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Pagers

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Standard Telephones

◆ Nitsuko ST-5ET & Mitte Tel 8

For your Convenience

A standard telephone is supplied to all Etisalat subscribers with every new line connection. These phones are trouble free, offer clear conversation and are attractive and durable.

Features :

- One Touch Last Number Redialling
- Selectable Tone and Volume
- Can be connected to PABX
- Available in different colors and Models

Charges :

Sale Price	Dhs. 85
First Telephone Line *	
Connection charges	Dhs. 200
Quarterly Rental	Dhs. 45
Additional Telephone Line *	
Connection charges	Dhs. 100
Quarterly Rental	Dhs. 45

* One standard telephone line is provided free of charge. If you would like to purchase a [CLIP Standard telephone](#) when you apply, you are required to pay an extra charge of Dh. 50/-.

Related Services :

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CLIP Phones

Standard Telephones with CLIP function

See who is calling you !

◆ CY - 1173

- Hands free speaker phone.
- Stores & display s 99 Caller Records
- 12 Speed Dial Memory
- 3 Direct Call Memory
- Special Display Indicator
- 3 Line LCD Display
- Contrast Control
- Direct Call Back from Memory
- Read for Receiving Call Information
- Delete Button
- Redial of last number called
- Review Button to Scroll Messages
- Off-Low-High Ringer Volume
- Automatic Low Battery Detector
- Free Wall Mounting Kit

**NOW
Available with
Hands FREE
SPEAKER PHONE**

For ONLY Dhs. 135/-

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◆ [CLIP Feature Phone \(Model CY 1335\)](#)

- Feature phone with CLIP function displaying caller's phone number, date and time of call
- Stores 99 callers' numbers
- Rejected call list
- VIP call list
- Caller ID memory dial (Call Back)
- 20 numbers memory
- Built -in timer
- Hands -free speaker phone
- Call restriction
- Automatic repetitive dialing
- Unit Sale Price ...**Dhs. 250/-**

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Key Systems

NITSUKO

◆ [TX 308](#)

Users of TX308 can enjoy a wide range of unique features, like CLIP facilities in addition to the hybrid structure of the system which allows the connection of either a key telephone or a standard telephone to the same port.

System Capacity : 3 Lines & 8 Extensions

Features include :

- 1- Clip Facility
- 2- Direct Inward System Access (DISA)
- 3- Station Message Detail Recording (SMDR)
- 4- Programmable Station Keys
- 5- External Music on hold
- 6- External Voice Paging
- 7- Dial Block
- 8- Message Waiting facility

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Key Systems

NITSUKO

◆ TX 1232 / 2464

The TX series key system is a complete communications system. The compact design lets the system be installed practically anywhere. In addition, the capacity of the system can be flexibly adapted to precisely match user needs, providing easy and cost effective growth.

(Now, also available with [CLIP](#) interfaces)

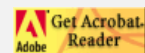
Features include :

- Voice Announcement/Recording Function
- Auto Attendant Function
- Alphanumeric Display
- Direct Inward System Access
- Enhanced User Interface
- Hybrid Interface
- Dial Block
- Walking Class of Service
- Flexible, expandibility up to 24 lines and 64 extensions

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Key Systems

NITSUKO

◆ NICE 32i / 288

Today, the volume of information exchanged around the globe is fast multiplying. Voice and Data communication is rapidly increasing in importance for businesses.

The Nice-32i and Nice-288 supports the most advanced features and applications that meets your business needs.

The System's flexibility and ease of maintenance meets the requirements of the new age technology and opens new opportunities in national and international communications. For example, confirmation of orders, invoices, planning & construction data and up-to-date news all can be quickly transmitted and received direct from your desk. (Now also available with [CLIP](#) interface

Features :

- System Expandability
- Euro-ISDN compatibility
- Data Communications Services/ 3b channels
- Voice Message Services/Voice Mail
- Voice Announce Unit (VAU)
- On-Site Programming and remote Programming
- Calling Line Identification
- Direct Dialling
- Module Cabinet
- Flexible System Numbering
- Direct Inward System Access
- Available with **CLIP interface** - calling party is displayed

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Key Systems

PHILIPS

◆ [K104 \(PHILIPS\)](#)

The SOPHO-K104 system offers a total communication package by enabling telephones, facsimiles, answering machines or modems to be connected to a single exchange line.

Offering 1 exchange line and 4 extensions, the system is specifically designed to meet the needs of the small business and the business based at home.

Calls can be made internally from one room to another making it easier to attract someone's attention.

It also provides three way conversation between two internal parties and one external party.

Features :

- Bell Programming
- Broker's Call
- Call Hold
- Call Pick-up
- Call Restriction
- Call Transfer
- Conference
- Enquiry Call
- Incoming Call Warning

Telephone charges:

Central control unit (K104) Dhs. 492

Extension telephone (K162) Dhs. 206

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Key Systems

PHILIPS

◆ [SOPHO - S15 / S25 /S35](#)

Orchestrate Your Business Communication for the next Millennium

Business communication in the next century, as it is already happening now, will be dominated by multimedia (voice, video, fax, etc.) applications. And one key system that allows you to ride the crest of this new wave is the fully digital SOPHO Key Systems.

The SOPHO technology used in these key systems, brings the benefits of [ISDN](#) - vital for multimedia communications, to business in all sectors. Its unparalleled flexibility and functionality gives your business a wide range of applications - from a basic feature phone to a unique integrated solution that offers ISDN advantages by opening up multimedia channels - Voice, Data Communications, High Speed Fax (G4), Video and "Screen Sharing" multimedia applications. This increases business efficiency and speeds up communication, resulting in reduced costs as well as more workgroup productivity - a distinct advantage you can't afford to lose.

What's more, no matter what size your business becomes, SOPHO Key Systems can orchestrate your business communication for the next millennium.

System features include :

- Digital Technology.
- [ISDN](#) Technology.
- Voice Mail.
- Auto Attendant.
- PC Interface.
- Easy Expandability.

Additional System Features : **SOPHO - S15/25/35 Maximum Configuration :**

- Analogue [CLIP](#). **S15-** 12 Lines and 32 extensions.
- Direct Inward System Access. **S25-** 24 Lines and 56 extensions.
- Door Phone Interface. **S35-** 24 Lines and 84 extensions.
- External Music-on-hold.

For more details on other advanced
features of these key systems....
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PABX Systems

PHILIPS

◆ [SOPHO iS 3000 series](#)

The SOPHO iS 3000 Series is a modular ISPBX system which can be tailored to meet individual user's needs simply by adding appropriate applications. The system is the platform for accommodating applications which can be physically or functionally integrated into the system. The iS 3000 can run any application software designed for ISDN. The unique modular design of the iS 3000 offers unmatched growth potential.

Different users will have different types of needs. The system offers a range of analogue and ISDN business phones which are designed to meet the needs of 4 identified user groups :

- Normal users
- Frequent Users
- Manager/Secretary Users
- IT Users

Features :

- Unique ISDN capabilities
- Speed dial keys
- Last number re-dial
- Full hands free working
- Optional display of date & time
- Incoming call transfer facility
- Hot-line to fixed destination
- Number dialing via key-pad
- Paging Service
- Messaging Service
- Automatic call Distribution
- Computer Telephony Integration
- Cordless Communication
- Multimedia Communication
- Private Networking

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PABX Systems

ERICSSON

◆ MD 110

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- [Features](#)
- [Benefits](#)
- [Dialog 3000 Phones for the MD110](#)
- [D.N.A. Application Suite for System and Network Management](#)



Image

For your total communication needs

Introducing the MD110

The MD 110 PABX provides a voice, data, video, multimedia and mobile communication system for medium to large size companies. Its open architecture supports new functions and technology. It also supports the connection of advanced system terminals for voice, data and multimedia in varying combinations and at a pace that suits the customer's requirements as well as their budget.

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Advanced Features

- New modular design that supports hub/node server configurations
- Multimedia functions support based on open standardized interfaces.
- Dialog 3000 - New family of digital system telephones
- Provides mobility and the freedom to make and take calls from anywhere.
- S&NM with built-in TCP/IP and SNMP for efficient IT oriented system and network management.

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Customer Benefits

- **Scalability** Depending on configuration, the system can support up to 20,000 extensions under normal traffic conditions.
- **Flexibility** Use of universal hardware and software in the MD 110 makes reconfiguration and expansion of the system easier and cheaper.
- **Reliability and Availability** Each module in the system is capable of independent operation if the feature link to the rest of the system fails.
- **Decentralization** The decentralized processor architecture of the MD110 renders it virtually impregnable against disaster failure.
- **Multimedia**
(Add image) The MD110 offers cost-effective solutions for personal conferencing in both narrow and broad band configurations.
- **Personal Number**
(Add image) Helps mobile users to manage their calls by giving them a personal single number that can be used anywhere in the world on any DTMF phone.

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Dialog 3000 Feature Phones

The MD110 uses the Dialog 3000 system telephone family :

Dialog 3211 (Add Image)	<ul style="list-style-type: none">▶ Preferred Entry level telephone for the MD110.▶ CTI support (Computer Telephony Integration) or simultaneous data communications▶ 15 function keys▶ Hands free Operation
Dialog 3212 (Add Image)	<ul style="list-style-type: none">▶ Standard Digital system telephone for the MD110.▶ 2 x 20 alphanumeric character display▶ 15 function keys▶ Hands free Operation

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MD110 D.N.A. APPLICATION SUITE

- For System and Network Management

- First suite of applications based on the Ericsson Dynamic Network Administration concept.
- Operating system Microsoft Windows NT 3.5
- Provides a high degree of usability, flexibility and functionality.
- Can be distributed over LAN or co-installed on a single industry standard PC.
- The applications are :

D.N.A. Event Manager

- Simple to use Network Management Application
- Helps system administrator maximize availability of the MD110.
- Easy graphical user interface for monitoring of network.
- Provides real time notification of alarms and network events.

D.N.A. Extension Manager

- Enables cost-effective and fast adaptability of the MD110.
- Intended for the PABX System or Network Manager

D.N.A. Directory Manager

- Provides the means for simplified viewing, editing, adding and deleting of directory data.
- Allows multiple users to access directory database.

D.N.A. Performance Manager

- Optimizes trunking and routing performance.
- Simple to use and flexible interface.

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PABX Systems

SIEMENS

◆ [HICOM 300 E](#)

Globalization has created a new dimension of competition - a market without frontiers. Quick and efficient multimedia communication is what will give businesses the competitive edge in this new era.

If you are running a medium or a large size business, then the HICOM 300E PBX is the perfect choice.

Flexibility Unlimited - With state-of-the-art integrated tele-management solutions based on SNMP and windows NT platforms, the HICOM 300E PBX System speeds up business communications

It supports Voice Calls, Data Communications, Video, Multimedia and Mobile communications as well as standard analogue functions. Its open standardized interfaces support Multimedia functions as well as Computer Telephony Integration (CTI).

Economy Unlimited - Further, its modular design saves you time and money. And its ease of upgradeability helps you keep up with technology at a pace that suits your needs and budget.

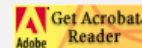
Mobility Unlimited - What's more, it gives you the freedom to be on the move and still be able to make and receive calls.

All this and more, comes with Etisalat's unsurpassed services and One Year Warranty.

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Pagers

◆ [Mubasher](#)

Mubasher is compact and lightweight but durable. It has a large, highly readable display and easy operation with advanced functions.

Features Include:

- Synthesizer multi-channel Frequencies (3)
- Programming for operating versatility (optional)
- Dual Address System
- Automatic Power On/Off (optional)
- Convenient Vibrating Alert (optional)
- Timer Alarm
- User Setting Alert (4 kinds of Alerts : User selectable)
- Backlit LCD (12 digits at a time)
- High Message Memory Capacity (max.320 characters)
- Easy Message Keep (up to 6 messages for 7 days)
- Memory Back up functions
- Automatic Message Scroll

Connection Charges *	FREE
Quarterly Rental	Dhs.80/-
Sale Price	Dhs. 315/-

Note (*) : Available for replacement ONLY for all channels from 1-9.

Related Services :

- [Paging System](#)

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◆ [Taresh](#)

TARESH is a light weight pager that can be carried easily in your pocket. Though it is small in size, it is big in the features it offers. It costs your caller nothing to let you know that you are needed.

Features Include:

- Large backlight display
- Built-in time function
- Varied alert modes
- Large memory
- Long battery life
- Sleek & light weight

Connection charges * :	Dhs. 100
Quarterly Rent :	Dhs. 80
Sale Price :	Dhs. 555

Note (*) : Available for replacement ONLY for all channels from 1-9 except channel 8.

Related Services :

- [Paging System](#)

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◆ [Munadi](#)

Etisalat now offers you attractive options for the "MUNADI" Pager. The MUNADI Pager keeps your family, friends and colleagues in touch with you, wherever you are, whatever the time.

It is compact and lightweight with convenient, high-performance features that help you stay in touch while you are on the move....

Features Include:

- Memory Features.
- Message Numbering.
- Varied Alerts Modes.
- Built-In Time Function.
- Alarm Clock.
- Longer Battery Life

	MUNADI Option I	MUNADI Option II
Sale Price (Pager)	Dhs. 295/-	Dhs. 100/-
Connection Charges	Dhs. 50/-	Dhs. 100/-
Quarterly Rental	Dhs. 15/-	Dhs. 80/-
Calls from Normal Telephone (per pager)	30 fils	FREE

Get yourself a MUNADI that accommodate your needs....
Contact your nearest Etisalat sales office....

Related Services

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INTERNET EQUIPMENT

Modems

◆ [Hayes "Accura 56 K" Data/Fax Modem](#)

- K56 Flex Power
- The fastest Internet access available over ordinary phone lines
- Legendary Hayes reliability
- Save time and money by using 56,000 bits/s, (depending on line condition), download speeds
- Surf the Web at almost twice the speed of 28.8K modems
- Protect data with state-of-the-art error control
- Support the Hayes standard AT command set-the industry standard
- Fax at your fingertips
- Hands-free with full-Duplex speakerphone
- Unit Sale Price **Dhs. 655**

For further information and charges, contact your nearest Etisalat office.

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INTERNET EQUIPMENT

Modems

◆ [DIVA TA ISDN Modem](#)

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INTERNET EQUIPMENT

Routers

◆ [Ascend Pipeline 85 ISDN Router](#)

- Ethernet-to-ISDN router/bridge using high-speed ISDN lines and bandwidth on demand technology
- Advanced remote management features
- Multiprotocol routing and bridging allows remote users to simultaneously access corporate resources.
- Unit Sale Price **Dhs. 1,900**

For further information and charges, contact your nearest Etisalat office.

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SERVICES

Basic Telephone Services

◆ [Calling Card Services](#)

Etisalat is pleased to offer Etisalat Calling Card (ECC) and the Pre-paid (PPC) Service for the benefit of its customers.

These cards provide customers with direct access to the UAE from a growing list of international locations, in addition to making it convenient to call locally or overseas from any phone in the UAE.

- [Etisalat Calling Card](#)
- [Etisalat Prepaid Card](#)

Etisalat Calling Card - ECC **How to use your ECC?**

To call within the UAE or any International Destination

Dial the toll free access number - **800-8080**, enter the personalized card and PIN number followed by the destination number.

To call the UAE from overseas

Dial a local number in the country you are in, enter the personalized card and PIN number followed by the destination number in UAE.

All calls dialed world-wide using the Etisalat calling card will be billed at the callers residence/business or mobile telephone number here in the UAE.

The Basic concept being ***“Talk Globally Pay Locally”***

The Calling Card Service provide customers with convenient, hasslefree calling opportunity for personal or business use. The Calling Cards will save money on phone bills, because with this card the customer can dial from any phone, toll-free without paying any expensive surcharges (which are sometimes as high as 500%).

There are several other benefits with these Calling Card Services. Customers can enjoy calling with peace of mind. Customers do not have to worry about finding coins for a payphone or a Smart Card vendor to purchase a card when in UAE. Similarly customers can save themselves the trouble of looking for foreign currency or loose change when abroad. Best of all, our customers do not have to worry about paying on the spot.

All calls made world-wide will be billed in UAE Dirhams.



The Etisalat Calling Card Services are the key to a whole new world of communication services. These cards will be provided Free of charge to all our residential, business or mobile customers.

There is No Application, Subscription or Connection fee.

All the customers have to do is fill out a small application at any Etisalat Sales offices and pick up their Etisalat calling card and personalized number in three to five days of their application.

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Etisalat Pre-Paid Card - PPC **How to use your PPC?**

The Pre-paid cards are available in denominations of **Dhs.25/-**, **Dhs.30/-**, **Dhs.50/-** & **Dhs.100/-** and just like payphone cards can be bought from Etisalat or any grocery, supermarket etc.. The pre-paid card can be used from a payphone or any other phone worldwide.

To call within the UAE or to any international destination

Dial the toll-free access number - **800-8070**, enter the personalized card number followed by the destination number.

To call the UAE from Overseas

Dial a local number in the country you are in, enter the personalized card number followed by the destination number in UAE.

For Access Numbers to the UAE from abroad please [click here](#).

Note: 1) All calls made using Etisalat Calling card or Prepaid Card will be billed at the same charge as you pay today on your residential or business phones. There are no extra or hidden charges with either of these cards. The charges on Etisalat Calling Card and Prepaid Card are the lowest when compared to most calling cards available in the world today.

2) Prepaid and Smart Card purchases with a value greater than Dhs.1000 will entitle customers to a 10% discount on the total value.

For further information and charges, contact your nearest Etisalat office.

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SERVICES

Basic Telephone Services

◆ Calling Line Identification Presentation

With Etisalat's high performance CLIP units you can now have the caller's telephone number, as well as the date and time of the call. All these are shown in the LCD display in the CLIP unit giving you total control of your phone, as well as providing that little extra security that's sometimes comforting.

Features Include:

- Displays date, time and called number
- Large Window Display
- Over 90 Numbers Memory Storage
- Easy-to-Screen Information
- Special display indicated new call, total calls, etc.
- Compact size

Charges:

• Service Connection (<i>reduced to 50%</i>)	Dhs 50/-
• CLIP service Quarterly Subscription	Dhs 15



Sale Price of CLIP units:

[Model CY-1173](#)
(CLIP Standard Telephone)

Dhs.135/-

[Model CY 1335](#)
(Featurephone)

Dhs.135/-

Note :

- 1) Sale Price of CLIP units (Model - CY 1335) are charged on normal billing when subscribing to CLIP service.
- 2) Customers can purchase any number of CLIP units without applying for CLIP service.

For further information and charges, contact your nearest Etisalat office.

Get your clip connection now...Be in control of your phone...

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SERVICES

Basic Telephone Services

◆ Interactive Voice Response (IVR) Services

IVR is a fully computerized and automatic service that gives you access to convenient facilities and information right from the comfort of your home or on the phone from which you are calling. The following services are currently available :

- [Online Billing Services - Dial 142 / 143](#)
- [Etisalat Information Service - Dial 144](#)
- [Automatic Fault Reporting Service](#)

Online Billing Services - Dial 142 / 143

Dial 142 for English and 143 for Arabic to access the quickest billing information service for your telephone line, GSM or Etisalat Calling Card.

It provides you with the last month's outstanding bill amount as well as the bill amount upto the last hour.

This service can be accessed from 6:00 AM to 12:00 PM.
30 fils is charged per call.

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Etisalat Information Service - Dial 144

This service provides you with comprehensive information on Etisalat's Products and Services. Dialling 144 from your telephone or GSM will provide information on application procedures, prices and tariffs.

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Automatic Fault Reporting Service

This service assists you when you have a problem with your telephone, fax or telex. Just dial 170 (English) & 171 (Arabic) and follow the instructions step by step. This service is available 24 hours for your convenience.

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For further information and charges, contact your nearest Etisalat office.

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SERVICES

Basic Telephone Services

◆ **AI Mersal Messaging Service**

No changes

For further information and charges, contact your nearest Etisalat office.

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Basic Telephone Services

◆ **AI Mersal Messaging Service**

No changes

For further information and charges, contact your nearest Etisalat office.

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SERVICES

Information Services

◆ Star Services

Welcome to a world of convenience with Etisalat's STAR SERVICES.
To subscribe, simply dial 182 from your telephone line or just apply at your nearest Etisalat office.

- [Do not Disturb](#)
- [Automatic Alarm](#)
- [Hotline with Timeout](#)
- [Add On Conference](#)
- [Call Forwarding](#)
- [Call Waiting](#)
- [Code Controlled Barring](#)
- [Follow Me Service](#)

Etisalat's Do Not Disturb

Etisalat's Do Not Disturb service is a convenient way of letting others know that you are busy and not to be disturbed. It informs the caller that you are not available.

To Activate	Press * 2 6 # . You will receive a confirmation for the activation.
To Cancel	Press # 2 6 #. You will receive a confirmation for cancellation.
Connection	Dhs. 50/- (one-time payment)
Quarterly Rental	Dhs. 15/-

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Etisalat's Automatic Alarm

Now you can always be on time, with Etisalat's Automatic Alarm service. Simply activate the service anytime during the day or night. Your telephone will ring at the designated time and you will hear a recorded announcement. This service can be used immediately, without subscription.

To Activate	Press * 5 5 * followed by the time of alarm (2 digits for the hour, and 2 digits for the minutes) and then the # key..
To Cancel	Press # 5 5 * followed by the time of alarm (2 digits for the hour, and 2 digits for the minutes) and then the # key..
Charges	30 fils per usage

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Etisalat's Hotline with Timeout

A very useful service if you call up a certain number frequently. A Hotline can be set up and time can be saved dialing and waiting. On activation of this service, your call will be automatically set to the desired number each time you lift the handset. This service has to be subscribed to over the counter and can be activated later on your telephone by following the instructions given below :

To Activate	Press * 5 3 * followed by your desired number and #.
To Cancel	Press # 5 3 #. You will receive a confirmation of cancellation.
Connection	Dhs. 50/- (one-time payment)
Quarterly Rental	Dhs. 45/-

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Etisalat's Add On Conference

This service helps you make a second call on the same telephone while holding the first, switch between calls and also establish a 3-way conference.

To Activate	
3-way Conference	When you already have a call, press "Hook Flash" on your telephone. A tone is heard that puts your 2 nd party on hold. Now dial your 3 rd party's number. Once the 3 rd party is online, have the 2 nd party join in by pressing "Hook Flash", waiting for the tone and then pressing 3.
To put 3 rd party on hold while continuing calls with 2 nd party.	Press "Hook Flash", wait for tone and then press 2. This allows the calls between you and the 2 nd party to continue and puts the 3 rd party on hold.
To release 2 nd party from call while continuing calls with 3 rd party.	Press "Hook Flash", wait for tone and then press 1. This allows the calls between you and the 3 rd party to continue and puts the 2 nd party on hold.

Etisalat's Call Forwarding

When you are on the move and unable to attend calls, Etisalat's Call Forwarding Service can reroute your calls to your pager or to another telephone number in the UAE. The following 3 options are available :

Option	To Activate	To Cancel
Call Forwarding Unconditional	Press *21* followed by the desired number and then #.	Press #21# from the telephone you had activated the service from.
Call Forwarding on Busy	Press *67* followed by the desired number and then #	Press #67# from the telephone you had activated the service from.
Call Forwarding on No Reply	Press *61* followed by the desired number and then #.	Press #61# from the telephone you had activated the service from..

Connection charges : Dhs.50/- (one-time payment)
Quarterly Rental : Dhs.15/- (for each service)

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Etisalat's Call Waiting

The Call Waiting feature informs you of incoming calls through a special tone when you are busy engaged with another call. The second caller will hear a ringing tone instead of an engaged tone.

Option	To Activate	To Cancel
Call Waiting	Press *43# (you will receive a confirmation)	Press #43# (you will receive a confirmation for cancellation).
Ignore incoming calls	The new call will be rejected if no action is taken within 15 seconds of hearing the tone	-
To end current call and accept new one	Press "Hook Flash", wait for a tone and then press 1.	-
To hold current call and accept new one	Press "Hook Flash", wait for a tone and then press 2.	-

Connection Dhs. 50/- (one-time payment)

Quarterly Rental Dhs. 15/-

Etisalat's Code Controlled Barring

This service helps you prevent misuse of direct dialing facilities on your telephone. When you subscribe to this service (dial 182), you will receive a 4 digit personal code of your choice. This code enables you to activate or cancel the service.

To Activate	Press * 3 3 * followed by your personal code and #. Activation will be confirmed.
To Cancel	Press # 3 3 *. You will receive a confirmation for cancellation.
Connection	Dhs. 50/- (one-time payment)
Quarterly Rental	Dhs. 25/-
Change of CCB level or code	Dhs.50/-

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Etisalat's Follow Me Service

The Follow me enables you to forward your calls from any telephone to any other telephone within the UAE by just dialing 146 and following the voice instructions. When you subscribe to this service, you will automatically be subscribed to the Unconditional Call Forwarding Service and will be charged the quarterly rental for this service too.

NOTE : If you subscribe to one or more Star Services at the same time, the connection charge of Dhs. 50 is charged only once. Quarterly rentals are charged on each service individually.

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For further information and charges, contact your nearest Etisalat office.

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SERVICES

Information Services

◆ Operator Services

- [Operator Assistance - Dial 100](#)
- [GSM Customer Care - Dial 101](#)
- [Phonograms & Telegram Enquiries - Dial 131 \(Arabic\) / 130\(English \)](#)
- [Call Booking - Dial 150\(Arabic\) / 151\(English\)](#)
- [Call Enquiries - Dial 160\(Arabic\) / 161\(English\)](#)
- [Directory Enquiries - 181\(Arabic\) / 180\(English\)](#)
- [International Directory Enquiries - Dial 400-4181\(Arabic\) / 400-4-180\(English\)](#)

Operator Assistance

Customers requiring assistance for International Directories can dial service 100.

GSM Customer Care

For information, enquiries and assistance related to GSM service, just dial 101.

Phonograms & Telegram Enquiries

This service number enables customers to send telegrams or make enquiries related to telegram services. Dial 130 (English) / 131 (Arabic).

Call Booking

Dial 150 (Arabic) or 151 (English) for International Call bookings through Operator Service. There is a three minute minimum charge for all calls connected by the Operator. Additional time is charged in steps of one minute. A surcharge may also be added for extra services, such as person-to-person calls or collect calls.

Call Enquiries

For follow up on booked calls, dial - 160 (Arabic) / 161 (English).

Directory Enquiries

For subscriber telephone number enquiries, dial - 180 (English) / 181 (Arabic).

International Access to 180/181

- Customers outside UAE can access Etisalat Directory Enquiries by dialing
UAE country code plus 400-4-180 for English
UAE country code plus 400-4-181 for Arabic
- Normal IDD charges of the country where the call is originated will apply

For further information and charges, contact your nearest Etisalat office.

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SERVICES

Information Services

◆ Interactive Voice Response Services

IVR is a fully computerized and automatic service that gives you access to convenient facilities and information right from the comfort of your home or on the phone from which you are calling. The following services are currently available :

- [Online Billing Services - Dial 142 \(English\) / 143 \(Arabic\)](#)
- [Etisalat Interactive Information Service - Dial 144](#)
- [Automatic Fault Reporting Service - 170\(English\) / 171 \(Arabic\)](#)

Online Billing Services

Dial 142 (English) and 143 (Arabic) to access the fastest billing information for your telephone line, GSM or Etisalat Calling Card. Last month's outstanding bill amount as well as billing information upto the last hour can be accessed. Timings are between 6:00 AM to 12:00 PM. A charge of 30 fils per call is applicable.

Etisalat Interactive Information Service

For comprehensive information on Etisalat products and services, application procedures and prices, just dial 144 either from your telephone or GSM mobile.

Automatic Fault Reporting Service

This is a 24-hour service where you can report a telephone, fax or telex problem. Just dial 170 (English) or 171 (Arabic) and follow the step-by-step instructions given.

For further information and charges, contact your nearest Etisalat office.

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SERVICES

Etisalat Information Services

◆ GSM Toll Free Number - 800 5111 (Arabic) / 800 5000 (English)

The GSM Toll Free Number is a dedicated hotline for GSM subscriber complaints. It is a 24 hour service where complaints received are recorded and attended to by the Quality Assurance department.

Dial 800-5111 for Arabic and 800-5000 for English. These numbers are in addition to the [GSM Customer Care number 101](#) which is also functional.

Related Service :

[GSM Customer Care number 101](#)

For further information and charges, contact your nearest Etisalat office.

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◆ [Electronic Fund Transfer at Point of Sale](#)

◆ [Fax on Demand](#)

◆ [Value Added Network Services](#)

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SERVICES

Business Services

◆ Service 400

The GSM Toll Free Number is a dedicated hotline for GSM subscriber complaints. It is a 24 hour service where complaints received are recorded and attended to by the Quality Assurance department.

Dial 800-5111 for Arabic and 800-5000 for English. These numbers are in addition to the [GSM Customer Care number 101](#) which is also functional.

Related Service :

[GSM Customer Care number 101](#)

For further information and charges, contact your nearest Etisalat office.

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SERVICES

Business Services

◆ Service 500

This service is commonly known as Bulletin Board and is provided by Etisalat to Information providers and Commercial Databases for Public access. It is an ideal medium for broadcasting messages of interest across the network.

- Developed for PC (Personal Computer) users who wish to access Bulletin Boards or databases worldwide.
- Service supported and accessed via the Public Switched Telephone Network.

Charges :

Direct Exchange Line	Dhs 45 per quarter Dhs 200 (installation cost)
Call Charges	Charges depend on the speed requirements

For further information and charges, contact your nearest Etisalat office.

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SERVICES

Business Services

◆ Service 800

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SERVICE 800 - National Toll Free Service

Boost your New Business Contacts with Service 800

The nationwide toll free service that brings in new business and customers.

Service 800 is a toll free telephone service within easy reach of corporate companies to allow their customers easy, free-of-charge telephone facilities. Subscribers to the service are given a 800-prefixed telephone number that can be accessed by all callers at no personal cost. This makes it a valuable tool for marketing your company strengths and services to a wider audience.

Features :

- Callers are not charged for dialing the toll-free number, the subscriber is reverse-billed for all calls as per applicable rates.
- Two forms :
CENTRAL ACCESS
Calls originating from any part of the UAE terminate at a single, particular number in a set location.
MULTI-POINT ACCESS
Service may be provided in more than one location for the same customer with the same Service 800 number. Calls originating in a given location are routed to the toll-free.

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Advantages :

- It provides your customers a cost-free 'inquiry and information' telephone service.
- It guarantees a convenient, always reachable number, irrespective of caller location.
- It is a strategically smart solution and a better business practice.

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Charges :

CODE	DESCRIPTION	Connection Charge (Dhs.)	Quarterly Rental (Dhs.)
5800T	Central Access	300	300
5805T	Multi-point Access	300	300
5810T	Programming each exchange for multi-point access	300	N/A
5806T	Change in Service 800 number	300	
5807T	Change in terminating number	100	
5808T	Archiving Service 800 number		200

Service 800 - International Toll Free Service

The International Toll Free service allows UAE based customers to dial an overseas toll free number, free-of-charge, and the call will be reverse charged to the subscriber with the called number. An overseas caller is also able to dial a toll-free number

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