

LET'S CONNECT through Qtel's self service machines



www.qtel.com.qa

 **Qtel**
Let's Connect

Help Yourself with Qtel Self-Service Machines

Our Self-Service Machines (SSM), conveniently located at a number of busy spots around the country, are a great way of cutting through the crowds and getting quick access to a number of popular Qtel Services such as HALA Pay As You Talk top-ups, Q-Card and Dawli vouchers.

Or perhaps you want to check your monthly bill and pay it on the spot using either cash or your credit card? Then using an SSM is a fast and effective way to update your Qtel account.

This short leaflet outlines the services provided at our SSMs. These machines are really easy to use and step-by-step on-screen instructions will guide you through the process.

Pre-paid Services

Using Qtel Self-Service Machines, you can get printed vouchers for some of our most popular Pre-paid Services;

- HALA Pay AsYou Talk top-up e-Voucher*
- HALA Pay AsYou Talk (direct top-ups to your phone – no voucher needed)*
- Ebhar Internet Cards (for Landline dial-up access to the Internet)
- Q-Cards (for Landline or Payphone calling)
- Dawli (for international calling)

*With FREE airtime BONUS CREDITS



Here's how to use the machines:

1. Touch any key to activate the programmes
2. Select your preferred language



3. Select the service from the list above



4. Select 'cash' or 'credit card'

5. Follow the on-screen instructions until your transaction is completed.

Viewing or paying your bill

Sometimes, you may want to have a look at your phone bill or pay it in full or in part straight away. SSMs let you do this before the paper bill comes to your home or office and again, the on-screen instructions make it fast and easy to do using cash or your credit card.

Here's how:

1. Touch any key to activate the programme
2. Select your preferred language



5. After viewing your bill you will be offered the option to 'Pay Bill' (or exit the SSM)



6. To continue paying your bill, select payment method (cash or credit card)

7. Follow the on-screen instructions to complete your transaction.

You should also be aware that you can carry out a number of transactions through our website from the comfort of your home or when travelling. eQtel is safe and secure and is, of course, available 24/7. Call 117 and ask for more details. If you use your credit card at a Self Service Machine, please make sure you keep your personal information secure.



