



your application form



Documents required to join du

- Trade licence copy
- Letter of authorisation
- Applicant ID
- Existing bill details (if applicable)

Customer information

Customer	New <input type="checkbox"/>	Existing <input type="checkbox"/>
Account number (if existing)		
Company name		
Parent company (if applicable)		
Trade licence number	Trade licence expiry date	
Nature of business	(tick below)	
Technology <input type="checkbox"/>	Tourism <input type="checkbox"/>	Media <input type="checkbox"/>
Finance <input type="checkbox"/>	Real Estate <input type="checkbox"/>	Retail <input type="checkbox"/>
	Education, Humanitarian <input type="checkbox"/>	Oil & Gas <input type="checkbox"/>
		Government <input type="checkbox"/>
		Other (Specify) _____
Number of employees	Date of registration	
Passcode (4 digits)		

Customer details

Office/Business phone no.	Email address
Registered business address	Website address
Fax number	

Physical address

Billing address (if different to physical address)

Emirate	
City/Town	
Street/Road	
Building name	
Floor/Office number	
PO Box	

Main contact

Other contact

Authorised signatory	Contract <input type="checkbox"/>	Payment <input type="checkbox"/>
Title	Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Dr <input type="checkbox"/> Sheikh <input type="checkbox"/> Sheikha <input type="checkbox"/>	Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Dr <input type="checkbox"/> Sheikh <input type="checkbox"/> Sheikha <input type="checkbox"/>
First name		
Middle name		
Last name		
Preferred language	English <input type="checkbox"/>	Arabic <input type="checkbox"/>
Job title		
Business fixed tel no. 1		
Business fixed tel no. 2		
Mobile number		
Fax number		
Email address		

Payment method

- Cash ☐ Cheque ☐ Credit card* ☐ Direct debit* ☐

*Fill the credit card approval form

Billing information

Bill language

Bill delivery

- English ☐ Arabic ☐ Mail ☐ Email ☐ Online ☐

We agree by signing below that we have ordered the du services indicated on the attached du business service application form and that we accept the du business Terms and Conditions as stipulated on the reverse of this and the subsequent pages of the application form. We take full responsibility for the use of all du services provided to us.

Signature _____ Company stamp

Date _____

For official use

For direct sales

Account Manager name _____ Account Manager ID _____ Mobile number _____

For indirect sales

Sales channel/Partner code _____ Sales agent code _____ Market code _____
Outlet code _____ Sales agent location name _____
Segment TA/PSME _____



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www.du.ae



Terms and conditions

These Terms and Conditions set out the way in which Emirates Integrated Telecommunications Company PJSC ('du') will provide Services to our Customers. By signing a subscription form for any du Services or accepting these Terms and Conditions as part of an online or telephone ordering process, the Customer makes an Agreement with du that these Terms and Conditions will govern their relationship. Specific Terms and Conditions (as set out at the end of these general Terms and Conditions) will also apply to the Services the Customer has ordered. All specific terms used in these Terms and Conditions refer to the relevant information shown on the subscription form or in the Service Brochures relating to the Services the Customer has ordered. Version 1, October 2006.

General Terms and Conditions for Business Services

1 Services supplied and making changes

1.1 du will supply the Customer with the Services ordered by the Customer as shown on the Business subscription form. For the details of what the Customer's Services include, the Customer should refer to the Service Brochure and user guide for those Services.

1.2 Charges will apply for use of the Services from the date they are provided to the Customer.

1.3 If the Customer wants to add or cancel Services, the Customer should contact du through one of the channels set out in the user guide.

1.4 du may make changes to its Services (including withdrawal of a Service), or to its prices and Terms and Conditions, at any time, du will always give the Customer 14 days notice (unless the change is a reduction in price in which case less notice may be given) of any changes that might affect the Customer. The Customer's continued use of the Services after such notice will automatically show the Customer's acceptance of such changes. If the Customer does not accept a change, the Customer must contact du within the 14 days to cancel that Service.

1.5 du will treat the Customer as having received notices from du regarding this Agreement if du contacts the latest postal address the Customer has given du, or sends an email or SMS to the Customer on the email address/phone number connected with the Services, du will also post all changes to its pricing and Terms and Conditions on the website www.du.ae.

1.6 du will require Customer's consent to provision new Services and carry out certain activities. Customer may nominate in writing operational contacts who are authorized to give Customer's consent and to have access to du's support and maintenance staff. If Customer does not nominate any operational contacts, du, acting in good faith, may rely on the authority of any of Customer's employees who tell du that they have authority to give Customer's consent.

2 Quality of Service

2.1 du aims to offer high-quality Services to its Customers and, if any quality of service issues arise, will take all reasonable steps to minimize interruptions to, interference with or reduced quality of the Services.

2.2 The quality of Service may sometimes be affected by factors outside du's control. Given the nature of the Services, we cannot guarantee that the Services will be available in all areas at all times, or will be free of faults that result in interruptions or interference to the Services.

2.3 du will from time to time carry out maintenance to its network or rectify network break-downs which may cause interruption to a Service, du will take adequate measures to ensure that disruption to the network is kept to a minimum.

2.4 du reserves the right to block access to certain telephone numbers or content (including mobile, internet and broadcast content) for legal or regulatory reasons.

3 Paying for the Services

3.1 The Customer agrees to pay the charges for all Services that the Customer orders, together with any one-off charges that may be applicable to the Customer's account, at the prices set out in the Customer's subscription form (or if not set out in the subscription form, in du's price list, the most recent version of which is available on the du website www.du.ae) which are current when the Customer uses the Services or as later amended by du in accordance with Clause 1.4.

3.2 The Customer is responsible for paying the charges applicable for all use made of the connections provided on the Customer's account, including any use made by other people and all Users, unless a SIM or other equipment has been reported to du by the Customer as lost or stolen.

3.3 du will send the Customer's bill, in the language the Customer has chosen on the subscription form, to the billing address (mail/email/SMS) the Customer has given du. The Customer is responsible for settling the Customer's account in accordance with the payment requirements specified in the subscription form. If the Customer does not receive the Customer's bill the Customer should contact du. **3.4** There are several payment methods available to the Customer; these are set out in the subscription form for each Service, on the Customer's bill if the Customer is a postpaid Customer, and on du's website. The Customer can also pay for certain du Services and third party services using du's SMS-Payments Service, du will follow the instructions the Customer gives du on the SMS-Payments Form the Customer signs, to debit amounts from the Customer's bank account, debit card or credit card as shown. Additional charges may be payable by the Customer when making payments to third parties using the du SMS-Payment service.

3.5 If du reasonably suspects abuse of a payment method in respect of any account, du reserves the right to withdraw the availability of a payment method in respect of that account.

3.6 For Business Mobile products, wherever possible, charges for the Customer's Services will appear on the Customer's next bill, however there may be a time delay before certain charges (such as roaming charges) appear. Any delayed charges will still be payable by the Customer when added to the Customer's account.

3.7 If the Customer uses more than one of du's Services, any payment the Customer makes may be applied by du towards any outstanding amount for any Service, in such order as du decides is appropriate. If the Customer has more than one account with du, du reserves the right to transfer any credit on one account to settle outstanding amounts overdue under another account.

3.8 Any amounts du owes the Customer may be set-off against any outstanding payments due from the Customer to du.

3.9 If the Customer does not pay all of the charges due by the due date shown on a bill, du may suspend any or all of the Services in respect of the whole account or any specific User or terminate the Service and this Agreement.

3.10 If the Customer does not pay all of the charges due by the due date shown on a bill, du may charge a late payment fee.

3.11 du may instruct a debt-collection agency to collect any overdue payment, together with any late payment or administration charges applicable. The Customer will also then have to pay any charges that the debt-collection agency itself adds to the outstanding bill.

4 Deposits and credit assessments

4.1 When the Customer orders a Service du will inform the Customer if the Customer is required to pay du a refundable deposit for that Service. **4.2** du may carry out a credit assessment based on the information the Customer gives du on the subscription form. This will be used to set any credit limits that are applicable to the Customer. **4.3** Should the Customer wish to change the Customer's credit limit the Customer should contact du. Credit limits are set according to the credit assessment at the time the Customer's account is set up. The Customer may be able to increase the Customer's credit limit by paying a refundable deposit. **4.4** Once the Customer has reached the Customer's credit limit in any month, du may suspend the Customer's account until the Customer makes a payment to bring the Customer's balance below the Customer's credit limit. **4.5** The amount of charges the Customer may incur, and therefore the amount Customer owes to du for the Services, is not, however, capped or limited by whatever credit limit du sets; the Customer is responsible for all charges the Customer incurs, and should not use the credit limit for budgeting purposes. **4.6** du will only use any deposit du holds against payment of the Customer's account (or any other account the Customer has with du) if the Customer has failed to pay an amount which is due to du and du has suspended the account, or if the Customer has failed to return equipment which du has made available to the Customer in connection with a Service, once that Service has been cancelled or suspended.

5 Customer obligations

The Customer agrees that the Customer will (and, where appropriate, will ensure all other Users the Customer has specifically registered under the Customer's account ('Users') will):

5.1 pay all charges for the Services that Customer orders and/or uses

5.2 follow du's instructions in respect of each Service

5.3 look after any equipment du makes available to the Customer as part of a Service, and, if the Customer does not, that the Customer will pay for the repair or replacement of such equipment

5.4 upon termination of a Service, return any equipment du makes available to the Customer as part of that Service

5.5 use the Services responsibly, and in compliance with the laws of the United Arab Emirates, and in particular that the Customer will not use the Services to make offensive, indecent, menacing, nuisance or hoax calls, and that the Customer will not use the Services in any way to send unsolicited SMS, spam or junk mail, commit fraud or any other criminal offence

5.6 not resell the Service

5.7 not use the Services in any way which breaches the intellectual property rights of any third party

5.8 indemnify du against any loss or damage du suffers as a result of the Customer's failure to comply with Clause 5.7

5.9 supply further documentation and information that du may request in order to comply with du's legal and regulatory obligations

5.10 not connect any equipment not expressly approved by du to the du Network

6 Circumstances where du can suspend or terminate a Service

du can suspend one or more of the Customer's Services at any time without notice in the event that:

6.1 du suspects that the Customer is failing to comply with this Agreement in any way (du will reinstate the Service as soon as du is satisfied that this is not the case)

6.2 du suspects that unusual or fraudulent activity is occurring on the account (du will reinstate the Service/account as soon as du is satisfied that this is not the case)

6.3 the Customer fails to pay charges due as set out in Clause 3.8

6.4 du is required to do so by any government, regulatory organization, emergency service, or other competent authority, or **6.5** the Customer enters into liquidation or enters into an arrangement with the Customer's creditors (or equivalent legal procedure in any other relevant jurisdiction), or du believes it is likely that the Customer will do so shortly.

6.6 Where du suspends a Service under one of the provisions in this Clause, the Customer remains liable for all monthly charges applicable during that period of suspension.

6.7 Following the suspension of a Service in accordance with Clause 6.2, 6.3 or 6.5 above, du may, in addition, immediately terminate the Service.

7 Transferring this Agreement or adding other Users to the account

7.1 du agrees to provide the Services only to the Customer as account holder and to registered Users. The Customer may not transfer the Agreement to someone else without du's prior agreement.

7.2 If the Customer adds Users to the account, the Customer as account holder remains responsible for all aspects of the account, including payment for the Services taken by all Users, and ensuring that all Users use the Services in accordance with these Terms and Conditions.

7.3 The Customer agrees that du may assign this Agreement to a third party, for business reasons. du will notify the Customer of any change in Service provider.

8 Privacy, account details and passwords

8.1 du may monitor Customer's use of the Services and record calls made to Customer Care, for training, financial control, quality control and regulatory purposes.

8.2 Please see du's Privacy Policy at www.du.ae/privacypolicy for details of how du looks after the Customer's information.

8.3 The Customer undertakes that all information the Customer gives to du is correct and complete, and the Customer must notify du if the Customer's account details, such as the Customer's postal address, change.

8.4 The Customer's account details may be used to verify identity for access to various Services; keep them safe.

8.5 The Customer's passwords are confidential to the Customer alone; keep them secret. du will not be responsible for any loss the Customer suffers as a result of failure to maintain password security.

8.6 du will only allow access to the Customer's account (including making changes to the account) to the Customer as account holder, using the Customer's password.

8.7 du reserves the right to share the Customer's account information, call data, and content of telecommunications traffic with third parties for credit checking, security, fraud prevention, identity verification purposes, or where du has been requested to make such information available to a government or law enforcement agency.

8.8 Where Customer has given du permission, du may share the Customer's personal information with other companies outside du who are du's business partners. du or its business partners may contact the Customer by mail, telephone, SMS, fax or email to let the Customer know about any goods, services or promotions du thinks may interest the Customer. The Customer should call Customer Care if the Customer no longer wishes to be contacted in this way.

9 Ending a Service or this Agreement

9.1 If Customer wants to end a Service Customer should contact du as specified in the Administrator's Guide in the Welcome Pack, and give du 30 days' notice of such termination. However, all Services must be taken for the minimum commitment period specified on the subscription form or as specified in the product specific Terms and Conditions.

9.2 If Customer terminates any Service before the expiry of the minimum commitment period Customer will be required to pay for that Service until the end of the minimum commitment period and du shall not refund any charges paid in advance for the minimum commitment period. In addition, du may bill the Customer du's reasonable costs incurred if du has to remove any equipment from the Customer's premises.

9.3 If the Customer ends all Services the Customer has ordered from du, then this Agreement will end automatically, and du may close the Customer's account. Upon closure of an account all outstanding charges payable by the Customer become immediately due.

9.4 du can end this Agreement or any Service at any time by giving the Customer 30 day's notice.

9.5 When this Agreement ends, it is up to the Customer to cancel any payment arrangements which have been set up with third parties, such as the Customer's bank.

10 Legal liability

10.1 du will not be liable (whether for breach of contract, negligence or any other liability arising under or in relation to the Agreement) for any actions by du or anyone who works for du, except to the extent that such liability cannot be excluded under UAE law.

10.2 du shall not be liable to the Customer for any loss of business, revenue, profits or anticipated savings, data being lost or corrupted, or any indirect or consequential loss suffered by the Customer.

10.3 du shall not be liable to the Customer (a) for the temporary non-availability of du's network, (b) for loss, late receipt or non-readability of any message or communication, (c) for any defects, malfunctions or delays connected in any way with the provision of content, or (d) in respect of any products or services the Customer orders from third parties using du Services.

10.4 Subject to the rest of this Clause, any liability which may arise under Clause 10.1 will be limited to AED100,000 per incident, subject to a total maximum of AED500,000 for any number of incidents within any 12 month period.

10.5 If du cannot provide a Service for a reason which is outside du's control, then du cannot accept any responsibility for such lack of Service. **10.6** du is not responsible for and does not control or endorse any goods or services supplied by third party retailers that you purchase using the SMS-Payments Service. **10.7** This Clause 10 will continue to apply even after this Agreement has ended.

11 If the Customer wants to make a complaint/disputes

11.1 If the Customer has a complaint about the Services then the Customer should contact du as specified in the Administrator's Guide. du will try and resolve any complaints quickly.

11.2 This Agreement is governed by the federal laws of the United Arab Emirates and the laws of the Emirate of Dubai, and any disputes shall be subject to the exclusive jurisdiction of the courts of Dubai. **11.3** If either of the parties fails to exercise a right they may have under this Agreement, this does not prevent that party from taking further action.

12 Telephone numbers, domain names, email addresses

12.1 The Services may include use of a telephone numbers, domain names, email addresses or other unique identifiers. Customer must comply with the requirements of any regulatory body which administers these addressing identifiers. These addressing identifiers are not the property of Customer and du reserves the right to re-call them if it is required to do so or has good reason to do so.

12.2 du will put Customer's number into a telephone directory and make it available from du's Directory Enquiries Service unless Customer asks du not to.

13 Content Services

13.1 Content is information, communications, images and sounds, software and any other electronically-stored material accessible, received or distributed through the Services.

13.2 The Customer must not access any age-restricted content if the Customer is below the specified age. If the Customer is above the specified age, the Customer must not show or send age-restricted content to anyone below the specified age.

13.3 Under no circumstances is du responsible for material that is contained in content that is made available through the Services or for information that is accessible through the Services. du does not endorse the content, views, messages or information found in any Service. Customer is solely responsible for determining the suitability of all accessed content. du shall not be liable to the Customer for any technical problems arising from or connected to access to or use of content or for partial, delayed or non-transmission of content.

13.4 du may establish size limits for transmission of emails and individual storage capacity for content on its Network.

13.5 Content downloaded by the Customer through the Services may be subject to du's or third party copyright or other intellectual property rights and is provided to the Customer subject to those rights. In particular, unless otherwise specified, the Customer may not re-sell downloaded content.

13.6 Any downloaded or saved content is downloaded or saved by the Customer at the Customer's own risk and du accepts no responsibility for its corruption or loss, or for any damage to the Customer's equipment. If content is stored for the Customer by du, then du reserves the right to remove such content for legal or regulatory reasons.

13.7 du may at du's discretion deny access to, remove or modify any content that may be defamatory, offensive, indecent, objectionable or illegal or may have infringed any third party's intellectual property rights, without notice to the Customer.

14 Access to Customer premises

14.1 Customer must comply with du's reasonable requests for prompt and safe access to premises occupied or controlled by Customer in order to carry out installations, inspections, repairs or testing of any du equipment or other equipment used in the provision of the Services, and to inspect and check that Customer's use of the Services complies with the terms of this Agreement.

Service specific Terms and Conditions

These additional specific Terms and Conditions apply to each specific Service ordered by the Customer (whether ordered at the time of signing these Terms and Conditions or later).

14 Access to Customer premises

1.1 All Service contracts shall be for a minimum of three months (the "minimum commitment period").

1.2 Any SIM card du supplies as part of the Services remains du's property, du will replace free-of-charge any SIM card which is defective through faulty design or workmanship, but otherwise may charge for replacement SIM cards.

1.3 The Customer may change the Customer's mobile service tariff plan at any time, but any such change will only take effect from the beginning of the following billing month.

1.4 Customer's ability to use certain Services and features will depend on the features and functionality of the handset.

2 Mobile Roaming Services

2.1 Mobile roaming relies on the telecommunication systems of foreign networks, over which du has no control. Therefore du cannot guarantee quality or availability of Services when roaming.

2.2 When the Customer uses the Services outside the UAE, the Customer is responsible for complying with all local laws and regulations governing such use.

2.3 du may retain any roaming deposit held by du after roaming Service has been cancelled for up to 60 days, and may use such deposit against any amounts due on the Customer's account for roaming Services.

2.4 Certain Services (such as GPRS, MMS and video Services) may not be available to the Customer when roaming. Please see du's Service Brochure for details.

3 Visitor Data Line Services

3.1 Voice Service is not available under the Visitor Data Line Service SIM Card.

4 WiFi Services

4.1 The Customer may when using du's WiFi Services choose to add the Customer's WiFi charges to the Customer's du Business Mobile account. Any such charges will then be payable as set out above.