call 135 and select option 8</p>
<b>Q11</b>	<p><b><u><a href="#">I booked my iPhone online, what should I do now?</a></u></b> Please log on to <a href="http://shop.du.ae">http://shop.du.ae</a> again to complete your purchase. The AED200 you already paid will be deducted from the price of the iPhone you will buy. You can purchase the exact iPhone you have booked (model and color) or select another iPhone model or color. Your iPhone will be couriered to you within three working days.</p> <p>If you are new to du you will also get your du SIM card. Please get your documentation ready to be given to the courier upon delivery.</p> <p>If you ordered a Pay as you go line you will need a copy of your national ID, UAE driving license or passport with valid residence visa.</p> <p>If you ordered an Elite Plan line you will need</p> <ul style="list-style-type: none"> <li>- UAE Nationals: passport or National ID or UAE driving license</li> <li>- GCC Nationals: Passport or National ID or UAE driving and either of the following: credit card issued by UAE institution or utility bill with physical address less than 3 months old or copy of tenancy/ownership contract or salary certificate/Letter from employer showing a salary of minimum AED 2,500 per month</li> <li>- Expats: Passport with valid residency visa or UAE national ID or UAE driving and either of the following: credit card issued by UAE institution or utility bill with physical address less than 3 months old or copy of tenancy/ownership contract or salary certificate/Letter from employer showing a salary of minimum AED 2,500 per month</li> </ul>
<b>Q12</b>	<p><b><u><a href="#">I booked my iPhone in a shop, what should I do now?</a></u></b> If you booked your iPhone in a du shop please go back to a du shop to complete your purchase. Please bring along your receipt so that the AED200 you already paid are deducted from the price of the phone.</p> <p>If you booked your iPhone in an Axiom shop please go back to an Axiom shop to complete your purchase. Please bring along your receipt so that the AED200 you already paid are deducted from the price of the phone.</p>
<b>Q13</b>	<p><b><u><a href="#">I am now purchasing an iPhone I had booked with an Elite Plan, will I get the credit back?</a></u></b> Yes, you will get the credit back and the free data.</p>

	<p>If you are Elite customer with a regular number; you need to commit to AED 100 (or Data Max) to be able to avail the benefits.</p>
<b>Q14</b>	<p><b><u>I am now purchasing an iPhone I had booked with a Pay as you Go line, can I purchase the iBundle?</u></b>  Yes, you can buy the iBundle.</p>
<b>Q15</b>	<p><b><u>I recently bought a handset under the GITEX offer and I am currently getting credit back, will I still get it when I start using the iPhone</u></b>  If you are an Elite plan customer, when you start using the iPhone, the iPhone offer will replace the GITEX handset offer you are currently enjoying from the coming bill cycle.  E.g. if the customer bill cycle is on the 07-nov-2009 &amp; he bought the iPhone on 30-Oct-2009, the following will happen:</p> <ul style="list-style-type: none"> <li>➤ Handset credit back under GITEX offer benefits until the 7-NOV-2009.</li> <li>➤ He will get the benefits of iPhone from 8-nov-2009 onwards.</li> <li>➤ The free `data bundle &amp; Free Wi-Fi will be active from 30-OCT-2009.</li> </ul> <p>If you are a Pay as you Go customer, the GITEX handset offer would be discontinued from the date of first call for new iPhone customers and date of opt in for existing customers opting for an iPhone</p> <p>The 1GB per month would start immediately on first call for new customer and on opt in for existing customers and would continue for 12 months, subject to you spending AED 100 per month</p>
<b>Q16</b>	<p><b><u>I recently bought an iPhone and I am currently getting credit back, what will happen if I decide to upgrade my handset (another iPhone handset)</u></b></p> <ul style="list-style-type: none"> <li>➤ You will pay the full price for the new iPhone (we don't have exchange policy at the moment)</li> <li>➤ Your old offer will be discontinued</li> <li>➤ We will activate your new iPhone with the new offer.</li> <li>➤ Will enjoy the benefits of the new iPhone (for full 12 months)</li> <li>➤ The data bundles &amp; Wi-Fi will be reactivated again for full period (12 months)</li> <li>➤ For the first coming bill cycle; you will get the benefits from the old iPhone.</li> <li>➤ From the second bill cycle you will get the benefits of the new device the full period (12 month)</li> <li>➤ Since you are still on the same Elite plan type, you will get the same benefits related to the Plan type.</li> </ul>
<b>Q17</b>	<p><b><u>Can I use my iPhone with a mobile line other than du</u></b></p> <ul style="list-style-type: none"> <li>➤ Yes you can but you will not get the benefits offered by du!</li> </ul>
<b>Q18</b>	<p><b><u>Can I buy the iPhone without du iPhone offer?</u></b></p> <ul style="list-style-type: none"> <li>➤ You have to use the iPhone from du with a du line to benefit from iPhone special offer (i.e. either you should be an existing du customer or you would have to purchase a new du line along with your iPhone)</li> <li>➤ If you are an Elite Plan customer with a regular number and don't want free data you can still use the iPhone with your Elite Plan line. You will not have to commit to AED 100 and you will not get the credit back either.</li> <li>➤ If you are a Monthly Plan customer and don't want to migrate to Elite Plan,</li> </ul>

	<p>you can still use your iPhone with your Monthly Plan line but you will not get the special iPhone benefits.</p>
<b>Q19</b>	<p><b><u>What if I use the du line with another phone, will I still get the iPhone benefits?</u></b>  No. You must keep using the du line with the purchased I-phone to get the iPhone benefits from du</p>
<b>Q20</b>	<p><b><u>Is this a limited promotion?</u></b>  The Early bird benefits are a limited period offer and have ended on January 27<sup>th</sup> 2010  The other iPhone benefits are part of the permanent offer</p>
<b>Q21</b>	<p><b><u>Where can I get this offer from?</u></b>  This offer will be available at du shop, eShop <a href="http://shop.du.ae/">http://shop.du.ae/</a> and selective authorized dealers.</p>
<b>Q22</b>	<p><b><u>If I have a problem with my iPhone, where do I go and what is the process?</u></b></p> <p>You can either drop your iPhone to the following AXIOM service centers in Dubai / Abu Dhabi and Sharjah or at any of our du Shops</p> <p>AXIOM service centers:</p> <ol style="list-style-type: none"> <li>1. PhoneCare – Al Kawakeb building – 3, Near 1st Interchange, Sheikh Zayed Rd, Dubai UAE</li> <li>2. PhoneCare – Crystal Plaza – GF, King Faisal Road, Sharjah , UAE</li> <li>3. Fono Service Point – Madina Zayed Mall – GF, Abu Dhabi</li> </ol> <p>You will then received a call from the Service Center to confirm any charges, if applicable and also intimate you of the possible timelines for repair</p> <p>Once your iPhone is ready for pickup, the concerned center or du Shop would call you to come and collect the same</p> <p>For any queries in the meantime, please contact the service center or the du Shop where you had dropped off your iPhone. They would be able to help you with the status of your iPhone repair</p>
<b>Q23</b>	<p><b><u>How do I activate my iPhone?</u></b></p> <p>You can seek help in the activation of your iPhone at the du Shop or the authorized du outlet from which you are buying or follow the simple 5 steps as given below</p> <ol style="list-style-type: none"> <li>1. Insert your du SIM card into your new iPhone</li> <li>2. Download and install iTunes from <a href="http://www.apple.com/downloads/">http://www.apple.com/downloads/</a> to your PC / Mac</li> <li>3. Run iTunes, and when presented with the Apple End User Licence Agreement, accept the terms if you wish to proceed</li> <li>4. Connect the USB cable that comes in the iPhone package to your PC /</li> </ol>

5. Mac and to your iPhone  
When the iPhone is successfully registered, you will see a message on the screen of your iPhone indicating that your iPhone has been successfully activated.

**Q24** [Are any accessories available with the du iPhone or should I buy them separately, are there any offers on them?](#)

The standard sales bundle consists of iPhone Box includes: iPhone, USB Cable, Charger, Headphones, Document Bundle.  
– Document bundle includes SIM eject tool, Finger Tips Guide, iPIG (Important Product Information Guide), stickers  
**Additional accessories are available with our du Shop as below**

Apple Part Number	DESCRIPTION
MB546	Universal Dock Adaptor
MA591	Dock Connector to USB Cable
MA814	iPhone Stereo Headset
MB770	In-Ear headphones with remote & mic
MB974	World Travel Adaptor kit
MB484	iPhone Dock
	Power Adapter AC Plug-GBR

**Q25** [Do the iPhones from du come with a warranty?](#)  
All iPhone from du come with a standard 1 year Apple warranty.

**Q26** [I am an existing PayG customer subscribing to ibundle, when does the monthly fee of AED 100 get deducted?](#)  
Your ibundle monthly fee of AED 100 will be deducted at the time of activation of I bundle.

**Q27** [When and how do I choose from my 3 options of IDD minute, National minutes or National SMS under I bundle?](#)  
You can choose one bundle at a time from the available 3 options of I bundles after making your first call.  
  
For choosing your ibundle call 135 and select option 8

**Q28** [I activated iBundle at the shop while buying the iPhone. I made my first call, yet I cannot see any free minutes/SMS balance. What should I do?](#)  
  
If you asked for activating iBundle at the time of purchasing iPhone at the shop; you need to make a first call then recharge AED 100 in your “more time” balance. Then you can start enjoying the bundle.

**Q29** [How will I know about the activation of my selected I bundle?](#)  
You will hear the confirmation on the 135 IVR when you request the purchase of your I bundle and post purchase, you will receive a confirmation **SMS**

<b><u>Q30</u></b>	<b><u>Can I change this choice every month and if so when?</u></b> You can change the choice of your recurring bundle anytime by dialing 135 and then select option 8 to deactivate & activate a new one
<b><u>Q31</u></b>	<b><u>How do I know what is my ibundle balance free units?</u></b> All free units are shown under the ibundle balance To query the remaining free units, you can dial *135# from your Pay as you Go line
<b><u>Q32</u></b>	<b><u>Can I activate my iBundle from selfcare or via customer care?</u></b> No, you cannot activate your I bundle from du web Self care portal or through customer care you can do it only through the IVR self care by calling 135 and selecting option 8
<b><u>Q33</u></b>	<b><u>What is the validity of my free units under I bundle?</u></b> The validity of free units under I bundle is 30 days from the activation date of the ibundle
<b><u>Q34</u></b>	<b><u>What will happen to my Previous I bundle benefit If I opt for a new one?</u></b> When you switch to a new bundle, you will start enjoying the benefits of the new bundle and lose any unutilized free units from the previous bundle from the time you switch to the new bundle.
<b><u>Q35</u></b>	<b><u>What will happen if the ibundle renewal is due and I don't have enough credit in my "MORE TIME" balance?</u></b> In this case you will have a grace period. The grace period of the ibundle is 2 days from the end date of validity
<b><u>Q36</u></b>	<b><u>What will happen to my I bundle if I don't renew within grace period?</u></b> You will require to subscribe to your I bundle again by calling 135, select option 8 and follow the instructions to subscribe
<b><u>Q37</u></b>	<b><u>What will happen if I renew my ibundle during the grace period?</u></b> The ibundle will be renewed and the new expiry date will be calculated from the last expiry date of the ibundle.
<b><u>Q38</u></b>	<b><u>In which order is the ibundle free units consumed?</u></b> The ibundle free units are always consumed first and then the regular balance consuming rules apply.
<b><u>Q39</u></b>	<b><u>How would I be notified about the benefit given on monthly basis when my usage is equals to AED 100 or more?</u></b> You will receive an SMS stating that 1 GB free data bundle is given to your account.
<b><u>Q40</u></b>	<b><u>Can I opt out from the existing recurring bundle and subscribe to a new recurring bundle?</u></b> Yes you can opt out from the existing recurring bundle and then opt in for a new recurring bundle by calling 135 and selecting option 8. However, you will lose any unutilized free units from the previous bundle from the time you switch to the new one.
<b><u>Q41</u></b>	<b><u>When will I be charged for new recurring I bundle and when can I start using the benefits of the new recurring bundle?</u></b> You will be charged immediately for the subscription of new recurring bundle and

	can start availing the benefits.
<b><u>Q42</u></b>	<p><b><u>Can I switch back to my first bundle in case I don't like the bundle I changed to?</u></b></p> <p>Yes, you can switch back to your first bundle after you complete the one-month cycle for the first bundle.</p> <p>E.g: You subscribe to the National Bundle on 1st Nov and switch to the International Bundle on 15th Nov. In case you decide to move back to the National Bundle you can only do so on 2nd December.</p>
<b><u>Q43</u></b>	<p><b><u>Can I deactivate my I-bundle?</u></b></p> <p>Yes, you can deactivate your I bundle (National, International or SMS) by calling 135 and choosing option 8.</p> <p>Please note you can continue to use the utilized free units until the end of the current subscription.</p> <p>E.g: you subscribed to the national bundle on 1st Nov and utilized only 100 mins until 20th Nov, when you decide to deactivate the bundle. In this case the bundle will be deactivated on the 20th Nov; however, you will be able to utilize the balance free units (300 mins) until 1st December.</p>
<b><u>Q44</u></b>	<p><b><u>Can I migrate from Elite Plan to Pay as you Go, if I have bought an iPhone from du?</u></b></p> <p>Yes. You can migrate from Elite Plan to Pay as you Go or vice versa. However, you'll lose all your iPhone benefits when you migrate.</p>
<b><u>Q45</u></b>	<p><b><u>What kind of usage is included for the allocation of 1 GB free data bundle and free access to WiFi hot spots?</u></b></p> <p>All types of national usage is eligible that includes Voice, Video, Data, MMS, Content &amp; any other chargeable event.. When you are abroad, roaming charges apply. All free credits are not counted as part of the allocation.</p>
<b><u>Q 46</u></b>	<p><b><u>What should I do if I am unable to use data service at Wifi hot spot?</u></b></p> <p>In case if you are unable to use data service at Wifi hot spot then please call customer care on 155</p>
<b><u>Q 47</u></b>	<p><b><u>What should I do if I am unable to use data service at Wifi hot spot?</u></b></p> <p>In case if you are unable to use data service at Wifi hot spot then please call customer care on 155</p>
<b><u>Q48</u></b>	<p><b><u>In case I do not have 3G coverage where I am currently , can I switch my iPhone 3GS from HSPA (3.75G) or 3G to EDGE?</u></b></p> <p><b><u>OR</u></b></p> <p><b><u>In case I am not a heavy data user and I want to increase my battery life, can I switch my iPhone 3GS from HSPA (3.75G) or 3G to EDGE?</u></b></p> <ol style="list-style-type: none"> <li>1. You can do this by going to the Home Screen (pressing the button below the screen), and going to Settings.</li> <li>2. Tap on General</li> <li>3. Tap on Network</li> <li>4. Slide 'Enable 3G' to Off.</li> </ol>

	<p>To turn your 3G/HSPA service back on, follow steps 1 to 4 and slide 'Enable 3G' back to On.</p> <p>Please note: The only thing you won't be able to do while on EDGE is to surf the web and have a phone call going at the same time</p>
<b><u>Q49</u></b>	<p><b><u>How do I avoid getting charged for data while Roaming ?</u></b></p> <p>To avoid getting charged for data consumption while roaming</p> <ol style="list-style-type: none"><li>1. Go to the Home Screen (pressing the button below the screen), and going to Settings.</li><li>2. Tap on General</li><li>3. Tap on Network</li><li>4. Slide 'Data Roaming' to Off.</li></ol>