



blink

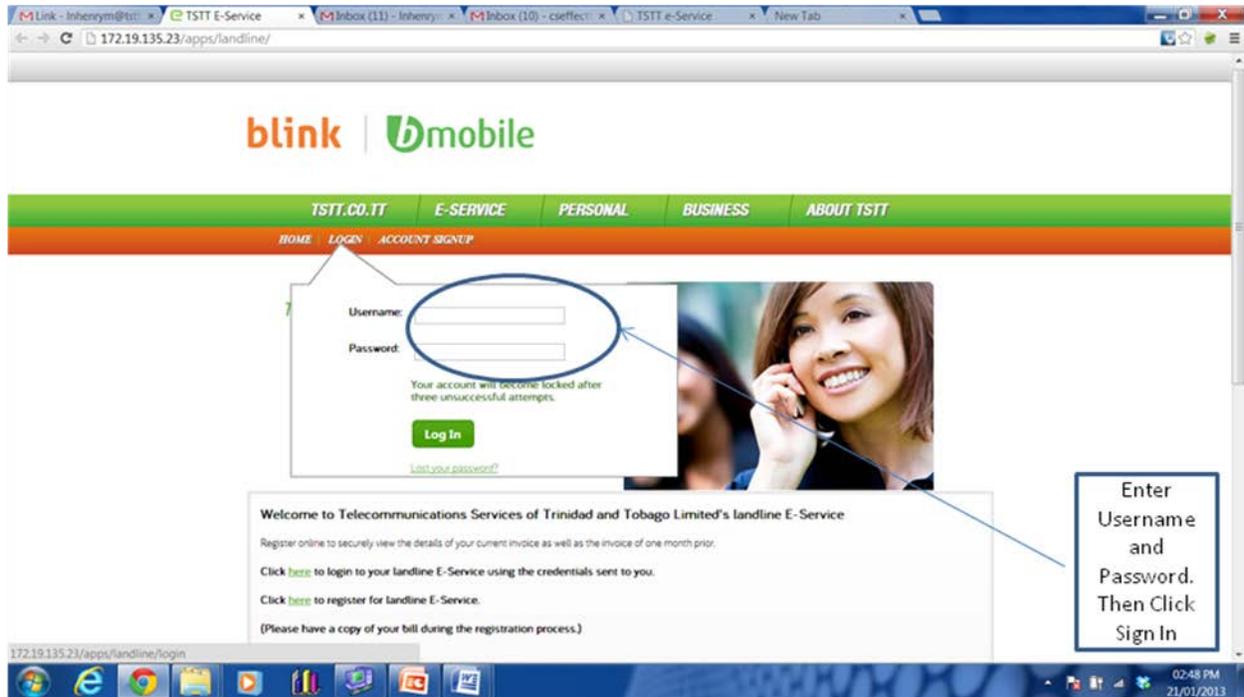
e-Service On-line Bill Payment User Guide

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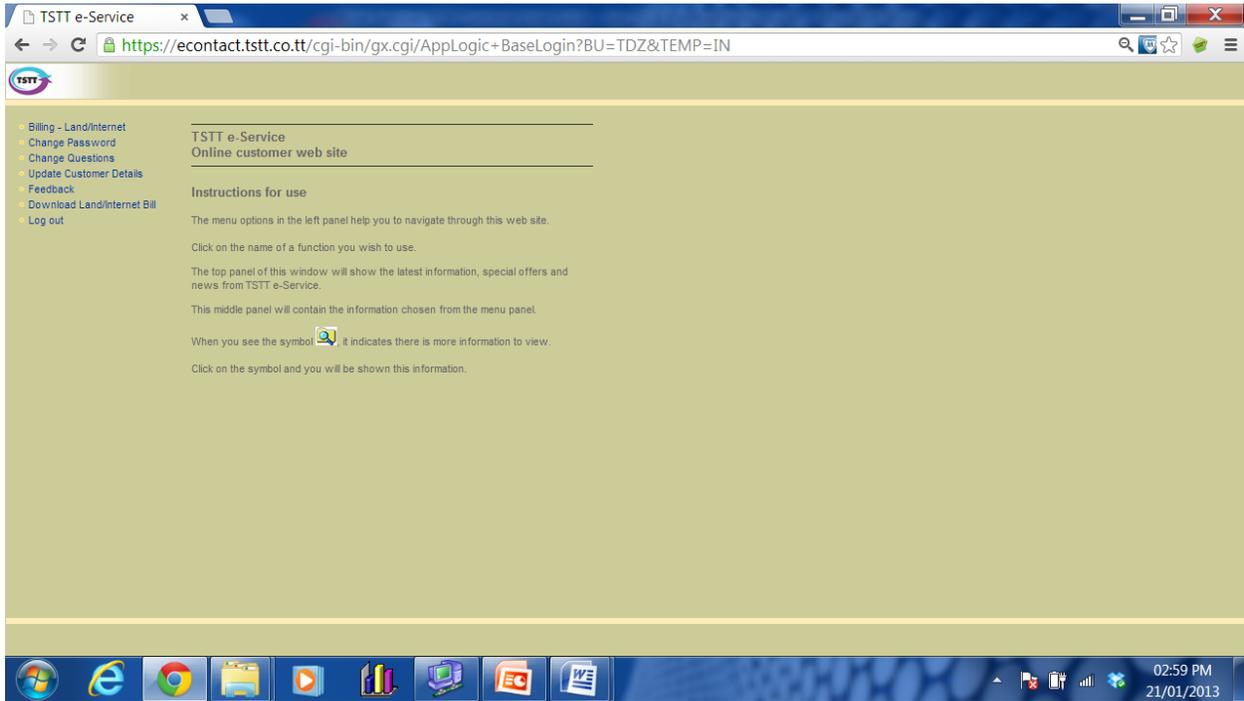
Logging into e-Service

To login to Blink Services e-Service click the Login link on the top left navigation panel.

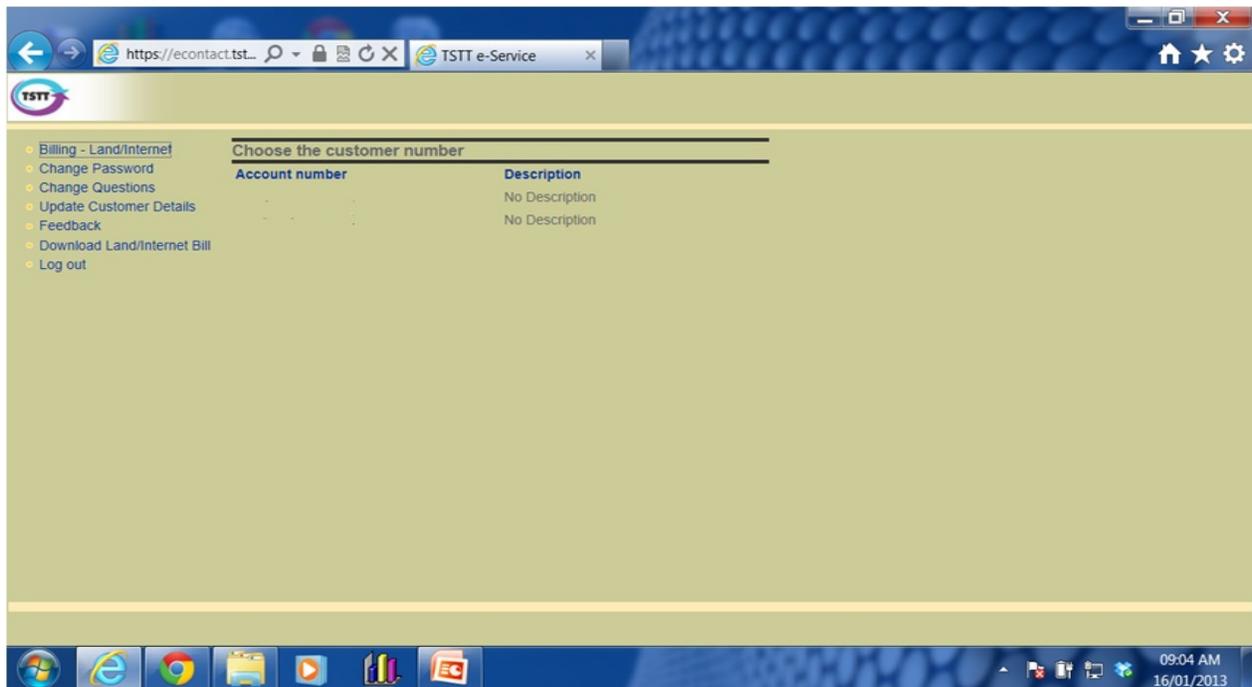


Enter your username and password and click the Log In button. Once the log in is successful, the TSTT e-Service Online Customer webpage is displayed.

Click the billing link on the left navigation panel.



If you have one account number in e-Service clicking the billing link will take you to the Account Summary webpage. However if you have more than one account in e-Service you will be given an option to choose the customer number you wish to pay.



Account Summary

Account summary:
Account number:
127018080000

Download Land/Internet Bill InfoMake paymentShow GraphUnbilled detailsPricing Plan

Current Debt

Total Outstanding Balance \$ 371.69

Bill Date	Total Amount Due	Due Date
13-Jan-2013	\$ 372.37	12-Feb-2013
13-Dec-2012	\$ 262.63	12-Jan-2013
13-Nov-2012	\$ 238.69	13-Dec-2012
13-Oct-2012	\$ 278.31	12-Nov-2012
13-Sep-2012	\$ 247.30	13-Oct-2012
13-Aug-2012	\$ 515.95	12-Sep-2012
13-Jul-2012	\$ 412.14	13-Aug-2012
13-Jun-2012	\$ 424.04	13-Jul-2012
13-May-2012	\$ 232.37	12-Jun-2012
13-Apr-2012	\$ 516.87	14-May-2012
13-Mar-2012	\$ 192.36	12-Apr-2012
13-Feb-2012	\$ 347.12	14-Mar-2012

Click either the Total Outstanding Balance or link and this will display the Summary of Debt webpage.

Summary of Debt:
Account number:
Amount Owing: \$ 371.69

Payments Since Last Bill
No Payments found

Payments on Last Bill

Date	Description	Amount
28-Dec-2012	Payment - Thank you	-0.68
28-Dec-2012	Payment - Thank you	-260.32

Outstanding Bills

Bill Date	Amount Owing	Queried Amount	New Charges	Due Date
13-Jan-2013	\$ 371.69	\$ 0.00	\$ 372.37	12-Feb-2013

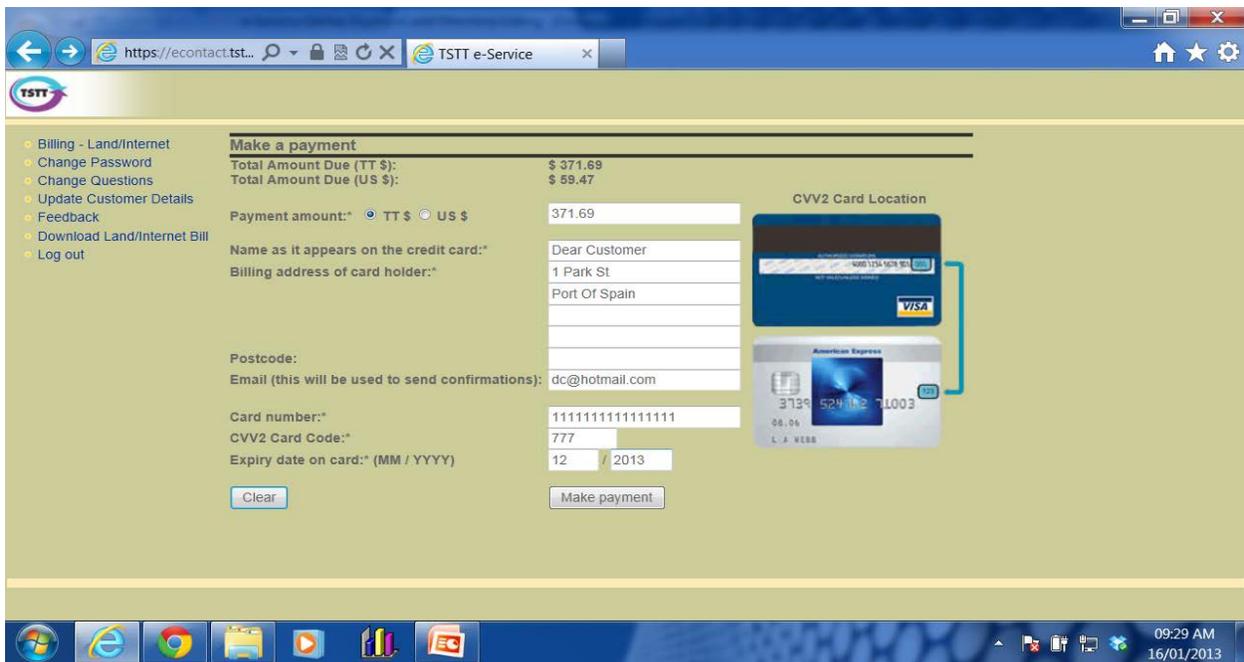
← Back to Account summary

The information displayed includes:

- Summary of Debt, including total amount owing
- Payments since last bill. These are all payments dated later than the last bill issued.
- Payments on last bill. These are all payments made between the dates of the previous and current bill.
- Outstanding bills. These are bills issued but still outstanding, which details amount due for each bill.

To make a payment

Click Make a Payment. The Make a Payment webpage is displayed.



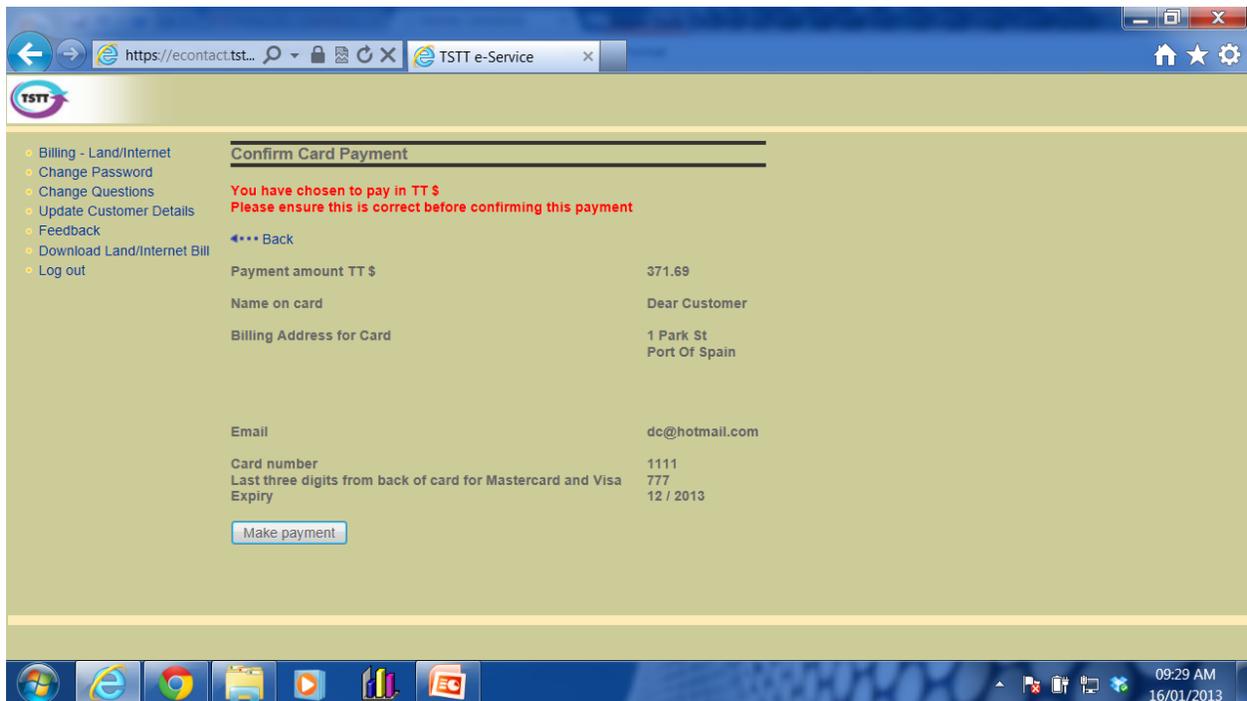
The total amount due is displayed in both the Trinidad and Tobago and the United States currency. The default is the total amount owing in Trinidad and Tobago dollars. If you want to pay in United States dollars, click the USD radio button and overtype the amount to the U.S. amount. Also, you can change the payment amount if you want to pay part of the bill. However, please note the entire bill should be paid by the due date to prevent disconnection. Enter the following:

- Credit Card Holder's name,
- Billing Address for Credit Card,
- Credit Card Number,
- Expiry Date,

- Card Verification Value (CVV2). The CVV2 code is an important security feature for credit card transaction via the Internet. It is either a three or four digit number found to the back or the front of your credit card.
- Verify your email address as this email address will be used to send your payment confirmation which should be printed as your receipt for the payment. If your email address has changed, type in your new email address.

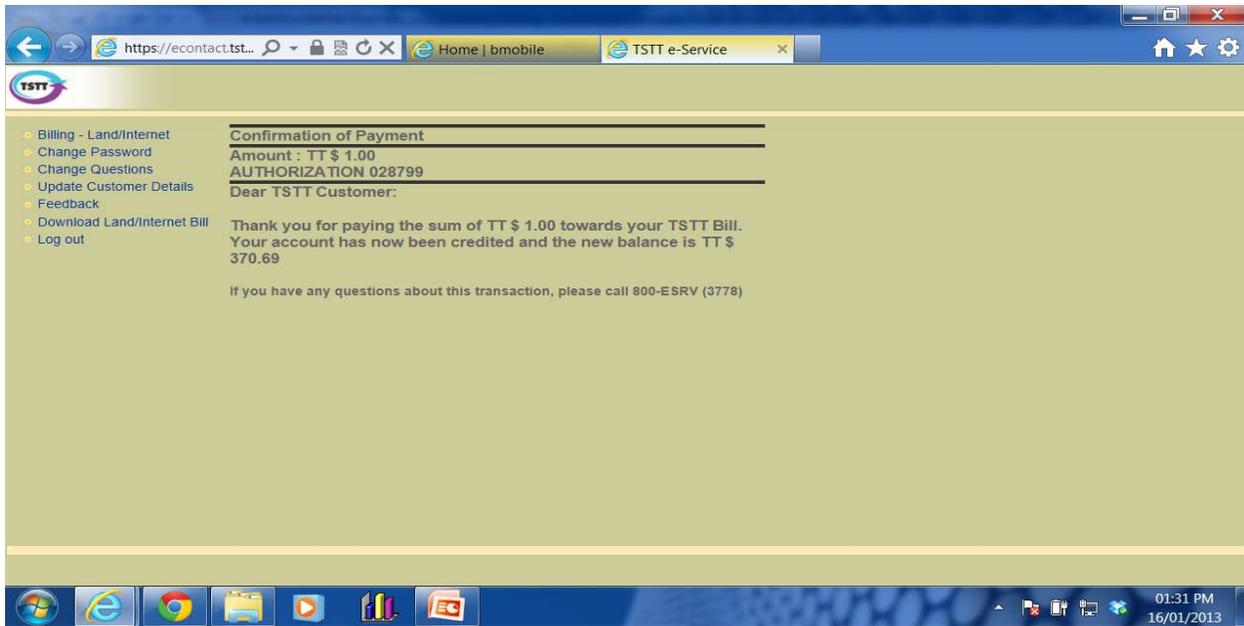
Click Make Payment.

The Confirm Credit Card Payment page is displayed so you can verify the payment and Credit Card information entered.



If the information is correct, Click Make Payment. If you need to make changes, Click the back button.

Once the payment and credit card information is correct, your payment will be successful and you will receive first a webpage message (see below).



and then an email confirming your payment. See email below.

Confirmation Email

Online payment 16-Jan-2013-17:28:55 account 111111110000

PAYMENT METHOD: Online

AMOUNT: \$ 1.00

AUTHORIZATION: 028799 (This is your authorization code for your payment)

Dear TSTT Customer:

Thank you for paying the sum of \$ 1.00 towards your TSTT bill.

Your account has now been credited and the new balance is \$ 370.69.

This email should be printed as a receipt of your payment.

Please ensure that payment is made before the bill due date. Failure to pay by this date will result in disconnection of your telephone service.

If you have any questions about this transaction, please call 800-ESRV (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 and its attachments. The sender is responsible for the content of this e-mail and its attachments if it is

not connected with the activities of the company or its affiliated entities.

If there is a problem with the payment or the credit card information you enter, you will receive a webpage message informing you of the error and that no money was deducted from your Credit Card.

Overpayment

You cannot pay more than the total amount due, that is, make an overpayment, without first clearing the debt. This is a safeguard to prevent accidental overpayment. A payment of more than the total amount due is flagged with a message. When the Summary of Debt webpage shows an Amount Owing of 0.00 you can use the payment procedure to make another payment of the additional funds. The payment amount will be shown as an overpayment on the Confirm Credit Card Payment webpage and the email you receive (see sample illustrated below) will show a balance of the amount in credit. This amount will be used automatically in the calculation of your future bills.

Overpayment Confirmation Email

Online payment 16-Jan-2013-18:28:55 account 22222220000

PAYMENT METHOD: Online
AMOUNT: \$ 1.00
AUTHORIZATION: 083202 (This is your authorization code for your payment)

Dear TSTT Customer:

Thank you for paying the sum of \$ 1.00 towards your future TSTT bill.

Your account has now been credited and the new balance is \$ 409.24 in credit.

This email can be printed as a receipt of your payment.

If you have any questions about this transaction, please call 800-ESRV (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 and its attachments. The sender is responsible for the content of this e-

mail and its attachments if it is not connected with the activities of the company or its affiliated entities. The Summary of Debt webpage will show the payment.

Log Out of e-Service

Click the Logout Link on the Left navigation panel to logout of Blink Services e-Service.

