



Application form - Business Phone

- New
 Service amendment
 Service termination
 Business Optimiser #

Business customer information

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

Provisioning address

Business landline number *: _____ Street name *: _____ Building number *: _____ Unit number *: _____
 Area *: _____ Plot number *: _____ Emirate *: _____ City *: _____

Business Phone

- Business World Plan**
 Business World 100***
 Business World 400****

Existing telephone number details

ISDN PRI/BRI number range (if applicable)

Total number of existing ISDN lines: _____

Main number/switch board number	First number in range	Last number in range
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

Analogue lines (if applicable)

Total number of existing analogue lines: _____

1. _____	6. _____	11. _____	16. _____
2. _____	7. _____	12. _____	17. _____
3. _____	8. _____	13. _____	18. _____
4. _____	9. _____	14. _____	19. _____
5. _____	10. _____	15. _____	20. _____

Business World Plan, Business World 100 and Business World 400 have a minimum 12-months commitment. In case of early termination of Business World Plan, AED 500 per month applies for the remaining months. In case of early termination of Business World 100 or Business World 400, one month of the monthly fee will be charged (one-time).

Telephone system (for existing PBX/Key system(s))

Manufacturer: _____ Model: _____

Existing telephone maintainer (if applicable)

Company name: _____
 Contact name: _____ Office/Business telephone number: _____
 Mobile number: _____ Fax number: _____
 Email address: _____ Contract number (if applicable): _____

**Business World Plan gives a flat rate of AED 1.20/min to top 190 international destinations.
 ***Business World 100 gives a flat rate of AED 1.65/min to top 190 international destinations.
 ****Business World 400 gives a flat rate of AED 1.35/min to top 190 international destinations. For our list of 190 international destinations visit du.ae
 # 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.

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 name: _____

Sales agency code: _____

For indirect/direct sales

Account Manager name: _____

Account/Partner Manager ID: _____

Partner name: _____

Partner/Dealer ID: _____

Sales Executive name: _____

Mobile number: _____

Sales Support Agent name: _____

Terms and conditions

Specific Terms and Conditions for Call Select business (CPS)
(for non-du captive zone customers)

Version: June 2010

In the event of any inconsistency between the General Terms and these Specific Terms, these Specific Terms and Conditions shall prevail.

1. Supply of Service

- 1.1 The Service must be taken for the Fixed Term specified on the Order Form or in the Customer's Proposal, following which the Service will continue unless terminated in accordance with the Agreement.
- 1.2 The Customer must register at least one fixed telephone line of another service supplier ("Fixed Line Supplier"). If it is later discovered that the Customer was not authorised to register the fixed line then du may terminate the Service with immediate effect.
- 1.3 du shall use its reasonable endeavours to supply the Service in accordance with the timelines. du provisions the Service relying on the Fixed Line Supplier so there may be delays if the Fixed Line Supplier experiences technical problems. du is not liable if the Fixed Line Supplier refuses to, or is unable to, complete the Service activation.
- 1.4 Until the automatic re-routing of calls is activated, the Customer may manually route its calls by dialling 08888 before making the call. Once activated, all calls outside the Customer's local area, with a national or international prefix or to a mobile number, will automatically be routed through du. All remaining calls will be routed through the Fixed Line Supplier. If the Customer changes its fixed telephone number then this Service will transfer to the new fixed telephone number.
- 1.5 Supplementary services like call waiting, call forwarding and call barring will continue to be provided by the Fixed Line Supplier. Call barring will only apply to calls routed through the Fixed Line Supplier. The Customer can choose to route its calls through the Fixed Line Supplier by using their override code.

2. Charges, Invoicing and Payment

- 2.1 The Customer will be responsible for the payment of all calls made using the Service from the registered fixed line. The Customer shall pay the Charges listed in the most recent Tariff Guide. The Customer remains responsible to the Fixed Line Supplier for rental payments for the fixed line.
- 2.2 All payments shall be made in UAE Dirhams (AED) unless specified and agreed by both parties in advance.
- 2.3 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 ways listed on the invoice. 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 thirty (30) days after the due date of the invoice.
- 2.4 The Customer must pay all undisputed invoices without set-off or counterclaim, free and clear of any withholding or deduction.

3. Customer Obligations

- 3.1 The Customer must:
 - 3.1.1 Provide du and any employee, agent, affiliate or contractor of du and any third party with all information and assistance that person may reasonably require to design, arrange, test, commission and maintain the Service;
 - 3.1.2 Procure all permissions, licences, waivers, consents, registrations and approvals necessary for or reasonably considered desirable by du to deliver, install and provide the Service at the Customer's premises;
 - 3.1.3 Participate in any testing procedures that may be reasonably requested by du or any agent, affiliate or contractor of du or any third party operator; and
 - 3.1.4 Take all reasonable steps to prevent fraudulent, improper or illegal use of the Service.

4. Liability and Fault Reporting

- 4.1 The Customer should report any faults in the Service by calling du Customer Care. du will investigate all faults reported to it and use reasonable endeavours to restore normal operation as soon as possible.
- 4.2 If there is a fault with the fixed line the Customer should contact the Fixed Line Supplier to arrange repair.
- 4.3 du will 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:
 - 4.3.1 A failure of the Customer to perform its obligations under Clause 3 above or the General Terms and Conditions;
 - 4.3.2 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
 - 4.3.3 Any equipment provided by the Customer that connects to the du Network.
- 4.4 du is not responsible for any fraudulent activity on the Customer's PABX or any unauthorised calls made.

5. Term and Termination

- 5.1 If the Customer decides not to have its calls automatically routed through du, then the Customer can contact its du Account Manager or its Fixed Line Provider to have the automatic routing deactivated. The Customer can still route calls through du by dialling 08888 before making its call.
- 5.2 The Service will remain in force for the Fixed Term unless terminated in accordance with the Agreement. On expiry of the Fixed Term the Agreement will continue unless terminated by either Party on 30 days' written notice.
- 5.3 Either Party may terminate the Service immediately, in whole or in part, by giving notice to the other Party if:
 - 5.3.1 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 thirty (30) days after receipt of written notice requesting the breach to be remedied; or
 - 5.3.2 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 the Service the Customer must pay to du all outstanding invoices.

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.

1. 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 at least 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 dialling 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.