

How to Deactivate Voice Bundles for Your Account Numbers

Add life to life.



Step1: Login to My Account and choose "Manage My Orders" from the shortcut menu

The screenshot shows the 'Digital Channel' account management interface. At the top, there is a header with a logo and the text 'Digital Channel' and 'Account 6.174266'. Below the header, there are tabs for 'Account Details' and 'Settings'. The main content area is divided into three sections. On the left, there is a search bar with the placeholder text 'Search for a mobile or landline number or broadband number' and a 'Search' button. In the center, there is a section titled 'Your last 6 bills' which displays five bills for the months of Oct 2021, Nov 2021, Dec 2021, Jan 2022, and Feb 2022. Each bill shows a balance of 'AED 0' and a 'Download' button. On the right, there is a section titled 'Shortcuts' which lists several options: 'Manage Data Pools', 'Manage Data Usage alerts', 'New Service Request', 'Request a call back', 'Calling Name Presentation', and 'Manage My Orders'. The 'Manage My Orders' option is circled in blue.

Digital Channel
Account 6.174266

Account Details Settings

Search for a mobile or landline number or broadband number Search

Total due AED 0

Make a payment

Your last 6 bills

Month	Balance	Action
Oct 2021	AED 0	Download
Nov 2021	AED 0	Download
Dec 2021	AED 0	Download
Jan 2022	AED 0	Download
Feb 2022	AED 0	Download

Shortcuts

- Manage Data Pools >
- Manage Data Usage alerts >
- New Service Request >
- Request a call back >
- Calling Name Presentation >
- Manage My Orders >**

Step 2: Select "Deactivate Voice Bundle"

Mobile

Select the service you would like to manage



Activate Data Booster

Select



Deactivate Data Booster

Select



Activate Voice Bundle

Select



Deactivate Voice Bundle

Select



Internet Calling Pack
Postpaid (Botim)

Select



International Call barring

Select

Step 3: Fill the numbers you want to deactivate the voice bundles from and submit the request

Deactivate Voice Bundle

Choose the Voice Bundles you want to deactivate

You can deactivate this service for post paid plans only.

You can deactivate one service per number.

You can deactivate this service up to 20 numbers.

Mobile Number	Package	Validity	Minutes	Price	
<div>Enter Number</div> <div>971588195096</div>	<div>Intl Minutes 70 ... ▼</div>	30 days	70 mins	AED 50	✕

Add a number

Enter Comments

Submit my request

1. Only 1 bundle can be deactivated per number.
2. If the number doesn't have an active bundle, then the user can't add the number to the deactivation list.
3. If the number is suspended, then user can't add the number to the deactivation list.
4. The deactivated bundle will remain active till next bill cycle and the user can use it.
5. The user will not be allowed to activate any bundle for the deactivated number till next bill cycle.
6. The user can Enter up to 20 numbers per request, and he can submit many requests.

You will get the following confirmation screen once the request has been submitted.

