

Register to eBill and Go Green with Etisalat



2072953
KHALED MOHAMED AMAIRY
P.O.Box: 71996
Dubai

Mobile services - Account number: 056xxxxxxx

May-2016 bill summary

Total payment received (AED)	Balance carried forward
XXXXXX	XXXXXX

Your Etisalat Bill period 01 June-30 June 2016

One-time charges

Plan monthly rental.

Service rental fee

Device fee ...

Add-ons monthly rental

page charges

Local usage

International

International roaming

Elisalet value-added service usage

Third party service usage

Adjustments

Total charge during 01 June-30 June 2016

Balance carried forward

TOTAL AMOUNT TO PAY

**No worries,
zero upfront
on all devices
for SMBs**

Citibank Business | Your business grows with us
800.5800 | citibank.us/businessdevices



Etisalat Building
Intersection of Zayed .The 1st Street and Sheikh Rashid Bin Saeed
Telephone: 00971 2 6283333, Fax: 00971 17000

Etisalat Accounts Statement

Billing period

01 June 2016 to 30 June 2016

Due Date by 15 June 2016

Account ID: 0E013YXXYY

Account ID: 05013XXXXX

Invoice No.:

Dear valued customer,
Thank you for using Etisalat services. If the above contact details are incorrect, you may update through Etisalat UAE mobile App, Etisalat online service or contact Customer Service at 101 or www.etisalat.ae

01 June-30 June 2016 bill summary

June-2016" bill amount	Total amount payable (AED)
XXXXXXXX	XXXXXXXX

	AED
	XXXXXX
	XXXXXX
XXXXXX	
XXXXXX	
	XXXXXX
	XXXXXX
XXXXXX	
XXXXXX	
XXXXXX	
XXXXXX	
	XXXXXX
	XXXXXX

Insert
dynamic
messages
here

street, P.O. Box 3838; Abu Dhabi, UAE



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 (Home, About Us, Contact Us) are on the right. Below this is a main navigation bar with tabs: My Dashboard, Accounts Management, Bills & Payment, Shop, Service Requests, Administration, and Support. Under 'Bills & Payment', there are sub-links: Accounts Overview, Custom Fields, Go Paperless, Shared Account, Summary Bill, PrivateConnect, and SaaS. The user is logged in as 'Dubai LLC | Welcome Ahmed' with a 'Logout' button.

The main content area is titled 'Go paperless' with the subtitle 'Enroll to paperless billing'. It includes a breadcrumb trail: 'Bills & Payment' > 'Go paperless'. A paragraph explains that enrolling to paperless billing reduces paper clutter and saves time. Below this, there's a section 'Go Paperless For Single Account' with three radio button options: 'Find By Account Group' (selected), 'Find by Summary Bill Account', and 'Find By Account No.'. The 'Find By Account Group' option has two dropdown menus showing 'Default Group (203)' and '0565254287'. An 'Add Account' button is at the bottom of this section.

To the right of the radio buttons, there are two informational sections: 'Paper Bill' (stating the user will receive the bill by post mail) and 'Paperless with Email' (stating the user will not receive a paper bill, can set up automatic email of the electronic bill, and can download bills anytime up to 6 months).

Below the 'Go Paperless For Single Account' section is a table titled 'Added Accounts -'. The table has columns: Account Number, Account Name, Type Of Delivery, Enable Email, and Remove. The first row shows Account Number '0565254287' and Account Name 'TEST_PROD CRM'. The 'Type Of Delivery' dropdown is open, showing options: '✓ Paper Bill', 'Paperless with Email' (highlighted), and 'No Bill'. The 'Enable Email' column has a yellow input field. The 'Remove' column has a red 'X' icon. 'Show All' is a link at the top right of the table. 'Cancel' and 'Submit' buttons are at the bottom right of the table.

At the bottom of the page, there is a link 'Go Paperless For All Billing Accounts under your Group / Sub Group' with a plus icon. The footer contains 'Copyrights 2018 © Etisalat. All Rights Reserved.' and links for 'Terms & Conditions' and 'Privacy'.

Account Number	Account Name	Type Of Delivery	Enable Email	Remove
0565254287	TEST_PROD CRM	<div>✓ Paper Bill</div> <div>Paperless with Email</div> <div>No Bill</div>	<input type="text"/>	



Go paperless

Enroll to paperless billing



Bills & Payment

Go paperless

By enrolling to paperless billing, you will reduce paper clutter, stacked mail, unfilled 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 -

Show All

First Previous Next Last

Account Number	Account Name	Type Of Delivery	Enable Email	Remove
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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