

Business Super Plan Bundle Contract Proposal



Business Super Plan Bundle Offer for The Emirates Group Employees

Name (as in passport): _____

Company Name: _____

E-mail id: (for e-bill): _____

Employee id number: _____ Alternate mobile number: _____

Office Address: _____ PO Box No. _____

All the above fields are mandatory

Choose your iPhone & Business Super Plan with minimum 12 month contract

iPhone and Mobile Broadband type	One time cost per iPhone	Choose your Business Super Plan	AED per month (12 month contract)
iPhone 4 16 GB + Mobile Broadband Internet Key (42 Mbps)	AED 399	BSP 100 <input type="checkbox"/>	AED 450
		BSP 200 <input type="checkbox"/>	AED 550
		BSP 400 <input type="checkbox"/>	AED 750
iPhone 4 32 GB + Mobile Broadband Internet Key (42Mbps)	AED 599	BSP 100 <input type="checkbox"/>	AED 450
		BSP 200 <input type="checkbox"/>	AED 550
		BSP 400 <input type="checkbox"/>	AED 750

- The above mentioned offer is exclusive only for The Emirates Group. **One Bundle Subscription per employee only. Each user will be responsible to settle his/her mobile bills directly**
- The one time activation fee of AED55 per SIM is waived off**
- In case of early termination of iPhone offer, AED 200/month/line will be charged for the remaining period. In case of early termination of mobile broadband offer, AED 150/month/line will be charged for the remaining period.
- Any usage beyond 10GB within UAE will be charged at 0.1 fils per KB
- Roaming data charges apply when using iPhone and Mobile Broadband outside the UAE. The charges applied are AED 1 per 50KB
- All devices are subject to availability of stock
- Min monthly salary of AED6,000 is required to avail the offer. Employee to attach his/her salary certificate or payslip copy with the application form.

For du use only

MSISDN (BSP)	
SIM SERIAL NUMBER(BSP)	
MSISDN (Mobile Broadband)	
SIM SERIAL NUMBER (Mobile Broadband)	
IMEI NUMBER	

	BSP 100 + iPhone 4 + Mobile Broadband 42Mbps	BSP 200 + iPhone 4 + Mobile Broadband 42Mbps	BSP 400 + iPhone 4 + Mobile Broadband 42Mbps
Business Calling Circle discount	50%	50%	50%
Included monthly benefits	125 International minutes + 125 national minutes + 65 national SMS + 60 international SMS + national data	250 International minutes + 250 national minutes + 125 national SMS + 125 international SMS + national data	500 International minutes + 500 national minutes + 250 national SMS + 250 international SMS + national data
National Calls (mobile & landline) / min	30 fils / min	30 fils / min	30 fils / min
Flat IDD rate to all major international destinations (190 destinations)*	AED 1.65 / min	AED 1.45 / min	AED 1.35 / min
National SMS	18 fils / message	18 fils / message	18 fils / message
International SMS	60 fils / message	60 fils / message	60 fils / message
National MMS (50kb)	45 fils / message	45 fils / message	45 fils / message
Incoming calls (while roaming)**	AED 1.25 / min	AED 1.25 / min	AED 1.25 / min
National Data for iPhone	10GB	10GB	10GB
National Data for Mobile Broadband	10GB	10GB	10GB

* Top 190 countries only (for country list visit www.du.ae); all other countries 24 x 7 off peak. Billing Pulse is per second (not applicable while roaming).

**Roaming call forwarding rate (Incoming calls while roaming) applicable to major international destinations with operators who don't charge IOT / VAT.

Documents required

For expatriates - 1.Photo copy of passport with valid visa page 2.Photo copy of employee id.

For UAE nationals - 1.Photo copy of national ID or passport 2.Photo copy of Employee id

I agree by signing below that I have ordered the services shown above and that I accept the terms and conditions shown on the front & back of this form.

Agreement

Signature: _____

Date: ____/____/____

Auto payment by valid credit card (mandatory field)

Type of Credit card (Please tick) ☐ Visa ☐ Master

Please enter your Credit Card Number

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Expiry date

M	M	Y	Y	Y	Y
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Terms & Conditions



Specific Terms and Conditions for Installment Option

Version: April 2009.

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 Mobile Services specific terms and conditions and these specific terms, these terms shall prevail.

1. Installment Option

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

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

Specific Terms and Conditions for Business Services

Version: March 2009

- 1.1. 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 Mobile Services specific terms and conditions and these specific terms, these specific terms and conditions shall prevail.

2. Business Super Plan

- 1.7. The Fixed Term for the Business Super Plan is one month from the date the services start.
- 1.8. 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.
- 1.9. 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.
- 1.10. 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.
- 1.11. The Customer cannot choose a metallic number whilst on a Business Super Plan.

3. Mobile Services

- 3.1. The Fixed Term for Mobile Services is one month from the date the services start.
- 3.2. 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.
- 3.3. 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.
- 3.4. 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.
- 3.5. 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.
- 3.6. 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 MSISDN, 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.

4. Mobile Roaming Services

- 4.1. 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.
- 4.2. 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.
- 4.3. 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.
- 4.4. 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.

5. Other Services

- 5.1. Voice Services are not available under the Data Line Services.
- 5.2. The Customer may, when using du's WiFi Services, choose to add the Customer's WiFi charges to the Customer's Mobile Account.
- 5.3. I agree that the use of iPhone means I accept Apple iPhone software license agreement and other terms found in the iPhone Box

Specific Terms and Conditions for Business Services - Data Services

Version: May 2010

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 Mobile Services specific terms and conditions and these specific terms, these specific terms and conditions shall prevail.

6. Data Services

- 6.1. The Fixed Term for Data Services shall be as specified on the Order Form or Application Form. If the Customer terminates the Data Services prior to the expiry of the Fixed Term then the Customer may be liable to pay an early termination fee.
- 6.2. Any SIM card du supplies as part of the Data 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.
- 6.3. 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.
- 6.4. 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.
- 6.5. If the Customer's Data 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.
- 6.6. 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 MSISDN, 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.

7. Data Roaming Services

- 7.1. Data 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 Data Services when the Customer's End-users are roaming.
- 7.2. 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 Data Account for Roaming Services.
- 7.3. When the Data 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.
- 7.4. Some discounts available on the Customer's Tariff Plan, or certain Data Services, will not be available to the End-user whilst roaming. Please refer to the User Guide or visit www.du.ae for details.

8. Other Services

- 8.1. The Customer may, when using du's WiFi Services, choose to add the Customer's WiFi charges to the Customer's Data Account.