

Remote Satellite Systems

I n t e r n a t i o n a l

Refilling Thuraya Scratch Cards

Thuraya Prepay Voice Plan

Thuraya Prepay enables you to credit your existing Thuraya account at any time, using virtual scratch cards purchased from Remote Satellite Systems.

How to refill your Thuraya Prepay account:

Refill your Thuraya Prepay account in any of the following ways:

Refill using Scratch Cards

Thuraya offers virtual scratch cards that are available in various denominations starting as low as 10 units. These can be used to refill your Prepay account in any of the following ways:

Call 150 and follow voice prompts to enter scratch card details.

Send SMS to 150 (message – 14-digit scratch card PIN code, starting and ending with #)

Dial 160 followed by 14-digit scratch card PIN code. Press `Dial'.

Key in 150 scratch card PIN code # then press the 'Dial' button. (to refill even while roaming in GSM).

Refill Your Prepaid Account with a Scratch Card Online...

Thuraya prepaid subscribers can refill their accounts with a scratch card by just logging on to <http://services.thuraya.com>.

How to refill your account online...

- On the website homepage, Thuraya users need to select the “Online Scratch Card Refill” option.
- When the screen appears, Thuraya subscribers are required to type in the MSISDN and the password and then click on the ‘Login’ button.
- When the “Scratch Card Refill” page appears, the user needs to key in the 14 digit scratch card pin code and click on the “Submit” button.

Note:

- The password may be obtained by sending a message to 1522. The same password may also be used for other Thuraya web services. There is no additional cost for obtaining the password except for the charge of sending a regular SMS message.
- A 25 cents will be charged against your account for any wrong attempt.

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I n t e r n a t i o n a l

Contact Customer Care

Thuraya Call Center

From Thuraya network: 100

From other networks: +88216 100 100

Fax: +971 6 8828444

Email: Customer.Care@thuraya.com

Working Hours:

24 hours a day, 7 days a week

Head Office

Abu Dhabi - UAE

P.O. Box 33344

Tel: +971 2 6422222

Fax: +971 2 6317755

Employment: employment@thuraya.com

Sales: sales@thuraya.com