

What are FIVE Prepaid Data packs?

New FIVE prepaid SIM Data Packs offer a wide variety of options to meet all your internet needs:

- Daily or Monthly,
- Social or Local Data,
- Regular speed or High Speed.

Local Data Packs

Do you have to wait for WiFi access to surf the internet? Now Mobile data cheaper than shared Wi-Fi. Choose from Local Data packs valid for 28 days or 24 hours and meet your internet needs at speeds of 200Kbps.

28 Day Local Data @ AED 33

Get a total of 4.2 GB of local data in equal installments of 150 MB/day for 28 days, giving you internet access throughout the month without interruptions.

Price	Data	Speed	Data Type
AED 33 (VAT inclusive)	150 MB per day for 28 days	200 Kbps	Local

Daily Local Data @ AED 3

Choose the daily local pack if you are an occasional internet user. Get 150 MB of local data valid for 24 hours at an affordable price of AED 3 with speed of 200 kpbs

Price	Data	Speed	Data Type
AED 3 (VAT Inclusive)	150 MB per day	200 Kbps	Local

How can I buy these new FIVE prepaid Data packs?

Just Dial *135*33# from your FIVE SIM and activate the plan of your choice.

Do I have to activate these plans every time I want it?

The FIVE Prepaid packs are all Auto-renewal data packs. They offer you peace of mind. No more hassle of re-subscribing to data every day or month as these plans are automatically renewed at the end of assigned validity. Choose the plan you want and just ensure you have the right balance when it's time to renew and the pack will do the rest.

Can other prepaid customers like Wasel, SWYP or Visitor line subscribe to these packs?

No, unfortunately these packs are available only for FIVE SIM customers

Will I be charged for using data after my allocated data is consumed?

No. If you consume your allocated data before the validity of the pack has expired - you will be protected by default and data access will be blocked.

How can I use data once my allowances are consumed?

In cases where the entire data allowance is consumed within validity period, customers would have to subscribe to another pack or use "Start/Stop Data" to be able to continue using mobile data

Can I share my data allowance with other users?

No. You will not be able to share your data with other devices, or users

Can my unused Data allowances be rolled over?

No. There will be no rollover of unused Data allowances

What happens if I don't use all my data allowance within the validity period?

Any remaining MBs will automatically expire and will not be carried over

Can I purchase multiple data packs of the same category at the same time?

Yes, each pack will have its own allowance and validity period. In case of multiple subscriptions, the last subscribed pack will be automatically renewed.

How can I monitor my remaining balance?

- Dialing *170#

You will also be notified via SMS in the following cases:

- Upon consumption of 80%, 90% and 100% of the data packs

What happens if I don't have enough balance in my account?

- First time subscription: You will have to recharge your FIVE prepaid account within 7 days for monthly pack and 3 days for Daily packs; and the package will be activated automatically.
- Auto-Renewal: You will have a grace period of 10 days to recharge your account for monthly packs and 3 days for Daily packs; in order to continue enjoying the plan, after which the plan will be removed from your account. Once removed and when you have enough balance, you will have to activate the plan again.

Can i deactivate the packs?

Yes; just dial *135*33# and follow the instructions

Can these Data allowances be used while Roaming?

No. These allowances are valid for usage locally, i.e., in UAE only