

Business Complete

Application Form



New Service amendment Service termination Service upgrade Relocation¹

Company information

Company name*: _____ Company account number*: _____

Contact name*: _____ Contact number*: _____

P.O. Box: _____ Emirate: _____

Trade License number*: _____ Trade License expiry date*: _____
DD MM YYYY

Date of registration: _____ Email*: _____

Provisioning address

Business landline number: _____ Street name: _____ Building name*: _____

Building number: _____ Floor* _____ Unit type: _____ Unit number*: _____ Plot number*: _____

Sector number: _____ Area: _____ Sub-area: _____ City*: _____ Emirate: _____

Nearest landmark: _____ Closest landline number: _____ Own Neighborhood

¹ Relocation fee: AED 150 for Fixed Voice services, and AED 100 for Fixed Internet and TV services each.

Documents required:

- Main application form (with complete details)
- A copy of your Trade License
- A copy of your Establishment Card
- A copy of Emirates ID or Passport and Visa copy of the owner
- A copy of your Ejari registration

In case of owner authorising a different person:

- Authorisation letter/NOC
- A copy of Emirates ID or Passport and Visa copy of the owner
- A copy of Emirates ID or Passport and Visa copy of the authorised person

Business Complete Plans

12-month Minimum Term						
Plan Details	<input type="checkbox"/> Business Complete 100 Mbps	<input type="checkbox"/> Business Complete 175 Mbps	<input type="checkbox"/> Business Complete 375 Mbps	<input type="checkbox"/> Business Complete 500 Mbps	<input type="checkbox"/> Business Complete 700 Mbps	<input type="checkbox"/> Business Complete 1 Gbps
You pay						
Standard Monthly Price	AED 950	AED 1,000	AED 1,350	AED 1,750	AED 2,350	AED 3,150
One-time activation fee of AED 200						
You get						
Speed	100/10 Mbps	175/15 Mbps	375/40 Mbps	500/50 Mbps	700/70 Mbps	1 Gbps/100 Mbps
Special Offer						
eCommerce Starter Kit Free for first year**						
Value Adds included in subscribed plan						
Voice Service	Business Line	<input type="checkbox"/> Business Line OR <input type="checkbox"/> Unified Communication*				
	100 Free Mobile Minutes & 100 free International Minutes					
	Landline Handset					
Microsoft 365	- MS Office web Applications - MS teams - Business Email					
	1 License	1 License	2 Licenses	2 Licenses	2 Licenses	2 Licenses
Domain Name	Domain Name Registration					
Internet Router and Firewall	Standard internet Router	Advanced internet router				
	- Integrated WiFi access Point - Analytics dashboard - Management Portal					
Monthly plan after 12 months ^{4,2}	AED 1,250	AED 1,300	AED 1,650	AED 2,050	AED 2,650	AED 3,300

* With Unified Communication, you will get IP Phone handset with full PBX functionality.

** The e-Commerce Starter Kit is provided by GoDaddy and valid for first year only. The offer must be redeemed within 3 months from the time of delivery.

- Do you want your company's du telephone details to be added in the Public/du Directory Enquiry 199? Yes No
(if option not selected, it will not be listed by default)

Service details of the Microsoft 365 license (please check the boxes that apply):

Domain name

- Existing: _____
- New: Preference 1: _____ .ae Preference 2: _____ .ae

Proposed user names for provisioning Microsoft 365:

- User 1: First name: _____ Last name: _____
- User 2: First name: _____ Last name: _____

Add-ons

	Activation fee	Monthly recurring charges	Commitment (months)	Quantity
<input type="checkbox"/> Unified Communication line	AED 100	AED 100	12	
<input type="checkbox"/> Basic Phone	AED 50	AED 20	12 (lease to own)	
<input type="checkbox"/> Business Phone	AED 50	AED 85	12 (lease to own)	
<input type="checkbox"/> Video Phone	AED 50	AED 105	12 (lease to own)	
<input type="checkbox"/> Conference unit	AED 200	AED 285	12 (lease to own)	
<input type="checkbox"/> IPTV	AED 199	AED 95	12	
<input type="checkbox"/> Microsoft 365 web version	AED 50	AED 20	12	
<input type="checkbox"/> Advanced Security	Free	AED 130	12	
<input type="checkbox"/> WiFi Access Point	Free	AED 140	12	

Total quantity of Cisco Phones requested should be equal to the quantity of Unified Communication Lines requested.

Agreement

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, that I accept the Terms and Conditions as stipulated in the subsequent pages of this application form and that I adhere to the Generic Terms and Conditions of du (available on www.du.ae/terms-and-conditions). I take full responsibility for the use of all du services provided to us.

I consent to receive promotional communication through: Email SMS Calls None

I consent to have my number added to DNCR: Yes No

Customer signature: _____

Company stamp:

Date: _____
DD MM YYYY

For official use only

Sales work order number:

Customer ID number:

For retail staff use

Sales Agent location name: _____

Sales agency code: _____

For direct/indirect partners

Account/Partner Manager name: _____

Account/Partner Manager ID: _____

Partner name: _____

Partner/Dealer ID: _____

Sales Executive name: _____

Mobile number: _____

Sales Support Agent name: _____

Special Terms

If there is any conflict or inconsistency between the Generic Terms and Conditions of du that are available on (www.du.ae/terms-and-conditions), the terms of the Special Terms shall take precedence to the extent of such conflict or inconsistency.

1. VAT

- 1.1 Each amount stated as payable by the Customer under this Agreement is exclusive of any sales, purchase, or turnover tax (including, without limitation, VAT) as may be applicable in any relevant jurisdiction, if any, and the Customer shall be liable for and pay all other taxes of any nature whatsoever levied, assessed, charged or collected for or in connection with the Services.
- 1.2 The Customer shall assist du with any information it requires to comply with its VAT obligations arising from this Agreement or the provision of Services.
- 1.3 Where du makes a taxable supply or deemed supply of goods or services to the Customer, the payment or other consideration for that supply shall be exclusive of all VAT properly chargeable and the Customer shall pay the VAT in addition to the payment or other consideration for that supply on the earlier of: (a) when the payment or other consideration is made; or (b) when the supply is made.
- 1.4 Where one Party (the Payer) is paying, repaying or reimbursing the costs, fees, charges or expenses of the Party (the Payee), other than where it gives rise to a supply by the Payee, the Payer shall also reimburse the Payee for any part of such cost, fee, charge or expense (or proportion of it) which represents VAT, except where the Payee is entitled to credit or repayment in respect of such VAT from a tax authority.
- 1.5 Where the consideration for any taxable supply of goods or services is subsequently adjusted (including on a termination), the Parties will make all appropriate adjustments to the VAT, including the repayment of VAT, the further payment of VAT and the issue of any credit note or further VAT invoice valid for VAT purposes.
- 1.6 If the Parties are in dispute (with each other or with the relevant tax authority) or uncertain about the VAT obligations or implications of any supplies of goods or services pursuant to this Agreement, or the relevant tax authority determines that the Parties' treatment of VAT on such supplies is incorrect in any respect, the Parties shall use all reasonable endeavors to cooperate and reach agreement with each other and with the tax authority keeping each other fully informed and shall make all appropriate adjustments.

2. Governing Law, Dispute Resolution, No Waiver

- 2.1 Any matter relating to the interpretation or the execution of this Agreement shall be resolved by reference to the laws of the United Arab Emirates. Any dispute relating to the interpretation or application of this Agreement shall, unless amicably settled, be subject to conciliation. In the event of failure of the latter, the dispute shall be settled by arbitration. The arbitration shall be conducted in accordance with the modalities to be agreed upon by the parties or, in the absence of agreement, in accordance with the UNCITRAL Arbitration Rules as at present in force. The parties shall accept the arbitral award as final.

3. Offer

- 3.1 The offer is valid for two weeks from the date of this proposal.
- 3.2 Minimum Term: After completing the Minimum Term of 12 months, customers can choose to renew their Business Complete package with a yearly contract, or continue on a higher monthly plan without commitment by giving written notice about the preferred option 30 days prior to expiry of the Minimum Term.
- 3.3 Early Termination Charges: If the Customer cancels the Service prior to the end of the Minimum Term, the Customer must pay an early termination charge equal to:
 - 3.3.1 One (1) time the monthly recurring charge + remaining value of the router.
 - 3.3.2 The remaining value of the router, is calculated as the value of the router divided by Business Complete contract commitment term multiplied by the number of remaining months in the contract minus one month.
 - 3.3.3 Terminating any of the Business Complete plan components within active commitment period will result in breaking the plan commitment and the early termination fees (point '3.3.1') will apply.
- 3.4 International free minutes only apply to calls made to the top 190 destinations, which are listed on du.ae/businesscomplete.
- 3.5 TV Services:
 - 3.5.1 du will invoice the customer for installation charge with the first invoice.
 - 3.5.2 If customer cancels the service prior to the end of The Minimum Term, the customer must pay an early termination charge equal to one time the monthly recurring charge.
- 3.6 Office 365:
 - 3.6.1 Office 365 license is valid for one (1) year from the date of activation and will be renewed (automatically) when renewing the business complete contract.
 - 3.6.2 In order to activate the Office 365 services, tick the relevant boxes and specify the licenses and the user names. If not specified at the time of submitting this application form, these services cannot be availed at a later date.
 - 3.6.3 Any Office 365 services that are inactive for more than 3 consecutive months may be deactivated at the sole discretion of du.
- 3.7 Penalty Free Service: Please note that the services subscribed to via this application, can be canceled within 7 days from the date of activation without any exit charges (excluding third party services) in the below scenarios:
 - 3.7.1 If the service is not working as described in the application form and is not in alignment with the T&Cs, or
 - 3.7.2 If the customer had been misinformed before signing the contract.
 - 3.7.3 Subject to device and router must be in original packaging in order to accept the cancellation.
 - 3.7.4 Third party services will be charged such as Domain registration.
- 3.8 Internet speed: The subscribed internet speed may vary depending on the physical environment, usage of WiFi devices and usage of Firewall.
- 3.9 The e-Commerce Starter Kit offer must be redeemed within 3 months from the time of delivery.

Customer signature: _____

Company stamp:

Date: _____
DD MM YYYY