



e-Service On-line Bill Payment Frequently Asked Questions

1. What is Blink Services Online Bill Payment?

Blink Services Online Bill Payment is a service of TSTT that allows Customers to make payment to their Fixed Voice, Blink Broadband, Entertainment and Vigilance services through the e-Service website at www.tstt.co.tt using a Credit Card.

2. How do I start making payments online?

You must be a registered e-Service customer and the service number you want to pay must be on your e-Service account.

3. How do I register for e-Service?

You are required to register for e-Service to have access to the services that are offered. There are two options to register. You can visit the e-Service link on the TSTT Ltd Corporate Webpage or www.tstt.co.tt or any TSTT Customer Service Centre where a Customer Service Representative will assist. For the Website registration, the e-Service Welcome Webpage indicates the services that are available online and provides the visitor to the Website the option to register for the service. There are two application forms available - Residential and Business.

Steps	Description / Process
1	Access your internet browser. Recommended browsers are IE8+, Firefox, Chrome, Safari 4+.
2	Enter http://www.tstt.co.tt as the Internet address
3	Point to e-Service on the horizontal menu bar and click on the e-Billing link
4	Click on the appropriate Register option (Business or Residential) on the middle of the Webpage
5	Proceed to complete the registration form Note: You will need to have your TSTT bill nearby to complete the registration form.
6	Submit the registration form

7	You will receive an e-mail acknowledging receipt of your registration form
8	The Blink Services e-Service Application is validated
9	A username and password is emailed once the Application is valid
10	To login to Blink Services e-Service Access your internet browser. Recommended browsers are IE8+, Firefox, Chrome, Safari 4+.
11	Enter http://www.tstt.co.tt as the Internet address
12	Point to e-Service on the horizontal menu bar and click on the e-Billing link
13	Enter Username and Password on the Right Side of the Webpage and Click Login

4. Is there a cost for me to use Blink Services e-Service On-line Bill Payment to pay my bills?

No. Blink Services e-Service On-line Bill Payment is a free service offered to all Blink Services Customers.

5. Is the Blink Services e-Service website secure?

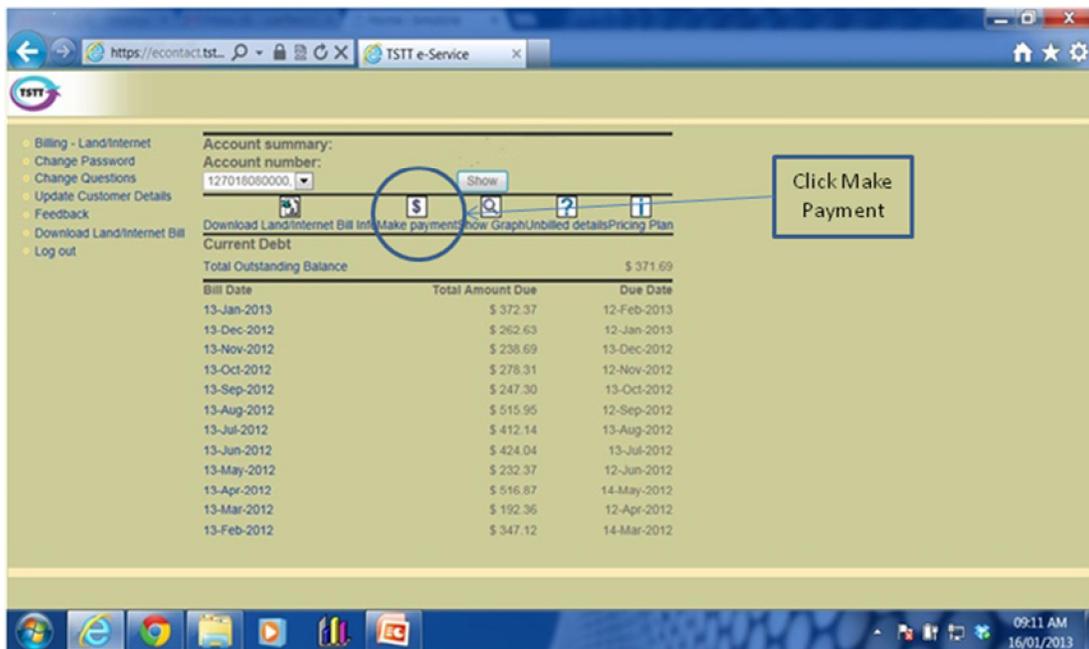
Security is of paramount importance to us at T.S.T.T. e-Service. The e-Service website is secured by 128-bit encryption from Verisign. This is the most advanced SSL (Secure Socket Layer) software available. You can click the seal to confirm this protection. In addition, we are compliant with the Payment Card Industry Data Security Standards (P.C.I.D.S.S.) for data and no credit card information is stored on the site.

6. How can a Customer make payment on the Blink Services On-line Bill payment service?

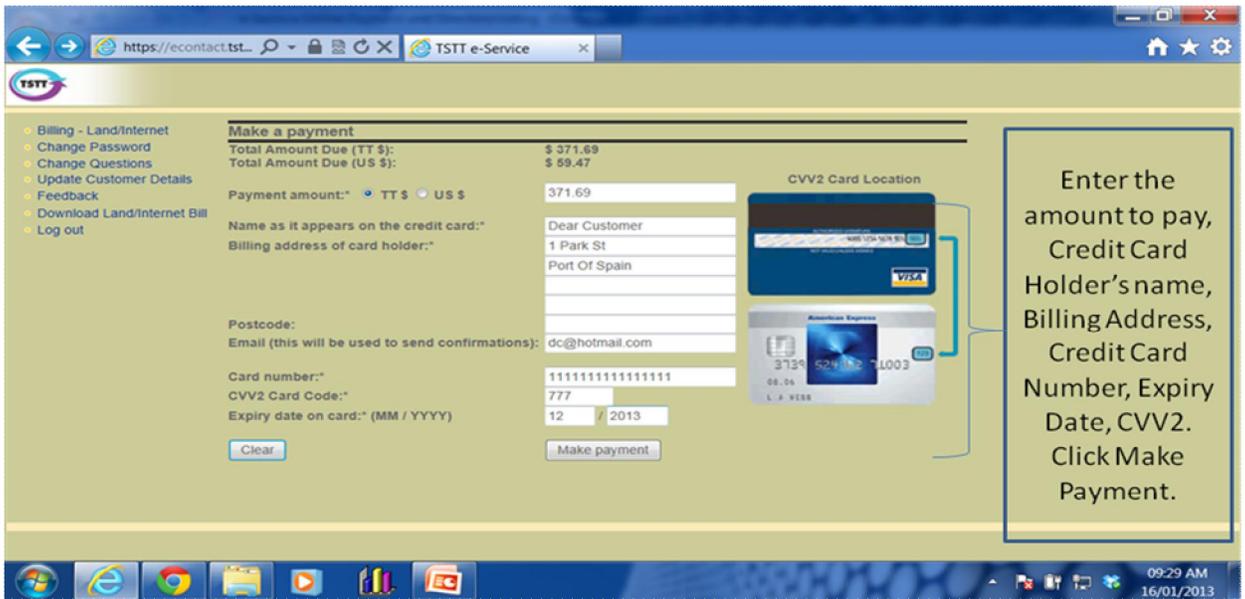
Step 1. Enter the Username and Password on the e-Service login webpage.



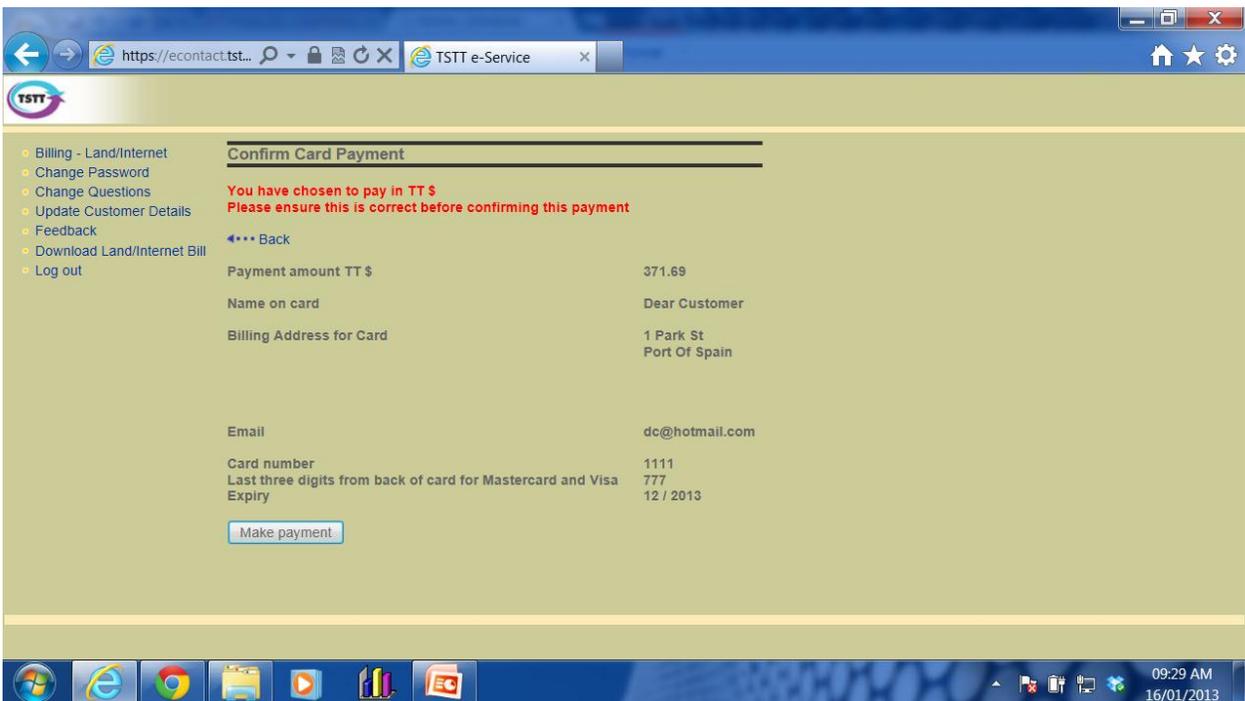
Step 2. Click the Billing Link and then Make Payment



Step 3. Click Make a Payment. Confirm (The payment amount default is the total amount due but you can pay less than the amount due). Enter payment amount and Credit Card details. Then click Make Payment.



Step 4. The Confirm Credit Card Payment webpage is displayed so you can review the information that you entered before submitting the payment.



Step 5. An email is sent to your email address.

Your Payment Number: Payment Number

PAYMENT METHOD: Online
AMOUNT: \$ 1.00
AUTHORIZATION: 123456

Dear Mr. John Valued-Customer:

Thank you for paying the sum of \$ 1.00 towards your TSTT account number 111111110000.

Your account has now been credited and is cleared.

If you have any questions about this transaction, please call 800-ESRV (3778).

Regards,

TSTT e-Service
Contact #800-ESRV (800-3778)

Attention:

The content of this e-mail and its attachments may be confidential and is only intended for the person or entity to which the e-mail is addressed. Unauthorized use can instigate a claim for damages and constitute a criminal offence. If you have received this e-mail or its attachments by mistake please notify the sender and delete the e-mail

7. Which Credit Cards does Blink Services On-line Bill Payment accept?

e-Service accepts Visa and Master Card credit cards.

8. Is there a minimum or maximum amount that I can pay online?

There is no minimum amount that can be paid however the maximum amount is the total that is due on the bill.

9. Can I make a prepayment on my account?

Yes. However, the outstanding debt must be cleared first, that is the Summary of Debt webpage must show an amount owing of \$0.00, then e-Service will allow you to make a

prepayment. The payment amount will be shown as an overpayment on the Confirm Credit Card Payment webpage and the email you receive will show a credit on your account. This credit will be used to clear a future bill.

10. How long does it take to process a payment?

Once a payment is made, it is processed immediately.

11. Do I get a receipt for the payment?

When a Credit Card payment is successful, an email is sent to your email address. This is your electronic receipt for the online payment. You should print this email for a paper receipt. Also, an authorization number is given after a payment is completed. The authorization number is a record that payment was accepted and processed, so you can record this number.

12. Why was my credit card payment unsuccessful?

A credit card payment may be unsuccessful for several reasons. For example, an incorrect Credit Card billing address, Credit Card number, expiry date or Card Verification Value (CVV2) number was entered; the payment is over the credit card limit or there are insufficient funds. The website will display an error message to you.

13. What should I do if I need assistance using Blink Services e-Services Online Bill Payment or if there is an issue with my payment?

You should contact the e-Service toll free number 800-ESRV (3778) or email eservice@tstt.co.tt