



1. How can I register for eBill?

Simply visit <https://businessonline.etisalat.ae/ebill> and be ready with your Customer Number (or Party ID) and your Establishment Card.

You may register/update your email ID for all your accounts under the Customer Number (or Party ID) in one go or customise the email ID for individual accounts by entering each account number and corresponding email ID for each account.

2. Can I register the same email ID for eBill for many accounts?

Yes, the same email ID can be registered for eBill for many accounts. Our billing system will group all the accounts registered with the same email ID so that you will receive one email notification in your inbox.

3. Can I register several email IDs for one account?

No, only one email ID can be registered for eBill for each account. In case you need multiple recipients of the eBill, we recommend creating a group email ID (as shared inbox or distribution email).

4. As a Business customer, I have many accounts (e.g., 100 account numbers or 3,000 account numbers), will I receive 100 or 3,000 email notifications?

No, our billing system will group all the accounts registered with the same email ID so that you will receive one email notification in your inbox.

5. When will I receive the eBill?

You will receive the eBill between the 2nd and 4th of each month. Please ensure that you whitelist the Etisalat eBill sender email address <insert email eBill sender>.

6. Is there any expiry period for the eBill email download of bills?

Yes, the "View Bills" for downloading the bills will expire when a new bill is generated. To get previous months' bills, simply log in to Business Online portal and go to "Bills & Pay"; bills are available for the previous 6 months.

7. Is the eBill secure?

Etisalat only allows the registered user to download the bills. Our system will always authenticate the email download of bills through OTP (One Time Passcode).

8. After clicking on View Bills, I did not receive the OTP, what should I do?

- i. Please check your spam email or quarantine from your internal email security support.
- ii. Please ensure that you whitelist <insert OTP sender email ID>.
- iii. You may also click the re-send OTP, to get a new OTP.
- iv. Contact 8005800 or 80091111 for support.

9. How long does it take to receive the download files?

The bill download files will be available within 5 to 20 minutes. However, in some cases depending on the number of accounts or bills requested for download (e.g., 15,000 invoices may take up to a maximum of 1.5 to 2 hours).

10. Can I register for eBill through Business Online portal?

Yes, once you log in, on the "Bills & Payment" choose "Bills", then select "Enroll to Paperless Billing".

The screenshot displays the Etisalat Business Online portal interface. At the top, the 'etisalat' logo is on the left, and navigation links for 'Home', 'About Us', and 'Contact Us' are on the right. Below this is a dark navigation bar with categories: 'My Dashboard', 'Accounts Management', 'Bills & Payment', 'Shop', 'Service Requests', 'Administration', and 'Support'. Under 'Accounts Management', there are sub-links: 'Accounts Overview', 'Custom Fields', 'Go Paperless', 'Shared Account', 'Summary Bill', 'PrivateConnect', and 'SaaS'. The user's name 'Dubai LLC | Welcome Ahmed' and a 'Logout' button are on the far right.

The main content area is titled 'Go paperless' with the subtitle 'Enroll to paperless billing'. It features a breadcrumb trail: 'Bills & Payment' > 'Go paperless'. A paragraph explains that enrolling to paperless billing reduces paper clutter and saves time. Below this, there are three radio button options for finding accounts: 'Find By Account Group' (selected), 'Find by Summary Bill Account', and 'Find By Account No.'. The 'Find By Account Group' section shows a dropdown menu with 'Default Group (203)' and a text input field containing '0565254287'. An 'Add Account' button is located below these options.

To the right of the options, there are two sections: 'Paper Bill' with the note '* You will receive the paper bill by post mail' and 'Paperless with Email' with three bullet points: '* you will not receive the paper bill', '* you can set to receive automatic email of the electronic bill to each service account', and '* you can download your bills anytime and up to 6 months from the online portal'.

Below the options is a table titled 'Added Accounts -'. The table has columns for 'Account Number', 'Account Name', 'Type Of Delivery', 'Enable Email', and 'Remove'. A 'Show All' link is in the top right corner. The first row shows '0565254287' for the account number and 'TEST_PROD CRM' for the account name. The 'Type Of Delivery' dropdown menu is open, showing 'Paper Bill' (checked), 'Paperless with Email', and 'No Bill'. The 'Enable Email' column has a yellow input field, and the 'Remove' column has a red 'X' icon. 'Cancel' and 'Submit' buttons are at the bottom right of the table.

At the bottom of the main content area, there is a button labeled 'Go Paperless For All Billing Accounts under your Group / Sub Group' with a plus sign icon.

The footer contains 'Copyrights 2018 © Etisalat. All Rights Reserved.' on the left and 'Terms & Conditions | Privacy' on the right.

Go paperless
 Enroll to paperless billing

Bills & Payment > Go paperless

By enrolling to paperless billing, you will reduce paper clutter, stacked mail, unfiled records. Save time with paperless billing and automatic payments, please select one of the options below to enable paperless billing for a single account or multiple accounts under the selected group

Go Paperless For Single Account

Find By Account Group

Default Group (203)

0565254287

Find by Summary Bill Account

Find By Account No.

Add Account

Paper Bill

* You will receive the paper bill by post mail

Paperless with Email

* you will not receive the paper bill
 * you can set to receive automatic email of the electronic bill to each service account
 * you can download your bills anytime and up to 6 months from the online portal

Added Accounts -

Account Number	Account Name	Type Of Delivery	Enable Email	Remove

Cancel Submit

Go Paperless For All Billing Accounts under your Group / Sub Group

Enabling paperless billing will automatically email you to receive email notification when your bill for this Group/Sub Group is ready to view. This email will be sent to ahmed@dubaiLLC.ae This is the email registered with your profile. If you wish to change this email address you must do so by updating your login profile.

Groups / Sub Groups	This Group / Sub Groups has Paperless Billing
Default Group (56700006)	Enabled

* Once you enable Paperless for the whole Group / Sub Group you can only disable it back through Service Requests.

Cancel