

# Ultimate Plans

## Application Form



☐ New ☐ Service amendment ☐ Service termination ☐ Service upgrade ☐ Relocation<sup>1</sup>

### 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\*: \_\_\_\_\_

### 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

<sup>1</sup> Relocation fee: AED 200 for Ultimate

#### 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

Ultimate Plans

Plan Details	Ultimate 200 Mbps	Ultimate 400 Mbps	Ultimate 600 Mbps	Ultimate 800 Mbps	Ultimate 1 Gbps
You pay					
12-month contract	<input type="checkbox"/> AED 1,049	<input type="checkbox"/> AED 1,399	<input type="checkbox"/> AED 1,799	<input type="checkbox"/> AED 2,399	<input type="checkbox"/> AED 3,299
24-month contract	<input type="checkbox"/> AED 949	<input type="checkbox"/> AED 1,299	<input type="checkbox"/> AED 1,699	<input type="checkbox"/> AED 2,299	<input type="checkbox"/> AED 3,149
One-time activation fee of AED 200					
You get					
Speed	200/40 Mbps	400/80 Mbps	600/120 Mbps	800/160 Mbps	1 Gbps/200 Mbps
Free Minutes	- Unlimited Landline calls - 100 Mobile minutes - 100 International minutes				
Business Voice	1 Business Line			1 Trunk Line + 1 Extension	1 Trunk Line + 2 Extensions
Included Desk Phone	1 Cordless Phone			2 Cordless phones	3 Cordless phones
Router Type	Basic	Advanced			Pro
Firewall*	Included	Included			Included
Website e-Store	1-year subscription to e-Commerce Starter Kit				
Microsoft 365 Licenses	2	3	4	5	8
Domain Registration and Hosting	1 (.ae) Domain				
Number of Antivirus Licenses	3	3	5	10	20
Number of included add-ons (choose from below)	1	1	1	2	3
Select your included Add-on					
<input type="checkbox"/> Access Point _____ (Quantity) <input type="checkbox"/> Handset Voucher** _____ (Quantity)					

\* Firewall configurations can be managed by the customer, du shall not be liable for any performance issues or security incidents that may arise due to improper configuration.

\*\* Each Handset voucher is redeemable against one device only

Additional Add-ons:

Voice product	Quantity	Main service charge		Value added services	One-time Charge	Monthly Recurring Charges
		One-time Charge	Monthly Recurring Charges			
<input type="checkbox"/> <b>Business Line</b> <small>(includes Caller Line ID, Call Waiting Tone, Call Forwarding and 3 Party Call Conferencing)</small>		AED 150	AED 95	<input type="checkbox"/> Call Barring – International	AED 50	AED 5
				<input type="checkbox"/> Call Barring – National	AED 50	AED 5
<input type="checkbox"/> <b>Business Trunk Line</b> <small>(includes Caller Line ID, Call Forward)</small>		AED 150	AED 95	<input type="checkbox"/> Call Barring – International	AED 50	AED 5
				<input type="checkbox"/> Number of extensions _____	AED 150	AED 95

Landline phone	Quantity	One-time Charge	Monthly Recurring Charges	Commitment Period
Cordless Phone		AED 120	-	-
Plans	Quantity	One-time Charge	Monthly Recurring Charges	Commitment Period
Microsoft Teams Essentials		AED 5	AED 15	12 Months
Microsoft 365 Business Basic		AED 5	AED 22	12 Months
Microsoft 365 Business Standard		AED 5	AED 46	12 Months
Microsoft 365 Business Premium		AED 5	AED 81	12 Months
Antivirus License (5 devices)		AED 5	AED 25	12 Months
Antivirus License (10 devices)		AED 5	AED 50	12 Months
Access Point		AED 300	-	-

- 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: \_\_\_\_\_
- User 3: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 4: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 5: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 6: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 7: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 8: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 9: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 10: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 11: First name: \_\_\_\_\_ Last name: \_\_\_\_\_
- User 12: First name: \_\_\_\_\_ Last name: \_\_\_\_\_

For more usernames please use appendix.

# 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](http://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 or 24 months, customers can choose to renew their Ultimate 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:**
  - 3.3.1  $1 \times \text{full monthly recurring charge} + ((\text{Router value} / \text{contract term} \times (\text{Remaining number of months} - 1)) + ((\text{Landline handset value} \times \text{Qty.} / \text{contract term}) \times (\text{Remaining number of months} - 1)) + ((\text{Qty.} \times \text{included add-on value}) / \text{contract term} \times (\text{Remaining number of months} - 1)) + ((\text{Other included services value} / \text{contract term} \times (\text{Remaining number of months} - 1)))$
  - 3.3.2 Terminating any of the Ultimate plan components within the active commitment period will result in breaking the plan commitment, and the early termination fees (point '3.3.1') will apply.
  - 3.3.3 For updated Costs please refer to [www.du.ae/ultimate](http://www.du.ae/ultimate)
- 3.4 **International included minutes** only apply to calls made to the top 190 destinations, which are listed on [www.du.ae/ultimate](http://www.du.ae/ultimate)
- 3.5 **Microsoft 365:**
  - 3.5.1 Microsoft 365 Business License is valid for one (1) year from the activation date and will be renewed (automatically) when renewing the Ultimate contract.
  - 3.5.2 To activate the Microsoft 365 services, tick the relevant boxes and specify the licenses and the usernames. If they are not specified at the time of submitting this application form, these services cannot be availed at a later date.
  - 3.5.3 Any Microsoft 365 services that are inactive for more than 3 consecutive months may be deactivated at the sole discretion of du.
- 3.6 **Antivirus license**
  - 3.6.1 Antivirus licenses is valid for 1 year from the date of activation and it'll be renewed (automatically) when renewing the Ultimate plan.
- 3.7 **Domain name registration and hosting**
  - 3.7.1 Domain name registration for .ae TLDs is included as a part of the bundles. Domain hosting is an optional service that a customer can chose to host either with du or any third party hosting providers.
  - 3.7.2 Should the customer chose to use du's domain hosting service, any changes on domain records shall be handled as individual requests which can be submitted through your du Account Manager or du business customer care.
- 3.8 **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:

  - 3.8.1 If the service is not working as described in the application form and is not in alignment with the T&Cs;
  - 3.8.2 If the customer had been misinformed before signing the contract;
  - 3.8.3 Subject to device and router must be in original packaging in order to accept the cancellation;
  - 3.8.4 Third party services will be charged such as Domain registration.
- 3.9 **Internet speed**

The subscribed internet speed may vary depending on the physical environment, usage of WiFi devices and usage of Firewall.
- 3.10 The e-Commerce Starter Kit offer must be redeemed within 3 months from the time of delivery.

## 4. Add-ons

- 4.1 **Renewal**
  - 4.1.1 After completing the Minimum Term of 12 or 24 months, customers can choose to renew their Add-on 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 the expiry of the Minimum Term.
- 4.2 **Early Termination Charges**
  - 4.2.1  $\text{Qt.} \times 1 \text{ full monthly recurring charge} \times \text{Remaining number of months}$
- 4.3 **Cancellation**
  - 4.3.1 Purchased Add-ons will not be canceled automatically upon cancellation of core services.
  - 4.3.2 A separate request will need to be submitted for cancellation of purchased Add-ons.

# 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](http://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