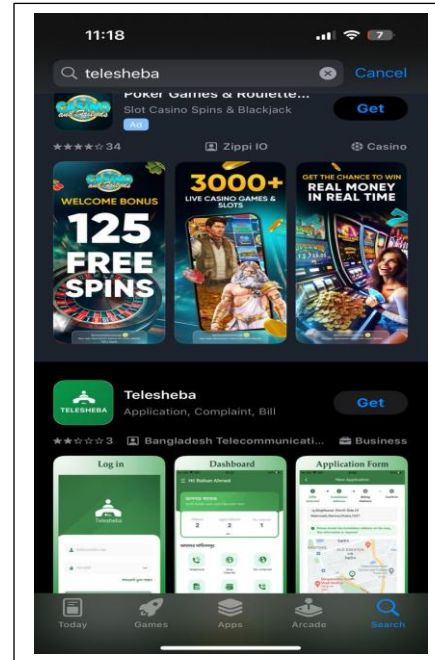


INDEX

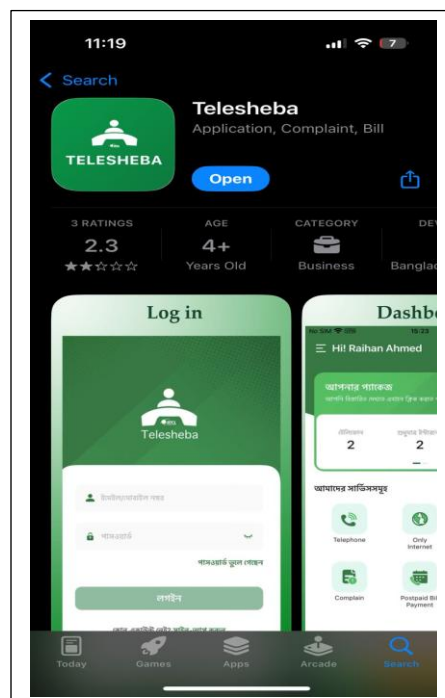
No.	Name	Page no
1	How to install Telesheba App on iPhone.....	2
2	Telesheba App	
	2.1 How to create a new account on Telesheba.....	4
	2.2 Telesheba App Login Procedure:.....	5
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1.0 How to install Telesheba App in iPhone:

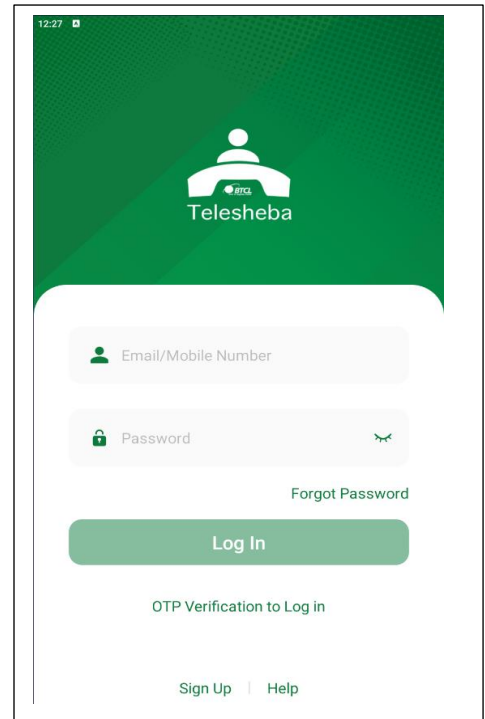
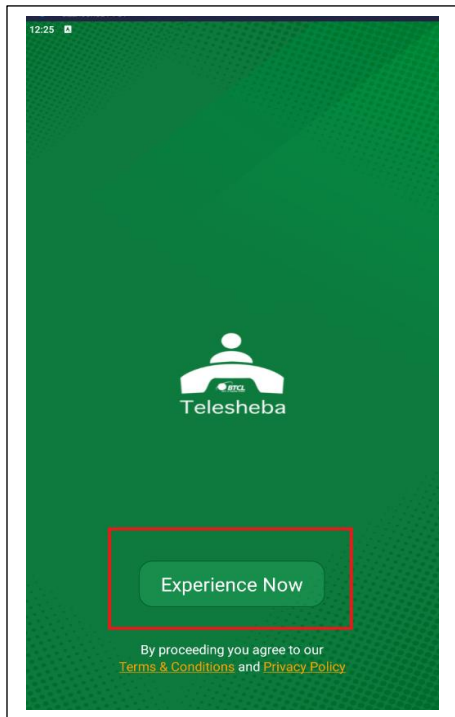
a. Go to “Apple Store” on iPhone. You will see a window like this. Then click on Search.



b. Then click on “Search Apps & games” and search “Telesheba”. After that, click on “Get”. The app will be installed. Then click on “Open”



c. After that click on “Experience Now”.



2.0 Telesheba App: Telesheba is only for individual private customers.

2.1 How to create a new account on Telesheba:

Any new customer can create a new account by clicking on "Sign Up" option. After clicking on "Sign Up", a new window will pop up. It has 2 options:

1. BTCL new customer
2. BTCL existing customer

For BTCL new customer, fill up this detailed information. Then click on Phone or Email for OTP code verification. An OTP will be sent to the preferred option. Enter the code and click on next.

11:16

< Sign Up Your Personal Account

BTCL New Customer BTCL Existing Customer

Detailed Information

Customer Name *

Please input

Birthday *

Please select

Email *

Please input

Phone *

Please input

OPT Code Verification

☐ Phone ☐ Email

Next

11:16

< Sign Up Your Personal Account

BTCL New Customer BTCL Existing Customer

Detailed Information

Customer Name *

Please input

Birthday *

Please select

Email *

Please input

Phone *

Please input

OPT Code Verification

☐ Phone ☐ Email

Next

2.2 Telesheba App login Procedure:

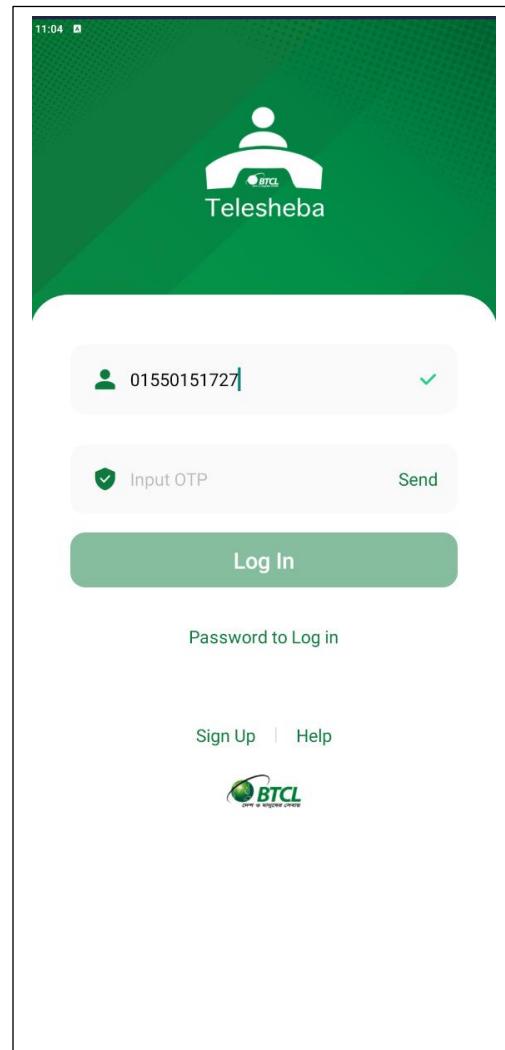
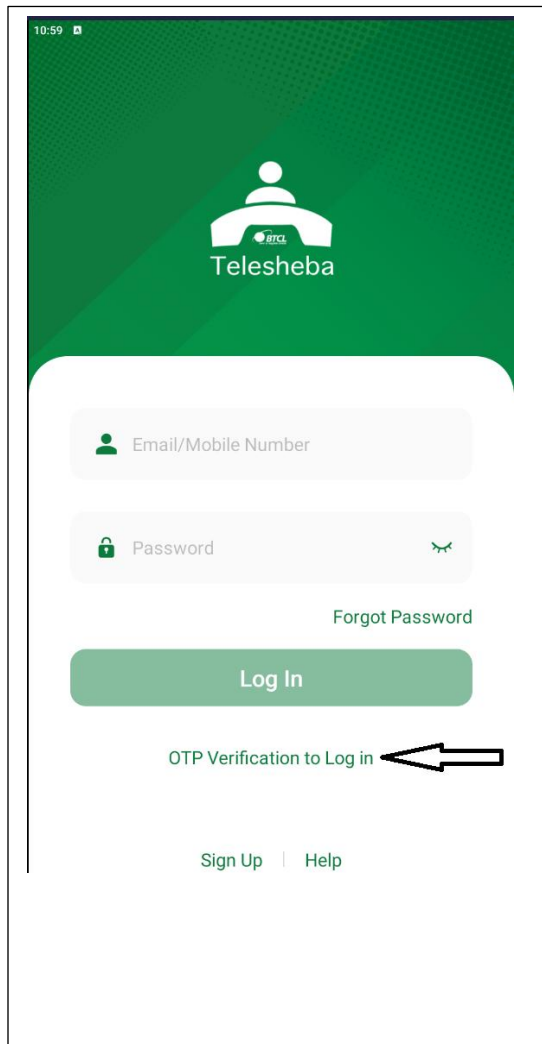
Telesheba App is just for customer's PSTN and Broadband (Telephone, GPON, ADSL) which can create new account and then login, Or, can login with existing user:

Here, the customer can login with mobile number or email and password

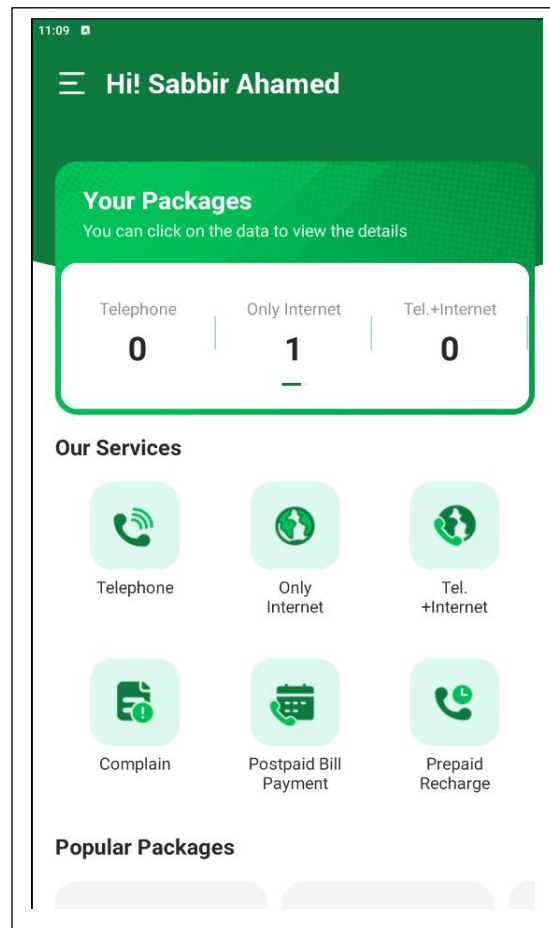
The customer can also login with OTP sent to his/her phone number:

First, click on OTP verification to login. Then input the mobile number and click on Send.

An OTP will be sent to his mobile number and type the OTP. Then click on Log in to enter and complete the login procedure.



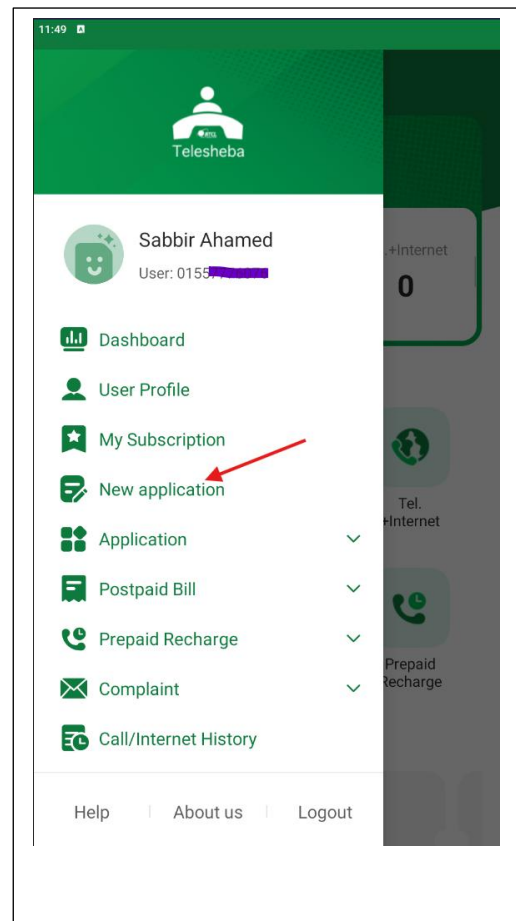
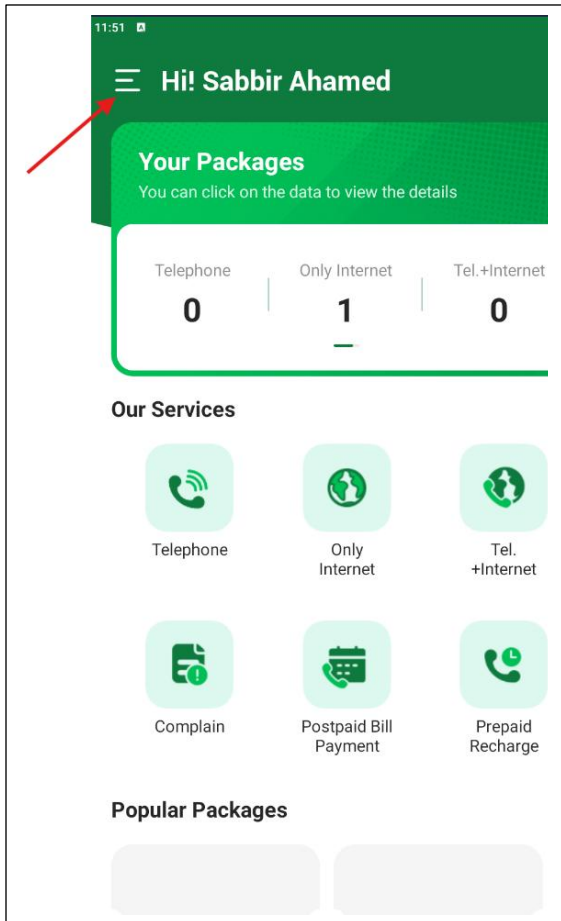
After completing login you will see a page like this:



3.0 New Application Procedure:

3.1 Only Telephone connection:

After login, click on menu bar, then click on “New Application”. Then click on Telephone package and click on next. A new window will pop up. You can either choose prepaid or postpaid option. And click on “Apply”. After choosing your internet package, click on apply. Then select “Connection Type” as Normal/Temporary and select “Subscriber Category” and click on “Next”



After that, you will input Installation address. Then click on “Next”.

Then Billing Address option will pop up. You can select “Bill Deliver method” as Email/Email and SMS/Email and Post. You can check the billing address same as installation address. The customer must also fill up email option and click on “Send” for OTP. Then fill SMS number option and click on next.

Then “Confirm” window will pop up.

Click on “Submit” option and the application will be submitted.

You can track your application from “Application” option in menu bar.

11:57

New Application

1 Offer Selected
2 Installation Address
3 Billing Address
4 Confirm

Select a Service

Telephone Package

Only Internet Package

Tel.+Internet Package

Selected package

Next

12:02

Telephone Package

All Offer Name

BTCL provide most reliable and uninterrupted telephone services.

PREPAID

Prepaid Telephone

150 BDT with VAT, BTCL To BTCL Unlimited Talk Time. 0.48 taka/Min + 15% VAT BTCL to Others Operator.

Telephone Package
Apply

POSTPAID

Postpaid Telephone

BTCL to BTCL unlimited talk time 150TK/Month & BTCL to Others Operator 0.52 TK/Min

Telephone Package
Apply

12:07

New Application

1 Offer Selected
2 Installation Address
3 Billing Address
4 Confirm

PREPAID

Telephone Package

Prepaid Telephone

150 BDT with VAT, BTCL To BTCL Unlimited Talk Time. 0.48 taka/Min + 15% VAT BTCL to Others Operator.

Click here to Select Other Package

Connection Type
Normal

Subscriber Category
Private

Next

12:14

New Application

1 Offer Selected
2 Installation Address
3 Billing Address
4 Confirm

Contact Person
Sabbir Ahamed

Contact Number
01557776076

Area Type
New Address

Area
Dhaka-Mohammadpur-Mohammadia Housing Society

Post Code
1213

Previous
Next

12:18

New Application

1 Offer Selected 2 Installation Address 3 Billing Address 4 Confirm

Block
2

Road No. *
3

Floor/Apartment No.
3rd Floor

House No./Name *
Daliya Housing

Detail Address *
House -Daliya Housing,Floor/Apartment -3rd Floor,Road -3,Block -2,Mohammadia Housing Society,Mohammadpur,Dhaka, 1213

Previous Next

12:33

New Application

1 Offer Selected 2 Installation Address 3 Billing Address 4 Confirm

House No./Name *
Daliya Housing

Detail Address *
House -Daliya Housing,Floor/Apartment -3rd Floor,Road -3,Block -2,Mohammadia Housing Society,Mohammadpur,Dhaka, 1213

Email *
sabbirahamed@gmail.com

Please input Send

SMS Number *
01550151727

Previous Next

12:42

New Application

1 Offer Selected 2 Installation Address 3 Billing Address 4 Confirm

Bill Deliver information

Billing Address

Sabbir Ahamed 01557776076

House -Daliya Housing,Floor/Apartment -3rd Floor,Road -3,Block -2,Mohammadia Housing Society,Mohammadpur,Dhaka, 1213

Bill Deliver method Email and SMS

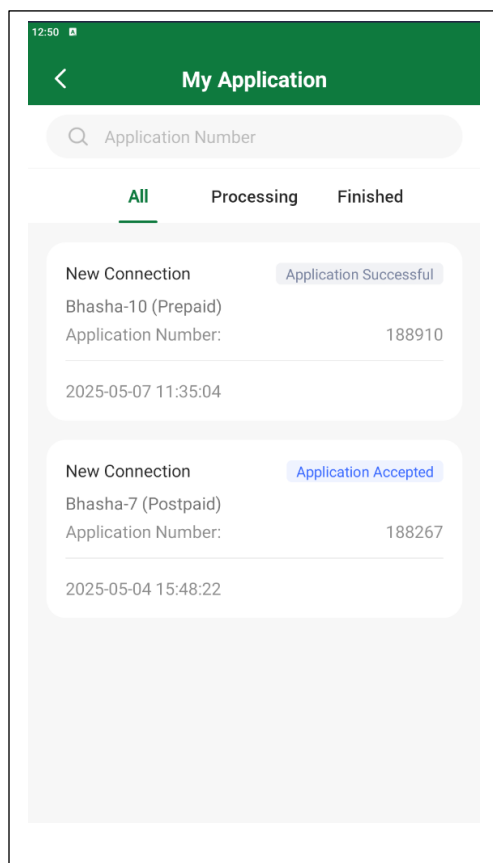
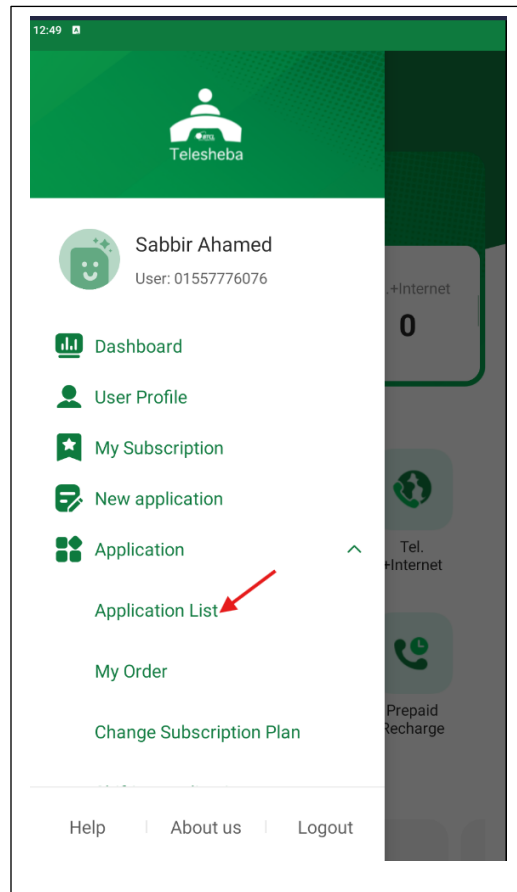
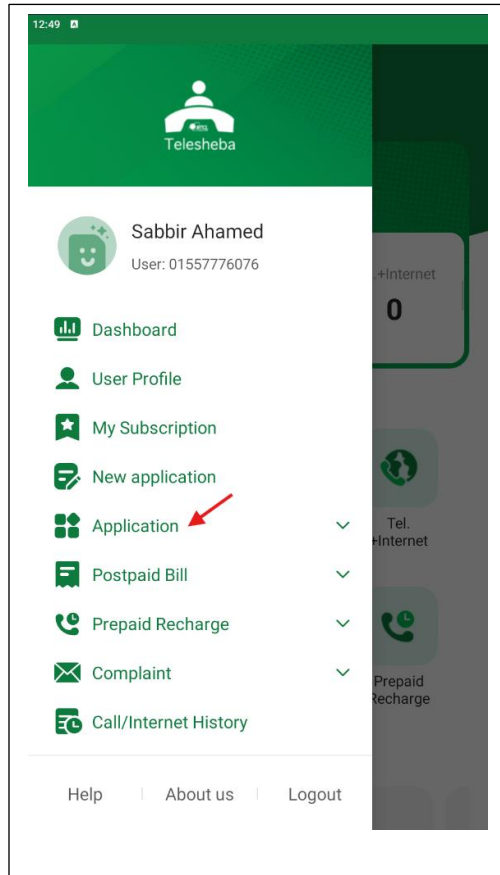
Email sabbirahamed.btl@gmail.com

SMS Number 01557776076

☒ Have Read and Accept The Terms and Conditions

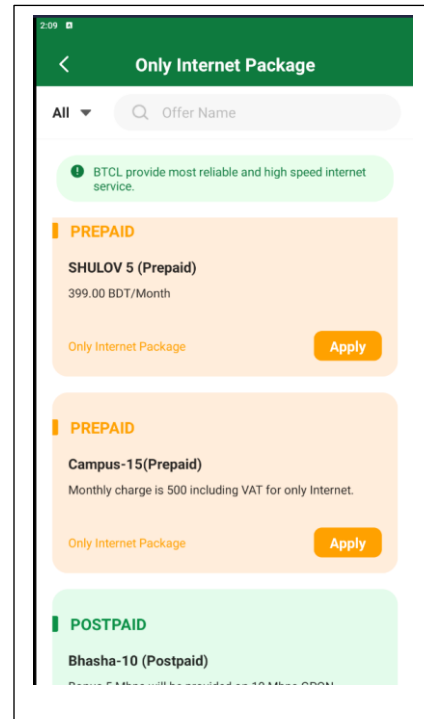
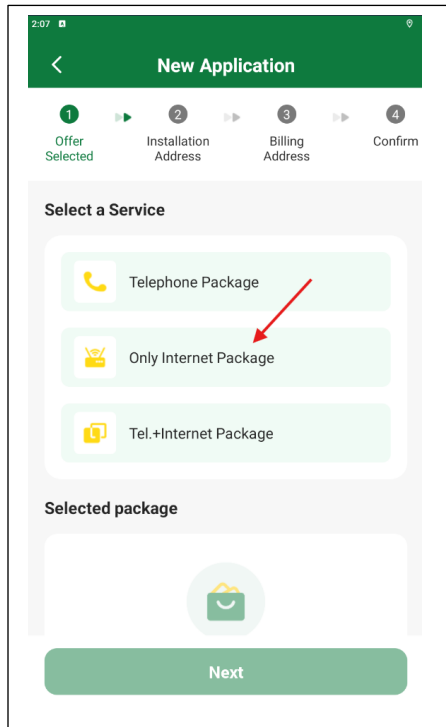
Previous Submit

Tracking Application:

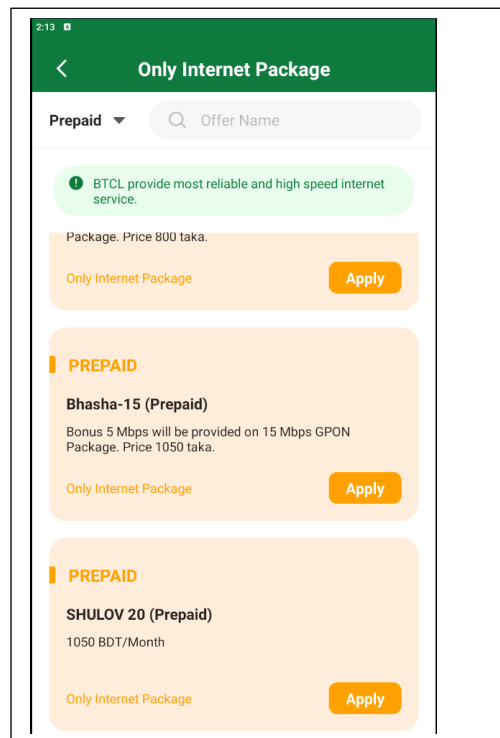
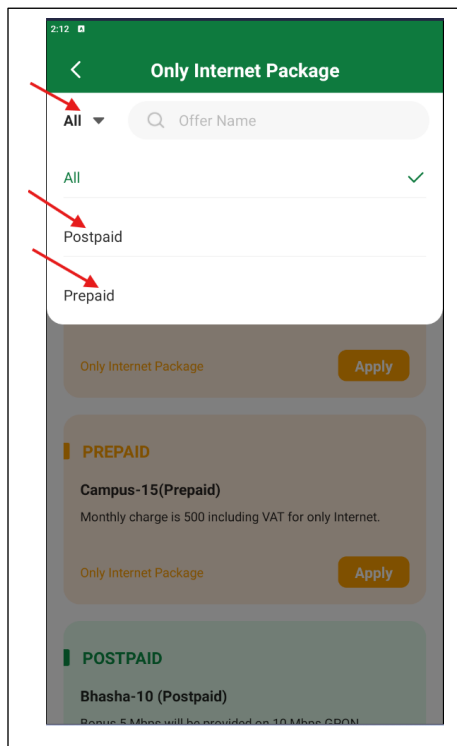


3.2 Only Internet connection:

Go to “New Application” and click on “Only Internet Package”



You can select either prepaid or postpaid connection packages:



After choosing your internet package, click on apply. Then select “Connection Type” as Normal/Temporary and select “Subscriber Category” and click on “Next”.

New Application

1 Offer Selected 2 Installation Address 3 Billing Address 4 Confirm

PREPAID
Only Internet Package

Bhasha-15 (Prepaid)
Bonus 5 Mbps will be provided on 15 Mbps GPON Package. Price 1050 taka.

[Click here to Select Other Package](#)

Connection Type *
Normal

Subscriber Category *
Private

Next

New Application

1 Offer Selected 2 Installation Address 3 Billing Address 4 Confirm

Contact Person *
Sabbir Ahamed

Contact Number *
01557776076

Area Type *
Existing Address

Existing Address *
Please select

Search

Previous **Next**

Now, fill up Installation address, billing address and confirm as described in section 2.1.

3.3 Tel. + Internet Package:

In the “New Application” page click on “Tel. + Internet Package”. Here you can select category prepaid/postpaid and Internet by Technology (GPON/ADSL).

You can also select packages from “GPON Packages”/”ADSL Packages”

Tel.+Internet Package

PLANNER GPON PACKAGES ADSL PACKAGES

CATEGORY

Postpaid Prepaid

INTERNET

Technology

GPON ADSL

Speed

5Mbps 50Mbps 40Mbps

10Mbps 30Mbps 15Mbps

See More

Apply

Tel.+Internet Package

PLANNER GPON PACKAGES ADSL PACKAGES

Postpaid Offer Name

BTCL provide most reliable and high speed internet service with uninterrupted telephone services.

POSTPAID

Bhasha-7 Bundle (Telephone + Internet)

Bonus 5 Mbps will be provided on 7 Mbps GPON Package. Price 500 taka/ Month and Telephone: BTCL to BTCL ...

GPON | Tel.+Internet Package Apply

POSTPAID

SHULOV 50 Bundle (Telephone + Internet)

GPON: 2400.00 BDT/ Month – Telephone: BTCL to BTCL unlimited talk time 150TK/Month & BTCL to Others ...

GPON | Tel.+Internet Package Apply

After selecting package and clicking on “Apply”. Then select “Connection Type” as Normal/Temporary and select “Subscriber Category” and click on “Next”. Now, fill up Installation address, billing address and confirm as described in section 2.1

New Application

1 Offer Selected 2 Installation Address 3 Billing Address 4 Confirm

POSTPAID

GPON | Tel.+Internet Package

Bhasha-7 Bundle (Telephone + Internet)

Bonus 5 Mbps will be provided on 7 Mbps GPON Package. Price 500 taka/ Month and Telephone: BTCL to BTCL ...

Click here to Select Other Package

Connection Type

Normal

Subscriber Category

Private

Next

New Application

1 Offer Selected 2 Installation Address 3 Billing Address 4 Confirm

Contact Person

Sabbir Ahamed

Contact Number

01557776076

Area Type

Existing Address

Existing Address

Please select

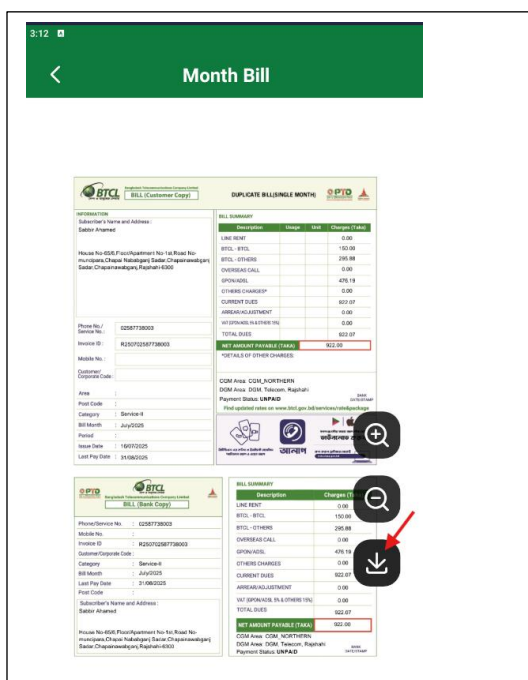
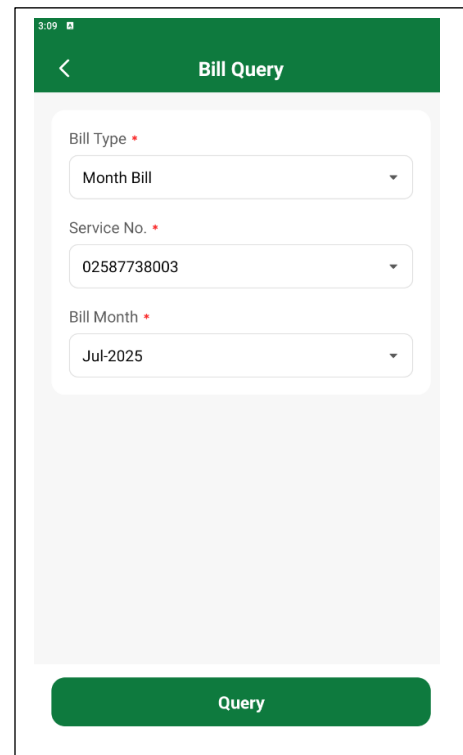
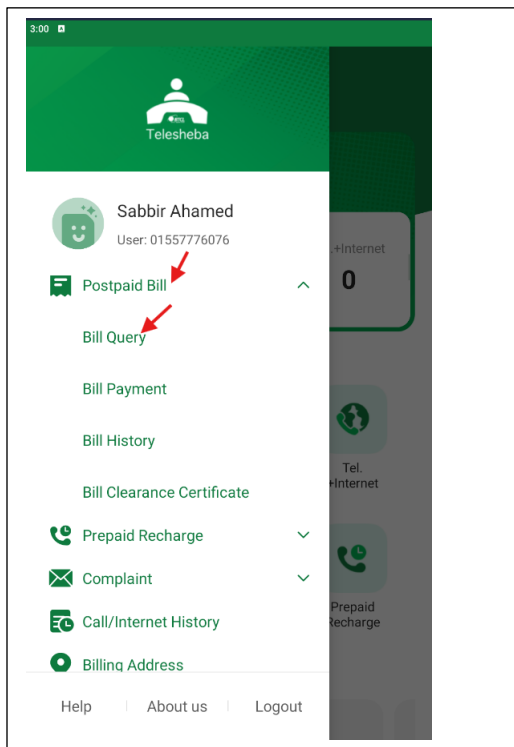
Search

Previous Next

4. Postpaid Bill

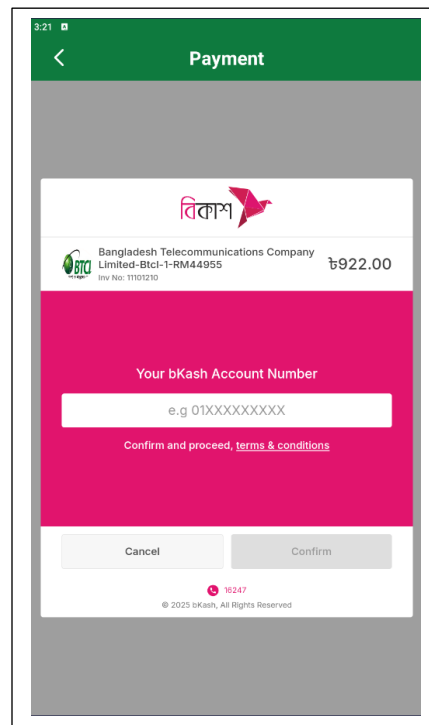
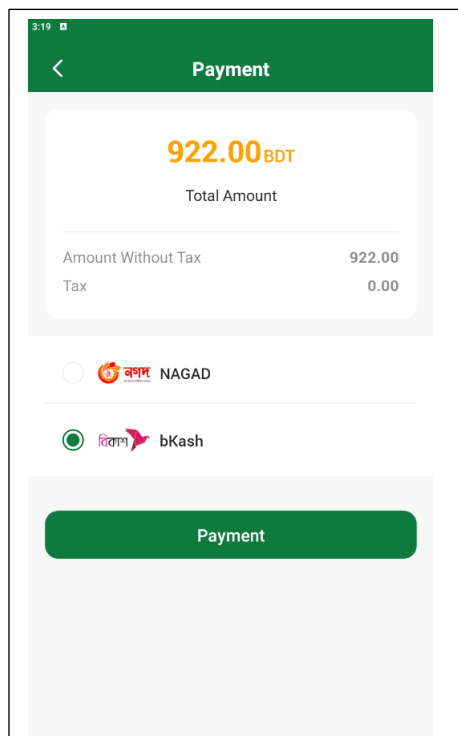
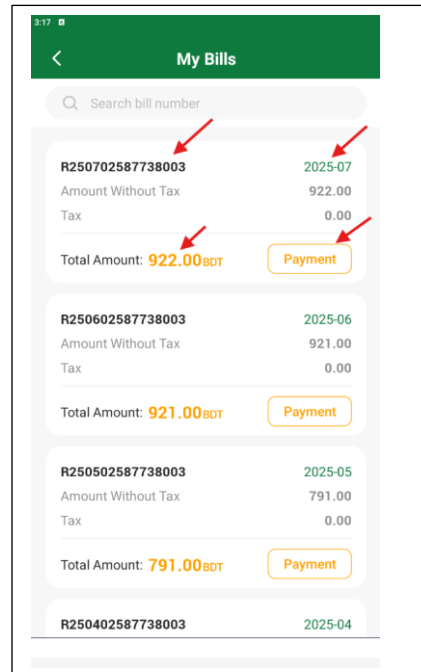
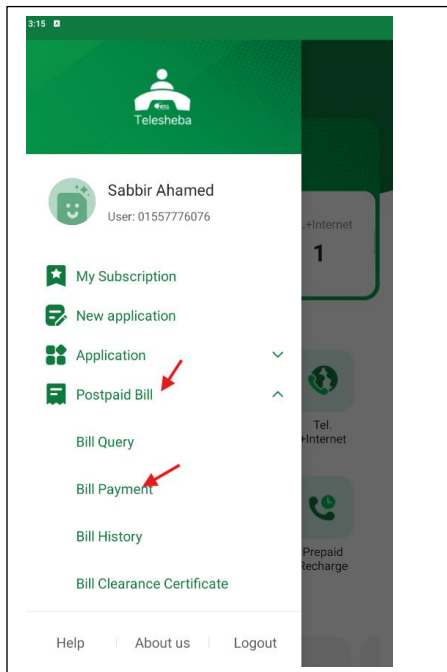
4.1 Bill Query

Postpaid customers can query bills from “Bill Query” option. After selecting Bill type, service no and bill month, click on Query. You can see bill details. You can also download the bill by clicking on download option



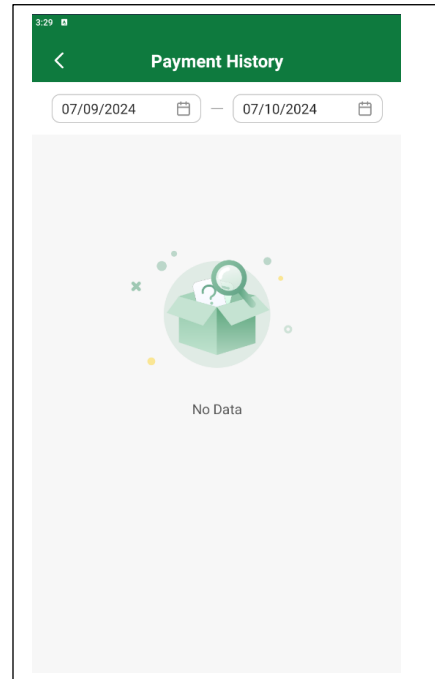
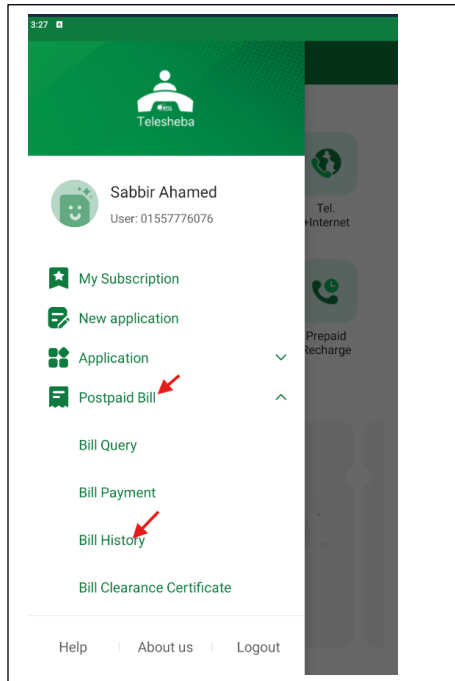
4.2 Bill Payment:

Postpaid customer can also pay bills from bill payment option. After clicking on “Bill Payment”, all unpaid bills details will be shown. Then click on payment. Then select your preferred payment method(bKash/NAGAD) and click on payment. Then BKash payment gateway will pop up and you can pay bill from here.



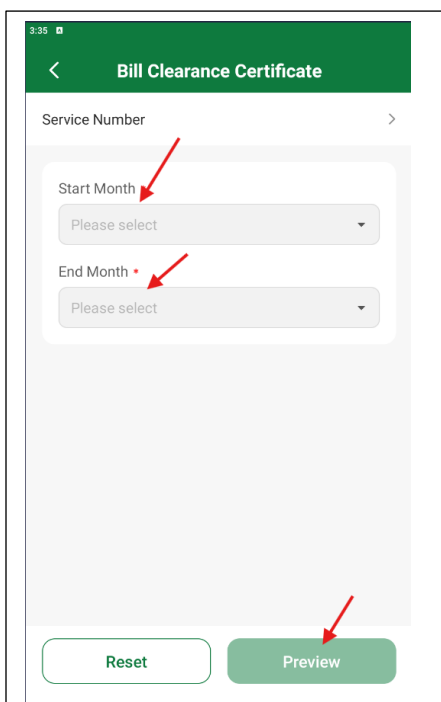
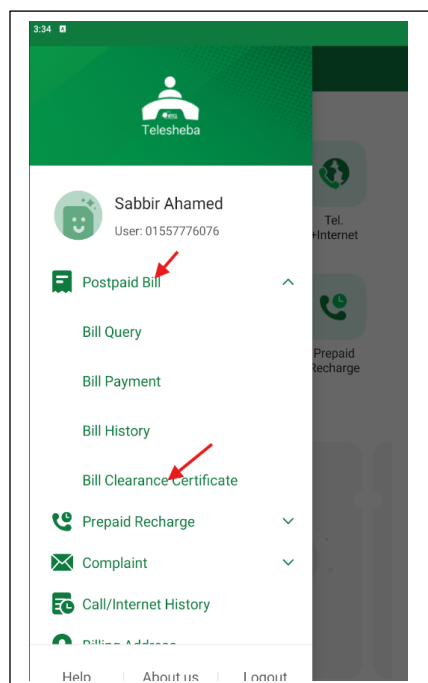
4.3 Bill History:

The subscriber can also see his/her payment history from “Bill History” option



4.4 Bill Clearance Certificate

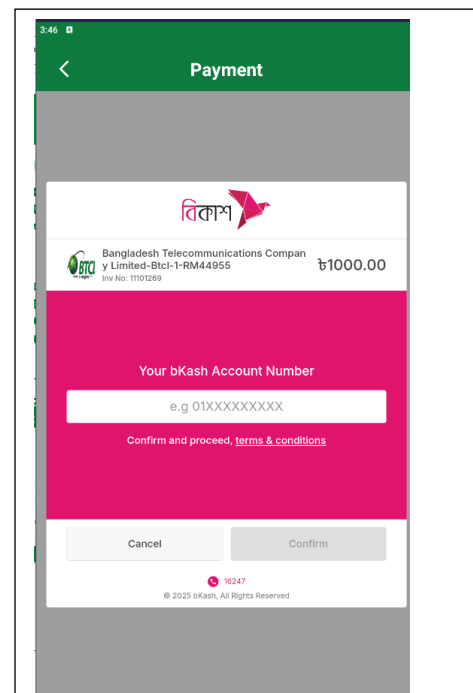
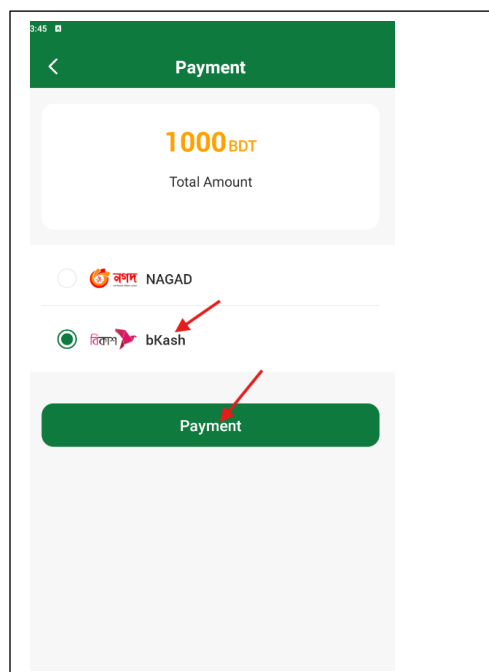
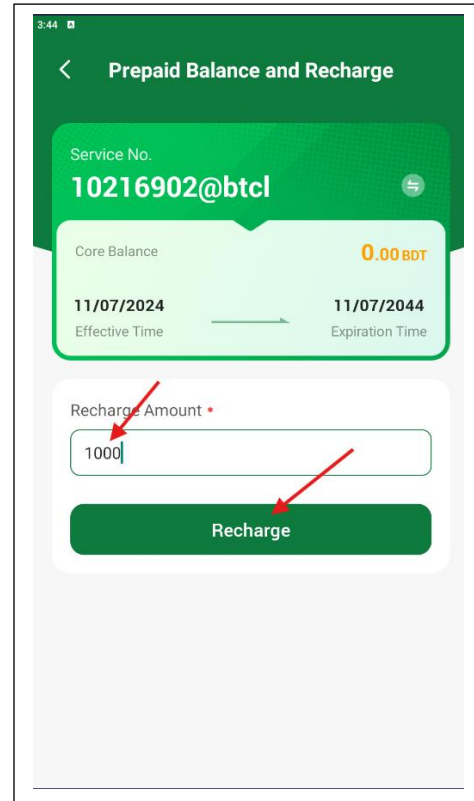
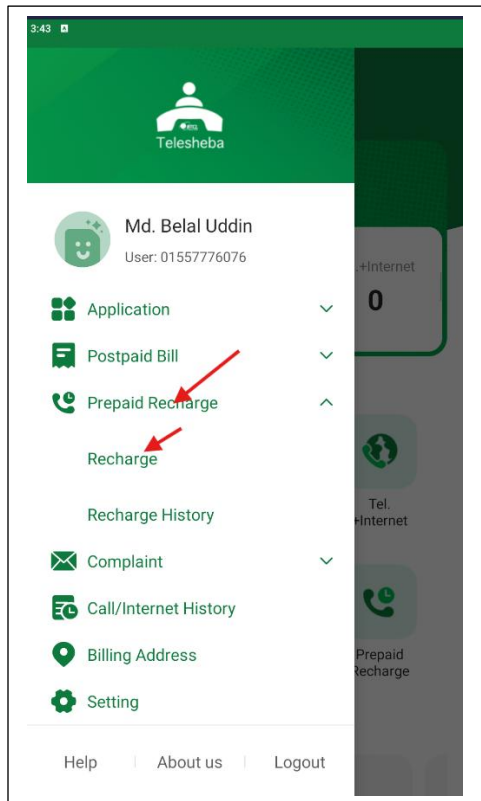
The customer can download Bill Clearance certificate



5.0 Prepaid Recharge:

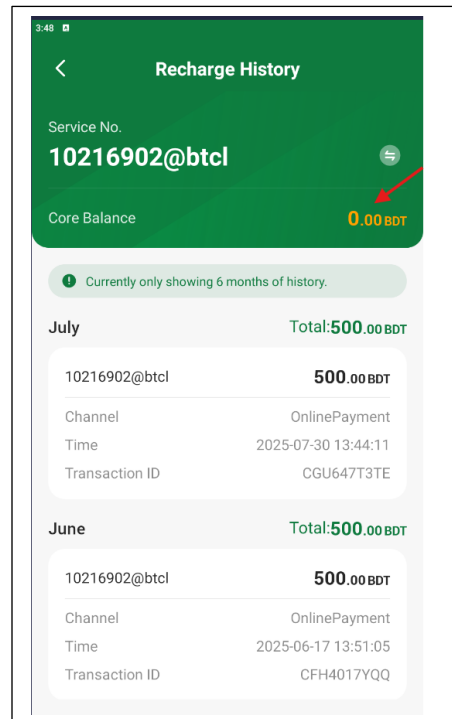
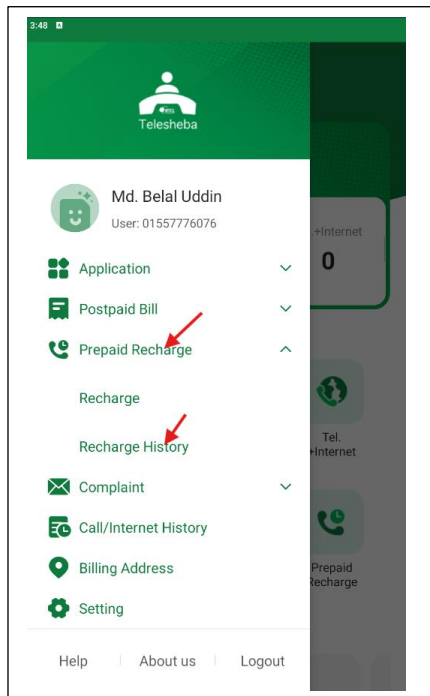
5.1 Recharge:

The subscriber can recharge from “Prepaid Recharge” option



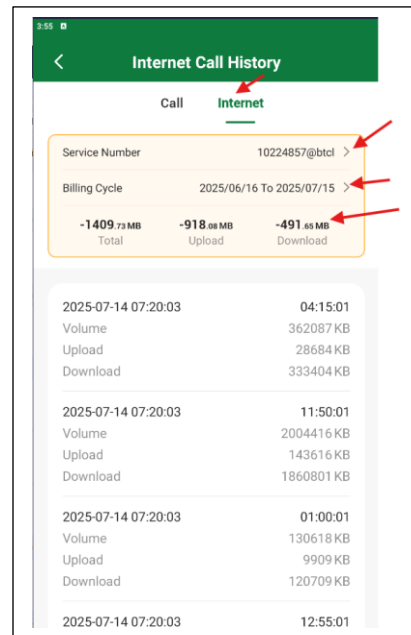
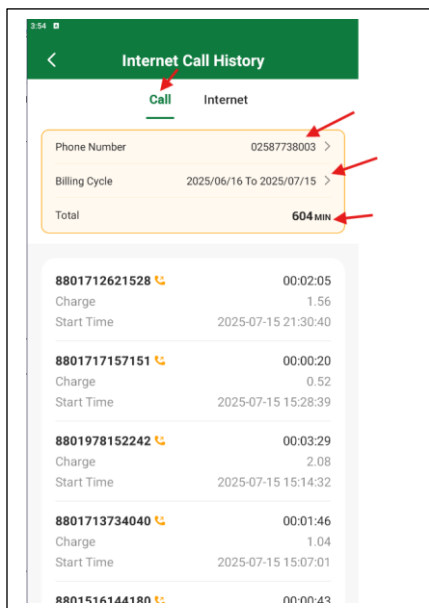
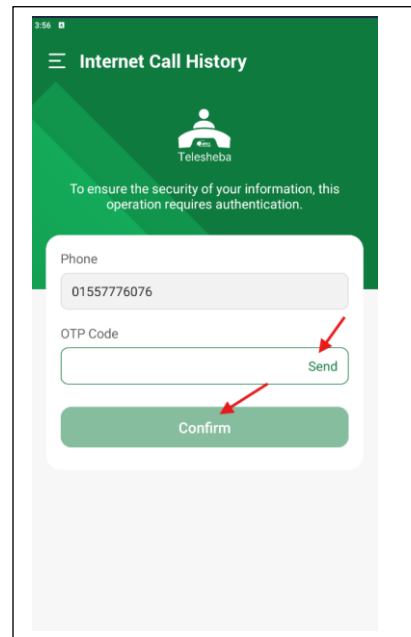
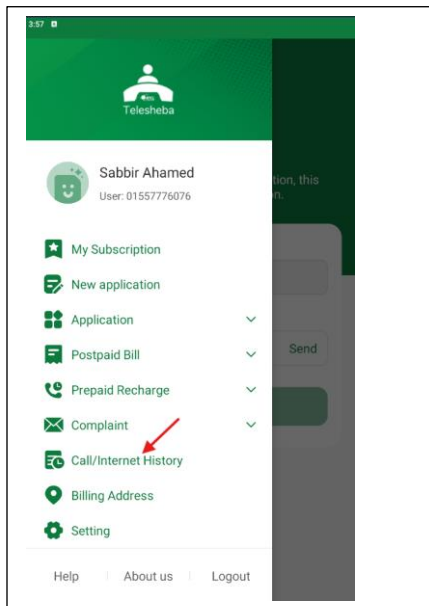
5.2 Recharge History:

The customer can see his/her recharge history from “Recharge History” option



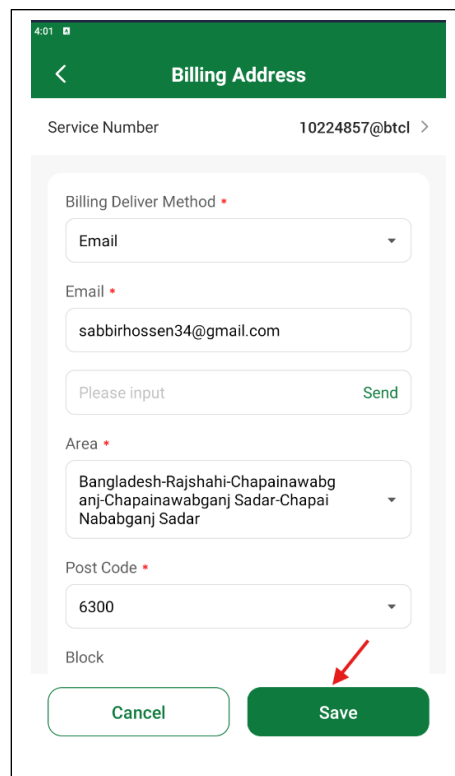
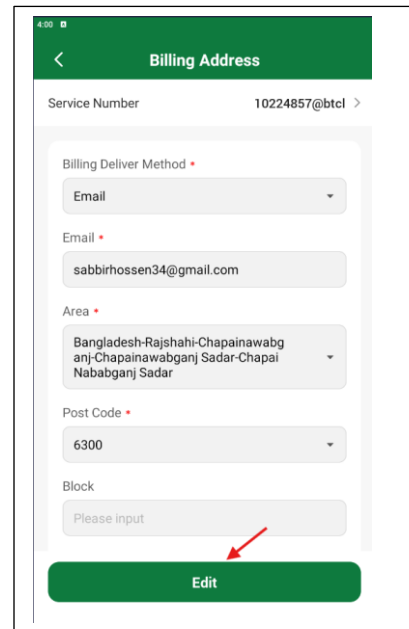
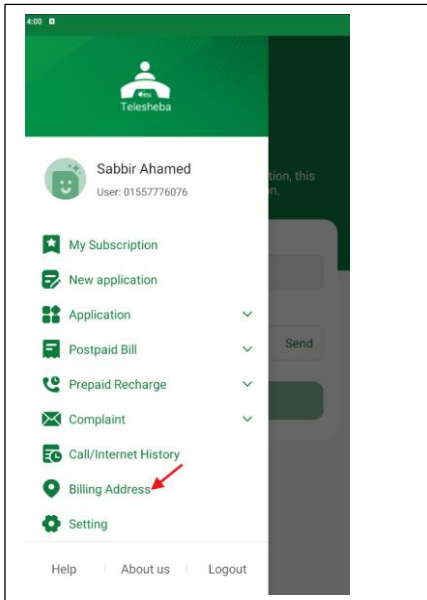
6.0 Internet Call History:

The customer can see internet history and call history from “Internet Call history” option



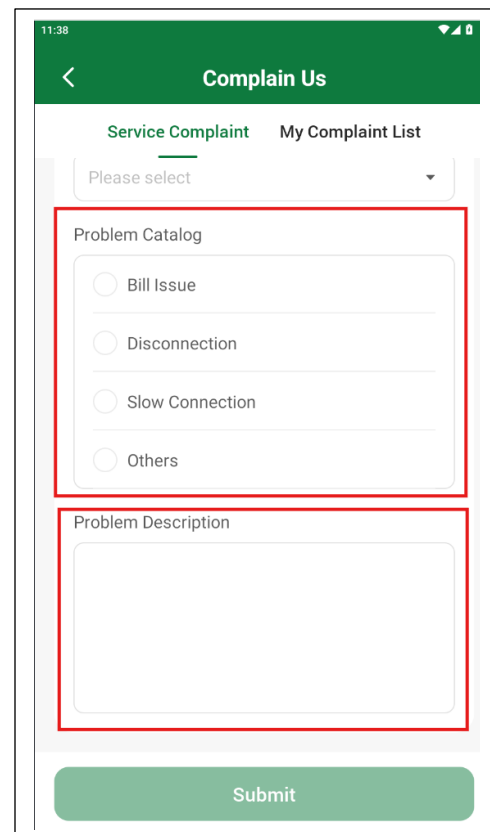
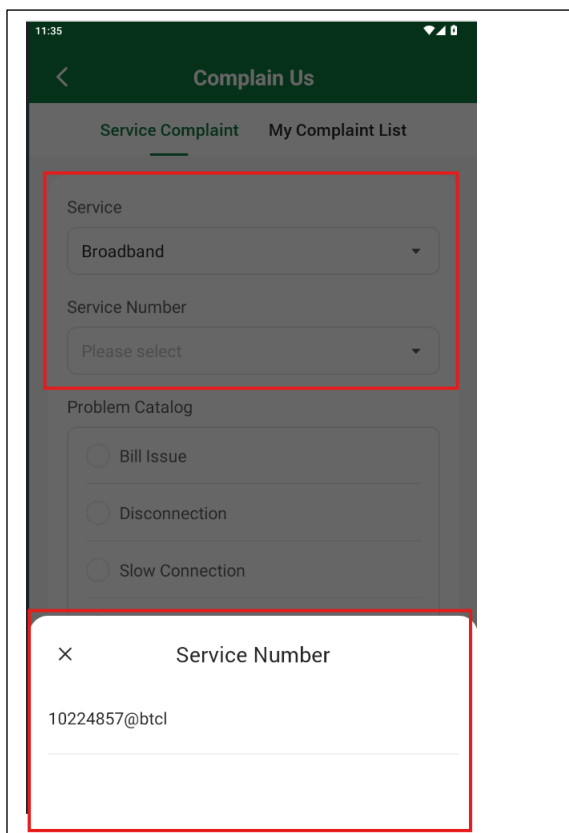
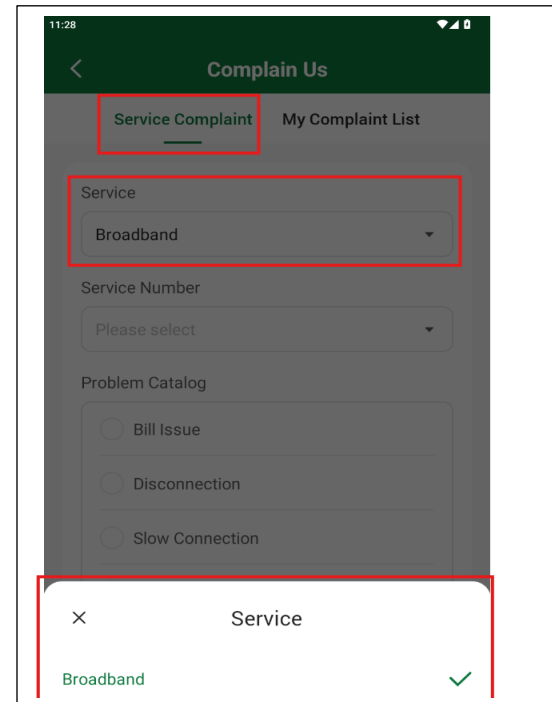
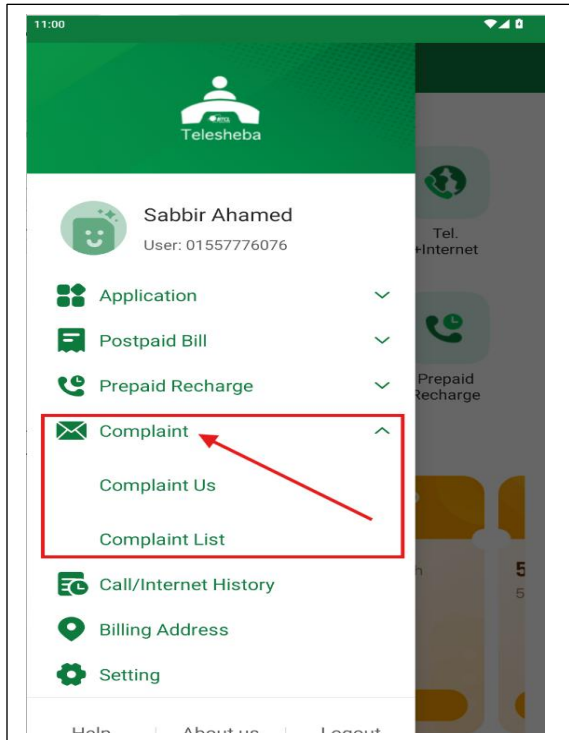
7.0 Billing Address:

The customer can change his billing address from “Billing Address” option.

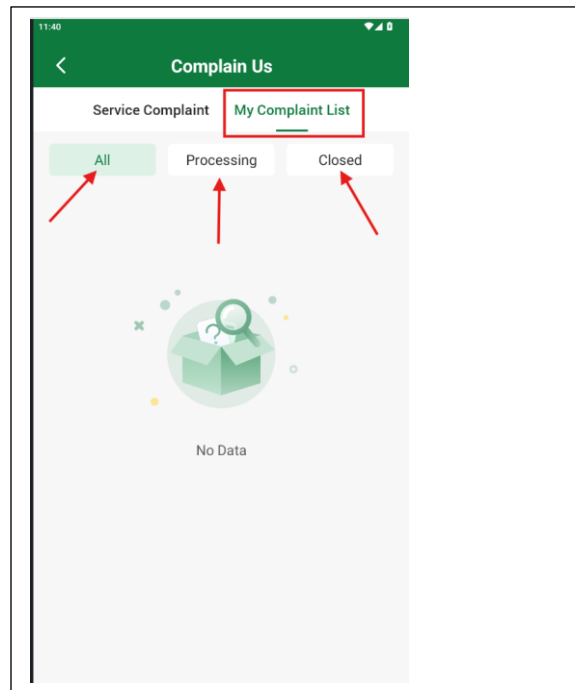


8.0 Complaint:

8.1 Complaint Us : The customer can his complain from “**Complaint**” option. Customer also can complain on Service Type (Broadband, Telephone) with Service Number with Problem Catalog With Problem Description.

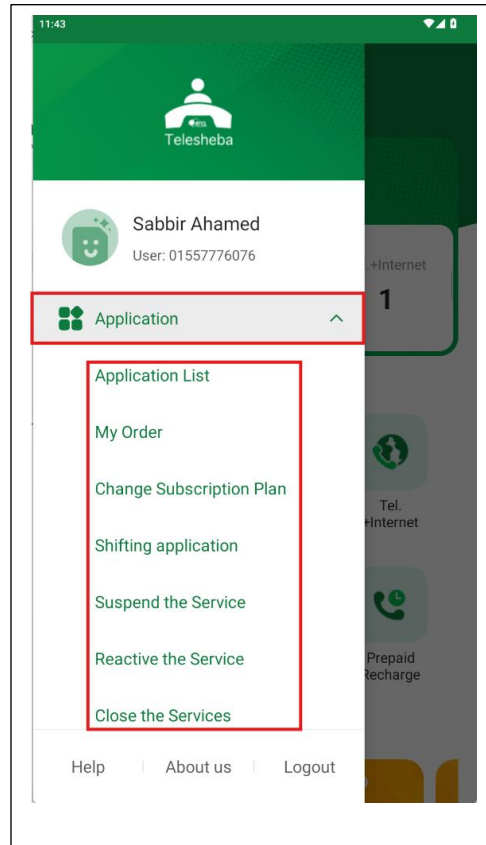


8.2 Complaint List:

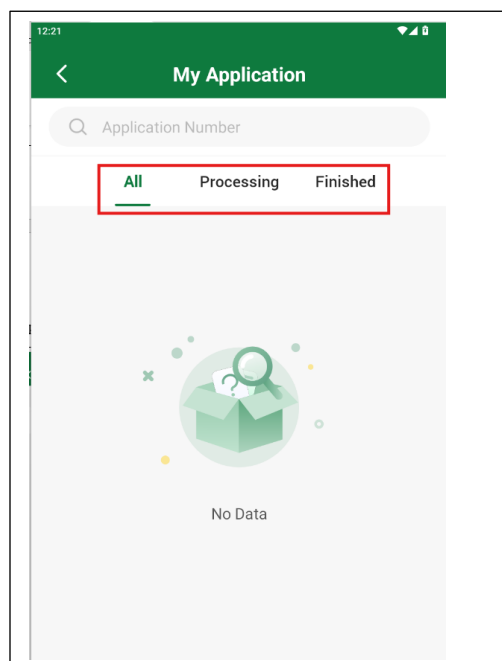


9.0 Application:

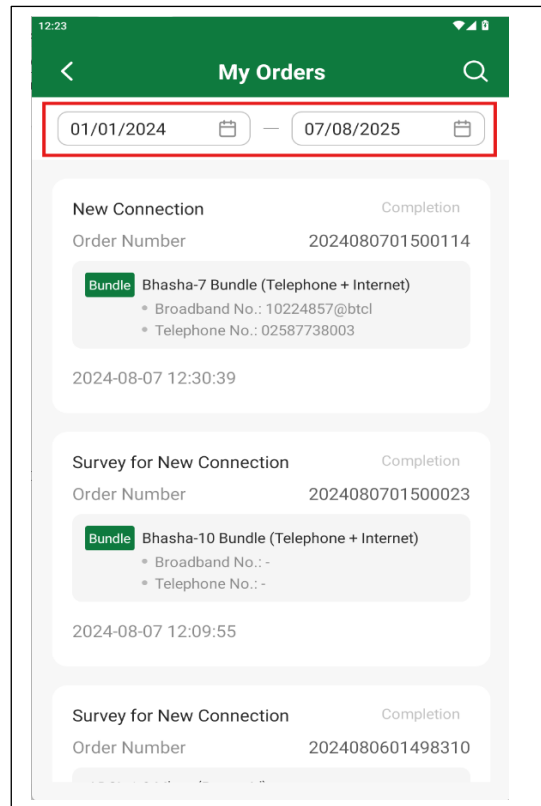
The customer can create Service Order, Change Plan, Shifting Order, Suspend/Reactive/Close the service from “**Application**” option.



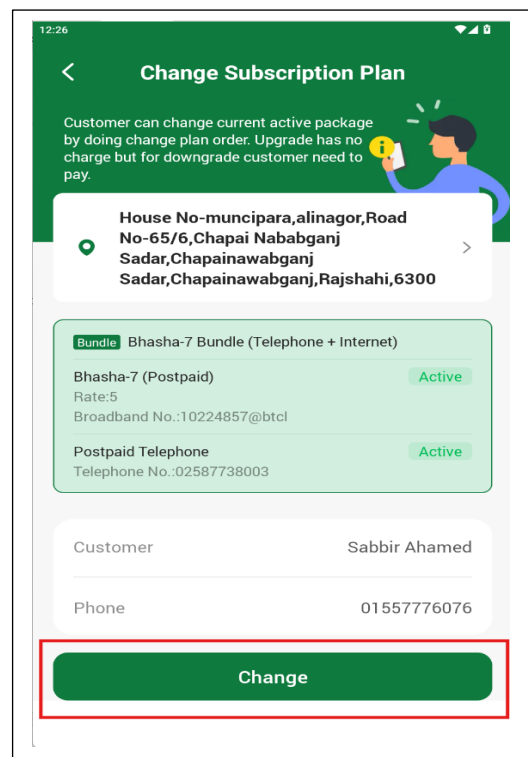
9.1 **Application List:** Customer can see all applications status.



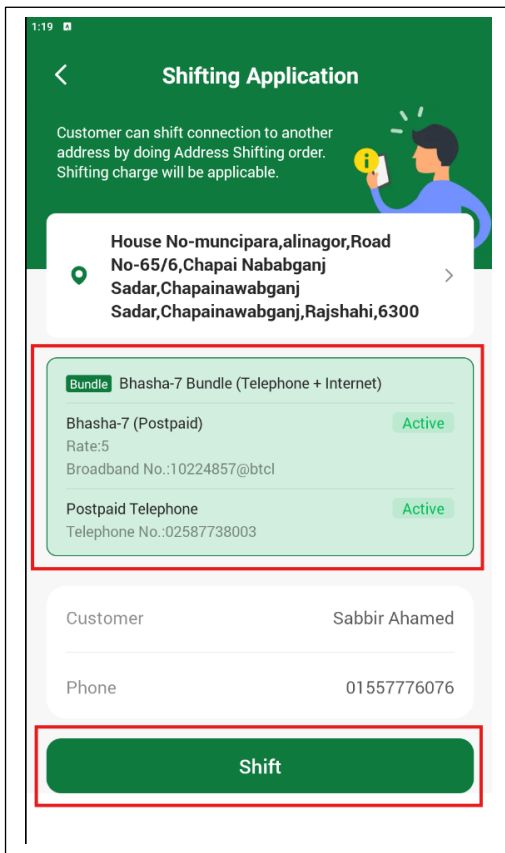
9.2 My Order: Customer can see all orders list



9.3 Change Subscriber Plan: Customer can change his existing services



9.4 Shifting Application : Customer can shift his existing services with new address.



1:19

< Shifting Application

Customer can shift connection to another address by doing Address Shifting order. Shifting charge will be applicable.

House No-municipara,alinagor,Road No-65/6,Chapai Nababganj Sadar,Chapainawabganj Sadar,Chapainawabganj,Rajshahi,6300

Bundle Bhasha-7 Bundle (Telephone + Internet)

Bhasha-7 (Postpaid) Active

Rate:5

Broadband No.:10224857@btcl

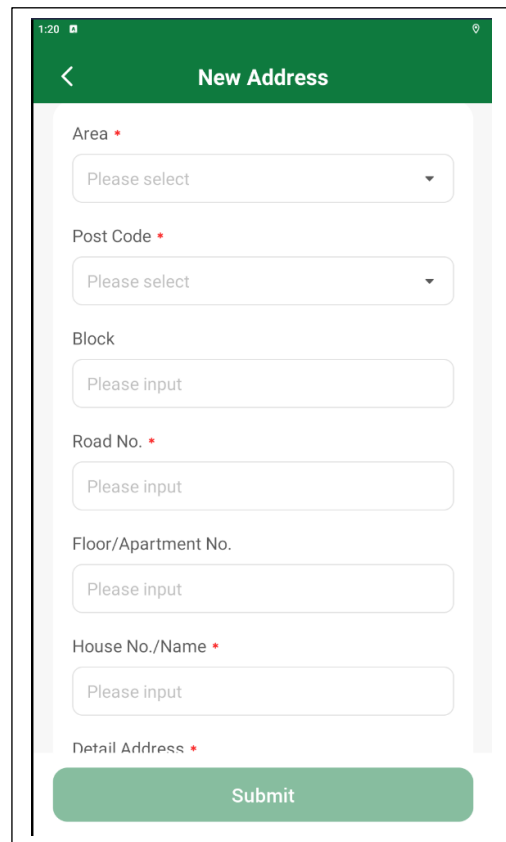
Postpaid Telephone Active

Telephone No.:02587738003

Customer Sabbir Ahamed

Phone 01557776076

Shift



1:20

< New Address

Area *

Please select

Post Code *

Please select

Block

Please input

Road No. *

Please input

Floor/Apartment No.

Please input

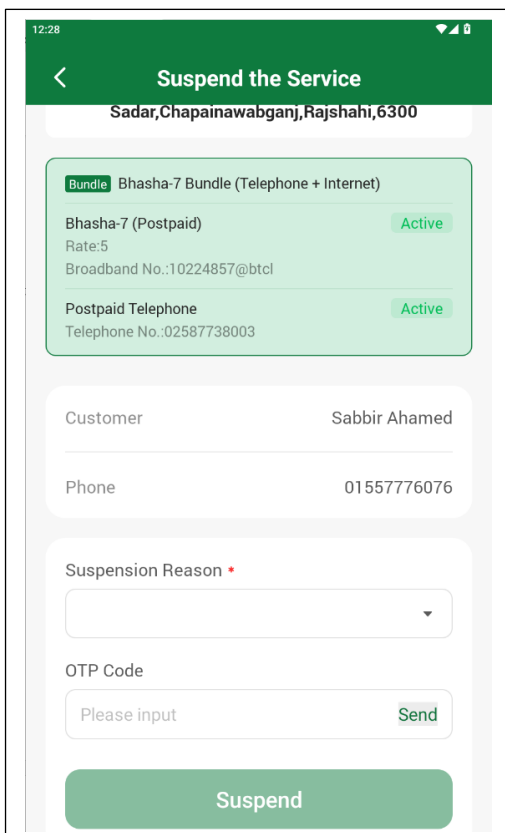
House No./Name *

Please input

Detail Address *

Submit

9.5 Suspend the Service: Customer can Suspend his existing services with suspension reason.



12:28

< Suspend the Service

Sadar,Chapainawabganj,Rajshahi,6300

Bundle Bhasha-7 Bundle (Telephone + Internet)

Bhasha-7 (Postpaid) Active

Rate:5

Broadband No.:10224857@btcl

Postpaid Telephone Active

Telephone No.:02587738003

Customer Sabbir Ahamed

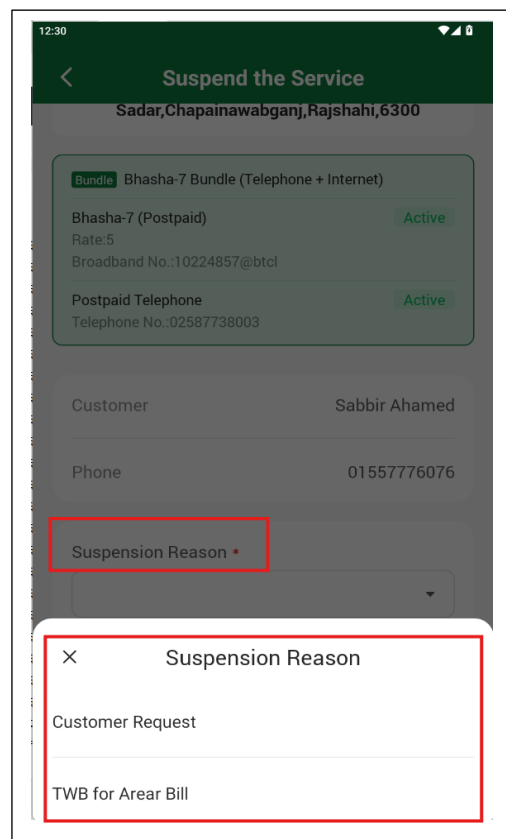
Phone 01557776076

Suspension Reason *

OTP Code

Please input Send

Suspend



12:30

< Suspend the Service

Sadar,Chapainawabganj,Rajshahi,6300

Bundle Bhasha-7 Bundle (Telephone + Internet)

Bhasha-7 (Postpaid) Active

Rate:5

Broadband No.:10224857@btcl

Postpaid Telephone Active

Telephone No.:02587738003

Customer Sabbir Ahamed

Phone 01557776076

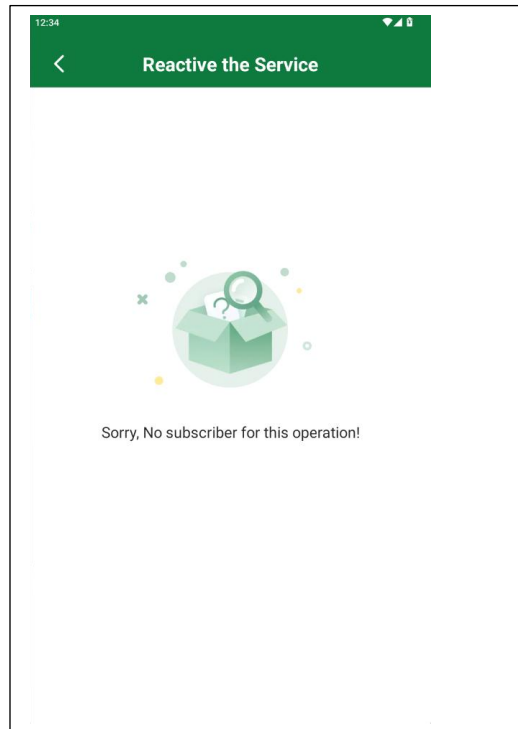
Suspension Reason *

Suspension Reason

Customer Request

TWB for Arear Bill

9.6 Reactive the Service: Customer can reactive his services after suspend the service.



9.7 Close the Service: Customer can terminate his existing services with suspension reason.

