



Business Freetime Offer

Business Freetime is a limited period offer from du, which enables customers to earn 1 fil of free credit for each second spent on International Calls between 9pm and 7am

For Example:

If a customer makes a 90 second International Call, they will receive 90 fil of FREE credit.

Freetime credit can be redeemed for all voice, data, SMS, MMS, content at any time

- Freetime has no activation fee or monthly fee.
- Freetime cannot be earned or redeemed against calls made whilst on International Roaming

Frequently Asked Questions

1. Who is eligible for Freetime?

All new and existing Pay as You Go Plus customers ONLY.

2. Who is not eligible for Freetime?

Business Freetime offer is not applicable to Premier Plan & Mobile Connect customers

3. How do customers apply for Freetime?

Pay as You Go Plus Customers can activate business Freetime by calling 135 from their Mobile line and selecting option 6

4. How do customers know that Freetime has been activated?

All customers will receive an SMS notification informing them of the activation of the service.

5. How do customers know how much Freetime credit they have earned?

Pay as You Go Plus Customers

They will receive an SMS notification after every international call informing them of the Freetime Credit they have earned.

6. How will Freetime appear on a Pay as You Go Plus customer's balance?

After each call, or when the customer does a balance enquiry via 135, any Freetime credit will appear separately, e.g.

Your 'more time' balance is AED 10.00
Your 'more credit' balance is AED 200.00
and is valid for 30 days
Your 'more international' balance is AED 20.00
and is valid for 10 days
Your promotional balance is AED xx.xx
and is valid for xx days
Your Free time credit is AED 15
Thank you for using du's interactive balance inquiry.

I have multiple balances. What is the order in which the balances will be used?

For international calls

- more international (if available)
- more credit
- promotional credit
- Freetime
- more time

For all other calls

- more credit
- promotional credit
- Freetime
- more time

7. Can customers earn Freetime if they recharge using 'more Credit' or 'more international'?

Yes, because 'more credit' and 'more international' credit is applied at the time of recharge, whereas Freetime is applied after every international call is made.

8. For Pay as You Go, is there any validity period on the credit?

No, the credit is valid for life. (As long as the SIM Card is active)

Should you have any questions regarding Freetime or any du product or promotion please contact your Account Manager or call Customer Care on 188