

Specific Terms and Conditions for Consumer Services

These additional specific Terms and Conditions apply to each specific Service you order (whether ordered at the time of signing these Terms and Conditions or later).

1 Mobile Services

- 1.1 All Services must be taken for at least a month from the date they start (your "minimum contract term").
- 1.2 Any SIM card we supply as part of the Services continues to belong to us, and you agree that you will take good care of it. We 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 You may change your 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 Your ability to use certain Services and features will depend on the features and functionality of your handset.

2 Mobile Roaming Services

- 2.1 Mobile roaming relies on the telecommunication systems of foreign networks, over which we have no control. We cannot therefore guarantee quality or availability of Services when roaming.
- 2.2 When you use the Services outside the UAE, you are responsible for complying with all local laws and regulations governing such use.
- 2.3 Sometimes there may be a time delay before certain charges incurred while roaming appear on your account.
- 2.4 We may retain any roaming deposit held by us after roaming Service has been cancelled for up to 60 days, and may use such deposit against any amounts due on your account for roaming Services.
- 2.5 Certain Services (such as GPRS, MMS, and video Services) may not be available to you when roaming. Please see our Service brochure or visit www.du.ae for details.

3 Data Line Services

- 3.1 Voice Service is not available under the Data Line Services.

4 WiFi Services

- 4.1 You may when using du's WiFi Services choose to add your WiFi charges to your du Monthly Plan or your Pay as you Go account. Any such charges will then be payable as set out above.