

What internet packages do you have available?

It consists of 3G packages, available

- 1- daily packages
- 2- weekly packages
- 3- monthly packages.

where each subscriber receives distinctive packages to be consumed while using the mobile network. You can purchase one of the 3G packages through the

- 1- mobile app
- 2- Calling *999#
- 3-Visiting our website
- 4- visiting our showrooms
- 5- Via call Contact center

If I have a recurring monthly package, can I purchase additional packages?

If you have a recurring monthly package, you can purchase additional weekly or daily recurring packages.

How can I inquire about the package details?

through the:

- 1- mobile app
- 2- Calling *999#
- 3-Visiting our website
- 4- visiting our showrooms
- 5- Via call Contact center

Will I receive a notification when the package expires?

Yes, you will receive a notification

How to benefit from 3G services?

By using the mobile application or dialing *999# you can access and benefit from 3G services.

How long is the validity of daily packages?

The validity of daily packages lasts until the end of the following day from the time of purchase, and they renew automatically daily If it is renewed.

What is the internet speed and what is the optimal speed I should have?

The frequencies obtained by Jawwal support a sufficient speed for streaming high-quality videos without interruption and for fast and smooth internet browsing. Jawwal has installed many communication towers covering all areas in the West Bank to ensure that service performance does not drop during peak times.

Is there a limit to the number of times you can benefit from daily, weekly, and monthly packages?

There is no limit to the number of times you can benefit from the package, whether it is monthly, weekly, or daily. The benefit from the package ends after consumption. After consumption, several options are available for the subscriber.

Will the remaining balance from the monthly package carry over to the next month?

No, the package renews at the beginning of each month

Do I need to change the SIM card?

No need, the current SIM cards support 3G technology