

FAQ for SMS based landline bill payment :

Q. How can I pay my telephone bills through SMS by using an ItzCash Card?

A. Please follow the Process Flow step by step as shown below to Pay Landline Bill of Calcutta Telephones through SMS by using an ItzCash Card:

1. You would be required to purchase an ItzCash Card from retail outlets
2. Please go to the Message Menu on your mobile phone irrespective of service provider.
3. To PAY the bill, please Type the message as per the format given below

CTPAY <Single space> 8 digit Telephone NO <Single space> 12 digit ItzCash Account number <Single space> Password e.g.

CTPAY<space>26376208<space>123456781234<space>4321

4. Send the message to 57575. The SMS is chargeable.
5. You will receive a Transaction ID as an acknowledgment of the payment done through SMS and can use the same for future reference.

N.B. :

- a. Telephone Number should be of 8 digits
- b. ItzCash Account Number is of 12 digits and is given at the back of the card
- c. Password is of 4 digits and is given at the back of the card

Q.2. Can we use multiple ItzCash cards for a single payment

A.2 As of now , you can use single card only.

Q.3 How long the provision to print the receipt would be available on Calcutta Telephone website

A.3 For a period of one year.

Q.4 Whether SMS Acknowledgement will show card balance after successful transaction

A.4 Yes.

Q.5 Whether the said facility is available for payment of mobile post paid/CDMA post paid/Data Card bill.

A.5 Not available at present.

Q.6 Whether the bill can be paid beyond Due Date

A.6 Presently you can pay your current bill and within due date only.