

TOS NOTIFICATION / FAQs

FAQs:

Q: How can I pay Etisalat Bills?

A: You have ELEVEN Convenient ways to Pay your Etisalat Bills

1. Etisalat Online Services.
2. Etisalat Business Centers.
3. Public Payment Machines (PPMs).
4. AutoPay.
5. Direct Debit.
6. Mobile Pay.
7. eZeePay (online payments through banks & Emirates Post).
8. BizDirect.
9. Off Line Payment via Banks.
10. Payment through ordinary mail.
11. Cheque deposit at drop boxes.

To know more in depth about each of the above options please refer to our Website

www.etisalat.ae/online or Call our Customer Service Representatives on 101.

Q: How can I avoid disconnection of Etisalat Services?

A: "AutoPay is an outstanding service from Etisalat where you can do an auto payment through registered credit card, based on your standing instruction.

AutoPay offers yet another schedule payment facility with immense convenience. All that required is to visit www.etisalat.ae/online and instruct Etisalat to settle your bills automatically on desired dates without having to remember or be reminded.

Q: Where are the nearest Etisalat Business Centers or Public Payment Machines?

A: To refer to locations of Etisalat Business Centers and Public Cash Payment Machines please visit our website www.etisalat.ae (Contact Us >>Our Locations)

Q: How can I enquire about Etisalat Bills?

A: Etisalat Billing Enquiry Number: 142 / Etisalat Customer Service Number: 101

Q: What types of Etisalat bills can be paid online using Etisalat online services website?

A: You can pay GSM, Telephone, Dial up, Al Shamil, Business One & E-Vision bills online.

Q: What's the maximum amount that can be paid in a single transaction?

A: There are no minimum or maximum amount restrictions for bill payments.

Q: What should I do if I make an incorrect payment?

A: You should call our customer service representative on our Toll Free number 101. Give them details of the transaction and they will be able to help you.

Q: What are the working hours for Etisalat Business centers?

A: Etisalat Main Business Centers are working from 8AM-8PM Sunday to Thursday and on Saturday from 8AM-1PM.