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Code of Practice

EITC is a licensed telecommunications services provider in the United Arab Emirates that launched its services in February 2007. EITC has deployed a state-of-the-art telecommunications infrastructure offering consumers and businesses a comprehensive set of voice, data and TV services, over fixed, mobile and Internet platforms under two flagship brands: du and Virgin Mobile UAE.

1. The Purpose of this Code of Practice

This Code of Practice has been developed to help you, our customers, understand the relationship you have with us and guide you on how to reach us, subscribe to our services, and find relevant information in relation to our services, and your rights and obligations. It will enable you to:

- understand and access the details of your services;
- understand what you can expect from us after you have made a purchase or subscribed to a service;
- what to do when you need to make a complaint; and
- find out how to contact us.

This Code of Practice has been approved by the Telecommunications and Digital Government Regulatory Authority ("TDRA"). You can access this Code of Practice from the du website at www.du.ae, from the Virgin Mobile website at www.virginmobile.ae or by requesting a copy to be posted, faxed or emailed to you. For specific contact information please refer to Section 2 - How to Contact Us.

This is a guiding document for your convenience. Nothing in this Code of Practice constitutes a contract or part of any contract between EITC and its customers. For more information on your rights and obligations please refer to

- For du: <https://www.du.ae/terms-and-conditions>
- For Virgin Mobile UAE: <https://www.virginmobile.ae/legal/>

2. How to Contact Us

For du, please see Annex 1 --- du Services - I. How to Contact Us

For Virgin Mobile, please see Annex 2 --- Virgin Mobile UAE Services - I. How to Contact Us

3. Prices, Terms and Conditions of Service

You can find all our products and services, as well as our prices, on our websites:

- For du: www.du.ae
- For Virgin Mobile UAE: www.virginmobile.ae

You can also obtain up to date information about our products and services by contacting us, using the contact information set out in Annex 1 --- du Services 1. How to Contact Us for du; and Annex 2 --- Virgin Mobile UAE Services 1. How to Contact Us for Virgin Mobile UAE

When you purchase any of our products and services, our General Terms and Conditions will apply and will be considered as an integral part of any agreement between us. The General Terms and Conditions can be consulted on:

- the du website at www.du.ae/terms-and-conditions and
- the Virgin Mobile UAE website at <https://www.virginmobile.ae/legalstuff/>

In addition to the General Terms and Conditions, specific Terms and Conditions may apply to certain products and services. These can be found on the application form that you complete and sign (either in person or digitally) as a prerequisite for provisioning the product or service, along with providing us with the necessary information and supporting documents as may be required, or on the relevant plan page for your product or service at www.du.ae and www.virginmobile.ae

We recommend that you take the time to review the General and Specific Terms and Conditions carefully prior to purchasing products and services from us. If you have any questions in relation to these, please reach out to us using the contact information set out in Annex 1 --- du Services I. How to Contact Us and Annex 2 --- Virgin Mobile UAE Services I. How to Contact Us.

We may change the prices of some services from time to time. If we do, we will give you at least 28 days' notice. During this 28-day notice period, you are entitled to cancel the service without having to pay any early cancellation fee.

We aim to offer high-quality services to our customers and actively take steps to minimise interruptions to your services. If we fall short of this aim you may be entitled to compensation. However, we cannot guarantee the services will be available in all areas and at all times, as interruptions sometimes happen due to circumstances that are outside our control.

Our prices, and Terms and Conditions have been approved by the TDRA.

We are also bound by the Quality of Service Policy outlined by the TDRA. You can read this policy at tdra.gov.ae

4. Privacy of Subscriber Information

We will act in line with all UAE laws which relate to privacy and protecting your personal information. If you use the services in another country outside the UAE, we will not have to process your information under any other law.

Your personal information may include information that you provide during your interactions with us, as well as your service usage details and information derived from your use of telecommunications services.

We will take all reasonable and appropriate measures to safeguard your personal information and from unauthorized disclosure or use.

We will only disclose your personal information if such disclosure is:

1. permitted by law; or
2. made in the course of a credit check with a reputable credit reporting agency; or
3. made in response to a lawful request by law enforcement agencies to assist in the investigation of criminal activity; or
4. made in response to a lawful request from any competent authority in relation to matters involving the public interests and/or matters of state security

We may disclose your personal information to EITC employees, consultants and contractors who are directly involved in the provision of telecommunications services you ordered, making sure that these parties are required to take all reasonable and appropriate measures to protect the confidentiality of your personal information and will use it only for the purposes of providing the telecommunications service.

We will not use your information for purposes other than those described above, unless we have obtained your explicit consent (for example where we think you might be interested in receiving information about products or services of EITC or another third party).

We will not publish your personal information on any public telecommunications directories and databases without your prior consent. You can contact our Customer Care to change or remove your personal information from any such database if you wish.

We are required to comply with the TDRA's provisions on Privacy of Subscriber Information as set out in the Consumer Protection Regulations, which can be found at tdra.gov.ae

5. Billing Method and Cycles

Some services may require that you make an advanced payment, or pay a deposit or a one-time charge.

If you are a postpaid customer of du, monthly charges will apply on your services in arrears. Each month we will send your Monthly Plan bill in the language that you have chosen, to the billing address (mail / email / SMS) you have provided. Your bill will include a break-down of all your charges, as well as the date by which the payment is due. You are responsible for settling your bill on time every month.

If you are a prepaid customer of du or Virgin Mobile UAE, you can get information about your usage details by consulting the du and Virgin Mobile UAE app respectively.

There are several payment options available to you, ranging from the ability to pay online, by phone, via M-Payments (Wallet) or credit/debit cards. You can find the specific payment options relating to du and Virgin Mobile services in:

- For du: Annex 1 --- du Services II. Payment Options
- For Virgin Mobile: Annex 2 --- Virgin Mobile Services II. Payment Options

We will follow your instructions in your Mobile Payments form and debit amounts from your bank account, debit card or credit card (either using our convenient 'auto payment' option or otherwise), as chosen by you. You can specify a card and the amount (for pre-paid services only), and we will debit your account accordingly. You can find more information about payment of your bill (including auto payment options) in our Terms and Conditions.

6. Denial of services

We will carry out maintenance on our network from time to time to prevent/rectify breakdowns that cause interruptions to the service. We will take reasonable measures to ensure that the disruption to the network is kept at a minimum.

Services to access content on the mobile, internet or TV, including broadcast content may be denied for legal or regulatory reasons.

We may disconnect the line in case of misuse, as defined in the General Terms and Conditions.

7. Cancellation of services

If you are a du customer, you can end a service immediately by paying us any early cancellation fee that applies if you cancel before the end of the minimum term, together with any applicable outstanding charges.

Depending on the nature of your contract with EITC, you may be entitled to a penalty-free service cancellation period from the time you sign your contract with us, and if certain conditions are fulfilled. Please contact us if you wish to enquire about the applicability of the penalty-free service cancellation period in relation to your services

If you cancel all your services with us, we will close your account and all outstanding charges payable become immediately due.

If you are a Virgin Mobile customer there is no service cancellation fee. You can change your mind and cancel the services at any time. Whether you receive a refund will depend on when you cancel the services. If you cancel the services within three days from your service start date, we will refund you the amount you have paid for the services less the charges for your usage of the services from the service start date until the cancellation. If you cancel the services after three days from your service start date, you will not be entitled to any refund.

You can find specific information about how to cancel a service, and the charges that apply in case of cancellation (if any), in the application form or in the Terms and Conditions that are specific to the product, which can be found at:

- For du: www.du.ae/terms-and-conditions
- For Virgin Mobile UAE: <https://www.virginmobile.ae/legal>

After cancelling your services, it is up to you to cancel any payment arrangements which have been set up with third parties such as your bank.

8. Suspension and Restoration of Services by EITC

We reserve the right to suspend or cancel your services and stop any of your equipment from using the network in accordance with our General Terms and Conditions, without giving you notice.

Circumstances that may lead us to suspend or cancel the services include, but are not limited to:

- you engaging in any activity that is prohibited under the Acceptable Use of Service Policy. For more information, please visit <https://www.du.ae/service-policy>
- you are not complying with the terms and conditions related to the specific product for which you have signed an agreement with EITC;
- unusual or fraudulent activity is occurring on the account;
- us being required to do so by any government, regulatory organization, emergency service, or other competent authority, or
- becoming insolvent or bankrupt.

If your services are cancelled due to such circumstances, you will not be able to request for a refund of any positive credit in your prepaid wallet or compensation.

We can also suspend or cancel a service if you do not pay the charges owed to us by the due date on the invoice. If this happens, we may do any of the following:

- a) charge a late-payment fee;
- b) suspend, cancel or block your services and equipment;
- c) withhold any amounts we owe you; or
- d) instruct a debt collection agency to collect any unpaid amount.

If we suspend or disconnect your services, you are still liable for all charges applicable during the period of the suspension. Any deposits or positive credit in your prepaid wallet, received from you in connection with provision of services, may be adjusted against outstanding charges.

If your account has been suspended because you failed to pay your bill on time, you can visit or contact our sales office or Customer Care to pay the outstanding amount and resume your services. If your account is suspended, you can still contact Customer Care and emergency services.

9. Subscriber Contract

Your subscriber contract with us consists of the application form you sign (either in hard copy or digitally) for any of our services in addition to the General Terms and Conditions you accept when you order the services.

You can find details of your service on the application form, in the service brochures and on the relevant plan page for your product or service at www.du.ae and at www.virginmobile.ae

By signing the application form, you make an agreement with us which is governed by our General Terms and Conditions along with service-specific Terms and Conditions. You can find our General Terms and Conditions at:

- For du: www.du.ae/en/terms-and-conditions
- For Virgin Mobile: <https://www.virginmobile.ae/legal>

Our service-specific Terms and Conditions can be found in the application form.

We will supply you with the services you have ordered as shown on your application form.

If you want to add to or cancel one of your services, you can contact us through one of the methods available to you:

- For du, please see Annex 1 --- du Services - I. How to Contact Us
- For Virgin Mobile, please see Annex 2 --- Virgin Mobile Services - I. How to Contact Us

We may make changes to the services, prices and General Terms and Conditions. If the change is a price increase, or has the same effect as a price increase, we will give you at least 28 days' notice of the change. During this 28-day notice period, you are entitled to cancel the service without having to pay any early cancellation fee.

10. Handling of Complaints

You can make any complaint to us about any aspect of your relationship with us. You can do so by contacting our Customer Care at:

- For du, please see Annex 1 --- du Services - I. How to Contact Us
- For Virgin Mobile UAE, please see Annex 2 --- Virgin Mobile Services - I. How to Contact Us

We will conduct complaints handling in a fair, transparent and timely manner.

We will acknowledge your complaint immediately, in case you submit your complaint by telephone or personal visit, and within one (1) business days in case you send us your complaint in writing. We acknowledge your complaint by giving you a reference number that you can use to identify the progress of your complaint.

We will try to resolve your complaint on your first contact with us.

If we cannot resolve your complaint immediately, we will try to resolve it as soon as possible, within 20 business days of the date of your complaint. If processing your complaint will take longer than that we will keep you informed as to the progress made and the expected conclusion date. We will write to you to notify you of the outcome of your complaint and offer you any remedies, if applicable.

We will keep a record of your complaint for a minimum of 2 years after your complaint has been dealt with.

We will endeavour to manage your expectations reasonably and realistically. This involves the careful examination of each complaint made by you and a resolution that we can offer you on that basis.

11. Subscriber Compensation Scheme

While we strive to provide a high-quality, reliable service there may be occasions where we may fall short. On these occasions you may be eligible for compensation.

To help maintain a high quality of service, we periodically perform maintenance on our network. If we need to interrupt the services for maintenance purposes, we will endeavour to inform you in advance if possible.

In the unlikely event of a service outage, we will do our utmost to restore your service as soon as possible. If we take longer than 12 hours to restore the service, you may be eligible for compensation. If you experience a service outage of 12 hours or more, and we did not inform you in advance, please contact us to raise a compensation request.

Similarly, we aim to activate any new service within the communicated timeframes. If we exceed the given timeframe, and we charge you an activation fee, you may be eligible for a partial or full refund of the activation fee.

If the late activation or service outage was due to issues outside of our control (e.g. acts of God, war, cable cuts, building issues, issues with roaming partners, etc.) then unfortunately you will not be eligible for any compensation.

For further details on your right to compensation in case of service outages or late activation:

- please visit '**Compensation for Late Activation or Service Outages**' if you are a du customer,
- please visit: <https://www.virginmobile.ae/help/am-i-eligible-for-compensation-during-a-service-outage/> if you are a Virgin Mobile UAE customer.

12. Options for Directory Listing Information

We will offer you the option of putting your Directory Information into a telephone directory and making it available from our Directory Enquiries Service. Directory Information contains at a minimum:

- Name
- Location (P.O. Box and City)
- Telephone number

We will only list your number if we have your prior explicit consent.

For general enquiries regarding your Directory Listing Information or to change or remove your personal details from our Directory Enquiries Service, you can contact our Customer Care using the contact information in .Annex 1 --- du Services - I. How to Contact Us and Annex 2 --- Virgin Mobile Services - I. How to Contact Us

13. Subscriber Refunds and Deposits

Subscription to certain services or products may require that you pay a deposit. When you order a service or product, we will inform you if you are required to pay us a refundable deposit.

We may use the deposit if you do not comply with your obligations including if you have failed to pay an amount which is due and we have suspended your account, or if, upon cancellation of a service you have failed to return equipment, which we have provided you in connection with a service.

If you choose to cancel your services, we will generally refund any fees or deposits paid in advance after confirmation that you have fully settled all outstanding amounts due to us.

If you are a du customer and you choose to cancel your prepaid line, or migrate from prepaid to a different rate plan, you can request a refund of any remaining positive wallet balance you may have. Further details can be found at **Prepaid Refund Process (Consumer)**, **Prepaid Refund Process (Enterprise)**

If you are Virgin Mobile customer and you choose to cancel your prepaid line, you can request to refund any remaining positive wallet balance you may have. You can find details regarding refunds at '**How can I get a refund credit in my Prepaid wallet**'.

Annex 1 - du Services

1. How to Contact Us

Consumers

If you are a du Consumer customer, you can either visit any of the du shops across the UAE, or contact du Customer Care representatives 24 hours, 7 days a week, to receive general, billing and technical support in Arabic, English, Hindi, Bengali and Malayalam for du mobile lines and for du home services in Arabic, English and Hindi.

du shops

You can find a listing of the du shops and their official opening hours on: <https://du.ae/shops>

Phone

For mobile inquiries, call: 155 direct from your du mobile

For home inquiries, call:

+971 4 390 5555 / 369 9955 from any other phone.

Or:

800 155 from any phone.

Email

customer.care@du.ae

Chatbot

WhatsApp

058-2428268 (058Chatbot)

or <https://api.whatsapp.com/send?phone=971582428268>

Messenger

<https://m.me/2067861863513331>

Website

www.du.ae

www.du.ae/personal/helpandsupport/contact-us

du App

<https://www.du.ae/personal/support-category?topicid=201600000005657&lang=English=en-US>

Twitter

<https://twitter.com/ducares>

<https://twitter.com/dutweets>

Instagram

<https://www.instagram.com/du>

Facebook

<https://www.facebook.com/du>

Fax

For mobile enquiries: + 971 4 365 6555

For home enquiries: + 971 4 390 5554

Business Customers

If you are a du Business customer, you can either visit our dedicated du Centres in Dubai and Abu Dhabi or contact du Customer Care for general, billing and technical support in Arabic and English. They are available to assist you from 8:00 am to 12:00 am, 6 days a week (Saturday – Thursday).

For mobile enquiries:

Call:

188 direct from your du mobile phone

or 800 188 from any other phone

Email:

care.business@du.ae

SME.Support@du.ae (for Small and Medium businesses).

MajorAccounts.Business@du.ae (for Large businesses).

care.business@du.ae (for business Customer Care).

2. Payment Options

We will follow your instructions in your Mobile Payments form when you authorize us to debit amounts from your bank card, debit card or credit card. You can specify a card and the amount (for pre-paid services only), and we will debit your account accordingly. For postpaid and fixed customers, you can save your card and we will debit your account for the outstanding amount due (either using our convenient auto payment option or otherwise).

You can find details about your payment options in the user guide for each service, on your bill if you have a Monthly Plan with du, or on the website at <http://du.ae/waystopay>

You can also pay for some of du's services or third-party services by way of SMS.

Annex 2 - Virgin Mobile Services

1. How to Contact Us

If you are a Virgin Mobile UAE Consumer, you can either visit any of the Virgin Mobile shops across the UAE, or contact Virgin Mobile Customer Care representatives 24 hours via the in-app chat feature or by webchat, 7 days a week, to receive general, billing and technical support in Arabic, English, Hindi and Urdu.

Virgin Mobile shops

Operating hours are subject to mall and our partner store timings

<https://www.virginmobile.ae/stores/>

Email

info@virginmobile.ae

Website

www.virginmobile.ae

Virgin Mobile App:

<https://vmae.app.link/app>

Twitter

@VirginMobileUAE

Instagram

@virginmobileUAE

Facebook

Virgin Mobile UAE

Customer Care Virgin Mobile app

www.virginmobile.ae

Facebook messenger chat

2. Payment Options

You can find details about your payment options in www.virginmobile.ae. There are several payment options available to you, ranging from the ability to pay via the app using your credit/debit card, Apple Pay or through recharge vouchers.