

# Etisalat Customer Service Charter

Etisalat has been providing telecommunications services in the UAE since 1976, and has built a modern telecom infrastructure and established itself as an innovative and reliable operator. Across the UAE, we provide fixed and mobile services, data, and internet services for everyone, as well as other services for business customers.

**Our vision: Drive the digital future to empower societies.**

## 1. Our commitment to you:

1. We will be respectful and courteous.
2. We will provide you with accurate information.
3. We will constantly improve and simplify our processes to serve you better.
4. We will have helpful and professional team members capable to fulfill your needs.
5. We will provide you with multiple service channels to ensure your easy and convenient access to our services.
6. We value your time and we will serve you in a timely manner.
7. We will safeguard your personal information and ensure secure interaction at all our touch points.
8. We will understand and respond to your concerns.
9. We will always welcome and value your feedback.

## 2. You can help us by:

1. Treating our employees with respect.
2. Explaining and clarifying your needs and requirements as clearly as possible.
3. Providing original identification documents when requested.
4. Complying with UAE laws and regulations, and the Terms and Conditions governing our services.

## 3. Complaint Handling Processes

Our Customer Care Commitment Excellent customer care is at the core of Etisalat’s business. We are committed to providing you with the highest quality of Etisalat Services and Products and our goal is to always meet or exceed our customer expectations and needs. If for any reason you are dissatisfied with Etisalat’s service, it is important that you inform us. Contacting us gives us the opportunity to continually improve our services and will enable us to quickly address any problems you are experiencing.

**How to make a complaint**

If you wish to make a formal complaint, please contact our Customer Care Centre available 24 hours a day, 7 days a week, or visit Etisalat’s Business Centers, service centers and outlets. Our customer service representatives are highly trained to help in resolving your concerns and complaints promptly. If your complaint was not resolved, our customer service representatives will lodge a formal complaint on your behalf.

You can reach our Customer Care Centre representatives through the following:

Telephone numbers (24 hours, 7 days a week)	For individuals	From inside the UAE, free calling number. 101
		From outside the UAE, calling number. +971 400444101
	For enterprises	From inside the UAE, Free calling number. 8005800
		From outside the UAE, calling number. +971 8005800
Email	care@etisalat.ae	
Fax	From inside the UAE: 105 From outside the UAE: +971 400444105	
Website	www.etisalat.ae	

**4. References:**

For more information please feel free to see our Code of Practice and General Terms and Conditions for both Consumer and Business, available on Etisalat website [http:// www.etisalat.ae](http://www.etisalat.ae) or any other communications channels stated in our General T&Cs (Business or Consumer)