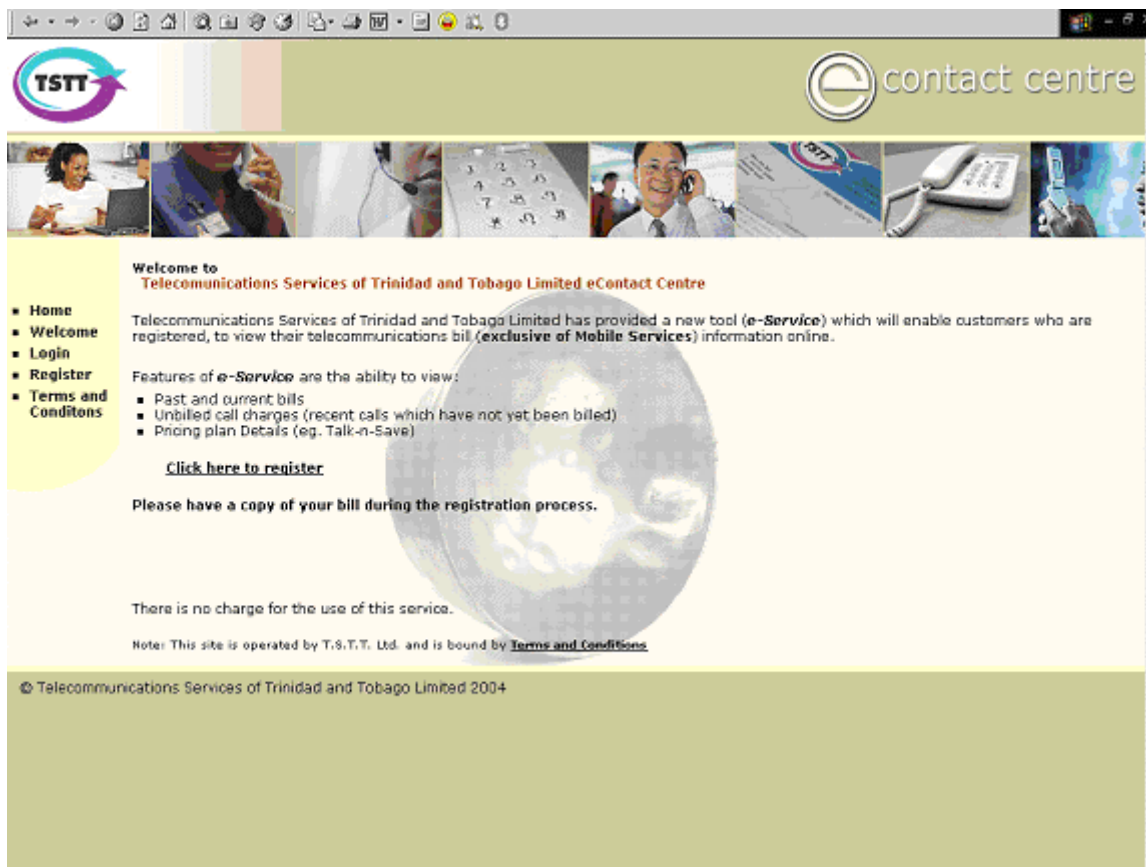


HOW TO RETRIEVE YOUR BILLING INFORMATION ONLINE

THE HOME PAGE



The screenshot shows a web browser window displaying the TSTT eContact Centre Home Page. The page features a navigation bar with the TSTT logo and 'contact centre' text. Below the navigation bar is a banner image showing various customer service scenarios. The main content area includes a welcome message, a navigation menu, and a registration process description. A large, semi-transparent globe graphic is overlaid on the registration information.

Welcome to Telecommunications Services of Trinidad and Tobago Limited eContact Centre

- **Home**
- **Welcome**
- **Login**
- **Register**
- **Terms and Conditions**

Telecommunications Services of Trinidad and Tobago Limited has provided a new tool (**e-Service**) which will enable customers who are registered, to view their telecommunications bill (**exclusive of Mobile Services**) information online.

Features of **e-Service** are the ability to view:

- Past and current bills
- Unbilled call charges (recent calls which have not yet been billed)
- Pricing plan Details (eg. Talk-n-Save)

[Click here to register](#)

Please have a copy of your bill during the registration process.

There is no charge for the use of this service.

Note: This site is operated by T.S.T.T. Ltd. and is bound by [Terms and Conditions](#)

© Telecommunications Services of Trinidad and Tobago Limited 2004

This is the Home Page for the TSTT eContact Center Site. On this site customers can register for an e-Service account to view their landline and internet billing information. Note: You must register for an e-Service account in order to access the site.

Use the links on the Navigation Bar to browse the site. Simply click on the **Click here to register** link or select **Register** on the Navigation Bar to initiate the registration process (see screen below). Please note that you must have a copy of your bill "on hand" during the registration process. Select the **Login** link to log on to the site.

REGISTERING FOR AN e-SERVICE ACCOUNT

Fields marked with an asterisk * are required.

:: Customer Details

■ Home
■ Welcome
■ Login
■ Terms and Conditions

Title :

First Name * :

Other Name :

Last Name * :

Account Number(s) * :

Usage: Enter Acct#: *****
(Use a comma to specify multiple accounts)

Primary Contact No. * : 1 868

Secondary Contact No. : 1 868

Date of Birth * : Year Month Day

Citizen of * :

:: Billing Address

Street Address * :

The customer must complete the online registration form and agree to the Terms and Conditions in order to apply for an e-Service account. Extensive customer details are required to be input in the registration form to ensure that each customer's billing information is kept secure.

First Name, Last Name, Account Numbers, Primary and Secondary Contact Numbers, Place of Employment, Work Contact No., National ID, Driving Permit, Passport No., Security Questions and Answers are examples of some of the customer details that are requested. There are some customer details that are required for submission of the registration application. These mandatory data fields are identified by an asterisk *.

LOGGING ONTO THE SITE

Enter your Username and password

Username :

Password :

Remember my login information

[Forget your username or password?](#)

There is no charge for the use of this service

Note: This site is operated by T.S.T.T. Ltd. and is bound by [Terms and Conditions](#).

© Telecommunications Services of Trinidad and Tobago Limited 2004

The above screen is the Login screen. Use this screen to enter your **username** and **password**. After you enter your **username** and **password**, click **Sign In**.

If you have forgotten your username or password, click the **Forget your username or password?** link. A screen explaining the process to request a forgotten password or username will be displayed.

FORGET YOUR PASSWORD?

This page will email a new password to your registered email address. Your current password will also still work until the password is next changed.

- Home
- Welcome
- Login
- Register
- Terms and Conditions

Instructions for use: Firstly enter your username and click on Get my questions. Your stored questions will then be displayed. Answer these questions and then click on Send me my new password. If you have answered the questions correctly then your new password will be sent to your registered email address.

Username:

Note. If an error occurs some of the possible reasons for not being able to send the email message include:

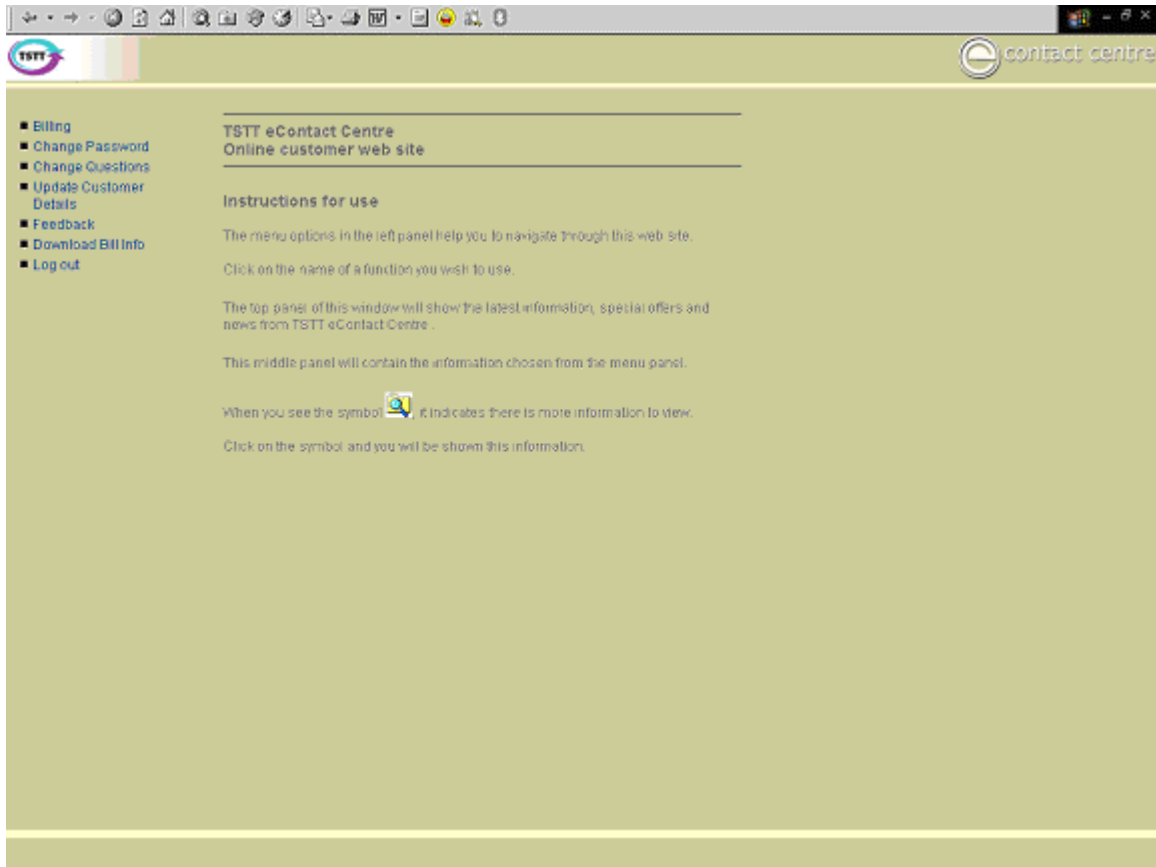
- * Incorrect username entered
- * You are not a registered user
- * We do not have a registered email address for you. Please email us at eservice@tstt.co.tt and provide an email address so we may update your records.

There is no charge for the use of this service

Note: This site is operated by T.S.T.T. Ltd. and is bound by [Terms and Conditions](#)

Use this screen to request your forgotten password. If you have forgotten your password, click on the **Get my questions** button to display your questions. Once your questions are displayed, enter the same responses that were entered during the registration process. Finally click on the **Send me my new password** button to have a new password e-mail'd to you. Send an e-mail to eservice@tstt.co.tt if you have forgotten your username.

VIEW YOUR OPTIONS




This screen contains instructions for using the TSTT e-Service application. You will have seven (7) menu options on the Navigation bar. Select the menu option you wish.

1. **Billing:** Use this option to view your bills online. If you have more than one account, you may need to choose the customer or account number you want to see.
2. **Change Password:** Use this option to change your password.
3. **Change Questions:** Use this option to change your authentication questions and responses.
4. **Update Customer Details:** Use this information to change your customer details. Information updated on this screen will only update the e-Service application.
5. **Feedback:** Use this option to provide feedback to the e-Service team or your account representative.
6. **Download Bill Info:** Use this option to download files containing billing information. The user has the option of selecting data fields to be included on the download file.
7. **Logout:** Use this option to exit the e-Service application.

BILLING INFORMATION

The screenshot shows a web browser window with a navigation menu on the left and a main content area. The navigation menu includes: Billing, Change Password, Change Questions, Update Customer Details, Feedback, Download Bill Info, and Log out. The main content area is titled "Account summary:" and includes a dropdown menu for "Account number:" with a "Show" button. Below this are four icons: "Download Bill Info", "Show Graph", "Unbilled details", and "Pricing Plan". The "Current Debt" section shows a "Total Outstanding Balance" of \$ 0.00. A table lists the last 12 bills with columns for "Bill Date", "Total Amount Due", and "Due Date".

Bill Date	Total Amount Due	Due Date
15-Oct-2002	\$ 0.00	14-Nov-2002
15-Sep-2002	-\$ 51.73	15-Oct-2002
15-Aug-2002	\$ 146.26	14-Sep-2002
15-Jul-2002	\$ 169.16	14-Aug-2002
15-Jun-2002	\$ 185.89	15-Jul-2002
15-May-2002	\$ 151.37	14-Jun-2002
15-Apr-2002	\$ 160.10	15-May-2002
15-Mar-2002	\$ 133.54	15-Apr-2002
15-Feb-2002	\$ 169.92	18-Mar-2002
15-Jan-2002	\$ 221.84	14-Feb-2002
15-Dec-2001	\$ 336.61	14-Jan-2002
15-Nov-2001	\$ 199.73	16-Dec-2001

When you click on the **Billing** option, you are able to view a summary of your account information. The account name, account number, a listing of the past twelve (12) bills, total amount due for each bill date, and the due date. Local and international call information as well as internet calls will be displayed. You can also view your unbilled call charges by clicking on the **Unbilled Details** link. You can see a graph of your amount due for the past twelve (12) months by clicking **Show Graph**. You can also download your billed details to a spreadsheet for your records. If you want to see the bill summary, as in the screen below, click on the  icon.

Bill Summary

The screenshot shows a web browser window with a 'Bill Summary' page. The browser's address bar and toolbar are visible at the top. The page header includes the '1011' logo and 'contact centre'. A left-hand navigation menu lists options such as 'Billing', 'Change Password', 'Change Questions', 'Update Customer Details', 'Feedback', 'Download Bill Info', and 'Log out'. The main content area displays account information: 'Bill Summary: Account number: [redacted] Issue date: 15-Oct-2004'. Below this, there are links for 'Download Bill Info' and 'View Bill'. A section titled 'Previous Charges' shows 'Previous Charges' as -1,978.13 and 'Previous Charges Outstanding' as -\$1,978.13. The 'Charges For the Period To 15-Oct-2004' section contains a table with columns for Service, Product Rental Charges, Usage Charges, and Total Charges. The table shows a total charge of \$151.93 for the period. An 'Invoice Summary Calculated on 15-Oct-2004' section shows 'Overdue Amount Due on 15-Oct-2004' as -\$1,978.13, 'Amount Due On 15-Nov-2004' as \$151.93, and 'Total Amount Due' as -\$1,826.20. At the bottom, there are links for 'View Details of Current Outstanding Balance' and 'Back to Account summary'.

Bill Summary:
Account number: [redacted]
Issue date: 15-Oct-2004

Download Bill Info View Bill

Previous Charges
Previous Charges -1,978.13
Previous Charges Outstanding -\$1,978.13

Charges For the Period To 15-Oct-2004

Service	Product Rental Charges	Usage Charges	Total Charges
	31.00	105.71	136.71
Total	31.00	105.71	136.71
Total Charges			136.71
Total discount			4.60
Tax			19.82
Total Charges for Period			\$ 151.93

Invoice Summary Calculated on 15-Oct-2004
Overdue Amount Due on 15-Oct-2004 -\$1,978.13
Amount Due On 15-Nov-2004 \$151.93
Total Amount Due -\$1,826.20

[View Details of Current Outstanding Balance](#)

[Back to Account summary](#)

This screen is displayed when you click on a Bill Date from the **Billing** screen. On this screen you have the option of viewing your bill (copy of the hardcopy bill) or downloading billing information. Simply click on the desired option and the related screen will be displayed.

View Bill

The screenshot displays a web browser window with the TSTT logo and a 'contact centre' link. A navigation menu on the left includes: Billing, Change Password, Change Questions, Update Customer Details, Feedback, Download Bill Info, and Log out. The main content area shows an account statement for account number 95/030605/0600/5, dated 15-Oct-2004. The statement is titled 'ACCOUNT STATEMENT' and includes a 'Summary of Current Billing' section. Below this, a 'PAYMENT ADVICE' section is visible, along with a 'TOTAL NOW DUE' amount of -1,826.20.

ACCOUNT STATEMENT	
Amount From Previous Bill	-1,978.13
Arrears	-1,978.13
Summary of Current Billing	
Total Monthly Rentals	31.00
Total International/Special Call Charges	8.00
Total Local Call Charges	97.71
Concessions	-4.60
Total Charges this period Excluding VAT	132.11
VAT @ 15%	19.82
Total Charges this period (Details Attached)	151.93
TOTAL NOW DUE	-1,826.20

PAYMENT ADVICE	
Account No:	95/030605/0600/5
TSTT Ref:	662-2884
Bill Date:	15-Oct-2004

The **View Bill** link allows you to see a copy of the invoice that is mailed to you.

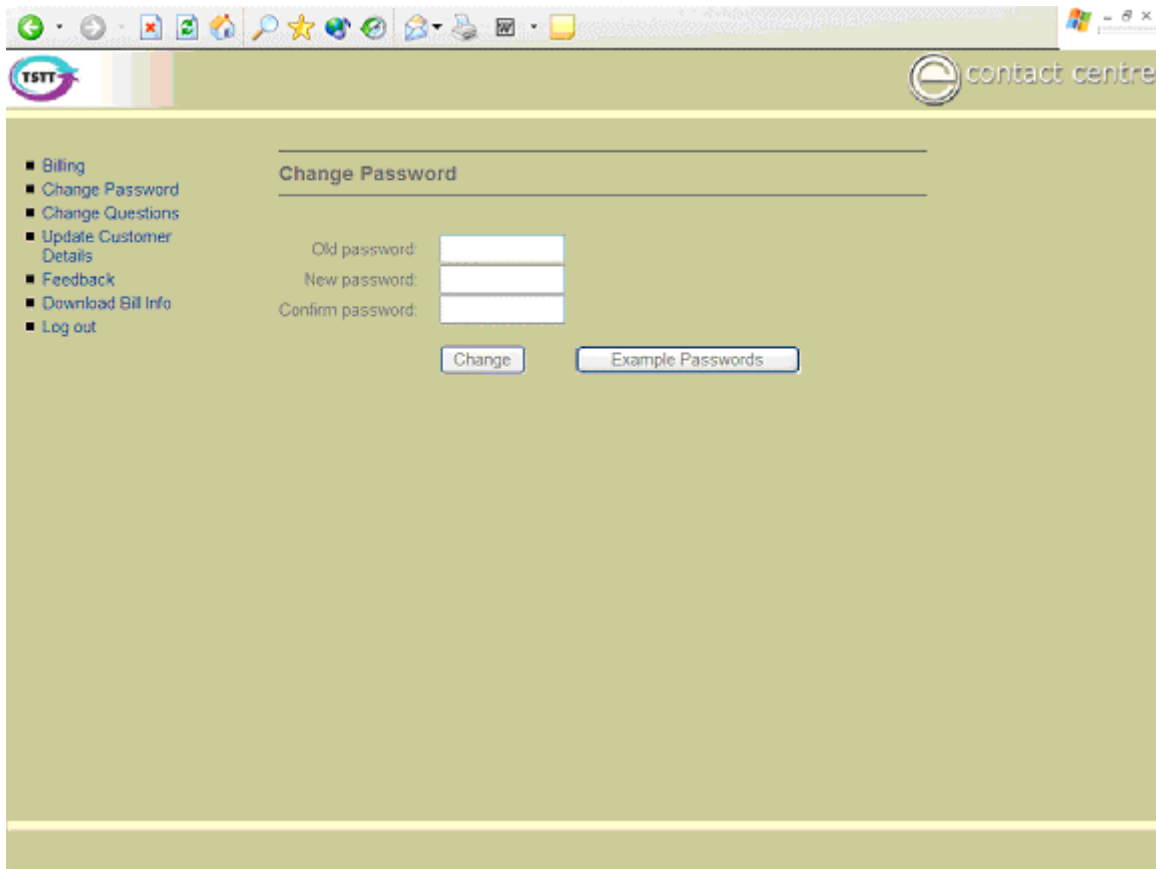
Unbilled Details

The screenshot shows a web browser window with a contact center interface. The page title is "Unbilled Details". On the left, there is a navigation menu with the following items: Billing, Change Password, Change Questions, Update Customer Details, Feedback, Download Bill Info, and Log out. The main content area is titled "Call charges" and includes a section for "Sort Call Details - Please choose the sorting criteria". This section has three dropdown menus for "1st sort item" (set to Date), "2nd sort item" (set to Called Num), and "3rd sort item" (set to Ad), along with "Sort" and "Clear" buttons. Below this is the "Unbilled details" section for service "662-2884". It contains a table with columns for Date, Time, Type, Destination, Called Num, Mins, and Amt. The table lists 20 individual call records from October 15, 2004, to October 19, 2004.

Date	Time	Type	Destination	Called Num	Mins	Amt
15-Oct-2004	16:53:35	DY	Trinidad & Tobago	18884223435	4:00	\$ 0.92
17-Oct-2004	8:00:58	DY	Trinidad & Tobago	18884223435	1:30	\$ 0.23
17-Oct-2004	20:04:41	NT	Trinidad & Tobago	18884223435	0:27	\$ 0.23
17-Oct-2004	20:05:21	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
17-Oct-2004	22:54:31	DY	Trinidad & Tobago	18884223435	9:00	\$ 6.40
18-Oct-2004	18:13:53	NT	Trinidad & Tobago	18884223435	6:00	\$ 0.46
18-Oct-2004	19:15:35	NT	Trinidad & Tobago	18884223435	0:11	\$ 0.23
18-Oct-2004	20:03:13	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	8:19:28	DY	Trinidad & Tobago	18884223435	1:00	\$ 0.80
19-Oct-2004	8:21:51	DY	Trinidad & Tobago	18884223435	1:00	\$ 0.80
19-Oct-2004	8:23:28	DY	Trinidad & Tobago	18884223435	1:00	\$ 0.80
19-Oct-2004	8:56:50	DY	Trinidad & Tobago	18884223435	0:17	\$ 0.23
19-Oct-2004	8:57:23	DY	Trinidad & Tobago	18884223435	3:00	\$ 1.60
19-Oct-2004	19:24:56	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	20:52:58	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	20:54:04	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	21:02:44	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	21:03:23	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	21:28:22	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	21:29:42	NT	Trinidad & Tobago	18884223435	1:30	\$ 0.23
19-Oct-2004	21:47:10	NT	Trinidad & Tobago	18884223435	4:30	\$ 0.69

The **Unbilled details** link allows you to see all calls made since your last bill date.

CHANGING YOUR PASSWORD



The screenshot shows a web browser window with the YSTT logo and 'contact centre' text in the top left and right corners, respectively. The browser's address bar and toolbar are visible at the top. The main content area has a light green background and features a sidebar on the left with a list of menu items: Billing, Change Password, Change Questions, Update Customer Details, Feedback, Download Bill Info, and Log out. The 'Change Password' menu item is highlighted. The main content area is titled 'Change Password' and contains three input fields labeled 'Old password:', 'New password:', and 'Confirm password:'. Below these fields are two buttons: 'Change' and 'Example Passwords'.

To change your password, type your old password in the first field, type your new password in the second and confirm the change by typing the new password in the third field. Click on **Change** to make the change.

CHANGING YOUR QUESTIONS

The screenshot shows a web browser window with a green-themed interface. The browser's address bar and various icons are visible at the top. The page title is "Change Questions". On the left side, there is a navigation menu with the following items: Billing, Change Password, Change Questions (highlighted), Update Customer Details, Feedback, Download Bill Info, and Log out. The main content area contains three identical sections for selecting and answering security questions. Each section consists of a dropdown menu for selecting a question and a text input field for the answer. The dropdown menus are currently set to "Mothers Maiden name". At the bottom of the form, there is a "Change" button.

Change Questions

Select your 1st question : Mothers Maiden name
Enter your 1st answer :

Select your 2nd question : Mothers Maiden name
Enter your 2nd answer :

Select your 3rd question : Mothers Maiden name
Enter your 3rd answer :

Change

This screen allows you to change the security questions that you submitted during the registration process.

UPDATE CUSTOMER DETAILS

Customer Administration

Username: **demo1** Salutation: [] First name: **Demo** Last name: **Demo1**

Company: [] Phone: [] Email: **demo1@tstt.com**

Allow Emails: **Allow all emails**

New password: [] Confirm password: []

Description	Customer number	Code BU
Home Phone	90-34000000	TDZ
[]	90-30000000	TDZ
[]	90-30000000	TDZ
[]	1320040000	TDZ

Default Account: []

This screen allows you to update your e-Service customer details, for example, add a description to an account number, change your e-mail address.

Note: Updates made on this screen do not update your TSTT customer profile.

FEEDBACK

Feedback

Your account manager is

Account Manager	eContact Centre
Phone	8248788
Email	efeedbck@tstt.co.tl

Please enter your comments below.

Name:

Email:

Subject:

Remarks:

This screen can be used to send feedback to your account manager, account representative or the e-Service feedback mailbox.

DOWNLOAD BILLING INFORMATION

Download Bill Information

Account name: [Account Name]

Account number: [Account Number]

Access Download Format Options

The Bill Summary Download Format only works when downloading a bill. Please do not use this format with Un-Billed Call detail downloads.

Download Format: STANDARD

Level at Which Download Occurs: Customer Download

Service (Calls): All Services

Date selection applies only to calls. The date range may cover several bills.

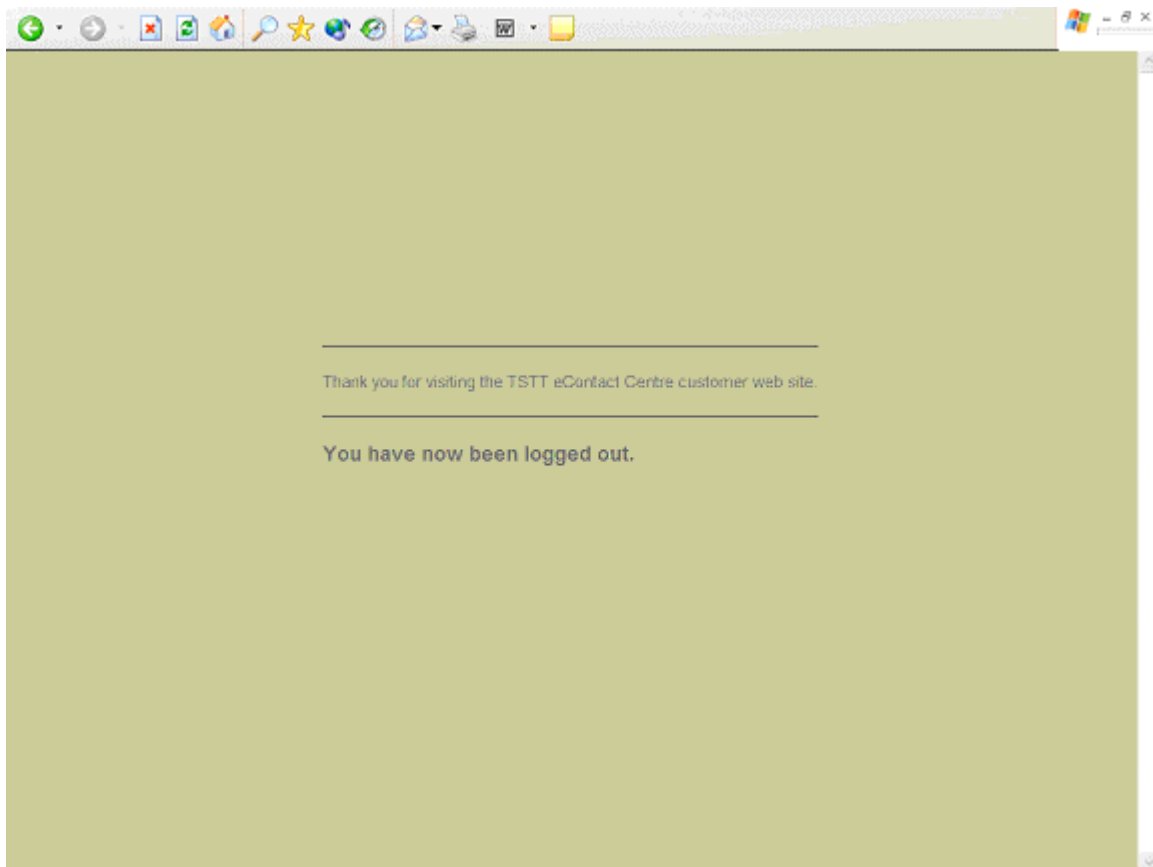
Download From (dd/mm/yyyy): []

To (dd/mm/yyyy): []

	Bill Date	Total Amount Due	Due Date
<input type="button" value="Download"/>	15-Oct-2002	\$ 0.00	14-Nov-2002
<input type="button" value="Download"/>	15-Sep-2002	-\$ 61.73	15-Oct-2002
<input type="button" value="Download"/>	15-Aug-2002	\$ 148.26	14-Sep-2002
<input type="button" value="Download"/>	15-Jul-2002	\$ 189.15	14-Aug-2002
<input type="button" value="Download"/>	15-Jun-2002	\$ 185.69	15-Jul-2002
<input type="button" value="Download"/>	15-May-2002	\$ 151.37	14-Jun-2002
<input type="button" value="Download"/>	15-Apr-2002	\$ 168.18	15-May-2002
<input type="button" value="Download"/>	15-Mar-2002	\$ 133.54	15-Apr-2002
<input type="button" value="Download"/>	15-Feb-2002	\$ 169.92	16-Mar-2002
<input type="button" value="Download"/>	15-Jan-2002	\$ 221.84	14-Feb-2002
<input type="button" value="Download"/>	15-Dec-2001	\$ 336.81	14-Jan-2002

Use this option to download billing information. The download file can be customized based on your needs. You may specify a date range or bill date and also select data items to be included in the download file.

LOGGING OUT



After clicking the **Log Out** option, the following screen will be displayed.