



Business Starter Proposal

Customer company name:	
Date of Proposal:	
Sales Executive:	
Account Manager:	

Business Starter

We understand the needs and challenges of our business customers across the different industries within the UAE. As a business, you need specialised solutions that help you save on cost as you grow in today's competitive market, and ensure you are always connected and reachable. Hence we are excited to introduce this offer for you.

Assuring you the highest quality of products and services at all times, forging a successful mutually beneficial business relationship.

Business Starter Plan		
You pay		
Monthly charge	AED 499/ Month	
One Time Activation Fee	AED 200	
You get		
Internet benefits: • Unlimited internet usage • Speed: up to 50 Mbps*	Voice benefit: • 1 Business landline number • Unlimited national landline to landline calls	Internet router: • Advanced WiFi • Gigabit Ethernet Port

Special Offer	
250 National minutes	Free
Internet Calling Pack	Free

* Actual speeds may vary according to your location and environmental conditions.
Mobile and international calls charged at standard rates, refer du.ae/grow for detailed charges.

Add-Ons:

Landline to International Minutes Bundles	Bundle 1	Bundle 2
Monthly charge	☐ AED 49	☐ AED 99
Landline to International minutes (Top 190 destinations)	150 minutes	300 minutes

.ae Domain	Domain Registration fee	Domain Hosting	Number of Years to be registered (max. 5 years)	Suggested Domain name
Any .ae domain (based on availability)	AED 150 / year	AED 50 / year		

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).

Prices, currency and payments:

Prices mentioned are in AED. Payment to be made in AED. All charges are exclusive of 5% VAT.

Documents required:

- Signed & Stamped Proposal
- A copy of valid Trade license and Establishment card
- A copy of valid Emirates ID or Passport and Visa copy of the owner

In case of owner authorising a different person:

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

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: _____ DD MM YYYY Email: _____

Calling Name Presentation

CNAP Name:

Mandatory for commercial establishments and private companies. Optional for government entities owned or affiliated with the U.A.E Government, embassies and consulates and diplomatic offices in U.A.E. only.

Nature of Business:
 ☐ Banking or banking services
 ☐ Health services
☐ Real estate services ☐ Retail services
☐ Educational services ☐ Tourism services
☐ Gov. institutions services ☐ Others: _____

Number of Employees: ☐ <10 ☐ 10-20 ☐ 21-99 ☐ >100

Name should be 25 characters or less and without special characters.

Service provisioning address

Business address: _____ Street name: _____
 Building name: _____ Building number: _____ Floor: _____
 Unit type: _____ Unit number: _____ Plot number: _____ Sector number: _____
 Area: _____ Sub-area: _____ City: _____
 Emirate: _____ Nearest landmark: _____ Coordinates: _____

1. Relocation fee: AED 100

Agreement

We'll use the above information to contact you via email, phone or SMS. If you don't wish to be contacted about our products or special promotions, tick here ☐
 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.

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.
- 2.2 Nothing contained herein shall be construed as a waiver of any of the privileges and immunities enjoyed by the World Health Organization under national or international law, and/or as submitting the World Health Organization to any national court jurisdiction.

3. General

- 3.1 Name and Logo. du shall not, in any statement of an advertising or promotional nature, refer to this Agreement or its relationship with the World Health Organization. In no case shall du use the name or emblem of the World Health Organization, or any abbreviation thereof, in relation to its business or otherwise.

4. Offer

- 4.1 The offer is valid for two weeks from the date of this proposal.
- 4.2 Minimum Term: After completing the Minimum Term of 12 months, customers can choose to renew their Business Starter 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.
- 4.3 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: One(1) time the monthly recurring charge + remaining value of the router. The remaining value of the router, if the contract is active, is calculated as the value of the router divided by business starter contract commitment term multiplied by the number of remaining months in the contract minus one month. Router value charged at AED 560.
- 4.4 International minutes only apply to calls made to the top 190 destinations, which are listed on du.ae/grow.
- 4.5 Penalty Free Service: Please note that the services subscribed to via this application, can be cancelled within 7 days from the date of activation without any exit charges (excluding third party services) in the below scenarios:
- 4.5.1 If the service is not working as described in the application form and is not in alignment with the T&Cs, or
- 4.5.2 If the customer had been misinformed before signing the contract.
- 4.5.3 Subject to device and router must be in original packaging in order to accept the cancellation.
- 4.5.4 Third party services will be charged such as Domain registration.

5. Equipment

- 5.1 The equipment (together with all accessories) leased by the Customer from du must be returned to du on termination of the service. If the Customer fails to return the leased equipment, or the equipment is damaged, the Customer will be charged the current list price for the equipment.

Name: _____

Designation: _____

Signature: _____

Date: _____
DD MM YYYY

Stamp: