



Application form - Enterprise Postpaid

- New service
 Service amendment
 Service termination
 Business Optimiser¹
 Business Rewards

Customer information

Company name: _____ Company account number: _____
 Contact name: _____ Contact number: _____
 P.O. Box: _____ Emirate: _____
 Email ID: _____

Postpaid plans

Mobile number ²	SIM serial number	NFC	Premier Plan A	Her Super Plan	Business Super Plan	Business Data SIM	The Executive Plan	International Business Plan	National Business Plan	Roaming LTE	Multi SIM
				10 GB National BlackBerry	2 GB National Data		1 GB International BlackBerry ³	10 GB National Data	Asia Middle East	India ROW	
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Mobile number ²	SIM serial number	NFC	Business Advantage	Executive Plan Plus	Business Super 600 - G	The Business Plan	Roaming	LTE	Multi SIM	Business phone Plan 50 ⁵
			100 200 400	BlackBerry	25 GB	150 300 600 1000				
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Data plan subscriptions (Smartphone subscriptions⁴/Business Tablet Plan⁴)

Mobile number ²	1 GB national data 12 months contract	1 GB national data 24 months contract	4 GB national data 12 months contract	4 GB national data 24 months contract	10 GB national data 12 months contract	10 GB national data 24 months contract
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Data plan subscriptions (BlackBerry subscriptions⁴)

Mobile number ²	2 GB national data 12 months contract	10 GB national data 12 months contract	10 GB national data 24 months contract	1 GB international data ³
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Office Connect subscriptions⁴

Mobile number ²	4 GB national data 12 months contract	10 GB national data 12 months contract	25 GB national data 12 months contract	50 GB national data 12 months contract
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Business Phone Installment

Mobile number ²	75	125	175	225	250
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Agreement

We'll use the above information to contact you via email, phone or SMS. If you don't wish to be contacted about our products or special promotions, tick here I agree by signing below that I have the authority to sign on behalf of the named customer; that I've ordered the services 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: _____

Company stamp:

Date: ____ / ____ / ____
DD MM YYYY

For official use only

Sales work order number:

Customer ID number:

For retail

Sales Agent location: _____

Sales agency code: _____

For indirect/direct sales

Account/Partner Manager name: _____

Account/Partner Manager ID: _____

Partner name: _____ Partner/Dealer ID: _____ Sales Executive name: _____

Mobile number: _____ Sales Support Agent name: _____

¹ Minimum eligibility for a customer to enjoy the Business Optimiser benefits are the following:

a) Customer needs to be subscribed to at least one mobile service and one fixed line service.
b) Have a total monthly rental of AED 500.

² Minimum spend for Gold (AED 750), Silver (AED 500) and Bronze (AED 250) number applies with a 12 months contract.

³ International BlackBerry includes usage within UAE and outside UAE. Excess usage charges apply.

⁴ Early termination charges applicable to all contract plans.

⁵ Business phone plan 50 only eligible for Business phone installment offer.

Specific Terms and Conditions for Enterprise Services Version: June 2013

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.

1. Tablet Services

- The Fixed Term for Tablet Services is one month from the date the services start.
- Any SIM card du supplies as part of the Tablet Services belongs to du, and the Customer agrees that it and its End-users will take good care of it. 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.
- The Customer's ability to use certain Services and features will depend on the features and functionality of the tablet used by the End-users. If the Tablet Service plan provides access to pre-paid wallets then the pre-paid wallets can be used by the End-users by using the prefix *. The cost of outgoing calls, SMS or MMS will not be charged to the Customer's postpaid accounts nor be shown in the postpaid billing statement. The Customer or the End-user can top up the pre-paid wallet in the same way as the PAYG Plan. Please refer to the most recent Tariff Plan for prices. If credit limits have been applied the pre-paid wallet will not be available for use if the Customer, or one of its End-users, line is barred or suspended.
- If the Customer's Mobile Service Plan gives the option to choose numbers from a list provided by du then the Customer will be charged a monthly commitment fee for the chosen number. Please refer to the User Guide and Tariff Plan for the monthly commitment fees and charges for usage. The Customer is not able to change ownership during the first 12 months.
- The Customer agrees that within 30 days of activation of a SIM, or transfer of a SIM to a new End-user, the Customer will provide du with a list of the names, ID (type and number) and nationality of all its End-users. Following a request from du in respect of a specific SIM MISIDN, the Customer further agrees to provide du, within 24 hours, a clear copy of the End-user's ID. For the purposes of this paragraph, "ID" means any one of the following: UAE National ID; passport (showing ID and residence visa if relevant); UAE driving licence; GCC national ID. This information is required to comply with legal and regulatory requirements and a failure to provide the information within the time limit will result in the SIM being deactivated.

2. Tablet Roaming Services

- Tablet roaming relies on the telecommunication systems of foreign networks over which du has no control and for this reason du cannot guarantee quality or availability of Tablet Services when the Customer's End-users are roaming.
- The Customer may have to provide a roaming deposit in order to utilize the Roaming Services. du may retain any roaming deposit for up to 60 days after the Roaming Service has been cancelled. du may also use the Customer's deposit against any amounts due on the Tablet Account for Roaming Services.
- When the Tablet Services are used outside the UAE the Customer and its End-user is responsible for complying with all local laws and regulations governing such use.
- Some discounts available on the Customer's Tariff Plan, or certain Tablet Services, will not be available to the End-user whilst roaming. Please refer to the User Guide or visit www.du.ae for details.

3. Other Services

- Voice Services are not available under the Data Line Services.
- The Customer may, when using du's WiFi Services, choose to add the Customer's WiFi charges to the Customer's Tablet Account.

4. No Bundle, No Browsing

The No Bundle, No Browsing policy (No Bundle, No Browsing) will be applied to all new and existing du customers on any tablet plan. The No Bundle, No Browsing policy will only be implemented after du has provided 28 days' notice to the Customer.

- No Bundle, No Browsing will mean that after the Customer's data bundle has reached the subscribed limit, the Customer will not be able to access or use data services (e.g. internet) unless and until the Customer has agreed to purchase additional data. This will enable Customers to manage their data usage and to be aware of potential data charges. du shall notify the Customer in accordance with clause 8.1 and 8.2 below prior to the data bundle reaching its limit.

5. Eligibility and Availability

- The No Bundle, No Browsing is available:
 - nationally. Please contact du Customer Care to enquire about our international roaming data bundles which may be available to you when you travel overseas.
 - as a bundle. The Customer's administrator is authorised to allocate the data bundle among End-users at its discretion; and
 - for a continuous period from the time of successful activation by the Customer until the selected bandwidth is fully utilised.

6. Premier Plan Customers

- For Premier Plan Customers the No Bundle, No Browsing policy shall be implemented by du allocating 100MB of national tablet data per End-user, per month. Data that has not been used in that month will not be carried over to the following month. The account administrator may increase the data bundle available for particular End-users but the initial implementation will comprise an allocation of 100MB per End-user per month.

7. Charges

- Each data bundle has a fixed monthly charge depending on the bandwidth included within the data bundle. Additional charges will apply if the End-user elects to subscribe for additional data if the allocated bandwidth limit is reached before the end of each month. The charges for the additional data will be notified to the End-user when the End-user selects the additional data.

8. Reaching the data bundle limit

- Post-paid Customers can check their data usage through the web self-care portal (available at selfcare.du.ae). End-users may also check their data usage through their tablet using the data portal (available at mydata.du.ae).
- Prepaid Customers can check their data usage through the web self-care portal (available at selfcare.du.ae).

Specific Terms and Conditions for Instalment Option

Version: June 2013.

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

1. Instalment Option

Where the Customer chooses to take the device and/or tablets on Instalment rather than purchase them from du then the following terms shall apply:

- all devices and/or tablets are available on lease.
- a minimum lease period shall apply. The Customer has the option to choose from a variety of different commitment periods (the "Instalment Term"). Further information is available with a designated du account manager. If the Customer terminates the lease before the end of the Instalment Period then the Customer shall remain liable for any outstanding charges for the device and/or tablet and the recurring charges until expiry of the Instalment Term.
- all devices and/or tablets provided by du to the Customer remains the property of du until full payment for such devices and/or tablet have been made by the Customer.
- the charges payable by the Customer for: (a) the price of the device; and (b) the recurring charges per device will depend on which Instalment Term the Customer has chosen. Please refer to the Customer's Proposal for the prices and details.
- du shall be entitled to terminate the lease if the device and/or tablet is not in use for more than one (1) month. The Customer shall remain liable for any outstanding charges for the device and/or tablet and the recurring charges until expiry of the Instalment Term.
- du is not liable if the device and/or tablet does not work. Standard warranties apply with respect to the device and/or the tablet and the Customer should contact its warranty supplier.

Specific Terms and Conditions for the Executive Plan Plus Services Version: July 2013

These additional terms apply to the Executive Plan Plus Services the Customer orders. In the event of any inconsistency between du's General Terms, Specific Terms and Conditions for Mobile Services, and these specific terms, these specific terms and conditions shall prevail.

1. The Executive Plan Plus Services

- If the Customer terminates the Executive Plan Plus Service or change the chosen rate plan before expiry of the Fixed Term then an early termination fee will apply as follows:
 - for early termination, the Customer will be charged a fee of AED1500 if terminated within their Fixed Term;
 - for handset, the Customers will be charged a fee of AED200 per month for the remaining part of their Fixed Term; and
 - for change in the rate plan initiated by the Customers, or deactivation of the Executive Plan Plus, the Customers will be charged a one-time fee of AED1500.

2. Third party products and services

- du may introduce certain third party products or services (Third Party Services) to Customers. Since du has no control over such Third Party Services, Customers acknowledge that du is not in any way liable for any claims relating to Third Party Services. The supply of Third Party Services between the Customer and a third party is entirely independent from du.
- All and any Customer dealings relating to Third Party Services, including payment and delivery are solely between the Customer and such third parties. The Customer shall bear all risks associated with the use of Third Party Services.
- Customer consents to du disclosing information relating to their personal data to third party service provider. du will protect Customer information in accordance with federal laws of the United Arab Emirates.

Specific terms and conditions for enterprise services

Version: March 2009

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.

Mobile Services

The Fixed Term for Mobile Services is one month from the date the services start. Any SIM card du supplies as part of the Mobile Services belongs to du, and the Customer agrees that it and its End-users will take good care of it. 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. The Customer may change its Tariff Plan at any time, but any change will only take effect from the beginning of the following billing month. If Mobile TV is provided as part of the Mobile Service then du reserves the right to change any or all TV channels at any time without notice. The Customer's ability to use certain Services and features will depend on the features and functionality of the handsets used by the End-users. If the Mobile Service plan provides access to pre-paid wallets then the pre-paid wallets can be used by the End-users by using the prefix *. The cost of outgoing calls, SMS or MMS will not be charged to the Customer's postpaid accounts nor be shown in the postpaid billing statement. The Customer or the End-user can top up the pre-paid wallet in the same way as the PAYG Plan. Please refer to the most recent Tariff Plan for prices. If credit limits have been applied the pre-paid wallet will not be available for use if the Customer, or one of its End-users, line is barred or suspended. If the Customer's Mobile Service Plan gives the option to choose numbers from a list provided by du then the Customer will be charged a monthly commitment fee for the chosen number. Please refer to the User Guide and Tariff Plan for the monthly commitment fees and charges for usage. The Customer is not able to change ownership during the first 12 months. The Customer agrees that within 30 days of activation of a SIM, or transfer of a SIM to a new End-user, the Customer will provide du with a list of the names, ID (type and number) and nationality of all its End-users. Following a request from du in respect of a specific SIM MISIDN, the Customer further agrees to provide du, within 24 hours, a clear copy of the End-user's ID. For the purposes of this paragraph, "ID" means any one of the following: UAE National ID; passport (showing ID and residence visa if relevant); UAE driving licence; GCC national ID. This information is required to comply with legal and regulatory requirements and a failure to provide the information within the time limit will result in the SIM being deactivated.

Mobile Roaming Services

Mobile roaming relies on the telecommunication systems of foreign networks over which du has no control and for this reason du cannot guarantee quality or availability of Mobile Services when the Customer's End-users are roaming. The Customer may have to provide a roaming deposit in order to utilize the Roaming Services. du may retain any roaming deposit for up to 60 days after the Roaming Service has been cancelled. du may also use the Customer's deposit against any amounts due on the Mobile Account for Roaming Services. When the Mobile Services are used outside the UAE the Customer and its End-user is responsible for complying with all local laws and regulations governing such use. Some discounts available on the Customer's Tariff Plan, or certain Mobile Services, will not be available to the End-user whilst roaming. Please refer to the User Guide or visit www.du.ae for details.

Other Services

Voice Services are not available under the Data Line Services. The Customer may, when using du's WiFi Services, choose to add the Customer's WiFi charges to the Customer's Mobile Account.

Specific terms and conditions for enterprises - international business plan terms

Version: March 2013

The International Business Plan (the Offer) is available for new and existing du Enterprise customers (Customers) who want to migrate to a bundled national and international minutes, incoming roaming minutes, national data, closed user discounts and flat international rates to particular countries and regions. This Offer provides up to a total of 700 minutes which includes incoming roaming and international dialling minutes. All included units will be prorated for the month except for the data. For detailed information regarding your data usage and available balance are available at www.du.ae. This Offer is only available in certain countries and/or regions and additional third party operational charges may apply. Please refer to du's Frequently Asked Questions made available at www.du.ae for information relating to these countries and regions. This Offer is not available for countries or regions not specified on the country or region list or via in-flight or satellite networks. The country or region list may be amended at any time based on du's international arrangements. The Offer is subject to du's General HYPERLINK "<http://shop.orange.co.uk/shop/terms>" \ "airtime#airtime" Terms and Conditions and Specific Terms and Conditions for Mobile Services (a copy of which can be found on the du website). Where there is any inconsistency between the terms and conditions of this Offer, du's General HYPERLINK "<http://shop.orange.co.uk/shop/terms>" \ "airtime#airtime" Terms and Conditions and Specific Terms and Conditions for Mobile Services, then these Offer terms will prevail.

Specific terms and conditions for enterprise services – no bundle, no browsing

Version: March 2013

No Bundle, No Browsing

The No Bundle, No Browsing policy (No Bundle, No Browsing) will be applied to all new and existing du customers on any mobile plan after 1 April 2013. The No Bundle, No Browsing policy will only be implemented after du has provided 28 days' notice to the Customer.

No Bundle, No Browsing will mean that after the Customer's data bundle has reached the subscribed limit, the Customer will not be able to access or use data services (e.g. internet) unless and until the Customer has agreed to purchase additional data. This will enable Customers to manage their data usage and to be aware of potential data charges. du shall notify the Customer in accordance with clause REF_Ref351641577 \h 8.1 and REF_Ref351641590 \h 8.2 below prior to the data bundle reaching its limit.

Eligibility and Availability

The No Bundle, No Browsing is available:

- nationally. Please contact du Customer Care to enquire about our international roaming data bundles which may be available to you when you travel overseas as a bundle. The Customer's administrator is authorised to allocate the data bundle among End-users at its discretion; and for a continuous period from the time of successful activation by the Customer until the selected bandwidth is fully utilised.

Premier Plan Customers

For Premier Plan Customers the No Bundle, No Browsing policy shall be implemented by du allocating 100MB of national mobile data per End-user, per month. Data that has not been used in that month will not be carried over to the following month. The account administrator may increase the data bundle available for particular End-users but the initial implementation will comprise an allocation of 100MB per End-user per month.

Charges

Each data bundle has a fixed monthly charge depending on the bandwidth included within the data bundle. Additional charges will apply if the End-user elects to subscribe for additional data if the allocated bandwidth limit is reached before the end of each month. The charges for the additional data will be notified to the End-user when the End-user selects the additional data.

Reaching the data bundle limit

Post-paid Customers can check their data usage through the web self-care portal (available at selfcare.du.ae). du will also notify the End-user via SMS when the subscribed data bundle reaches (70%, 85% and 100%) of the total subscribed bandwidth. End-users may also check their data usage through their handheld device using the data portal (available at mydata.du.ae). Prepaid Customers can check their data usage through the web self-care portal (available at selfcare.du.ae).

Specific terms and conditions for enterprises - business rewards

Business Rewards: is a reward scheme whereby the Customer receives redeemable reward points based on the amount of the monthly fixed and mobile spend on the Customer account (Business Rewards). The value of Business Rewards shall not exceed 15% of the total monthly spend on the account.

Eligibility: to be eligible for Business Rewards, the Customer must:

- be an enterprise customer;
- be responsible for payment of the invoice. End users who are not payment responsible (eg. employees of a company where the company pays the invoice) are not eligible for Business Rewards;
- have at least one active mobile line; and
- opt in via SMS or via your account manager.

Earning points:

Business Rewards are awarded each month based on the invoiced amount for both mobile and fixed line services. Subject to the value of the Business Rewards not exceeding 15% of the value of your monthly account, there is no cap on the number of points you can earn. The points awarded each month shall be specified on your monthly invoice.

Redeeming points:

- Customers may redeem Business Rewards as soon as the points are added to the account – as specified on the Customer's Invoice.
- du may refuse to redeem Business Rewards if there is any outstanding amount on your account.
- Business Rewards are only valid for 24 months after which time they will automatically expire.
- The type of rewards available are at the discretion of du and will be subject to availability of stock. Please visit du's website (www.du.ae) for a list of the rewards.

SPECIFIC TERMS AND CONDITIONS FOR ENTERPRISES - BUSINESS

SUPER PLAN

Business Super Plans are post-paid plans, with free bundled units (minutes and/or SMS). The Customer can choose from different plans depending on its usage needs. At the end of the month any unused free bundled units cannot be carried forward. Free unused units will be pro-rated if the Customer changes its plan at any time. If the number of the pro-rated minutes available is less than those already used by the Customer then the Customer must pay the difference. A Customer on a Business Super Plan can downgrade to Business Monthly plan for free. If downgrading to a PAYG plan then there will be a migration fee payable - please refer to the User Guide and Tariff Plan for the amount. The Customer cannot choose a metallic number whilst on a Business Super Plan.

SPECIFIC TERMS AND CONDITIONS FOR ENTERPRISES - THE EXECUTIVE PLAN

If the Customer selects the "Executive Plan", the Fixed Term is twelve months from the date the services start. Upon expiry of the Fixed Term, the Executive Plan Service will be provided on a month to month basis, however the Customers can also sign up for an additional 12 months Fixed Term. If the Customer terminates The Executive Plan or changes the chosen rate plan before expiry of the Fixed Term then an early termination fee will apply as follows:

- a. For handsets, the Customer will be charged a fee of AED 200 per month for the remaining part of their Fixed Term;
- b. For a change in the rate plan initiated by the Customer, or deactivation of The Executive Plan, the Customer will be charged a one-time fee of AED1000.

SPECIFIC TERMS AND CONDITIONS FOR BUSINESS OPTIMISER PLAN

Version: September 2012

These additional terms apply to the Business Optimiser Plan the Customer orders. In the event of any inconsistency between du's General Terms, Specific Terms and Conditions for Mobile Services, Specific terms and conditions for the Fixed Services and these specific terms, these specific terms and conditions shall prevail.

Business Optimiser Plan

- 1.1. The fixed term for the Business Optimiser Plan is twelve months from the date the service starts ("Fixed Term").
- 1.2. Customers must meet the following eligibility criteria in order to subscribe to the Business Optimiser Plan:
 - a. Customers must subscribe to one service each from du's mobile and fixed services; and
 - b. Customers must have their mobile and fixed services accounts under the same account.
- 1.3. No charges apply for activating the Business Optimiser Plan.
- 1.4. Under the Business Optimiser Plan, Customers will benefit from discounts on their monthly rental charges as per the applicable discount slab. In order to avail discounts, Customer's total monthly rental charges must be AED 500 and above. Customers can avail better discounts as they subscribe to more services, depending on the value of their total monthly rental charges. For information relating to the discount slabs, please refer to du's website (www.du.ae) or by dialing the toll-free number 800-188.
- 1.5. Upon expiry of the Fixed Term, discounts will be provided on a month to month basis as per the discount slab. For all additional details relating to the Services, please refer to Frequently Asked Questions (FAQ) available at www.du.ae; or dial the toll-free number 800-188 or contact the account manager.
- 1.6. If the Customer terminates the Business Optimiser Plan before the expiry of the Fixed Term, then an early termination fee equal to the total amount of discounts received by the Customer up to the date of termination will apply.

SPECIFIC TERMS AND CONDITIONS FOR MULTI SIM

I acknowledge and agree that:

- a) Multi SIM (s) will be provided under the main mobile account with the same mobile phone number to use on multiple mobile devices.
- b) I will be responsible for the use of all SIM (s) registered under my account and their respective usage and charges.
- c) All incoming calls can be received on all of the SIM (s), whereas messages can be received by my nominated primary SIM only.

Specific Terms and Conditions for the Business Super Plan 600 Services

Version: October 2013.

These additional terms apply to the Business Super Plan 600 Services the Customer orders. In the event of any inconsistency between du's General Terms, Specific Terms and Conditions for Mobile Services, and these specific terms, these specific terms and conditions shall prevail.

1. Third party products and services – Google Adwords

- 1.1. du may introduce certain third party products or services to Customers (Google Adwords).
- 1.2. Google Adwords is Google's online advertising program which allows the Customer to purchase Google Adwords to create an online advertisement.
- 1.3. Where du provides the Customer with access to the Google Adwords program as part of its Service, the Customer acknowledges and agrees that its use of Google Adwords will be governed by the policies, terms and conditions applicable to it set out at <https://adwords.google.com/select/tsandcsfinder>("Google Adwords Ts and Cs").
- 1.4. In the event that the Customer carries out an act or omission which causes the Customer to be in breach of the Google Adwords Ts and Cs, du may choose to terminate or suspend the Customer's Google Adwords account in accordance with the Google Adwords Ts and Cs.
- 1.5. In addition, the Customer must indemnify du against any claims or legal proceedings which are brought or threatened against du by a third party due to the Customer's breach of the Google Adwords Ts and Cs. du will notify the Customer of any such claims or proceedings and keep the Customer informed as to the progress of such claims or proceedings.
- 1.6. Customers consent to du disclosing information relating to their personal data to third party service provider. du will protect Customer information in accordance with federal laws of the United Arab Emirates.

2. Eligibility

- 2.1. Google Adwords is only available to Business Super Plan 600 Customers.

3. Additional conditions

- 3.1. The AED750 credit can only be used by the Google Adwords Customer account created by du and cannot be transferred to any other existing Google Adwords Customer's account.
- 3.2. In addition to the package fee, there is a 25% management fee payable that will apply and be deducted from the Google Adwords package.
- 3.3. For further information relating to Google Adwords, the Business Super Plan Plus 600, the package fees and management fees, please refer to www.du.ae/600.