**What is the unlimited data promotion on Internet Calling Plans?**

Existing and new subscribers in the monthly postpaid or prepaid internet calling plan will enjoy unlimited data for 12 months to make voice and video calls with the supported apps such as Voico UAE, HiU Messenger and C’Me at no extra fees. This is a limited time promotion.

**How do I get the unlimited data promotion on Internet Calling Plans?**

For existing and new subscribers on the postpaid or prepaid monthly internet calling plan, no action is required as the unlimited data will be added automatically to their Internet Calling Plan to use for voice and video calls with the supported apps.

**What is Etisalat Internet Calling Plan (ICP)?**

The etisalat Internet Calling Plans allow Prepaid and Postpaid users as well as eLife home users to make free unlimited video calls with anyone in the world using one of the available supported apps – Voico UAE, HiU Messenger and C’Me – in the App Store and Google Play Store. You can subscribe to either, or both, of the Internet Calling Plans below:  
  
• Internet Calling Plan for Mobile: Use this plan with your mobile data package (Prepaid or Postpaid) to make voice and video calls while on the move  
• Internet Calling Plan for eLife: make voice and video calls from your eLife home Wi-Fi network

**How can I activate Etisalat Internet Calling Plan (ICP)?**

• For mobile users, subscribe to the Internet Calling Plan through [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp) or texting 'ICP' to 1012  
• For eLife Home users, subscribe to the Internet Calling Plan through:  
  - [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp)  
  - calling 125 from your home landline  
  - calling 101 or texting 'EICP' to 1012 from your mobile number that is registered with your eLife account  
• Download any of the registered supported apps available in the Apple App Store or Google Play Store  
• You are ready to access unlimited video calls, as well as texting anyone who has the same application, across the globe.  
  
It’s important to remember:  
  - All devices connected to the eLife home Wi-Fi will be able to use the supported apps with an active eLife Internet Calling Plan subscription  
  - If you are using the Mobile Internet Calling Plan, the data consumption will be charged from your mobile data package

**How do I unsubscribe from the Internet Calling Plan?**

Mobile Internet Calling Plan:  
  - Send ‘CCP’ to 1012 or  
  - Use [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp)  
  
eLife Internet Calling Plan:  
  - Dial 101 or  
  - Use [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp)

**What are New Freedom plans?**

New Freedom plans are a portfolio of postpaid plans which give you the freedom to keep any conversation going with unlimited local and international calls on select plans. You can even reach out to more people for less by committing to these plans for 12-months.

You can also enjoy exclusive benefits on data and minutes and get instant access to Smiles ‘Unlimited Buy 1 Get 1’ vouchers.

**How do I make unlimited calls with the new plans?**

You can make unlimited calls to mobile or fixed non-premium numbers in the UAE or selected international countries with the eligible New Freedom plans (325 and above). Just choose a plan based on your requirements and enjoy complete freedom from calling limits. For unlimited calls to one preferred country, you will be able to change the preferred country once in a month.

Please note that premium numbers such as charged 600 IVRs aren’t included in these plans.

**Which countries are eligible for Flexi minutes/unlimited calls?**

Flexi minutes/unlimited calls can be made to both local and selected international countries. For the full list of the eligible countries, click [here](https://www.etisalat.ae/en/system/wst/assets/docs/consumer/mobile/freedom/freedom-unlimited.pdf)

**How do I select my preferred country for making unlimited calls?**

Majority of international countries can be chosen as the preferred country for making unlimited calls. For the full list of the eligible countries, click [here](https://www.etisalat.ae/en/system/wst/assets/docs/consumer/mobile/freedom/freedom-unlimited.pdf)

If you are getting your plan from any of our stores, our customer service representative will help you in setting up your preferred country. If you would like to configure or update your preferred country by yourself, then you can do it free of charge by:

- Using [My Etisalat UAE mobile app](https://www.etisalat.ae/en/c/mobile/my-etisalat-uae-app.jsp)  
- Visiting [etisalat.ae](https://www.etisalat.ae/en/index.jsp)  
- Sending an SMS with the command “SET Country code in 00 format” to 1012. For e.g., if you want to set India as your preferred country, send “SET 0091” to 1012. For the full list of countries and codes, click [here](https://www.etisalat.ae/en/system/wst/assets/docs/consumer/mobile/freedom/freedom-unlimited.pdf)

Please note that you can change the preferred country only once in a month.

**When I call my preferred country using unlimited international calls, will Flexi minutes be deducted from my plan?**

No, calls to your preferred country will not consume minutes from your Flexi minutes allowance. You will be able to use your Flexi minutes for local use and for making calls to other countries.

**What are Freedom plans?**

Freedom plans are the all-new postpaid mobile plans designed to give you the freedom of choice and simplicity with more data and minutes with or without a contract in addition to free UAE Wi-Fi hours access.  
  
Don’t want a contract? No worries, you can still get Freedom plans’ incredible data and minutes allowances without a contract. And for a limited time period only, etisalat presents the Etisalat Data Festival where you can enjoy even greater data allowances at no extra cost.

**How to benefit from the 100 free UAE Wi-Fi hours?**

With Freedom plans, you will receive 100 free UAE Wi-Fi hours monthly to enjoy free internet access at more than 350 locations including shopping malls across the the UAE when you connect to “UAE Wi-Fi by etisalat”. For first-time users, simply follow the sign-up instructions after connecting.

Select “UAE Wi-Fi by etisalat” to be directed automatically to the Wi-Fi landing page on your internet browser

On some devices, you may need to open your internet browser and type a website address – for example etisalat.ae – to be directed to the Wi-Fi landing page

**What is the free STARZ PLAY promotion?**

This is a limited time offer for you to enjoy a huge library of blockbuster Hollywood and Bollywood movies as well as STARZ original series, absolutely free for the first 6 months\*. Simply text “2” to 1110.  
  
Following the six months of free STARZ PLAY, a monthly charge of AED 40 (5% VAT included) will be applied if you choose not to cancel.  
  
To cancel anytime, text “C STM” to 1110.

**How do I get the free “Buy 1 Get 1” entertainment deals?**

When you subscribe to a Freedom plan and download the [Smiles](https://smiles.etisalat.ae/Smiles-Portal-1.0.0/#/) by Etisalat app, you will start benefiting from amazing daily deals on hundreds of your favourite brands.  
  
You will also enjoy a 50% discount on movie tickets, as well as "Buy 1 Get 1" free deals on entertainment, shopping, dining, travel and wellness.  
  
Download the Smiles by Etisalat app now to start earning your Smiles points.

**How do I subscribe to the add-ons?**

Simply use any of the following methods to subscribe or unsubscribe to a range of add-ons (Data Booster, Roaming add-ons, Internet Calling Plan, and other services.

Via [My Etisalat UAE](https://www.etisalat.ae/myetisalatapp) app

By dialling \*101#

By visiting any etisalat [Business Centres](https://www.etisalat.ae/en/storelocator.jsp) or [outlet](https://www.etisalat.ae/en/storelocator.jsp)

By calling 101

Control Lines

**What is the New Control Line?**

The New Control Line is a new concept that gives you full control over usage and bills. You receive a monthly bill with a fixed amount, and if you want to use more, you can simply recharge your credit balance and use more minutes or data anytime during the month.

The benefits of the New Control Line are:

Amazing minutes allowance to one preferred number

Non-stop data

Per-second billing

Incredible rates on local and international calls

Great value on data and voice calls

Flexibility of subscribing to the available prepaid add-ons

**How does the New Control Line work?**

The New Control Line is a mix of a postpaid and a prepaid line. You receive a monthly bill with a fixed amount that cannot exceed the monthly rental. If you consume the given minutes and data, you can use more or purchase additional packs simply by recharging your credit balance using a variety of methods, such as credit card, Smiles points or a prepaid recharge card. In addition to extra usage, credit balance can also be used for the monthly bill payment.

**What are the monthly benefits and charges for the New Control Line?**

New Control Line 80 (flexi minutes):

Price\*: 80 AED

Minutes allowance: 50

Calls to preferred Etisalat number: 1,000 minutes

Data allowance: 1GB non-stop

Promotional data: 1GB

New Control Line 80 (local minutes):

Price\*: 80 AED

Minutes allowance: 100

Calls to preferred Etisalat number: 1,000 minutes

Data allowance: 1GB non-stop

Promotional data: 1GB

Add-on: Additional preferred number add-on:

Price\*: 40 AED

Calls to any local mobile preferred number: 1,000

\*5% VAT included

**How can I pay for my bill and recharge my balance?**

Bill payment: Bill payments are dedicated to settle your bills and any extra payment amount cannot be used for extra usage. You can pay your bill using your credit card, Smiles points or your credit balance via Etisalat online services, the [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp) or by dialling \*555#.

Credit balance: This balance can be used to make extra usage or purchase saving packs, and it can also be used to make a bill payment. You can top up your credit balance using your credit card, Smiles points or prepaid recharge cards, via Etisalat online services, the [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp) or by dialling \*555#.

**What will happen if did not pay my bill even if I have enough balance ?**

The monthly bill is not automatically deducted from your credit balance. You need to visit Etisalat online services, log in to the My Etisalat UAE app or dial \*555# to pay the bill from your balance. Failing to do so temporarily disconnects the service and your credit balance cannot be used to make calls, send SMSs or access data.

**What is the New Postpaid plan?**

The New Postpaid is a completely new approach to how you stay in touch offering 50 Flexi bundled minutes and 100MB of bundled data for just AED 50/month (5% VAT excluded). And with our new add-on system, you can customise your New Postpaid with 7 types of add-ons, whenever you want. Beyond flexibility, you'll enjoy great value with our new per-second billing system.

**What are the connection fees of the New Postpaid plan?**

The connection fee is AED 125 (5% VAT excluded).

**How can I subscribe to the add-ons?**

- Via [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp)  
- Dialling \*140#

**How do I manage my add-ons?**

- Via [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp)  
- Dialling \*140# and follow the instructions  
- Dialling 125 and follow the instructions

**Will I be charged on a per-second basis?**

No. All bundled minutes are charged on a per-minute basis.

**Can I activate Combo add-on without entering a preferred number?**

No. Preferred number has to be activated during Combo add-on activation.

**What is the maximum number of add-ons I can have during the same month?**

The maximum is 10 add-ons (per type).

**How can I check my usage?**

Via [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp)

Log on to [www.etisalat.ae](https://www.etisalat.ae/)

To check package details, text “NP” to 1012

To check balance allowances,

Text NP Balance to 1012

Dial 101#

Dial \*140#

Dial 170# (for data only)

**I am an existing postpaid customer; can I migrate to the New Postpaid plan?**

If you are an existing Postpaid user on a non-contract plan, you can migrate to the new plan by calling 101 or visiting an etisalat Business Centre. If you are an existing Postpaid user on a contract plan, you have to first visit an etisalat Business Centre, terminate the contract and pay the applicable exit charges and then migrate to the new plan.

**Will I get any extra benefits in the Emirati Plan?**

A silver number will be included for a new account activation with a 24-month contract.

**How can I use the included local minutes in the Emirati Plan?**

The included local minutes can be used to make calls to local mobile and landline numbers. Calls to special numbers (example: numbers starting with 600) are not part of the included minutes and it will be charged separately.

**What are the charges for local calls after the included minutes are over in the Emirati Plan?**

Local calls out of the included minutes are charged at 0.5 fils/sec.

**Will I be charged on a per-second basis in the Emirati Plan?**

Yes, Emirati Plans are based on per-second pulses.

**What is Credit Transfer?**

We offer you a number of solutions to meet your needs. You can now transfer data and credit locally and internationally as well as request credit from your family and friends.

**Who is eligible for credit transfer?**

Local Credit Transfer:  
All Wasel (prepaid) and postpaid users with active accounts can use this service to transfer credit to prepaid etisalat numbers

International Credit and Data Transfer:  
All prepaid (Wasel and FIVE) and postpaid users can send credit or data to prepaid accounts in selected countries overseas

Request for Credit Service:  
Prepaid users can use this service

**What are the charges?**

Local Credit Transfer:

5% of the transferred amount will be deducted from the sender as a transaction fee

International Credit and International Data Transfer:  
There are no transaction fees while transferring credit or data. However, rates may vary from one operator to another, and the fixed denominations will be SMSed to the sender. Foreign exchange rates may also vary

Request for Credit Service:  
This is a free service, but limited to two requests per day

**How can I request credit?**

To transfer credit without a PIN Code:

Dial \*100\*Mobile No.\*Amount#

Mobile app: Share Credit and Data - Pay & Recharge for friends

To transfer credit with a PIN Code:

Dial \*100\*Mobile No.\*Amount\*PIN Code#

To request a new PIN:

Text "CTPIN" or "CT PIN" or "CPT" to 1010; SMS is 32 fils (5% VAT included)

To change the existing PIN:

Dial \*143\*Old PIN\*New PIN

To request credit:

Dial \*107\*050XXXXXXX\*Amount#

To reset the forgotten PIN:

Call 101 or visit any etisalat store

To cancel the PIN:

Visit any etisalat store

**How can I transfer data and credit internationally?**

International credit can be transferred in the following ways:

Dial \*100# and follow the instructions

Dial \*100\*international number# and follow the instructions

Text the international number to 1700 and follow the instructions

International data can be transferred in the following way:

Text the international number to 1700 and follow the instructions

**What are the weekly and monthly International Packs?**

Weekly and monthly International Packs are packs with a set subscription fee that give Prepaid users allowance of international calling minutes.

**How do I subscribe to weekly and monthly International Packs?**

- Dial \*135\*90# and follow the instructions.  
- Send SMS to 1012 with the following keywords:

Subscription Keyword:

International Weekly Plan: idd25

International Monthly Plan: idd79

Un-subscription Keyword:

International Weekly Plan: C idd25

International Monthly Plan: C idd79

Once the subscription is active, you will enjoy 1000 Minutes in the monthly or 200 Minutes in the weekly pack. You can make calls to as many numbers in your home country as you wish with no limitation on the called numbers.

**How do I check my remaining balance for weekly and monthly International Packs?**

Simply text “usage” to 1012.

**What is the subscription fee for the weekly and monthly International Packs?**

Subscription fee is AED 25 for the weekly International Pack and AED 79 for the monthly pack, 5% VAT included.

**Is there a call setup fee for weekly and monthly International Packs?**

No, you only pay the subscription fee.

**What is Double Data promotion?**

For a limited period only, get double data allowance without any additional charge when you subscribe to any eligible New Freedom plans.

You will enjoy double data allowance for 12 months from the month of your subscription, after which your data allowance will go back to the original data allowance of the plan.

**What are the eligible plans for Double Data promotion?**

Double data promotion applies to the following plans:

- New Freedom 200 and above plans

**Who is eligible for the Double Data promotion?**

You’re eligible for the Double Data promotion if:

- You’re currently on a Freedom 225 or above plan that was activated between 31st March 2019 and 16th Apr 2020  
- You’re a new subscriber to any of the eligible New Freedom plans

**Are there any charges for getting the Double Data promotion?**

There’re no charges for getting the Double Data promotion.

**How can I opt-in to the Double Data promotion?**

There’s no need to opt-in to the Double Data promotion. Eligible customers will get their data doubled automatically. Other postpaid customers can simply migrate to the eligible plans to get the double data allowance promotion.

**What is the etisalat Credit Transfer service?**

The etisalat Credit Transfer service is a new service that gives you the convenience of transferring credit/balance from your Postpaid or Prepaid account to another Prepaid account.

**How can I subscribe or activate the etisalat Credit Transfer service?**

The etisalat Credit Transfer facility is available to all active Prepaid and Postpaid accounts. No registration or subscription is required to use the service.

**How do I send credit from one account to another?**

Transferring credit from your account to another account is quick and easy.  
  
Just type the following command on your mobile screen (not as an SMS) and press the send key:  
\*Credit Transfer service code\*mobile number\*amount to be transferred# followed by the Send key.  
  
The credit transfer code for the credit transfer service is 100. For example, if you want to transfer AED 13 to a mobile number 050 123 4567, you need to send the following command:  
\*100\*0501234567\*13#

**What message will I get after sending the Credit Transfer command?**

After sending the Credit Transfer command, you will receive a message confirming the transaction details and requesting you to press 1 to confirm or 2 to cancel.

**What will happen if I press 1 to confirm?**

Upon confirming the credit transfer, the recipient will receive the credit in his account, and you will receive a message confirming the transfer and stating the balance in your account after the transfer.

**Why do I have to register my number?**

This is a TRA policy for Consumer mobile users to avoid fraudulent cases.

**How will I know that I have to renew my registration details?**

An SMS will be sent to you telling that the document details to have been expired and you need to renew it.

**How do I renew my registration?**

You can register your number:

Via [My Etisalat UAE app](https://www.etisalat.ae/myetisalatapp)

Via our [website](https://www.etisalat.ae/en/index.jsp)

By visiting the nearest Etisalat [business centre](https://www.etisalat.ae/en/storelocator.jsp) or [outlet](https://www.etisalat.ae/en/storelocator.jsp)

**What are the required documents for registration?**

For UAE national: Original Valid Emirates ID.

For GCC national: Original Valid Emirates ID OR Original Valid GCC ID OR Original Valid Passport.

For UAE resident: Original Valid Emirates ID.

For Government/Business Enitities: Government Decree or valid Establishment Card (for government entities) Valid Establishment Card (for business entities) Authorized Person details such as Passport copy with visa page & Emirates ID etc. (for both government & business entities).

Once you register one account, it will update the registration status of all accounts under your name and there will be no need for you to register each of them separately

**How do I check my registration status?**

Tracking online here

Dialling \*101#

Calling 125

**Who is eligible to use Multi SIM?**

The Multi SIM service is applicable for consumer plans (Postpaid and Prepaid) only and not available to business users.

**If I am a ported-in customer, can I use Multi SIM?**

Yes.

**Where can I subscribe to the Multi SIM service?**

You can visit any etisalat [Business Centre](https://www.etisalat.ae/en/storelocator.jsp).

**Does the Multi SIM service depend on my tariff plan?**

The subscription to Multi SIM is independent of the main primary package subscribed by the user.  
  
For example, if the main SIM is data-only SIM, all cloned SIMs will be data-only as well. If you have a New Postpaid plan on your main SIM, all minutes, SMSs, data packs etc. will also be available on cloned SIMs.

**Does Multi SIM support all networks?**

Multi SIM works on all types of networks (2G, 3G and 4G).

**What type of SIM cards work with Multi SIM?**

All SIM card types are supported, so you have the flexibility of adding/removing SIM cards and changing their type (mini/micro/nano SIM).

**How many additional SIM cards can I get?**

Postpaid users can get 4 additional SIM cards (all types of SIM cards)

For Prepaid users can get 1 additional SIM card

**What services will work on Multi SIM?**

All services, including roaming, will be applicable on SIMs (primary + clones). Voice, data, SMS etc. will be active on all SIMs simultaneously. However, receiving voice of calls will be enabled only on one SIM at a time and BlackBerry service will be active only on one SIM at a time

**What happens if I subscribe to a data package on Multi SIM?**

If you add a data package to your primary service, the data will be shared between the SIMs as part of the Multi SIM service.

**What happens if I migrate my main SIM?**

If you migrate from a postpaid to prepaid service or vice-versa, the Multi SIM service will be deactivated when you request for migration of service.

**What happens if want to change my main SIM package or tariff plan?**

If you want to upgrade/downgrade the data package or the primary service, it will not affect the Multi SIM service.  
For example, if you want to migrate from the 1GB plan to a 5GB plan, then the data + voice as per the new plan that you migrate to is shared between all the SIMs you are subscribed to.

**What are the codes to operate my Multi SIM service?**

Set up clone SIM to receive both voice and SMS. USSD code: \*105\*put SIM Number#

Activate the current handset to receive calls and SMS. USSD code: \*105#

Check device profile/handset ID. USSD code: \*\*105#

Check which device is activated for receiving calls. USSD code: \*105#

Check Multi SIM number and deactivate Multi SIM service. USSD code: \*170#

**I am a prepaid user; how much will Multi SIM cost me?**

\*5% VAT excluded

For Primary SIM there’s no charge on monthly rental.

For Additional SIM the monthly rental is 25 AED

To replace primary or clone a SIM the charge is 50 AED/SIM

Rental charges are deducted in full from your prepaid balance upfront

If rental deduction fails, the Multi SIM service will be suspended. You will have to manually reactivate the service after topping up your account with the required amount

If the Multi SIM service is suspended, only the clone SIM will be affected

If you deactivate and reactivate your service, you will be charged the monthly rental in full.