

FAQ

ON LINE BILL PAYMENTS THROUGH BILL DESK AND TECH PROCESS INSTA PAY

Q 1. What is Bill Desk/Bill Junction ?

BillDesk is a service bureau providing, inter alia, bill presentment, payment and collection management services. These services enable customer to make their bill and other payments by various modes (i.e. electronically, standing instructions etc) and through various channels and by using either their bank account or a Credit/Debit Card. They are authorized to collect payment from BSNL subscribers through the use of Payment Gateway of its associated banks / credit card by integrating them at BSNL website and deposit the collections into the designated bank account(s) of BSNL as indicated by BSNL.

Tech Process Insta Pay ,previously known as Bill Junction is a service bureau providing, inter alia, bill presentment and payment services on World Wide Web. They are authorized to collect payment from BSNL subscribers through the use of Payment Gateway of its associated banks / credit card by integrating them at BSNL website and deposit the collections into the designated bank account(s) of BSNL as indicated by BSNL.

Q 2.How can I pay through Bill Desk/Bill Junction ?

Process flow to pay the bills online is given below.

- 1.You have to log on to CalcuttaTelephones website www.calcuttatelephones.com and select **Pay Bills Online** under **BILLING**. For landline bill payments select “Pay Landline Bill” and register yourself as New User if you are not a registered user.
2. If you want to view your telephone bill only, you need not register. Simply Click **BILLING** Enquiry and Online Payments and then ‘**QUICK VIEW**’.

3. If you want to view as well as pay your bill online register yourself as New User if you are not a register user.

a) Enter your User Id and Password

b) Click on View Bills

c) You can view your outstanding amount. Click on Go to view bill details Or pay to Pay Bills menu.

4. You have to select Bill Desk or Tech Process Insta Pay as the payment option and then clicks on continue.

5. View the bill details and click on proceed to pay

6. You will be directed to respective Payment Gateway where you can choose the payment option - Credit / Debit Cards or an Online Banking Account. Based on the choice made, you will be taken to the respective credit card / bank server where you will authenticate the transaction and your card/bank account will be debited and an internal pool account credited within respective banks to complete the payment transaction.

7. Transaction will be confirmed. You can take print of the online acknowledgement and use the same for future reference.

Q 3. Are there any charges that I have to pay ?

No. You do not have to pay any charges for this online facility.

Q 4. What modes of payment are available through Bill Desk/Bill Junction ?

(A) Bill Desk –

- Credit Cards(Amex, Master Card/Visa , Diners).
- Debit Cards (Visa , Master Card)
- Internet Banking

(B) Tech Process Insta Pay-

- Internet Banking

Q 5. Can I pay Landline/Mobile/CDMA bills ?

Yes, you can pay your landline and mobile bills online. **For landline bill payments** you have to follow the process outlined in Q.2. **For mobile bill payments**, you have to log on to Calcutta Telephones website www.calcuttatelephones.com and select **Pay Bills Online** under **BILLING** and select “Pay Cellone Bill.” You will be redirected to our BSNL server at Hyderabad where you have to do a one-time registration specifically for mobile on-line payments. After that you can also pay your mobile bills online.

Q6. Can I pay after Due Date ?

At present you can pay your Landline/Mobile bills online only within Due Date.

Q 7. Do I get any Receipt ?

Yes, you will get electronically generated receipt with BSNL Logo which you can use for future reference.

Q 8. What information is available in the receipt ?

The following information is available in the receipt :

- i) Transaction Reference No.,
- ii) Transaction Date
- iii) Telephone No.
- iv) BSNL Transaction ID
- v) Bill Date
- vi) Transaction Amount

vii) Pay from

Q 9. When will the payment be updated in BSNL records ?

The payment will be updated in BSNL records within 2 working days.

Q 10. How do I know that the personal data I enter in the website is secure ?

Bill Desk/Bill Junction is using 256 BITS VeriSign Secure Certificate which ensures that data which is entered is encrypted and highly secure.

Q 11. Can I pay any amount irrespective of bill amount ?

For landline bill only bill amount will be accepted. For mobile bills any amount will be accepted.

BSNL LANDLINE ON LINE BILL PAYMENTS THROUGH ITZCASH CARDS.

Q 1. What is ItzCash Card ?

ItzCash card is India's first multipurpose prepaid cash card. This card can be used for online and on mobile transactions. ItzCash is a full usage product, without any hidden cost and empowers one to do transactions anytime anywhere through payment gateway to customers for various business applications.

Q 2. What are the denominations of these cards ?

ItzCash cards are available in various denominations: Rs.100, Rs. 250, Rs. 500, Rs. 1000. Rs. 3000, Rs. 7500, Rs. 10,000.

Q 3. How can I pay my telephone bills through ItzCash Card on the internet ?

Process flow to pay the bills online is given below.

1. You have to log on to Calcutta Telephones website www.calcuttatelephones.com and select **Pay Bills Online** under **BILLING** and register yourself as New User if you are not a registered user.
2. Enter your User Id and Password
3. Click on View Bills
4. You can view your outstanding amount. Click on Go to view bill details OR Pay to Pay Bills menu.
5. You have to select ItzCash as the payment option from the drop down menu and then clicks on continue.
6. View the bill details and click on proceed to pay

7. You will be directed to ItzCash Card Payment Gateway to complete the payment transaction. Here you need to enter 12 digit ItzCash card A/C No. & 4 digit Password

7. Itz Cash Card will authenticate the Card Details

8. You will confirm the order on ItzCash site

9. ItzCash will debit the amount from the card.

10. Transaction is confirmed. You can take print of the online acknowledgement and use the same for future reference.

Q 4. How can I pay my telephone bills through ItzCash Card in the ItzCash outlets ?

You need to visit any ItzCash outlet and tell the landline number for which you intend to pay the bill. ItzCash Franchisee will inform you of the amount that you need to pay as per information provided by BSNL Calcutta Telephones on their website. You would be required to pay the ItzCash Franchisee in cash and in lieu of that you would be provided with the online receipt by the Franchisee.

Q 5. Are there any charges that I have to pay ?

No. ItzCash does not charge any extra charge to the customer for making online payment of Calcutta Telephone Bills (landline) through ItzCash Card.

Q 6. Do I get any Receipt ?

Yes. You will receive an acknowledgement after the transaction has taken place successfully by making payments through ItzCash Card.

Q 7. What information is available in the receipt ?

The following information is available in the receipt :

- i) BSNL Transaction ID.,**
- ii) Transaction Amount**
- iii) Transaction ID**
- iv) Landline Number**
- V) Transaction Date**

vi) Landline Bill Date

Q 8. How do I know that the personal data I enter in the website is secure ?

ItzCash is using 256 BITS VeriSign Secure Certificate which ensures that data which is entered is encrypted and highly secure.

Q 9. Can I use more than one card for a single bill payment ?

Yes. If sufficient amount is not available in the card entered by the customer, ItzCash system will ask for another account number and password for the balance amount.

Q 10. What do I do if the ItzCash Card denomination is not exactly the same as the bill amount ?

If the value in the ItzCash is less than the payable amount then you would be required to use another card for the balance amount as you can use multiple cards for one single transaction.
If the value in the card is more than the bill amount the balance can be used to make other online payments where ItzCash is available as payment option or you can use the balance amount to pay your next bill.

Q 11. Can I pay any amount irrespective of bill amount ?

No. You can only pay the exact amount as displayed by Calcutta Telephones on their website as the same would be communicated to ItzCash through back end API (Application Programming Interface).

Q 12. When will the payment be updated in BSNL records ?

The payment will be updated in BSNL records on the day following the payment day. After the successful transaction of payment it takes 48hrs to update in customers account.

Q 13. Is there any Helpline for ItzCash Card ?

You can call us at 1901 345 7575 (for MTNL/BSNL), 022 2618 1212 Ext. 180, 182, 185 & 191 or Email: query@itzcash.com or help@itzcash.com or visit www.itzcash.com and click on Help Desk, submit your queries with details.

Q 14. Can I pay Landline/Mobile/CDMA bills ?

At present you can pay only your Landline bill through Itz Cash Card.

Q 15. Can I pay after Due Date ?

No, after due date you cannot make the payment online through ItzCash card.