



Application form - Power Bill

Service amendment Service termination Existing account number Business customer information

Business customer information

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

Business customer administrators details

First name* _____ Last name* _____
Email address* _____
Office number _____ Mobile number* _____
Preferred login ID* _____

Power Bill Plans

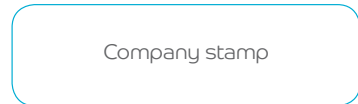
Pick one plan	Value Plan	Value Plus Plan	Advantage Plan	Advantage Plus Plan
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activation fee	AED 250	AED 250	AED 2500	AED 2500
Monthly fee	AED 50	AED 125	AED 1000	AED 2000
Monthly fee waiver on minimum spend of	AED 1000	AED 2500	AED 10000	AED 25000
Storage space/order reports	10 MB /10	20 MB /20	20 MB /20	40 MB /40
Number of users	1	1	5	5

Agreement

We will use the above information to contact you by email, phone or SMS. If you do not wish to be contacted about our products or special promotions, please tick here

I agree by signing below that I have the authority to sign behalf of the named customer, that I have ordered the service 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 _____
Date _____
DD MM YYYY



For official use only

Sales work order no.

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 Business Services

Version: June 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.

Power-Bill Service

1. Supply of Service

- 1.1. du shall provide to the Customer the Service as set out in the User Guide and, either the Order Form or the information provided on the customer portal at www.du.ae. The Service shall be for a minimum commitment period of three (3) months (the "Fixed Term"), following which the Service will continue unless terminated in accordance with the du General Terms and Conditions for Enterprise Services.
- 1.2. du shall use its reasonable endeavours to supply the Service in accordance with the timelines.
- 1.3. The Customer may unsubscribe from the Service by contacting their du account manager, the du call centre or via the customer portal at www.du.ae.

2. Charges, Invoicing and Payment

- 2.1. The Customer shall pay the Charges as set out in the User Guide or on the du website. The Charges may be waived if the Customer's monthly minimum commitment fee or revenue spend reaches a certain amount. Please contact your Business Customer Service Desk for further information.

3. Customer Obligations

- 3.1. The Customer must:
 - a. keep their PIN(s) secure;
 - b. configure the internet access and Power-Bill Service GUI in accordance with du's instructions;
 - c. provide du and any employee, agent, affiliate or contractor of du with all information and assistance reasonably required to activate and test the Service;
 - d. keep the details of all users' profile/contact details in the Power-Bill application accurate;
 - e. ensure that defined users of Service provide full information for user verification when logging an inquiry/fault/service request to du Customer Care.

4. Liability

- 4.1. 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. a failure of the Customer to perform its obligations under Clause 3 above or the General Terms and Conditions;
 - b. 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
 - c. any failure in a third party facility used in provision of the Service; or
 - d. any equipment provided by the Customer that connects to the du Network.
- 4.2. du shall provide Customer with a unique user ID and PIN(s) for access to the Service. The Customer must keep their user ID and PIN(s) secure. du accepts no liability for disclosure of information made available by the Service as a result of theft of the PIN(s) or disclosure by the Customer of the PIN(s) to third parties.

5. du Disclaimer

- 5.1. The information made available using the Service is for information only. du will continue to issue the Customer with bills for all du services received by the Customer and the Customer remains liable to pay the amount shown on these bills.
- 5.2. There may be a delay between charges being incurred by the Customer for Services covered by the Service and the appearance of the corresponding billing information on the Service.
- 5.3. The Service is dependent on the Customer having suitable infrastructure, internet access and operating systems available to access and browse the Service. In the event that the Customer is unable to provide suitable infrastructure in accordance with du's specifications, then:
 - a. part or all of the Service may not function correctly (the "Affected Service");
 - b. du reserves the right not to provide the Customer with the Affected Service; and
 - c. du shall have no liability for the Customer's inability to receive the Affected Service.