

National 800 Service - Application form



Customer information

Company name _____

Customer account number (if existing customer) _____

Trade licence number (if new) _____ Trade licence expiry date _____ / _____ / _____
DD MM YYYY

Registration number (if new) _____ Date of registration _____ / _____ / _____
DD MM YYYY

Site name _____

Physical/New address

Emirate _____ City/Town _____ Street/Road _____

Building name/No. _____ Floor/Office no. _____ P.O. Box _____

Old Address (in case of address change) _____

Billing address

Emirate _____ City/Town _____ Street/Road _____

Building name/no. _____ Floor/Office no. _____ P.O. Box _____

800 Service requirements

New 800 number

Would you like du to assign an 800 number for your company? Yes No

If yes, your assigned number is: 800 +

Would you like to choose your own 800 number? Yes No

If yes, please fill in the following details:

I wish to have one of the following numbers:

(Please provide 6 options in order of priority. If your first choice is not available, you will be assigned the next available number based on order of priority.)

800 + option 1

800 + option 2

800 + option 3

800 + option 4

800 + option 5

800 + option 6

1	2 abc	3 def
4 ghi	5 jkl	6 mno
7 pqrs	8 tuv	9 wxyz
*	0	#

(The number must be between 3-9 digits long after the 800 prefix)

Please list your preferred 800 numbers in order of priority. Allocation of 800 numbers is subject to availability and approval by the TELECOMMUNICATIONS REGULATORY AUTHORITY (TRA). In the case in which your first preference is not available, the TRA will assign you with the next available number, in order of your priority.

Emirates Integrated Telecommunications Company PJSC Authorised, issued and fully paid up capital of AED 4 billion. Commercial License No. 576513; Commercial Registration No. 77967

Contact business Customer Care on : 800 188188 or +971 4 391 0000, fax: + 971 4 369 9911, E-mail: business.customercare@du.ae, Website: www.du.ae, P.O.box: 502666



Other details

Please list below the telephone number where your allocated 800 Service will terminate to:

Area code	Number	Requested activation date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Note that the main call centre number must be a UAE fixed number

Is this telephone number a du line? Yes No

Payment method

Direct Debit* Bank Transfer* Cash Credit card Cheque

* Please complete the payment methods form. This will be your payment method for all future payments.

I agree by signing below that I have authority to sign on behalf of the named customer, that I have ordered the National 800 Service above and that I accept the terms and conditions as detailed below on this application form.

Signature _____ Company stamp _____

Date _____

For official use only

For direct sales

Account Manager's name _____ Account ID _____

Mobile number _____

Terms and conditions

General Terms and Conditions for Business Services

Version 3, March 2019

These Terms and Conditions ("Terms") set out the way in which Emirates Integrated Telecommunications Company PJSC ("du") will provide Services to the Customer. By signing an application form or accepting these Terms as part of an online or telephone ordering process, the Customer makes an agreement with du (the "Agreement") to provide them with services (the "Services"). These Terms and any Service specific terms form part of the Agreement between the parties and governs the relationship. The Agreement, along with the information shown on the application form or in any relevant brochures, will apply to the Service that the Customer orders.

1. Services supplied and making changes

- 1.1. All Services ordered by the Customer will be subject to this Agreement. If the Customer takes up a new service/product or a special offer, the Agreement between the parties will be varied to take account of any additional terms and conditions which may apply. If the Customer wants to add or cancel Services then please contact du through one of the channels set out in the User Guide.
- 1.2. du may make changes to its Services (including withdrawal of a Service), or to its prices and Terms, at any time. du will give the Customer 28 days' notice of increases to its prices and 14 days' notice of any non-price related changes which will affect the Customer. The Customer accepts such changes by continuing to use the Services after notice is given. If the Customer does not accept a change, it must contact du within 7 days to cancel the relevant Service.
- 1.3. du will consider the Customer to have received notices from du if du contacts the Customer at the latest postal address, email or SMS the Customer has given to du. du will also put all changes on its website www.du.ae.
- 1.4. du will require the Customer's consent to provision new Services and carry out certain activities. The Customer may nominate, in writing, operational contacts who are authorized to give the Customer's consent. If the Customer does not nominate any operational contacts, du, acting in good faith, may rely on the authority of any of the Customer's employees who tell du that they have authority to give the Customer's consent.

2. Quality of Service

- 2.1. du aims to offer high-quality Services 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, du 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. At times du may carry out maintenance to its network or rectify network break-downs which may cause interruption to a Service.
- 2.3. 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. Charges will apply for the Services from the date that they are first provided. The Customer agrees to pay the charges for all Services that are ordered, together with any one-off charges that may be applicable to the Customer's account, at the prices set out in the current Tariff Guide. A copy of the most recent Tariff Guide is available on the du website at www.du.ae. 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, unless a SIM or other equipment has been reported to du by the Customer as lost or stolen. Charges for a Service will appear on the next bill, however, sometimes there may be a time delay before certain charges appear.
- 3.2. du will send the Customer's bill (in the language the Customer has chosen) 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 application form. If the Customer does not receive its bill the Customer should contact du.
- 3.3. There are several payment methods available to the Customer, these are set out in the User Guide and on the website. If the Customer pays the bill by some method of transfer and bank charges or fees are levied, then these additional fees must be paid for by the Customer. The Customer can also pay for certain Services and third party services using du's Mobile Payment Service. du will follow the instructions the Customer gives du on the Mobile Payment Form to debit amounts from the Customer's nominated bank account, debit card or credit card as shown. Additional charges may be payable by the Customer when making payment for to third party services using the Mobile Payment Service.
- 3.4. If the Customer uses more than one Service, any payment the Customer makes may be applied by du towards any outstanding amount for any Service. 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. Any amounts du owes the Customer may be set-off against any outstanding payments due from the Customer to du.
- 3.5. If the Customer does not pay all of the charges due by the due date shown on a bill, du may suspend the Services in respect of the whole account or any specific end-user, convert the account in respect to some of the Services from a Monthly Plan account to a Pay as You Go account, or end this Agreement. 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 or instruct a debt-collection agency to collect any overdue payment, together with any late payment or administration charges applicable (levied by du or the debt-collection agency).
4. Deposits and credit assessments
 - 4.1. Some Services may require the Customer to pay a deposit for that Service.
 - 4.2. du may carry out a credit assessment based on the information the Customer gives du on the application form. This will be used to set any credit limits that are applicable to the Customer. The Customer may be able to increase its credit limit by paying a deposit. If the Customer wishes to change its credit limit please contact Customer Care.
 - 4.3. Once the Customer has reached its 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.

4.4. du may use any deposit against payment of the Customer's account (or any other account the Customer has with du) if: (i) the Customer has failed to pay an amount which is due to du and du has suspended the account; or (ii) the Customer has failed to return equipment after a Service has been cancelled or suspended.

5. Customer obligations

- 5.1. 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 (the "End-users") will):
 - a) pay all charges for the Services that Customer orders and/or uses;
 - b) follow du's instructions in respect of each Service;
 - c) use the Services responsibly, and in compliance with the laws of the United Arab Emirates, and in particular not use the Services to make offensive, indecent, menacing, nuisance or hoax calls, or use the Services in any way to send unsolicited SMS, spam or junk mail, commit fraud or any other criminal offence;
 - d) not resell the Service;
 - e) not use the Services in any way which breaches the intellectual property rights of any third party and if you do so then the Customer agrees to indemnify du against any loss or damage du suffers as a result of this;
 - f) supply further documentation and information that du may request in order to comply with du's legal and regulatory obligations. Supplying false information regarding identity may lead to termination of all Services and, in accordance with UAE law, may lead to fines, imprisonment or both; and
 - g) not connect any equipment to the du Network unless expressly approved by du.

6. Circumstances where du can suspend or terminate a Service

- 6.1. du may, without incurring any liability, immediately suspend or terminate a Service at any time, without notice, in the event that:
 - a) du suspects that: (i) the Customer is failing to comply with this Agreement in any way; or (ii) unusual or fraudulent activity is occurring on the account. du will reinstate the Service as soon as du is satisfied that this is not the case;
 - b) the Customer fails to pay charges due;
 - c) du is required to do so by any government, regulatory organization, emergency service, or other competent authority;
 - d) 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; or
 - e) there is a planned outage or du needs to repair its Network as a result of any unplanned outage or any other reason beyond du's control.

Following the suspension of a Service in accordance with paragraphs a)(b) or (d) above, du may, in addition, immediately terminate the Service.

6.2. Where du suspends a Service under one of the provisions in this Clause 6, the Customer remains liable for all recurring and/or monthly charges applicable during that period of suspension.

7. Transferring this Agreement or adding other End-Users to the account

7.1. Under this Agreement, du agrees to provide the Services only to the Customer as account holder and to registered End-users. The Customer may not transfer this Agreement or an account without du's prior consent. If the Customer adds End-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 End-users, and ensuring that all End-users use the Services in accordance with the Agreement.

7.2. The Customer agrees that du may assign this Agreement to a third party, for business reasons. If du does this then it will notify the Customer of any change in provider of the Services.

8. Ending a Service or this Agreement

8.1. If the Customer wants to end a Service then the Customer should contact Customer Care. All Services must be taken for at least the minimum term (the "Fixed Term") specified in the Agreement.

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

8.3. If the Customer ends all Services, then this Agreement will end automatically and du may close the Customer's account. Upon closing the Customer's account any outstanding charges connected with the account will become immediately payable.

8.4. du can end this Agreement or any Service at any time, and will use its best endeavours to give the Customer reasonable notice of the termination, but the Customer agrees that du is not required to give this notice in all circumstances.

8.5. When this Agreement ends, it is the Customer's responsibility to cancel any payment arrangements which have been set up.

9. Legal liability

9.1. 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.

9.2. Subject to the rest of this Clause, any liability which may arise will be limited to AED100,000 per incident and be capped to a maximum of AED500,000 for any number of incidents within any 12 month period.

9.3. du shall not be liable to the Customer, or any End-users, 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 or any End-users.

9.4. du shall not be liable to the Customer or any End-users: (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; (d) in respect of any products or services the Customer, or its End-users, order from third parties using the Services; or (e) for failure to provide a Service for a reason outside of du's control.

9.5. This Clause 9 will continue to apply even after this Agreement has ended.

10. Privacy, account details and passwords

10.1. 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.

10.2. The Customer undertakes that all information the Customer gives to du is correct and complete. The Customer must notify du if the details in the Customer's account change.

10.3. The Customer's account details may be used to verify identity for access to various Services – these must be kept safe. The Customer's passwords are confidential – these must be kept secret. du will grant access to the Customer's account when the passwords are given correctly. du will not be responsible for any loss the Customer, or its End-user, suffers as a result of failure to maintain password security.

10.4. 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.

10.5. Where Customer has given du permission, du may share the Customer's information with other companies who are du's business partners. The Customer may be contacted by mail, telephone, SMS, fax or email to let it know about any goods, services or promotions du thinks may interest the Customer. Please see du's Privacy Policy at www.du.ae/privacypolicy for details of how du looks after the Customer's confidential information. The Customer should call Customer Care if the Customer no longer wishes to be contacted in this way.

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 Customer Care who will try and resolve any complaints quickly and amicably.

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 fail 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 number, domain name, email address or other unique identifiers. The Customer must comply with the requirements of any regulatory body which administers these addressing identifiers. These addressing identifiers are not the property of the Customer and du reserves the right to recall 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. The Customer should call Customer Care if it does not wish to be included in this Service.

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 allow its End-users to access any age-restricted content if they are below the specified age.

13.3. du is not responsible for material or information contained in content that is accessible through the Services. du does not endorse any information or content accessible through the Services. The Customer is solely responsible for determining the suitability of all accessed 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. Unless otherwise specified, the Customer may not re-sell, re-distribute or relay any downloaded content. The Customer may only copy or record such downloaded content for its own private and non-commercial use.

13.6. Any downloaded or saved content is done so at the Customer's own risk and du accepts no responsibility for corruption or loss, or for any damage to the Customer's equipment. du shall not be liable to the Customer for any technical problems arising from, or connected to, use of content or for any delay or non-transmission of content.

13.7. du may at its discretion, and without notice, 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. If du stores content for the Customer du reserves the right to remove such content for legal or regulatory reasons.

14. Equipment and access to premises

14.1. Where du rents equipment to the Customer such equipment will remain du's property at all times and du may need to alter or replace it from time to time. Equipment made available to the Customer as part of the Service must be returned to du when the Service ends otherwise du will charge the Customer for non-return of the equipment. The Customer must look after any equipment rented to it.

14.2. If replacement of the equipment or maintenance is required as a result of:

- misuse or neglect of, or accidental or wilful damage to, the equipment by the Customer, or its End-user;
- fault in, or any other problem associated with, the Customer's own equipment or any system that du does not cover; or
- the Customer failing to comply with the terms of this Agreement, then du will charge the Customer at its current hourly rates for maintenance services and/or any replacement of the equipment.

14.3. If the equipment needs replacing through no fault of the Customer's own and is within the warranty period then du will not charge for its replacement. However, if the equipment is outside the warranty period then a charge may apply (please refer to the User Guide and price list).

14.4. The Customer must allow du prompt and safe access to premises occupied or controlled by the Customer following du's reasonable request. du will require access 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.

Specific Terms and Conditions for Business Services

Version: February 2010

These additional terms apply to each specific Service the Customer orders. In the event of any inconsistency between the General Terms and these Specific Terms, these Specific Terms and Conditions shall prevail.

National 800 Service

1. Supply of Services

1.1. du shall provide the Service to the Customer as specified on the Application Form or in the Proposal. The Service shall comprise the National 800 Service which is detailed in the product brochure and on the du website <http://www.du.ae/en/business/products-and-services/voice/national-800.html>.

1.2. The Customer must activate the Service within 30 days of receiving confirmation of its requested number from the TRA. If the Customer does not activate within this period then du cannot guarantee that the requested number will remain available to the Customer.

1.3. du shall be primarily responsible for provisioning the Service and shall carry out tests to establish if the Service is ready for use. Following successful completion of the tests du shall notify the Customer that Service is ready for use.

1.4. du shall use its reasonable endeavours to supply the Service in accordance with the timelines requested by the Customer. If du is unable to provide the Service by the requested dates, then du shall notify the Customer as soon as practicable, and provide a revised date and use its reasonable endeavours to meet that revised date.

2. Charges, Invoicing And Payment

2.1. The Customer shall pay the Charges for the Service set out in Application Form or in the Proposal.

2.2. du will invoice the Customer for any usage based charges incurred. There is no charge for number reservation and service activation. There is no Monthly Recurring Charge as long as a minimum usage of AED100 is incurred. If for any month the minimum usage falls below AED100, then a Monthly Recurring Charge of AED100 will apply.

2.3. Invoices will be sent by post or by email.

2.4. The Customer must pay all Charges that are subject of an invoice from du in full within 30 days of the invoice date (except where a valid billing dispute is raised by the Customer) by any of the available payment methods notified to the Customer by du.

2.5. The Customer must pay all undisputed invoices without set-off or counterclaim, free and clear of any withholding or deduction.

2.6. An invoice from du shall be deemed to be accepted by the Customer if the Customer does not provide a written objection to du before the end of 30 days after the due date of the invoice.

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

3. Customer Obligations

3.1. The Customer must:

- obtain and maintain at its own cost, all equipment and facilities necessary to access and use the Service, and only connect equipment to du's Network that has been approved by du or that is type-approved by the Telecommunications Regulatory Authority. In the event that changes are introduced to the du Network, the Customer shall be responsible for ensuring the continued compatibility of the Customer's equipment with the du Network and the Customer shall have no claim whatsoever against du arising out of the network changes;
- for the duration of the term of the Agreement, establish and maintain, reasonable and adequate security policies, operating procedures and standards with respect to:
 - the Customer's equipment;
 - any Customer's network that interfaces with the Service and/or du equipment; and
 - any network, equipment and applications not provided by and/or managed by the Customer;
- provide du with all information and assistance that person may reasonably require to design, arrange, test, commission and maintain the Service; and
- take all reasonable steps to prevent fraudulent, improper or illegal use of the Service.

4. Liability and Fault Reporting

4.1. The Customer acknowledges that du does not exercise any control over, authorise or make any warranty regarding:

- the Customer's right or ability to use, access or transmit any content using the Service; or
- the consequences of the Customer using, accessing or transmitting any content using the Service.

4.2. 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 failure of the Customer to perform its obligations under Clause 3 above or the General Terms and Conditions;
- 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
- any equipment provided by the Customer that connects to the du Network.

4.3. As soon as Customer becomes aware of a fault in the Service this must be reported to du by telephoning 800 188188 or +971 (0)4 391 0000. This number is available 24 hours a day, 7 days a week. The Customer can also report the fault by email to Business. Customercare@du.ae.

4.4. Before reporting a fault the Customer must take reasonable steps to ensure that the fault is not a fault in any Customer equipment. If du investigates a fault and determines that the fault is attributable to any Customer equipment then du will use its reasonable endeavours to notify the Customer of the fault and its probable cause and location but will not bear any further liability or responsibility.

5. Term and Termination

5.1. The Service will commence on the day it is activated and will remain in force unless terminated in accordance with the Agreement.

5.2. In the event the Customer wishes to cancel an order soon after acceptance by du, but before the date that the Service is activated, du reserve the right to charge the Customer the Activation Charge.

5.3. The Agreement will continue unless terminated by either Party on 30 days' written notice. Either Party may terminate the Service immediately, in whole or in part, by giving notice to the other Party if:

- the other Party is in material breach of the Agreement and, if the breach is capable of remedy, such Party fails to remedy the breach within 30 days after receipt of written notice requesting the breach to be remedied; or
- the other Party makes a general arrangement or agreement with its creditors, or applies to a court for general protection from its creditors, or a bankruptcy or other similar action is filed against the Party, or a resolution is passed by it for its winding-up or dissolution, or an administration order is made in relation to its assets or a receiver is appointed over any of its assets, or any analogous event occurs under the laws of the Party's country of incorporation.

5.4. Termination or expiration of the Service shall be without prejudice to rights or obligations of a continuing nature and those expected to come into force upon termination or expiration.

5.5. Upon termination of a Service the Customer must pay to du all outstanding invoices.