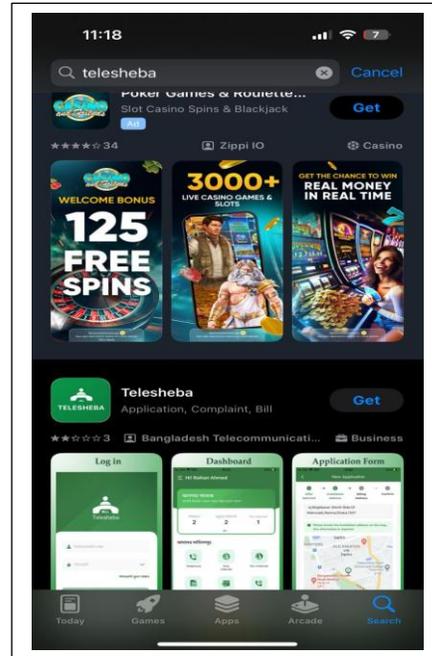
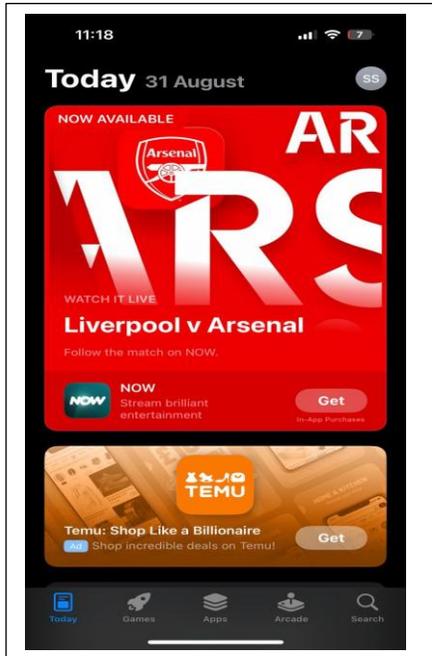


INDEX

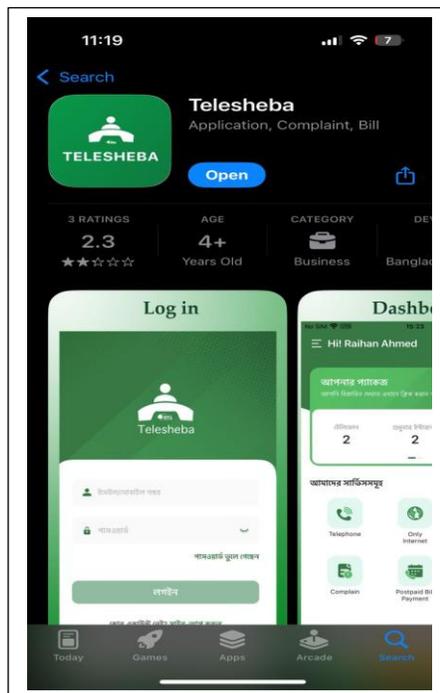
No.	Name	Page no
1	How to install Telesheba App on iPhone.....	2
2	Telesheba App 2.1 How to create a new account on Telesheba..... 2.2 Telesheba App Login Procedure:.....	4 6
3	New Application Procedure: 3.1 Only Telephone Package: 3.2 Only Internet Package:..... 3.3 Tel. + Internet Package:.....	9 13 15
4	Postpaid Bill 4.1 Bill Query..... 4.2 Bill Payment..... 4.3 Bill History..... 4.4 Bill Clearance Certificate.....	16 17 18 18
5	Prepaid Recharge 5.1 Recharge..... 5.2 Recharge History.....	19 20
6	Internet/Call History.....	21
7	Billing Address.....	22
8	Complaint 8.1 Complaint Us..... 8.2 Complaint List.....	23 24
9	Application 9.1 Application list..... 9.2 My Order..... 9.3 Change Subscriber Plan..... 9.4 Shifting Application..... 9.5 Suspend the Service..... 9.6 Reactive the Service..... 9.7 Close the service.....	25 26 26 27 27 28 28

1.0 How to install Telesheba App in iPhone:

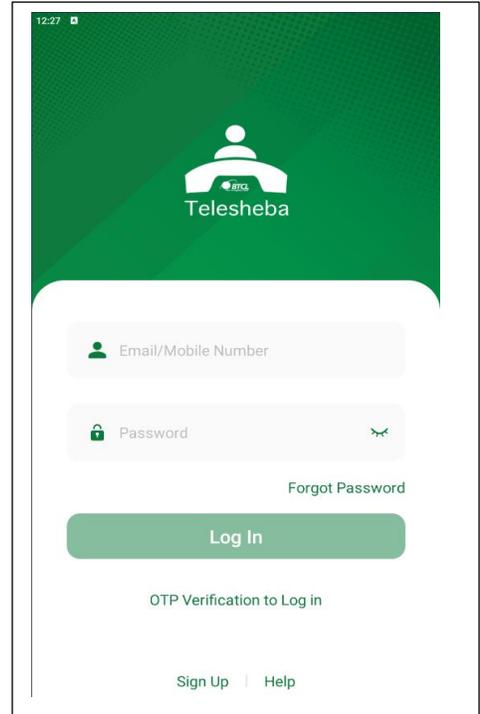
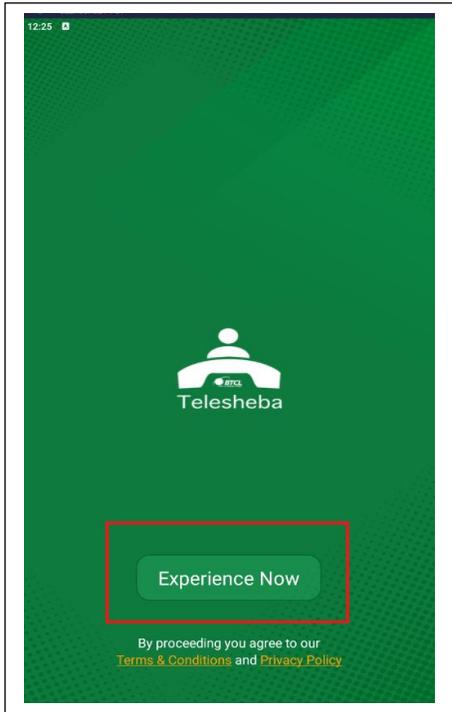
a. Go to “Apple Store” on iPhone. You will see a window like this. Then click on Search.



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”.



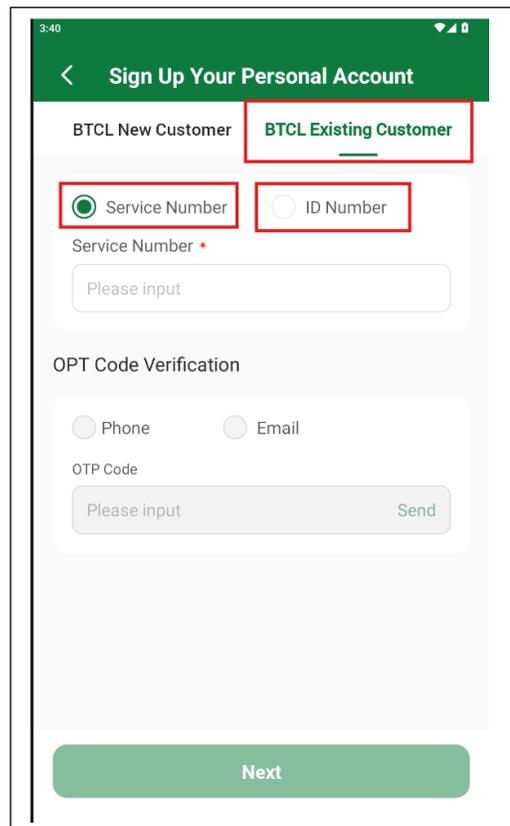
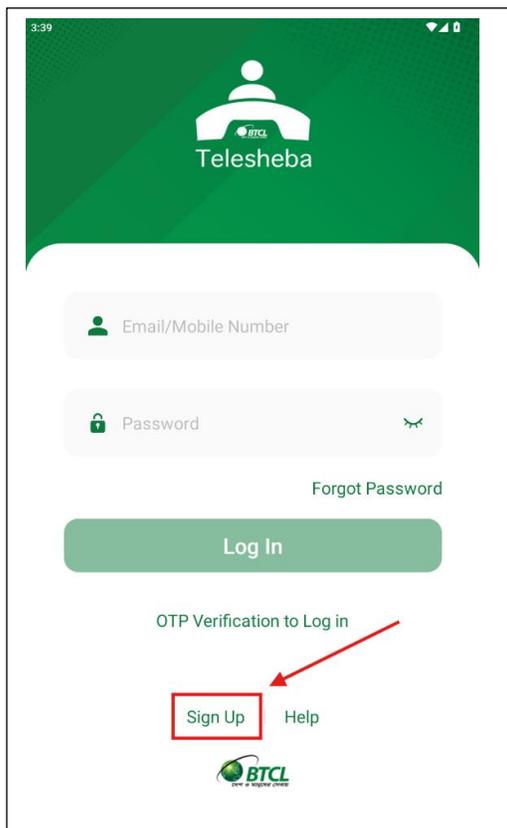
2.0 Telesheba App: Telesheba is only for Existing Customer.

2.1 How to create a new account on Telesheba:

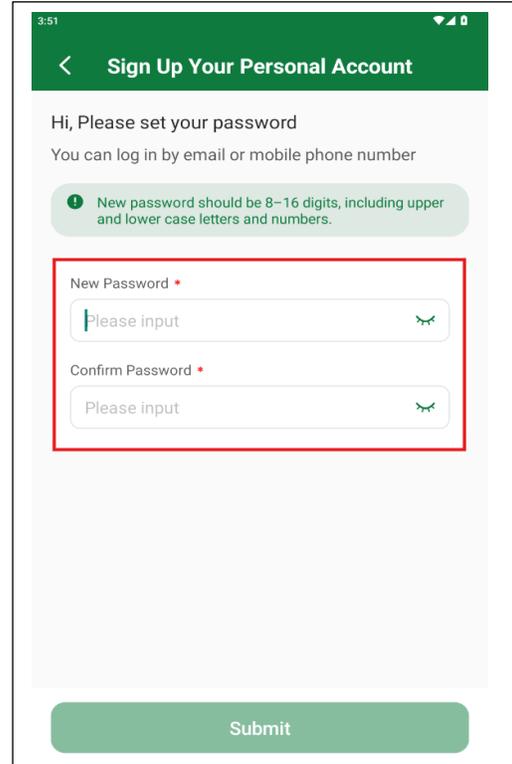
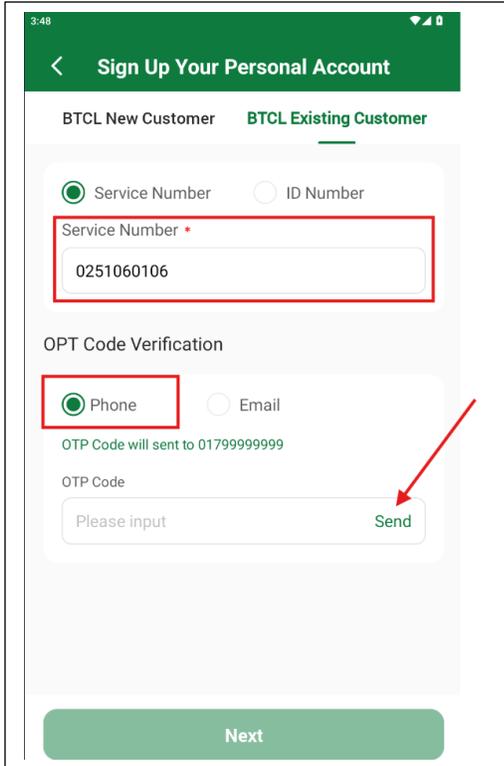
Any existing customer can create a new account by clicking on “Sign Up” option. After clicking on ”Sign Up”, a new window will pop up. It has 2 options:

1. BTCL new customer
2. BTCL existing customer

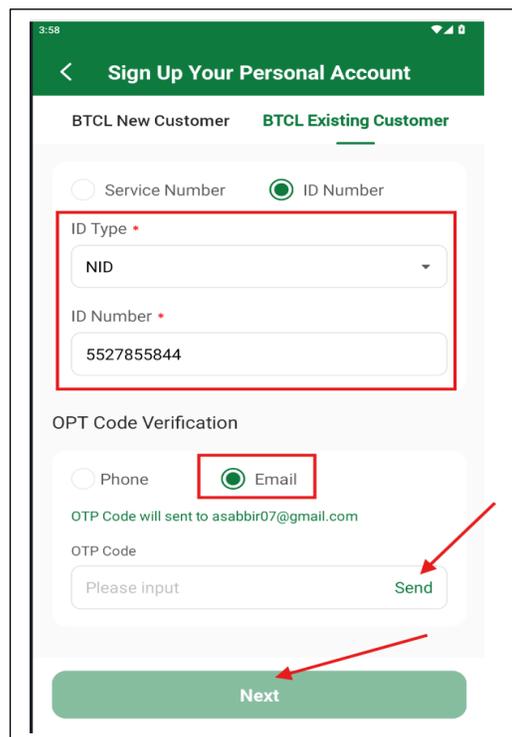
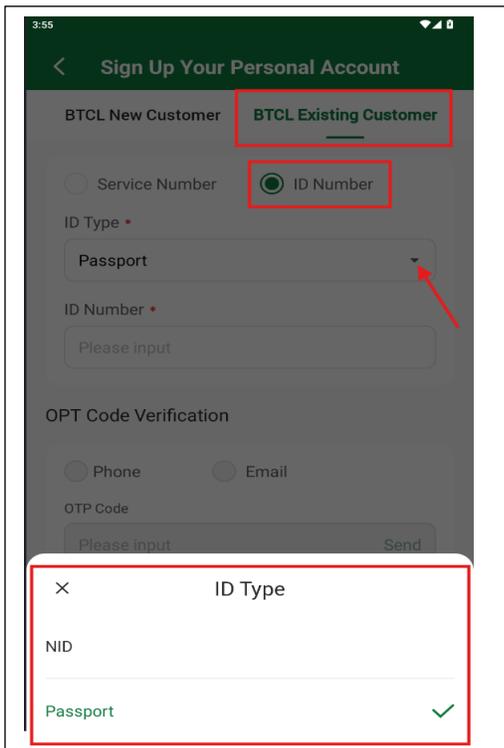
For BTCL existing customers, the customer can create new account by entering service number (Telephone number/ Internet id) or “ID Number” where you can input Passport or NID. Then click on Phone or Email for OTP code verification. An OTP will be sent to the preferred option. Enter the code and click on next.



Customer will input the BTCL service number in “Service Number” option, then select Phone/Email for OTP verification, then click “Send” option. Now set a password, then click “Submit” key.



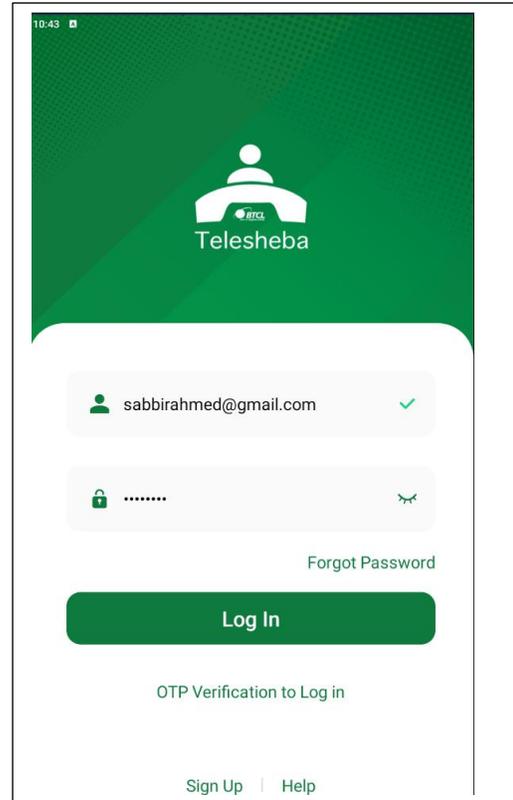
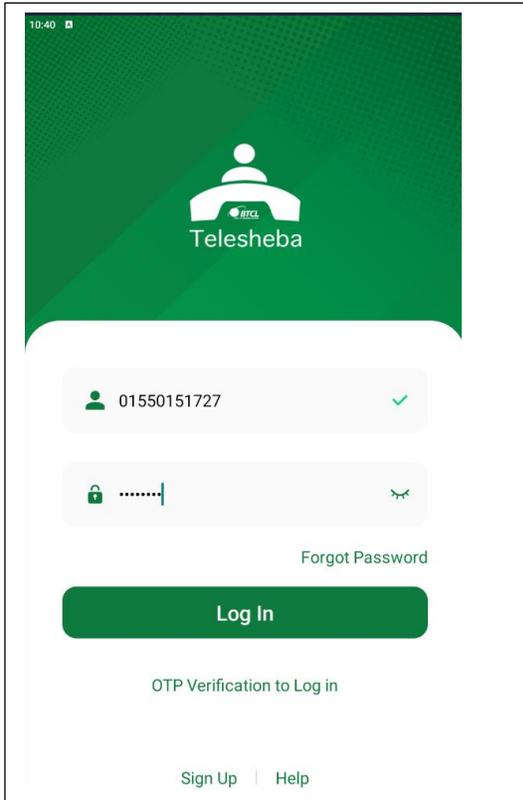
Customer will select the ID Number (NID/Passport) in “ID Type” option and input that ID Number in “ID Number” option, then select Phone/Email for OTP verification, then click “Send” option. Now set a password, then click “Submit” key.



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:

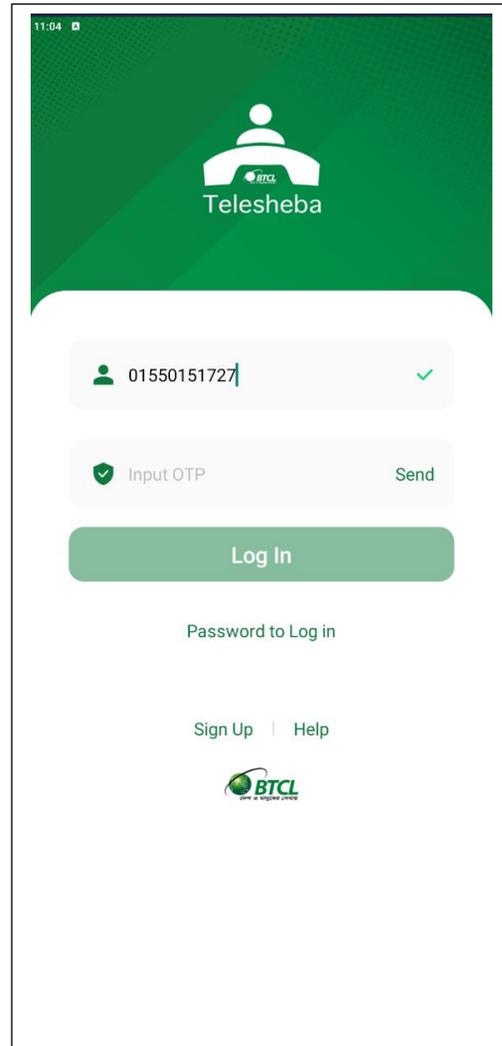
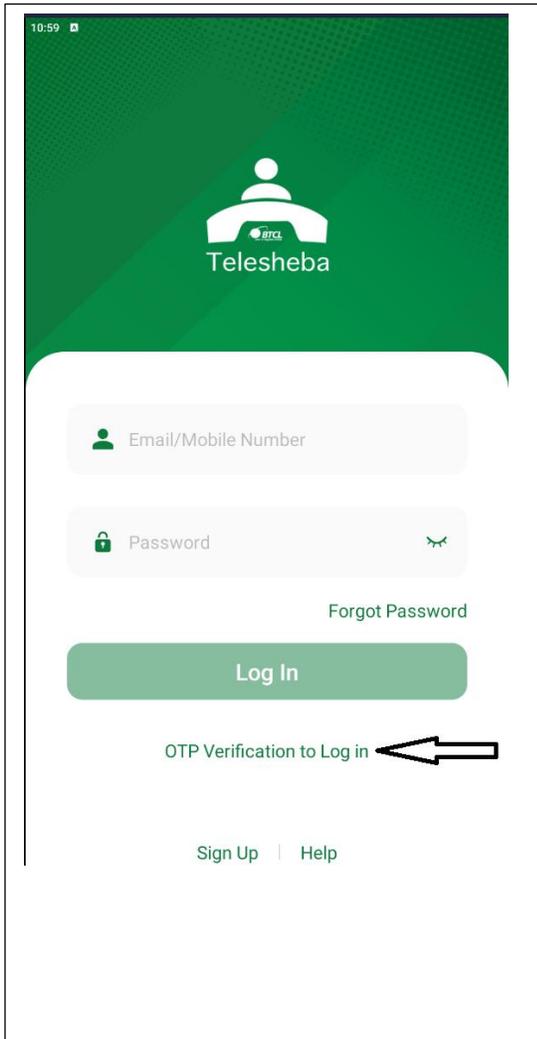
Here, the customer can login with mobile number or email and password



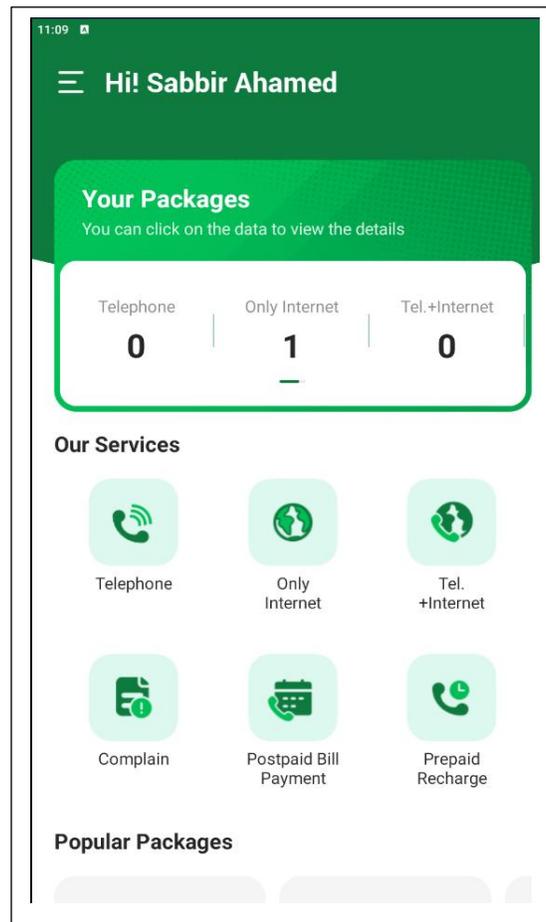
The customer can also login with OTP sent to his/her phone number:

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.



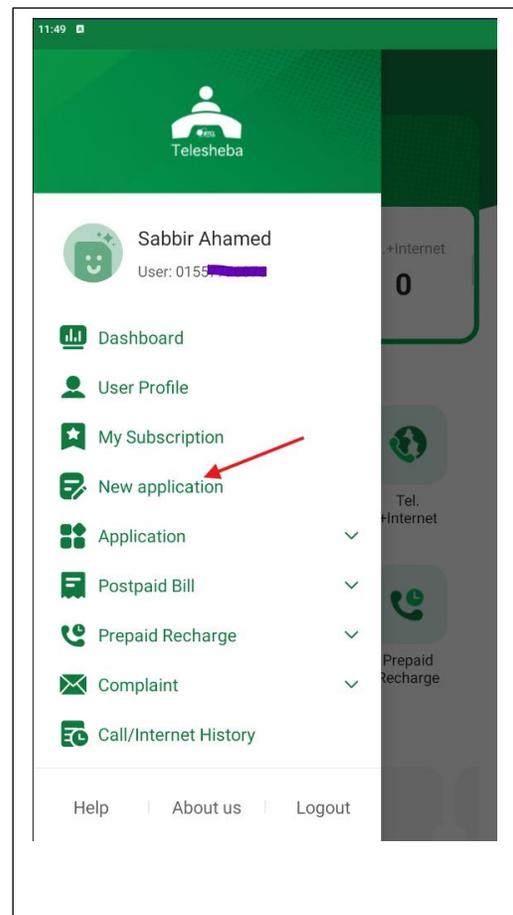
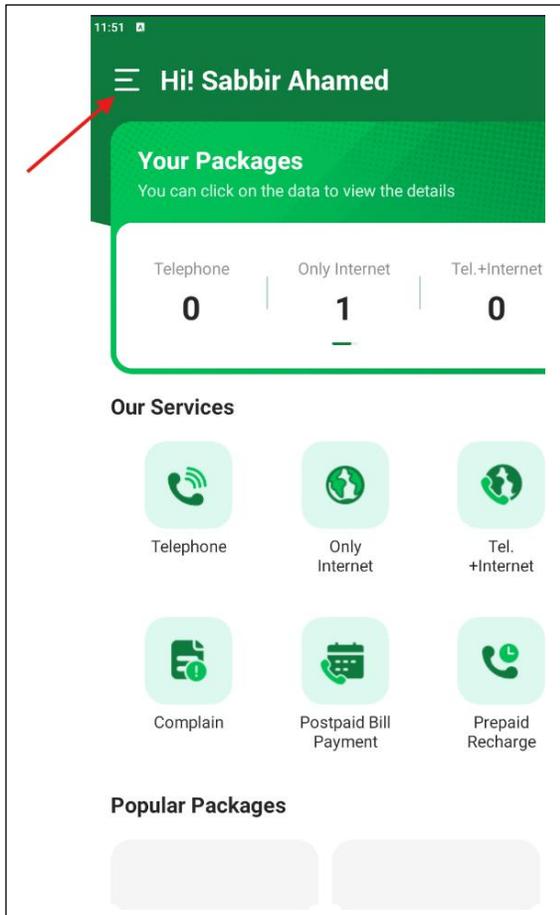
After completing login you will see a page like this:



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”



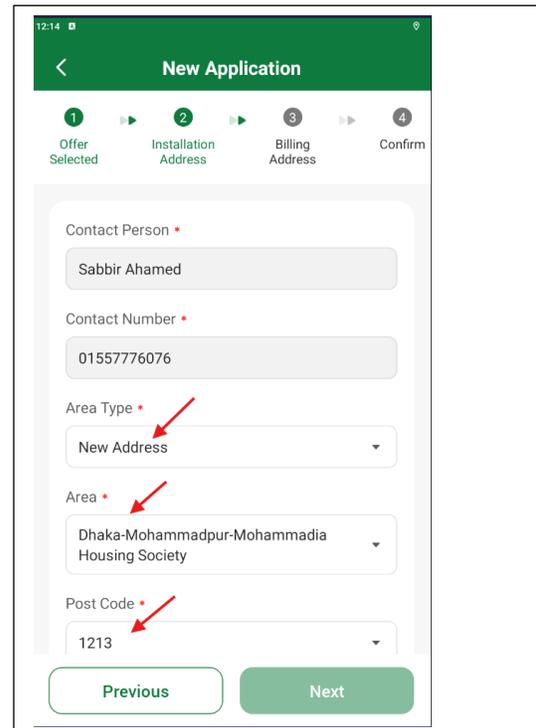
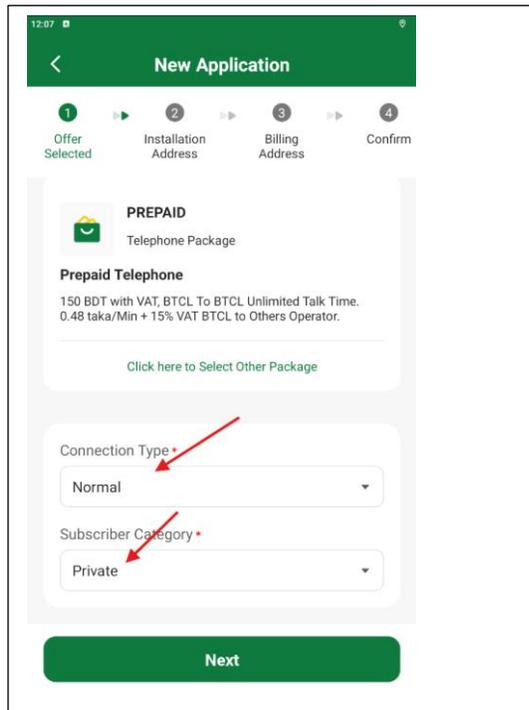
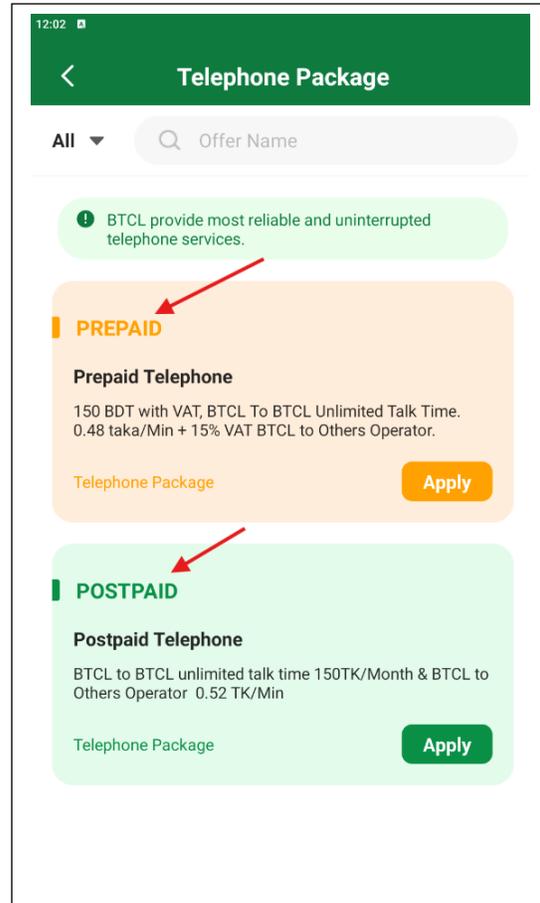
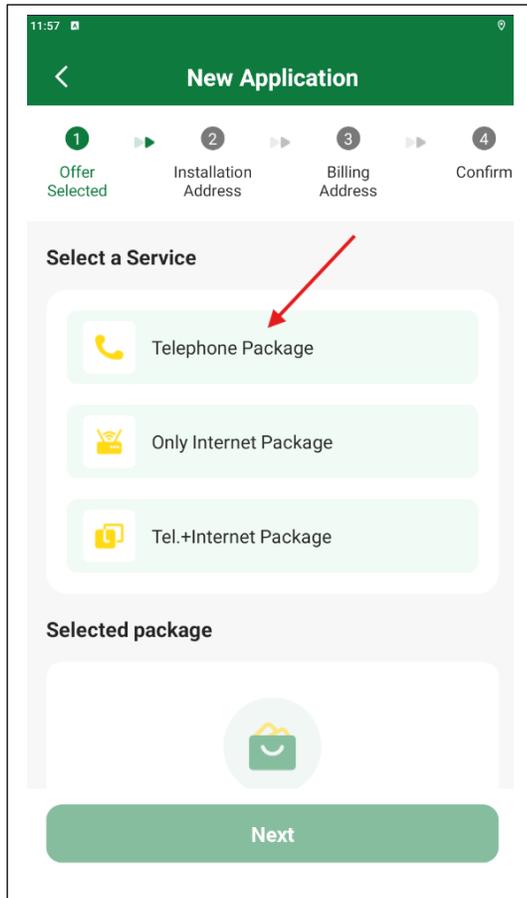
After that, you will input Installation address. Then click on “Next”.

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.



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

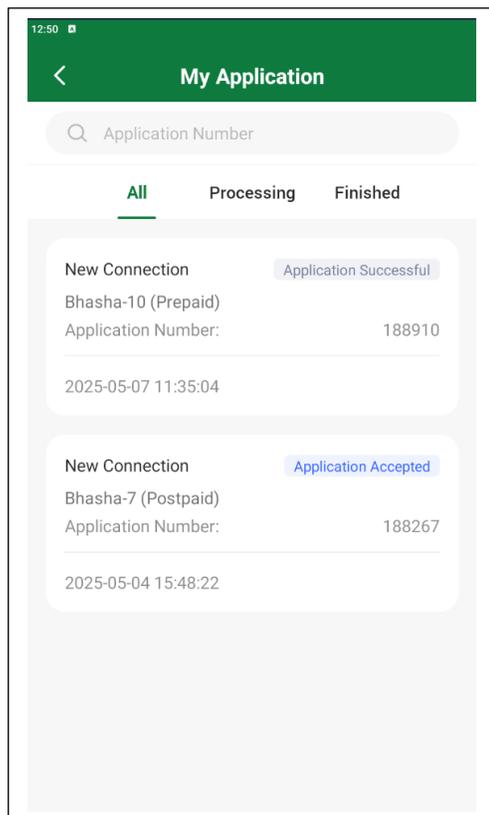
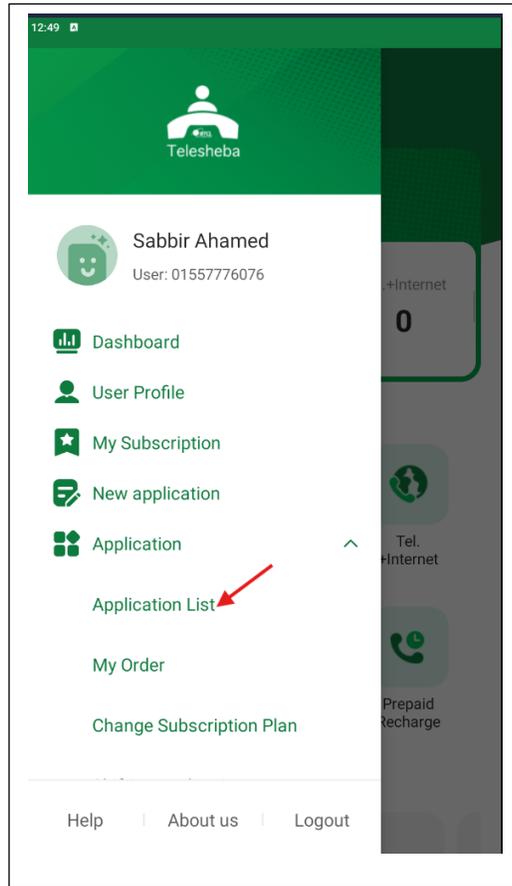
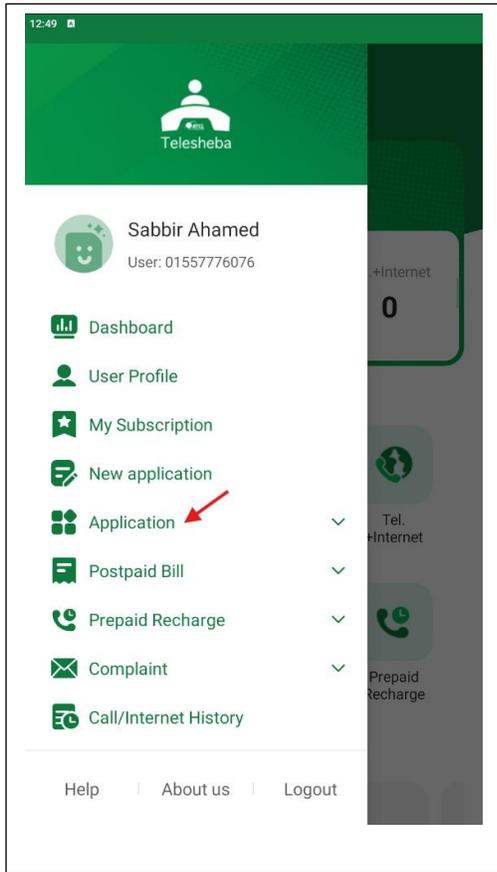
Email sabbirahamed.btcl@gmail.com

SMS Number 01557776076

Have Read and Accept The Terms and Conditions

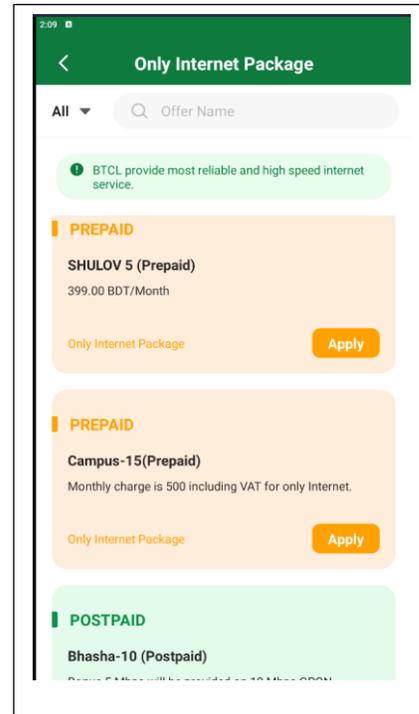
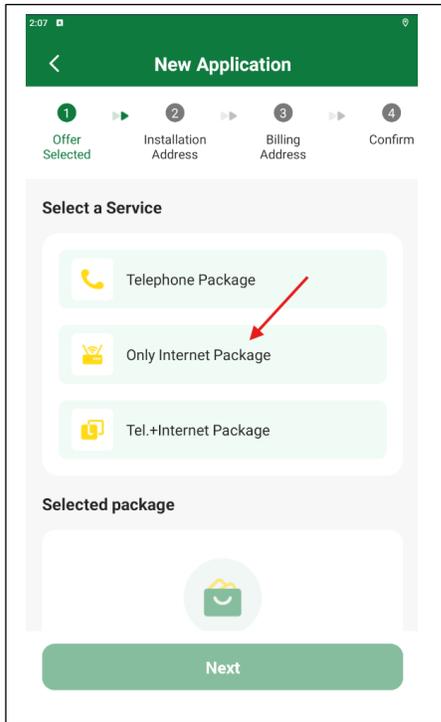
Previous Submit

Tracking Application:

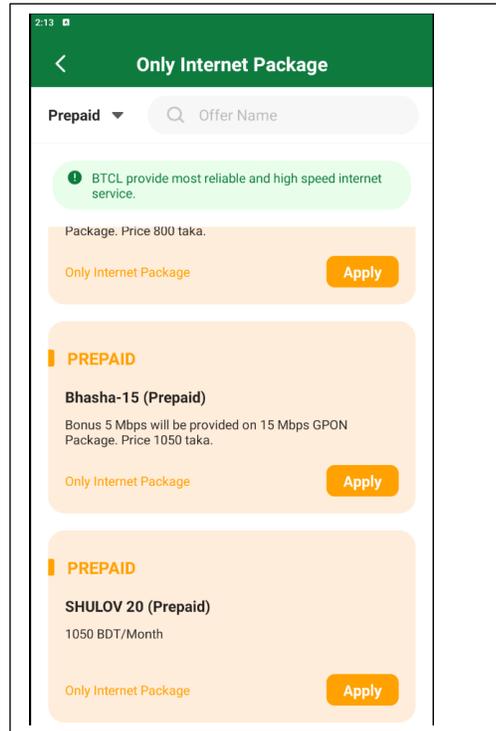
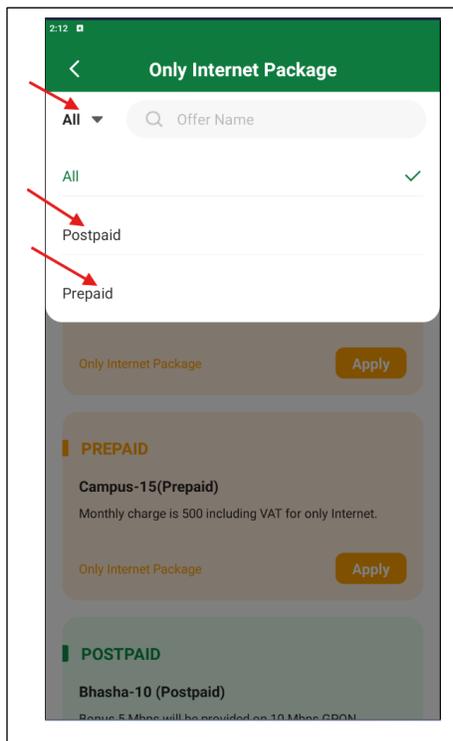


3.2 Only Internet connection:

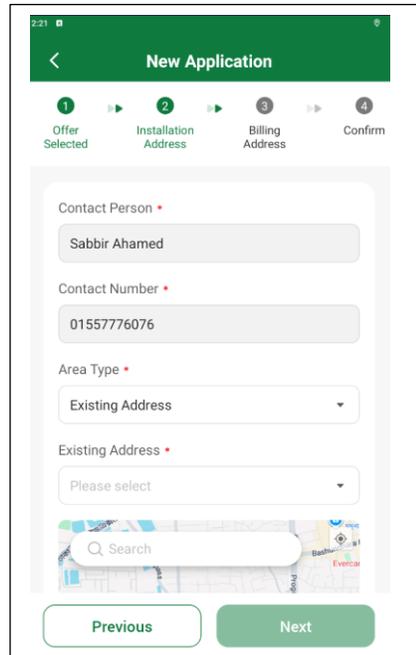
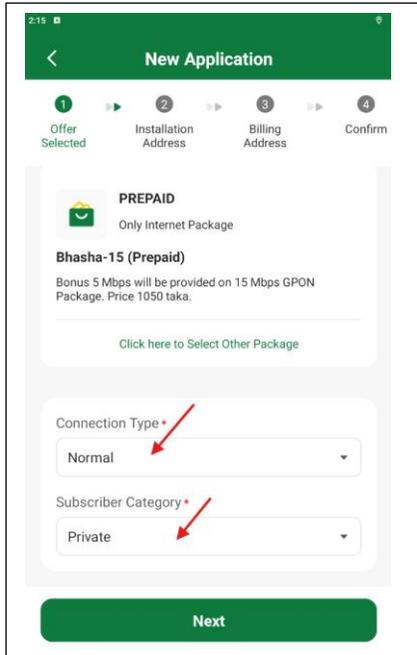
Go to “New Application” and click on “Only Internet Package”



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”.

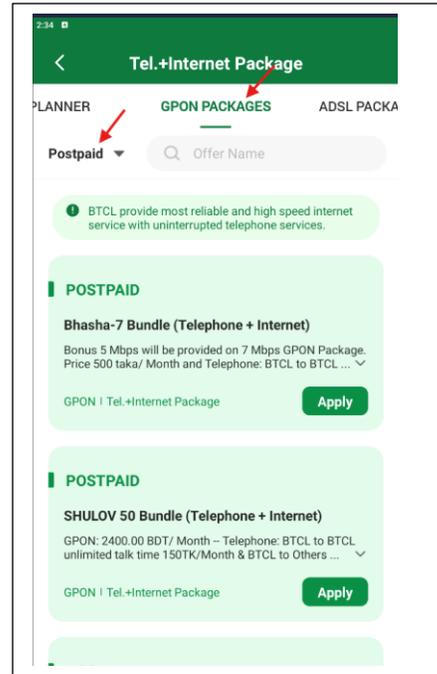
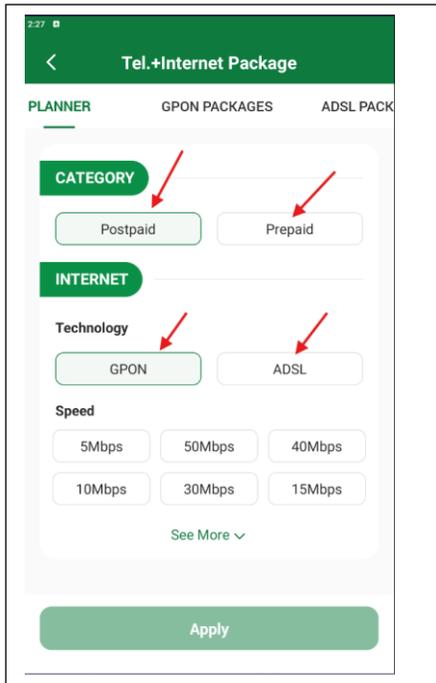


Now, fill up Installation address, billing address and confirm as described in section 2.1.

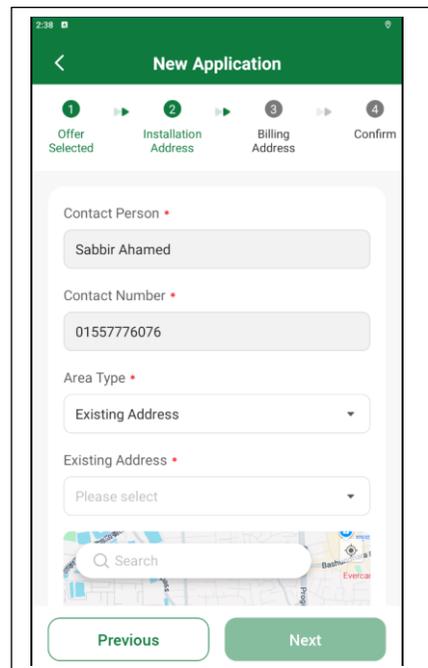
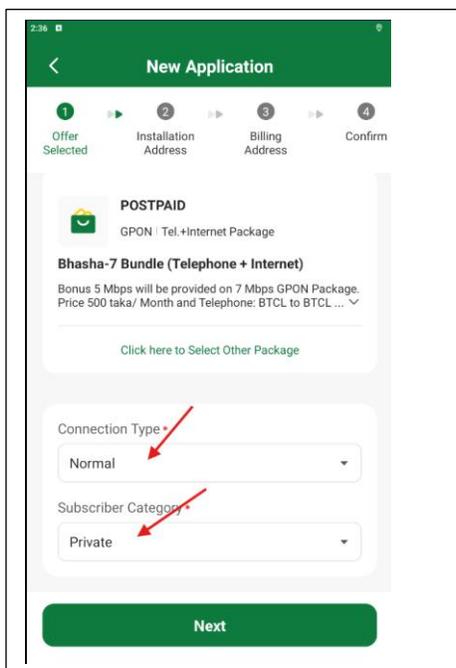
3.3 Tel. + Internet Package:

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”



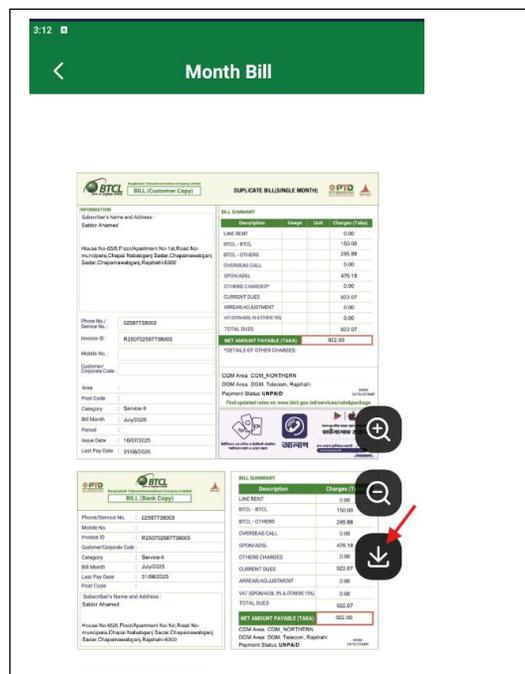
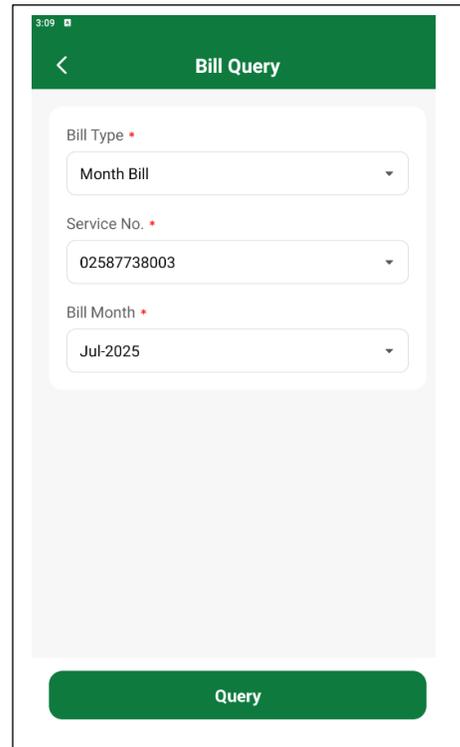
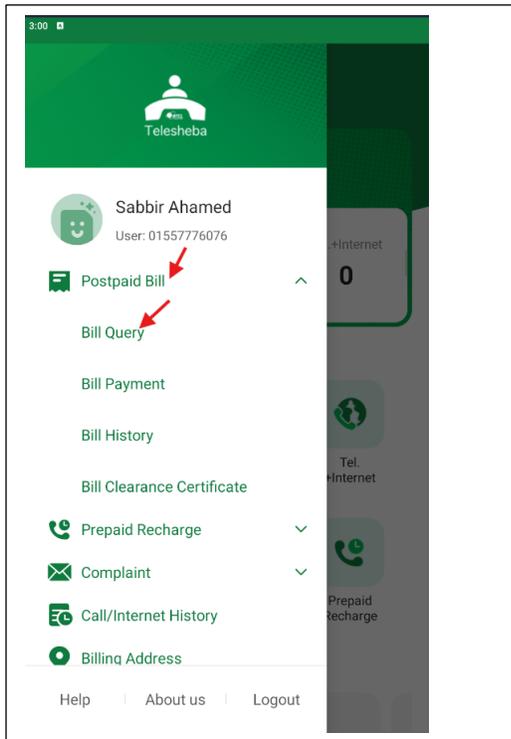
After selecting package and clicking on “Apply”. Then select “Connection Type” as Normal/Temporary and select “Subscriber Category” and click on “Next”. Now, fill up Installation address, billing address and confirm as described in section 2.1



4. Postpaid Bill

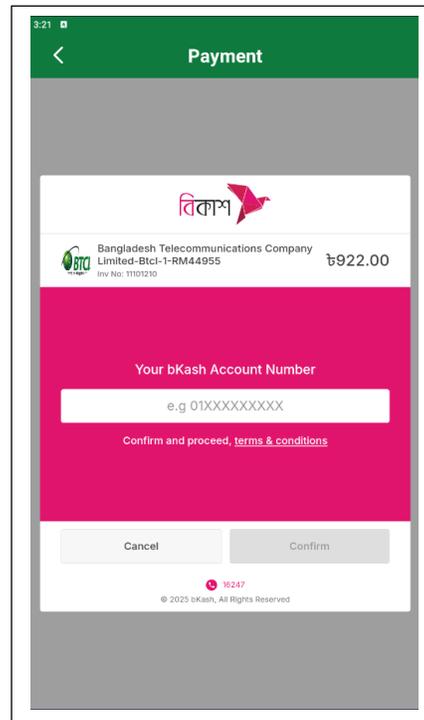
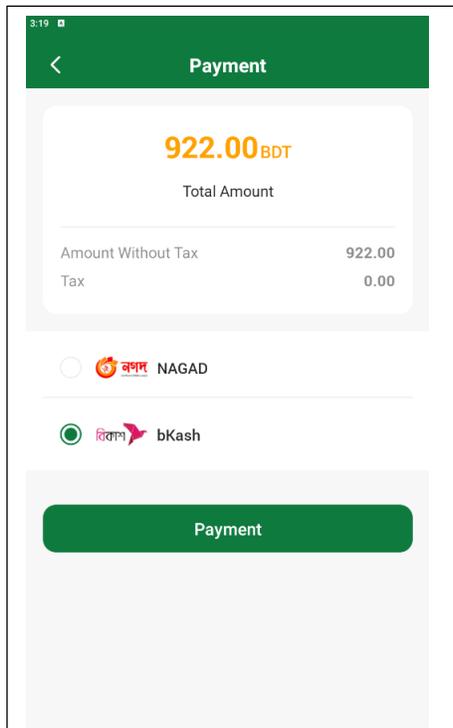
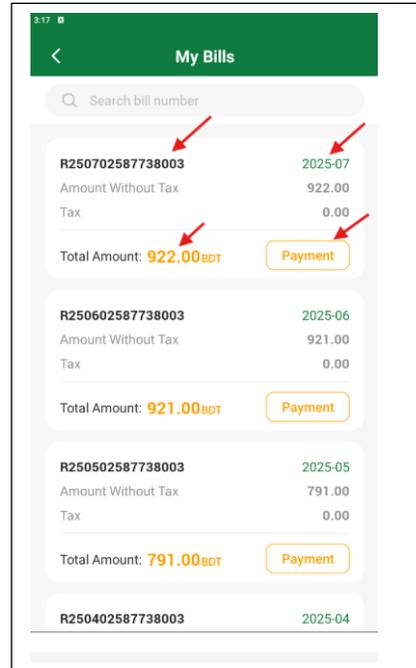
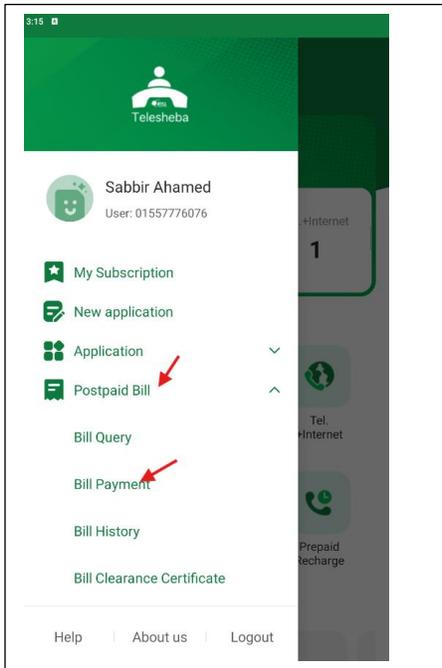
4.1 Bill Query

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



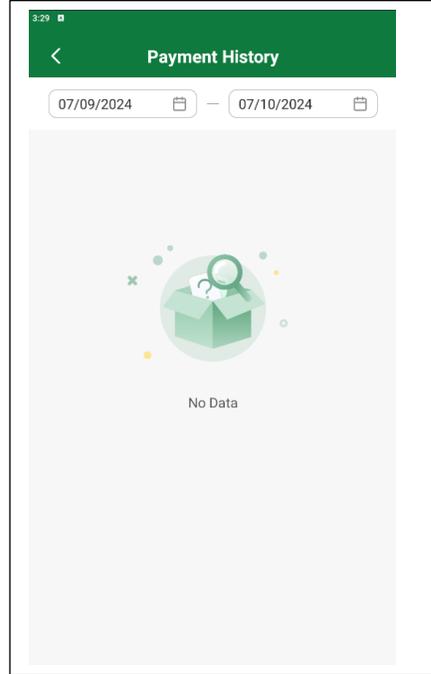
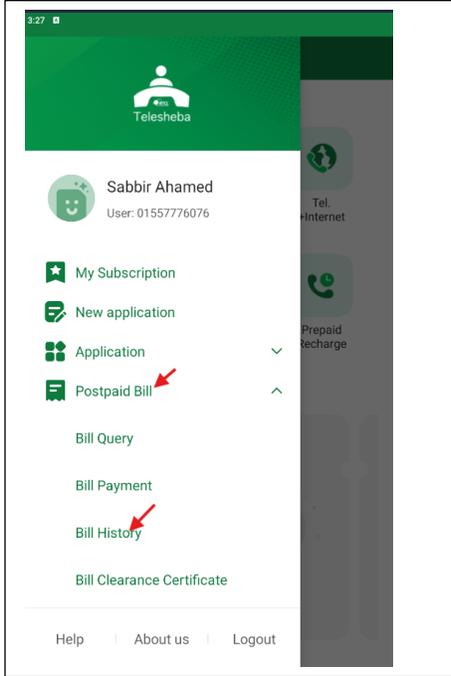
4.2 Bill Payment:

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.



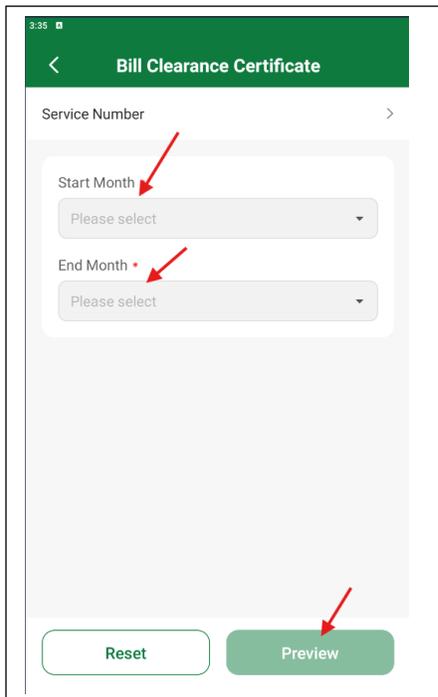
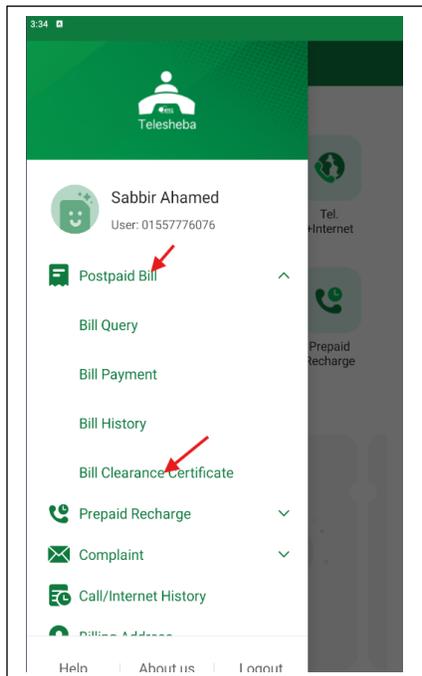
4.3 Bill History:

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



4.4 Bill Clearance Certificate

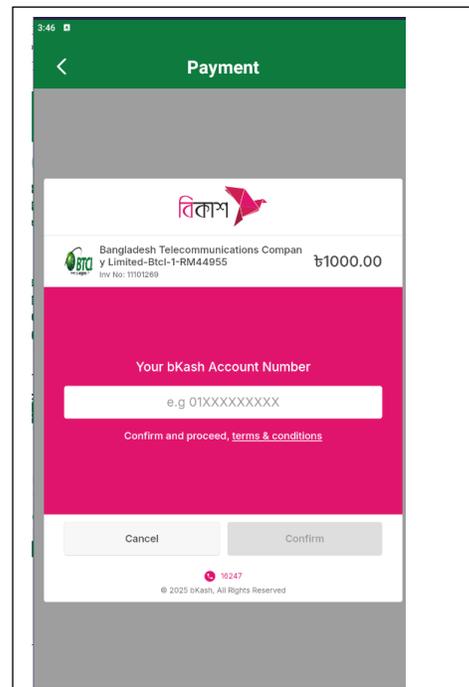
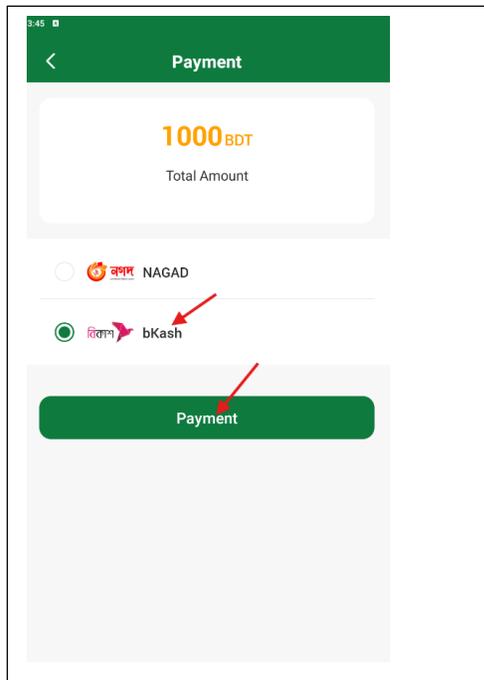
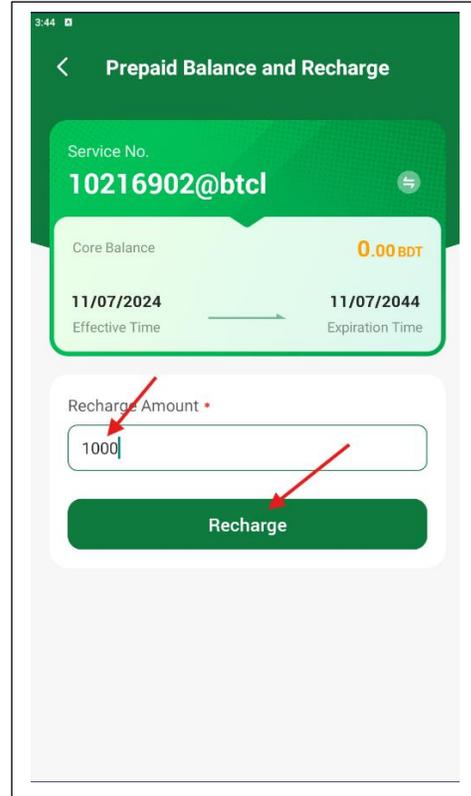
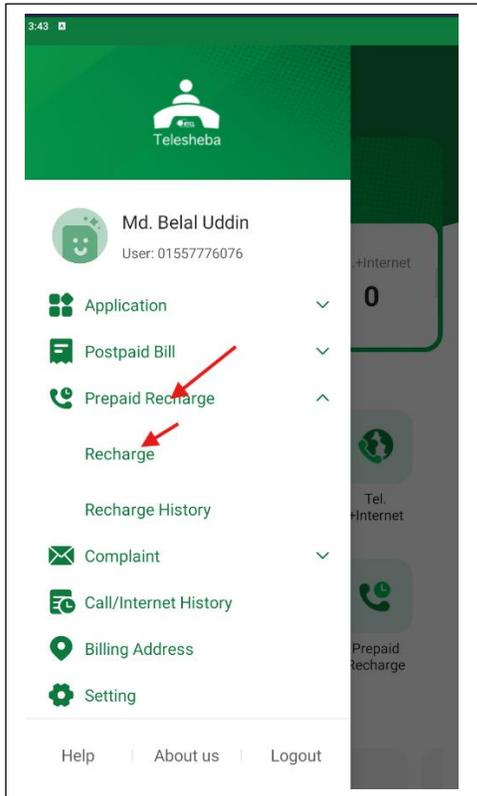
The customer can download Bill Clearance certificate



5.0 Prepaid Recharge:

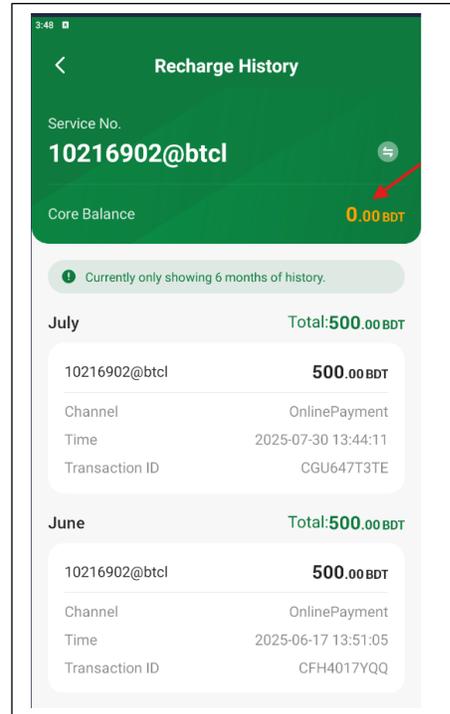
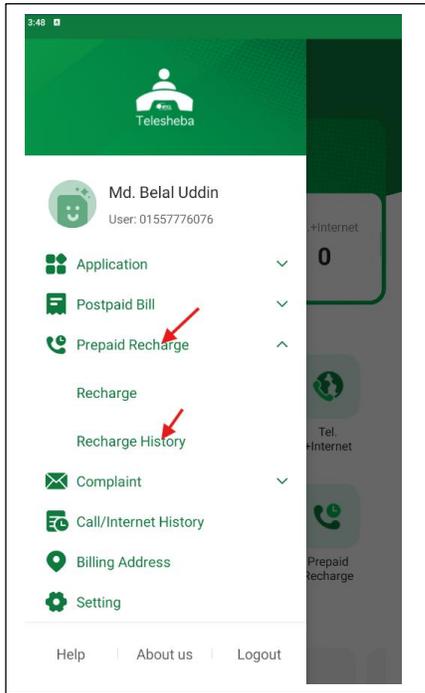
5.1 Recharge:

The subscriber can recharge from “Prepaid Recharge” option



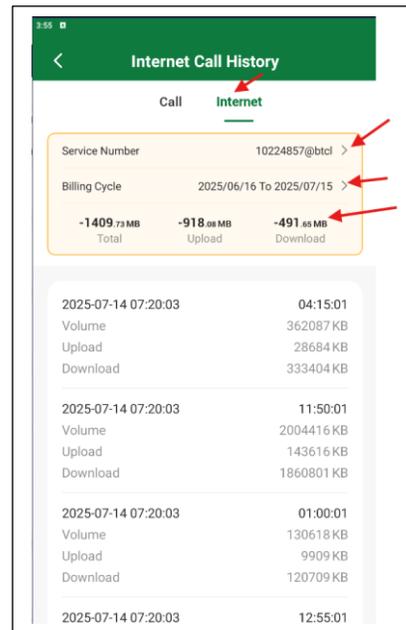
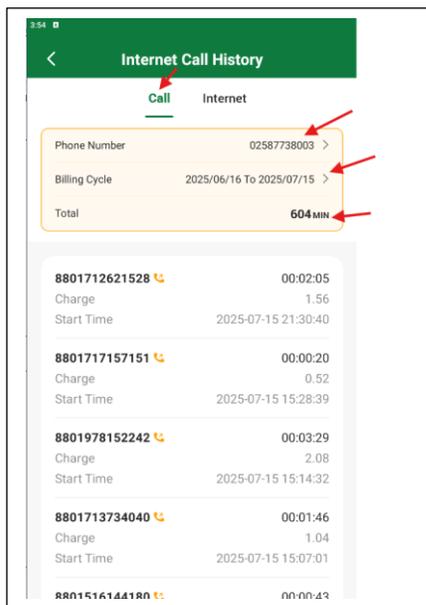
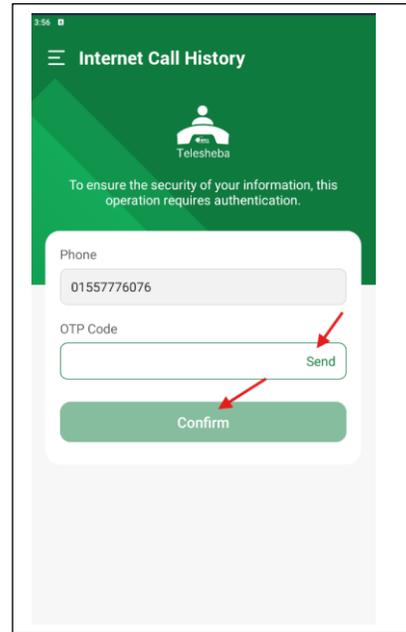
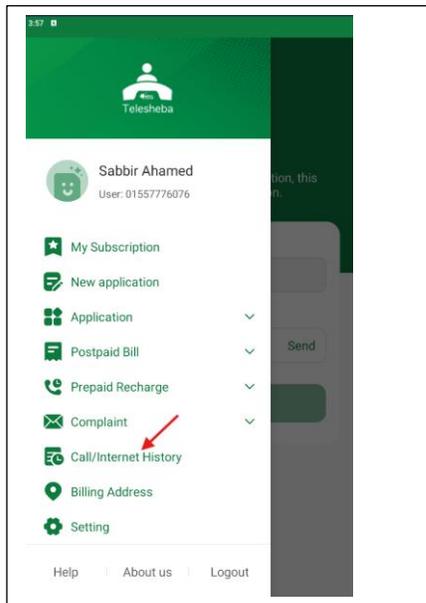
5.2 Recharge History:

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



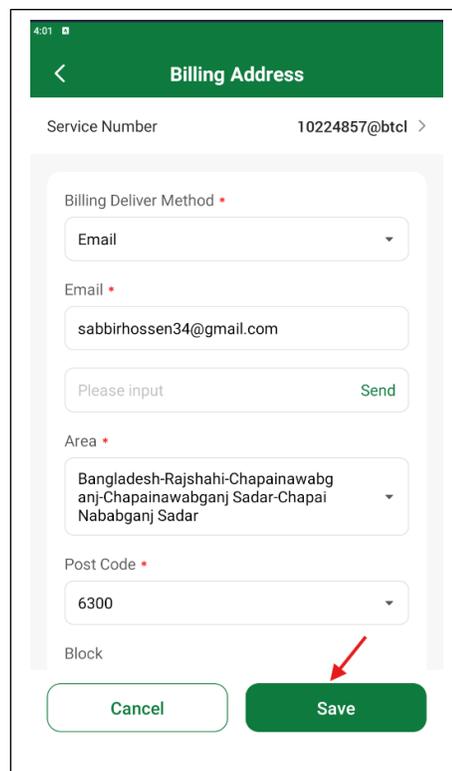
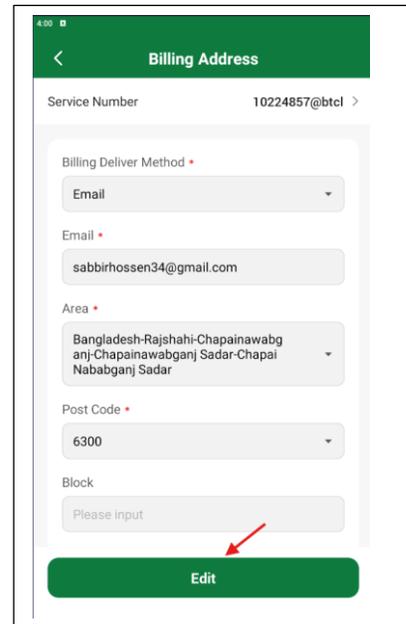
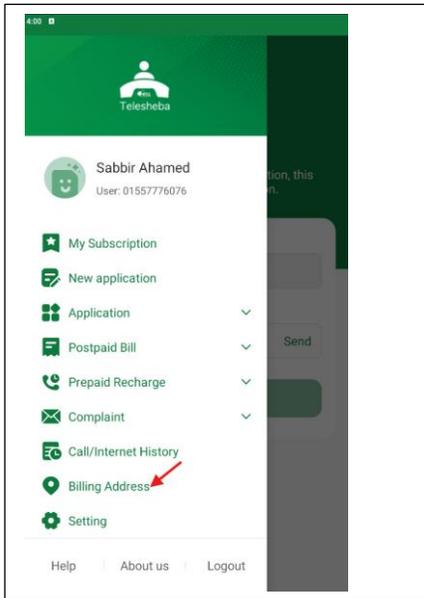
6.0 Internet Call History:

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



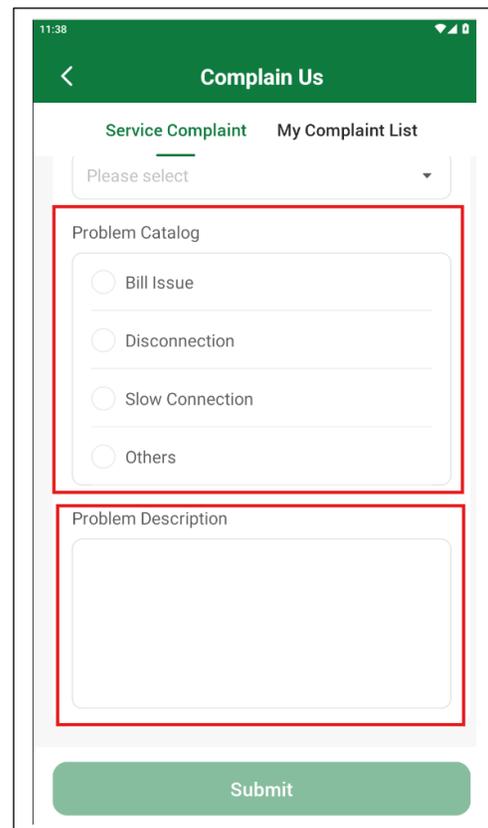
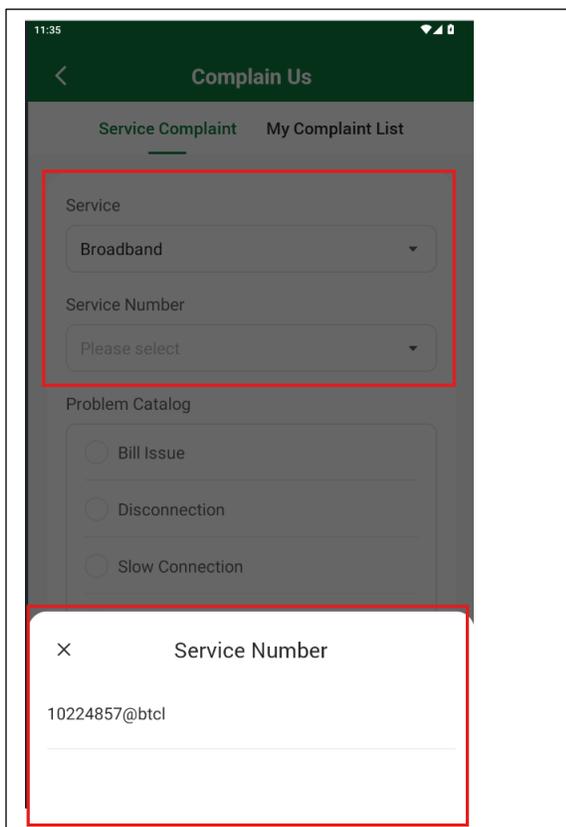
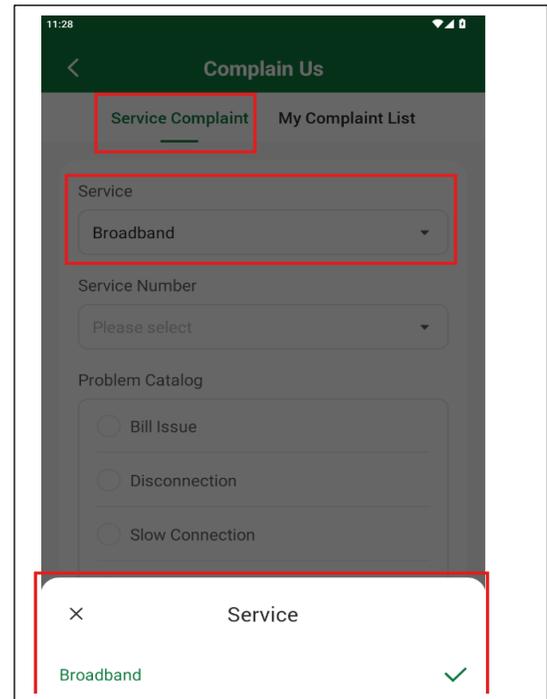
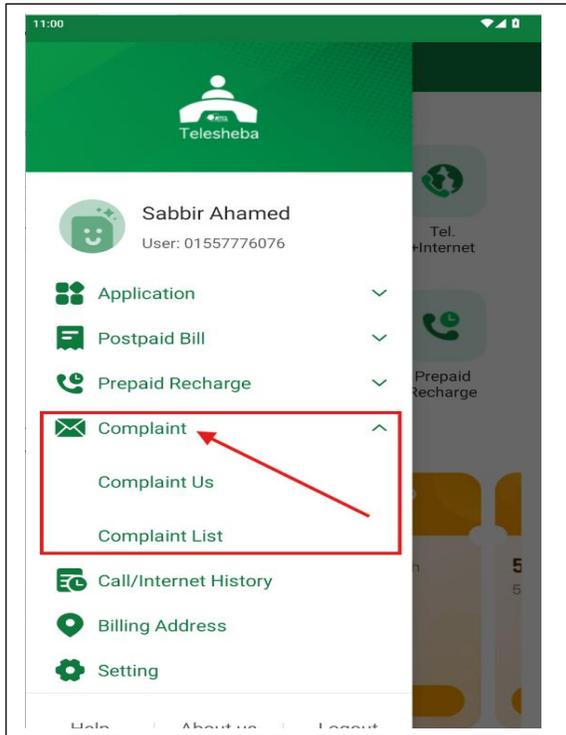
7.0 Billing Address:

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

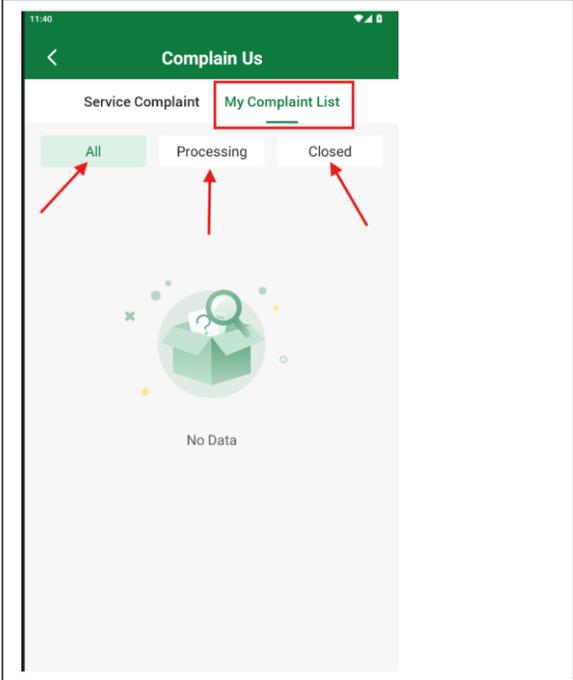


8.0 Complaint:

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.

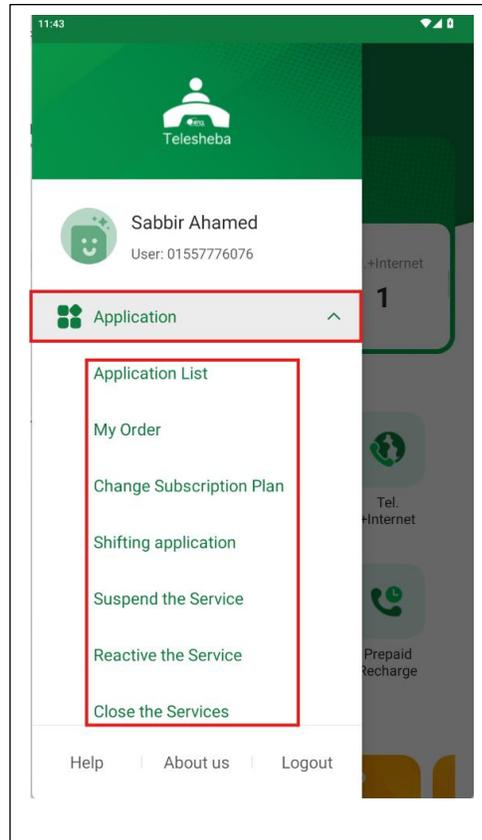


8.2 Complaint List:

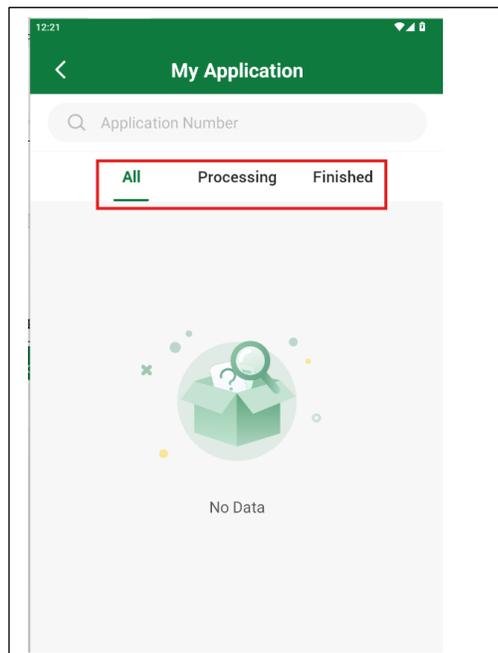


9.0 Application:

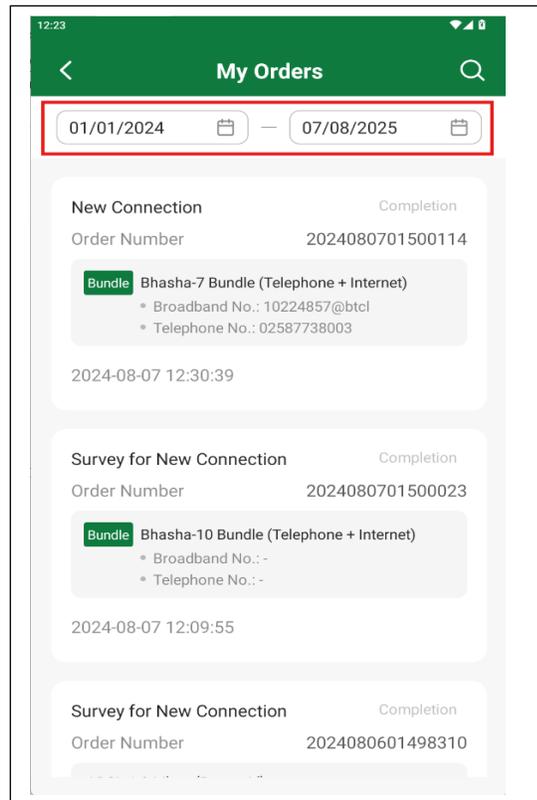
The customer can create Service Order, Change Plan, Shifting Order, Suspend/Reactive/Close the service from “**Application**” option.



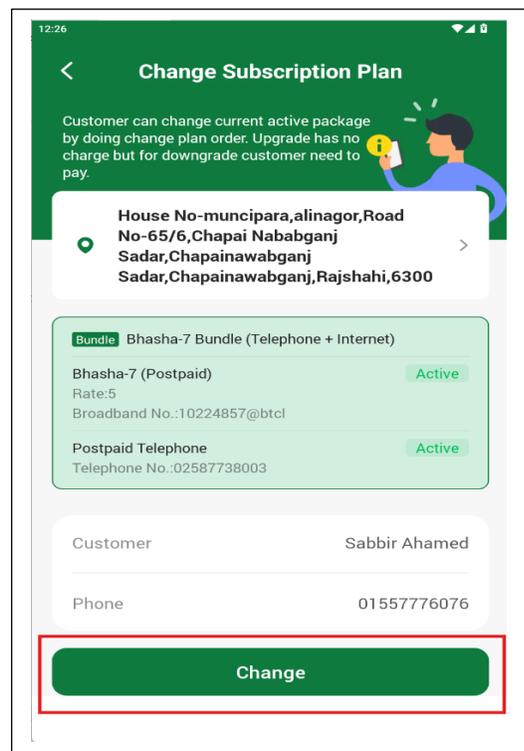
9.1 **Application List:** Customer can see all applications status.



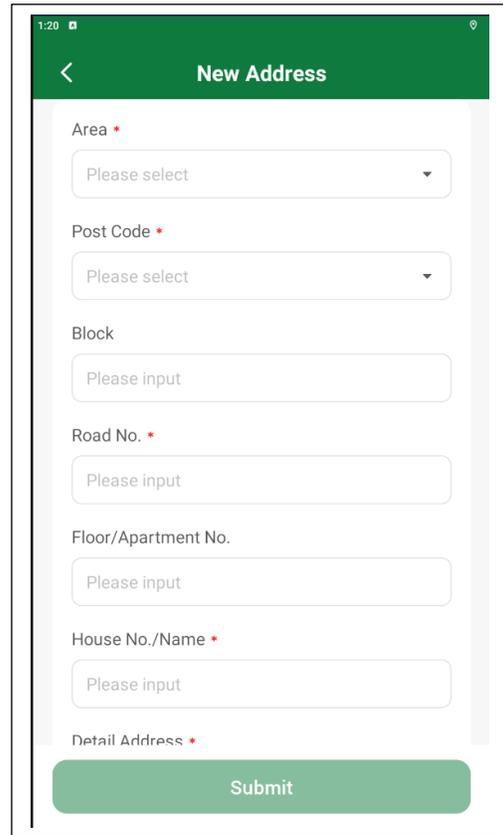
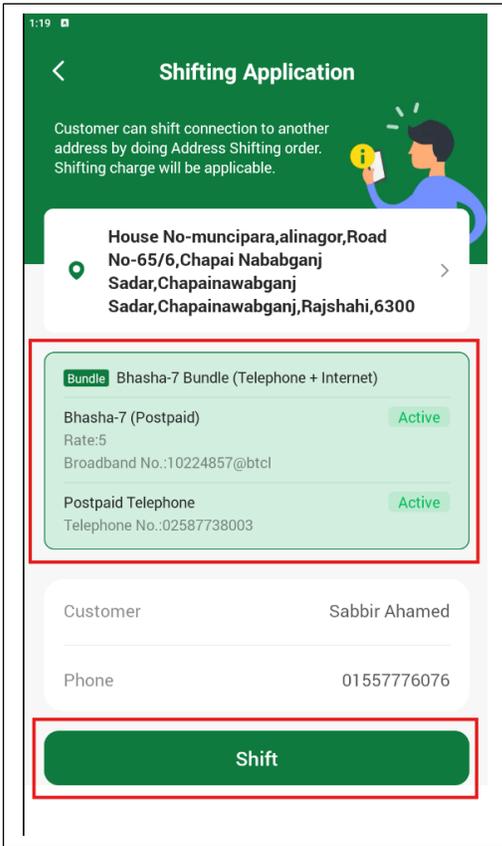
9.2 My Order: Customer can see all orders list



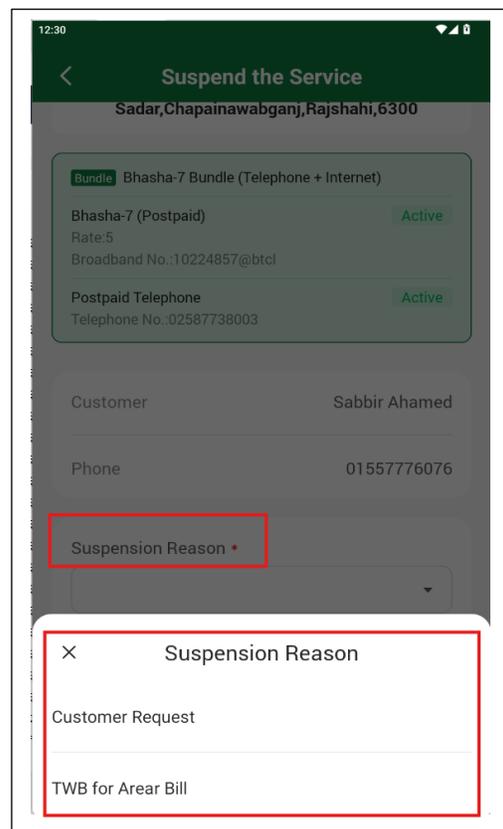
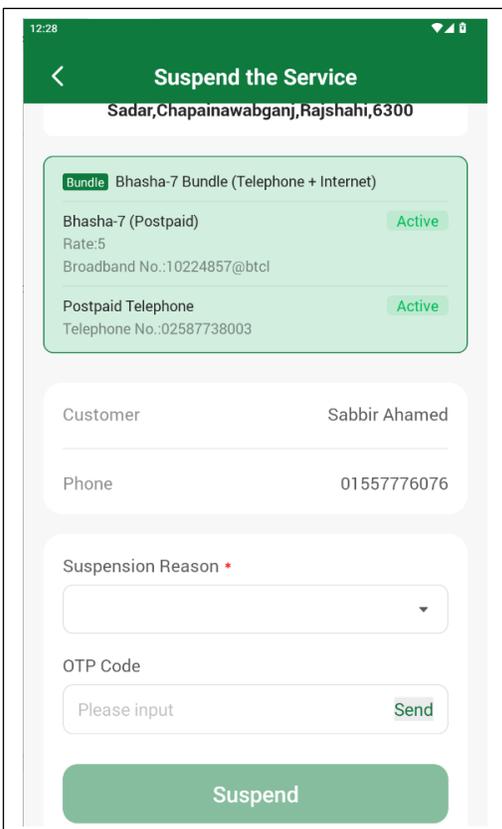
9.3 Change Subscriber Plan: Customer can change his existing services



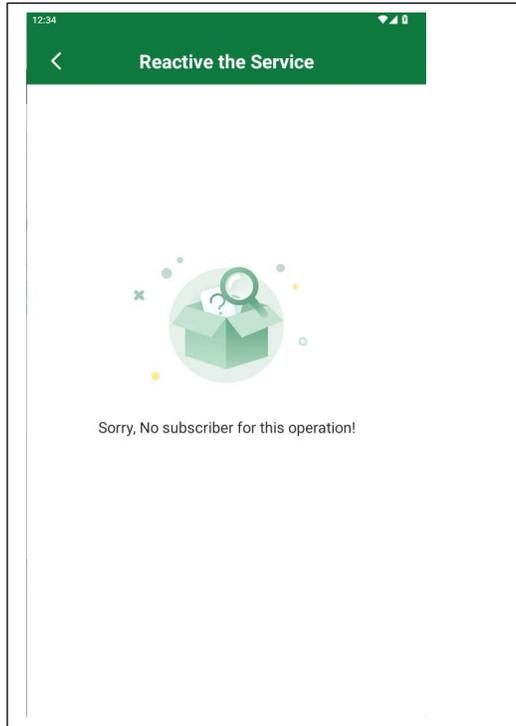
9.4 Shifting Application : Customer can shift his existing services with new address.



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



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.

