

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).

1 Mobile Services

- 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.
- 1.5 Customer agrees that within 30 days of activation of a SIM, or transfer of a SIM to a new User within Customer’s organisation, Customer will provide du with a list of the names, ID (type and number) and nationality of all its Users. Following a request from du in respect of a specific SIM MSISDN, Customer further agrees to provide du, within 24 hours, a clear copy of the User’s ID. For the purposes of this clause, “ID” means any one of the following: UAE National ID; passport (showing ID and residence visa); UAE driving licence; GCC national ID. The information specified under this clause is required by du to comply with its legal and regulatory requirements; a failure to provide the information within the time limit will result in the SIM being deactivated.

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 WiFi Services

- 3.1 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.