

application for existing customers



Welcome to Etisalat.
Complete this form if you wish to make changes to your existing account.

Customer Name: _____

Phone Number: _____

Type of line: Landline Mobile phone

1. Value-added services (mobile)

1.1 Messaging services	Provide	Disconnect
Vringo	<input type="checkbox"/>	<input type="checkbox"/>
Al Mersal Executive Voicemail	<input type="checkbox"/>	<input type="checkbox"/>
Greetune	<input type="checkbox"/>	<input type="checkbox"/>
Push to Talk	<input type="checkbox"/>	<input type="checkbox"/>
Mobile Mail	<input type="checkbox"/>	<input type="checkbox"/>
Etisalat Messenger	<input type="checkbox"/>	<input type="checkbox"/>
1.2 3G services		
Mobile TV	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Mobile Data Package	<input type="checkbox"/> 10GB	<input type="checkbox"/> 5GB
	<input type="checkbox"/> 100MB	<input type="checkbox"/> 10MB
1.3 SIM application services		
Taw'am	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> SIM card replacement	<input type="checkbox"/> GSM Postpaid to MyPlan	
<input type="checkbox"/> Wasel to MyPlan	<input type="checkbox"/> Upgrade/downgrade within MyPlan	
1.4 For MyPlan new/existing customers		
MyPlan	<input type="checkbox"/> Personal	<input type="checkbox"/> Business
	Plan selected	With device
Basic - Local	<input type="checkbox"/>	
Basic - International	<input type="checkbox"/>	
Plus	<input type="checkbox"/>	<input type="checkbox"/>
Extra	<input type="checkbox"/>	<input type="checkbox"/>
Ultra	<input type="checkbox"/>	<input type="checkbox"/>
If device selected:		
Make/Model		
IMEI #	<input type="checkbox"/>	<input type="checkbox"/>

1.5 SMS add on

100 SMS 250 SMS 500 SMS 1000 SMS

IDD add on

30 IDD minutes 60 IDD minutes 120 IDD minutes

Data upgrade 1GB Unlimited*

* Subject to a fair usage of 2GB

1.6 Control Access service

Bar all outgoing calls - (00) Provided Password

Bar all incoming calls Provided Password

Bar all incoming calls while roaming outside the UAE Provided Password

1.7 Roaming

	Provide	Disconnect
International roaming (postpaid)	<input type="checkbox"/>	<input type="checkbox"/>

1.8 Other (please specify) _____

2. Value-added services landline

	Provide	Disconnect
2.1 STAR Package (Call Waiting + Add-On Conference + Call Forwarding Unconditional)	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Advanced STAR Package (Call Waiting, Call Forwarding, Unconditional + No Reply + On Busy), Add-On Three Party Conference, CLIP Service and Code Control Barring National and International (0+00) or International (00)	<input type="checkbox"/>	<input type="checkbox"/>
2.3 Al Mersal Voicemail Service	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Caller/CLIP Service	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Bar only outgoing International calls (00) Provide a password	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Bar all outgoing calls - National and International (0+00) Provide a password	<input type="checkbox"/>	<input type="checkbox"/>

3. Other services (landline and mobile phone)

Plans	Provide	Disconnect
• Wasel Homeland	<input type="checkbox"/>	<input type="checkbox"/>
• Super IDD off-peak rates	<input type="checkbox"/>	<input type="checkbox"/>
• Global Friends & Family	<input type="checkbox"/>	<input type="checkbox"/>
• My Favourite Country Plan	<input type="checkbox"/>	<input type="checkbox"/>
• My Bouquet Package* (Mobile) <input type="checkbox"/> Lilac <input type="checkbox"/> Tulip <input type="checkbox"/> Orchid		
• Link Wasel to postpaid	<input type="checkbox"/>	<input type="checkbox"/>
• Telephone Directory listing	<input type="checkbox"/>	<input type="checkbox"/>
• Business 24/7**	<input type="checkbox"/>	<input type="checkbox"/>

* Not valid for MyPlan or MyBusinessPlan customers

** Business customers only

Postpaid number

Prepaid numbers

Change the number to: _____

Disconnect the line permanently Temporarily

From (dd/mm/yy): _____ To (dd/mm/yy): _____

Re-provide service

On (dd/mm/yy): _____ Contact No.: _____

Change of address

P.O. Box: _____ Emirate: _____

Etisalat Calling Card

Provide name to appear on the Calling Card
(maximum 20 characters)

Replacement

Change No. announcement

New No.: _____ for _____ months

Other: _____

4. Request for refund or credit

I have deposited the amount of AED

For:

Kindly arrange to refund the amount by:

- Cheque
 Crediting my bank account
Bank account number: _____

Account name: _____

Bank: _____

Branch: _____ City: _____

- Credit amount to my phone number

Contact No.: _____

5. Bill statement

Language Arabic English

Format

1. e-Bill 2. Mail 3. One Bill for Multi-account 4. No Bill

Detailed Detailed Account 1

Summary Summary Account 2

Address/Email: _____

6. Transfer subscribership

I have no objection to transfer the service to:

I agree to be bound by the Emirates Telecommunications Corporation conditions of telecommunications services.

New customer's signature:

- If transferee has an existing account with Etisalat, please give details: _____
- If transferee DOES NOT have an existing account with Etisalat, personal details of the beneficiary are requested.

Name of the new company/applicant: _____

C/O: _____

P.O. Box: _____

Emirate: _____

Nationality: _____

Passport No.: _____

Email: _____

Contact No.: _____

7. Equipment for ISDN line

Request for an additional socket Provide Disconnect

Multiple subscriber number to be provided (maximum-7)

8. Shifting

Internal External

Same location

From: _____ To: _____

New location w.e.f.: _____

Street: _____

Building name: _____

Flat/Floor No.: _____

Date required (dd/mm/yy): _____

Date of disconnection (dd/mm/yy): _____

Contact No.: _____

9. Your authorisation

I/We have read and agreed to the Terms and Conditions.

Signature

Company stamp (if required)

Date: _____

For our use only (only for external shifting)

Exchange: _____

Sector No.: _____

National number exchange: _____

Plot No.: _____

DP No.: _____

Service order No.: _____

New telephone No.: _____

Remarks: _____

S/O No.: _____

Tel No.: _____

Customer reference No.:

Service No.:

Tel No.: