



PRIME Business
HANDBOOK



Introduction

PRIME Business is crafted for businesses that are looking for a tailored and personalised approach to help them achieve their desired business growth through personalised 24/7 expert support, customised business strategies and more.



We value our customers

Our team can get your business up and running by designing, supporting and a reliable, high-quality business solution.

With **PRIME Business**, you get experts who work together to meet all your business needs efficiently and effectively with uncompromised quality.





Take your business to new heights with a personalised business approach

PRIME Business opens the door for your business to grow faster. As a member, you don't just receive a service; you gain a dedicated Account Manager who understands your business and provides swift solutions that ensure your business runs smoothly.

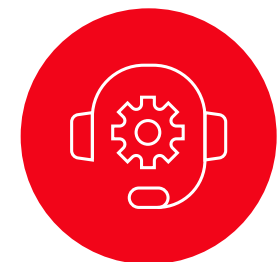
Beyond support, **PRIME Business** gives your business access to the latest, affordable, and effective technology and services designed around your convenience.

What your business will get



Dedicated Account Manager

Talk to an experienced Account Manager for all your business needs



Technical consultants

Get in touch with our technical consultants on 80077333 or reach out to your Account Manager



Specialised digital experts

Make your business digital with the help of our specialised team



Dedicated billing & payments relationship team

Get in touch with our relationship team for your billing and payment queries at PRIMEbusiness@eand.com

What your business will get



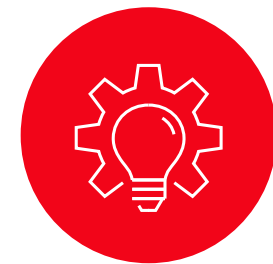
24x7 support

24/7 expert support to ensure your business is always open



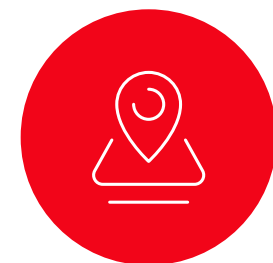
Manage your account online

Take control of your business with our Business Online Portal and mobile service centre



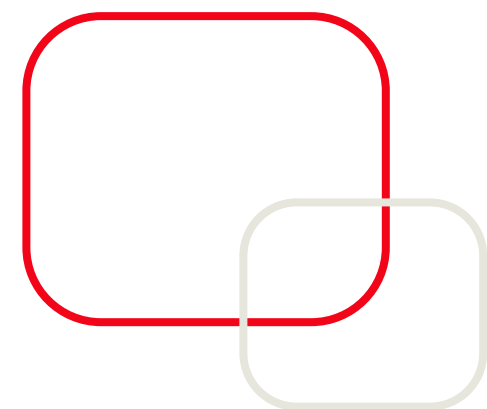
Innovations, solutions and offers

Access an exclusive choice of bundles, solutions and digital services at elite.ae/PRIMEBusiness



Meet us

Address all your queries and requests instantly. Drop by and meet our experts at Etisalat Academy Lounge



Get instant support anytime

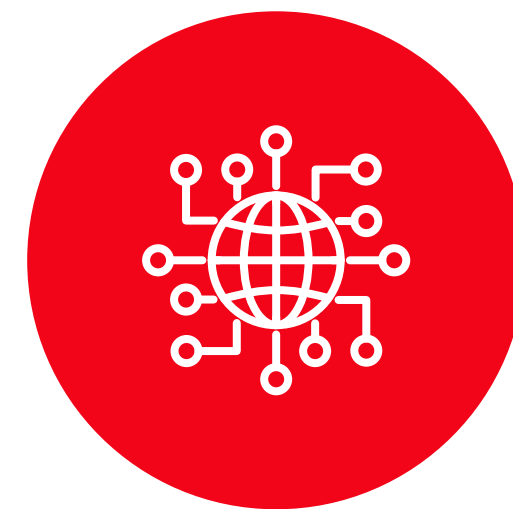
Our team will help your business with special solutions that are fit just for you. We're here 24/7 across different support channels to quickly handle any questions or problems you may have.



**Mobile
Solution**



**Fixed
Solutions**



**Digital
Solutions**



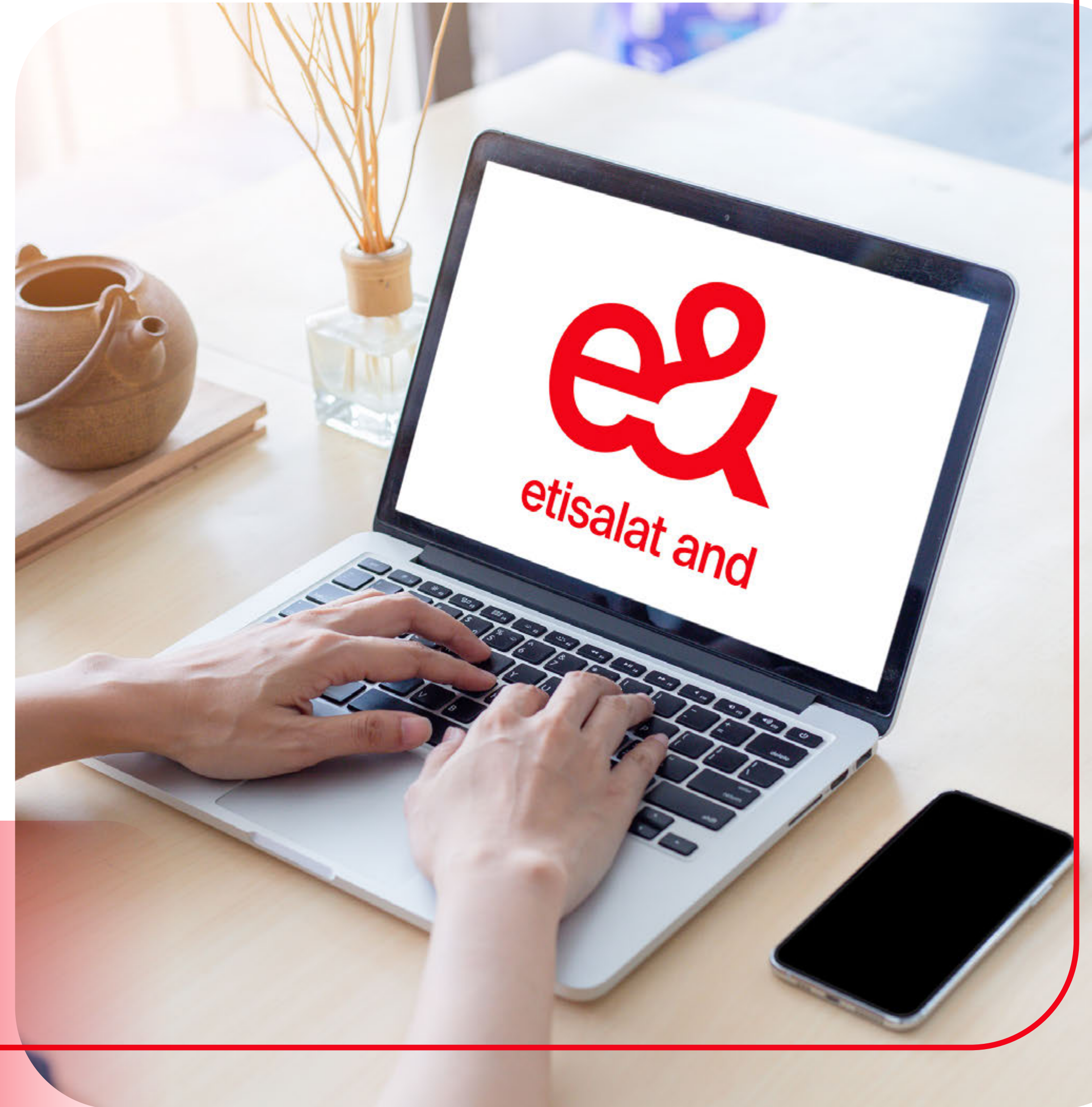
**Business
App Store**



**Business
Device**

Access information easily

Our B2B Portal lets you check and control your accounts, bills and orders. You can also ask questions or tell us if something's not right.



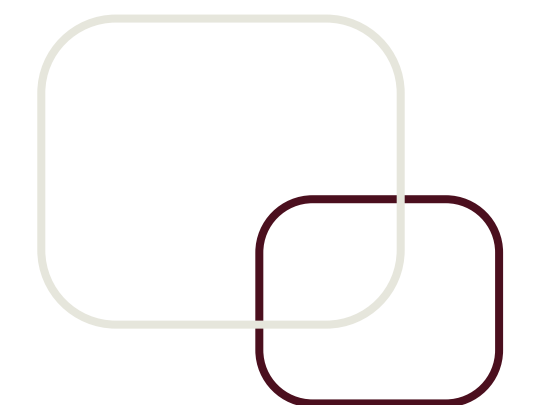


Enjoy many benefits in one place!

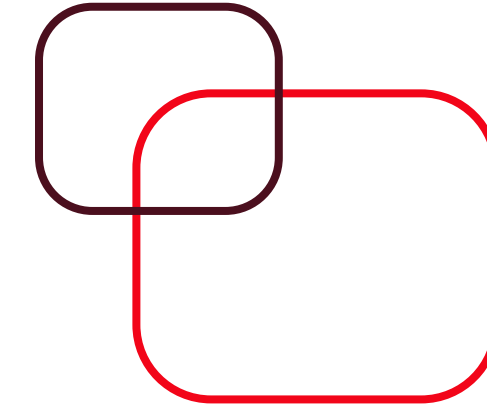
Manage and monitor your accounts, bills and orders through our B2B Portal.

You can view analytics and reports, check your bills for the past 6 months, pay your bills online using your bank or cards, and easily order new devices without any trouble.

It's all simple and online!



Key features of a Mobile Service Centre



Handle your phone services quickly and easily



Choose if you want to get text messages and decide what kind of messages you and your employees get. You can turn it on or off



Change how your phone uses the internet: Turn it on, off or leave it as is. This helps you manage data and roaming for your workers



Get messages, reminders and helpful suggestions personalised just for you, based on your usage



Contact us to handle, buy, check and pay whenever and wherever you want



Get started with **PRIME Business today**

Explore a better-connected future with e&. We have a wide range of smart solutions designed to meet all your phone, internet and digital needs.

Reach us at:
PRIMEBusiness@eand.com