Application form - Power Bill

Business customer information

Company name ____________________________  Company account number ____________________________
Contact name ____________________________  Contact number ____________________________
P.O. Box ____________________________  Emirate ____________________________

Business customer administrators details

First name* ____________________________  Last name* ____________________________
Email address* ____________________________
Office number ____________________________  Mobile number* ____________________________
Preferred login ID* ____________________________

Power Bill Plans

Pick one plan  Value Plan  Value Plus Plan  Advantage Plan  Advantage Plus Plan

Activation fee  AED 250  AED 250  AED 2500  AED 2500
Monthly fee  AED 50  AED 125  AED 1000  AED 2000
Monthly fee waiver on minimum spend of  AED 1000  AED 2500  AED 10000  AED 25000
Storage space/order reports  10 MB /10  20 MB /20  20 MB /20  40 MB /40
Number of users  1  1  5  5

Agreement

We will use the above information to contact you by email, phone or SMS. If you do not wish to be contacted about our products or special promotions, please tick here □

I agree by signing below that I have the authority to sign behalf of the named customer, that I have ordered the service indicated in this form and that I accept the terms and conditions as stipulated in the subsequent pages of this application form. I take full responsibility for the use of all du services provided to us.

Customer signature ____________________________
Date DD  MM  YYYY  Company stamp

For official use only

Sales work order no. ____________________________  Customer ID number ____________________________
□ For retail  Sales agency code ____________________________
□ For indirect/direct sales  Account/partner manager ID ____________________________
Account manager name ____________________________  Partner/dealer ID ____________________________
Partner name ____________________________  Mobile number ____________________________
Sales executive name ____________________________
Sales support agent name ____________________________

* Mandatory Fields
Power-Bill Service

1. Supply of Service
   1.1. du shall provide to the Customer the Service as set out in the User Guide and, either the Order Form or the information provided on the customer portal at www.du.ae. The Service shall be for a minimum commitment period of three (3) months (the “Fixed Term”), following which the Service will continue unless terminated in accordance with the du General Terms and Conditions for Enterprise Services.
   1.2. du shall use its reasonable endeavours to supply the Service in accordance with the timelines.
   1.3. The Customer may unsubscribe from the Service by contacting their du account manager, the du call centre or via the customer portal at www.du.ae.

2. Charges, Invoicing and Payment
   2.1. The Customer shall pay the Charges as set out in the User Guide or on the du website. The Charges may be waived if the Customer's monthly minimum commitment fee or revenue spend reaches a certain amount. Please contact your Business Customer Service Desk for further information.

3. Customer Obligations
   3.1. The Customer must:
      a. keep their PIN(s) secure;
      b. configure the internet access and Power-Bill Service GUI in accordance with du’s instructions;
      c. provide du and any employee, agent, affiliate or contractor of du with all information and assistance reasonably required to activate and test the Service;
      d. keep the details of all users’ profile/contact details in the Power-Bill application accurate;
      e. ensure that defined users of Service provide full information for user verification when logging an inquiry/fault/service request to du Customer Care;

4. Liability
   4.1. du shall have no liability for any faults or interruptions in the Service or any inability of the Customer to access the Service where this is caused by:
      a. a failure of the Customer to perform its obligations under Clause 3 above or the General Terms and Conditions;
      b. any failure, inadequacy or incompatibility of, or in, any equipment/service provided by the Customer or a third party that connects to the Service or the du Network; or
      c. any failure in a third party facility used in provision of the Service; or
      d. any equipment provided by the Customer that connects to the du Network.
   4.2. du shall provide Customer with a unique user ID and PIN(s) for access to the Service. The Customer must keep their user ID and PIN(s) secure. du accepts no liability for disclosure of information made available by the Service as a result of theft of the PIN(s) or disclosure by the Customer of the PIN(s) to third parties.

5. du Disclaimer
   5.1. The information made available using the Service is for information only. du will continue to issue the Customer with bills for all du services received by the Customer and the Customer remains liable to pay the amount shown on these bills.
   5.2. There may be a delay between charges being incurred by the Customer for Services covered by the Service and the appearance of the corresponding billing information on the Service.
   5.3. The Service is dependent on the Customer having suitable infrastructure, internet access and operating systems available to access and browse the Service. In the event that the Customer is unable to provide suitable infrastructure in accordance with du’s specifications, then:
      a. part or all of the Service may not function correctly (the “Affected Service”);
      b. du reserves the right not to provide the Customer with the Affected Service; and
      c. du shall have no liability for the Customer’s inability to receive the Affected Service.