

HOW-TO GUIDE

HOW TO TOP-UP DSL INTERNET CARD

Designed By :
Insta Customer Support Department
Insta Telecom Limited
Contact : 0795-701000

How to Recharge DSL Prepaid Internet Card :

1. Go to Insta Telecom Website (www.instatelecom.com)
2. Click "Customer Support" and then "Customer Billing"
3. Scratch this Card to reveal the User ID and Password for this card.
4. Enter your "User ID and Password" which you have taken this card and click for "Refresh Account"
5. Verify you account details and again click "Refresh Account"
6. Your Card information is transacted and will value of this card will show in your account.

NOTE :

In case of any complaint or problem,
Please contact Insta Customer Support Services at 0795-701000

Step 1 :

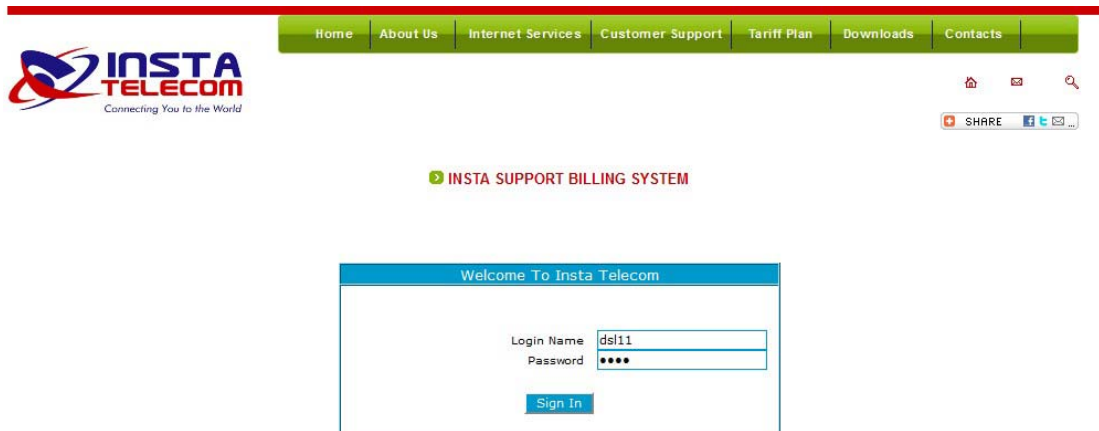
Goto Insta Telecom website (www.instatelecom.com) and Click “Customer Support” and then click “Customer Billing”



The screenshot shows the Insta Telecom website homepage. At the top, there is a navigation menu with 'Home', 'About Us', 'Internet Services', 'Customer Support', 'Tariff Plan', 'Downloads', and 'Contacts'. The 'Customer Support' menu is open, showing options like 'Open Trouble Ticket', 'Customer Billing', 'FAQs', 'Troubleshoot Guide', and 'Knowledgebase'. Below the navigation is a large banner for 'Introducing... DSL BROADBAND' featuring a man in a blue shirt and a D-Link router. The banner text says 'ALWAYS ON, FAST, CHEAP AND RELIABLE Insta Telecom introducing First Time in Afghanistan world's reliable internet connectivity technology experience the quality at very cheap costs!'. Below the banner, there are several service categories: 'internet services we provide...' (DSL Internet Connection, Prepaid Dialup Cards, Wireless Broadband Internet, VPN Solutions), 'insta makes difference how we benefit you' (BIGGEST NETWORK, Exclusive Customer Services, Introducing DSL Internet in Afghanistan), and 'Multiilingual, Non-Stop and Trained and courteous Customer Support Executives'.

Step 2 :

Customer Login Screen will appear. Enter your “Login Name” and “Password” which were delivered to you upon New Connection. If you don't have or forgot, please contact Insta Customer Support.



The screenshot shows the Insta Telecom Customer Support Billing System login screen. At the top, there is a navigation menu with 'Home', 'About Us', 'Internet Services', 'Customer Support', 'Tariff Plan', 'Downloads', and 'Contacts'. Below the navigation is a large banner for 'INSTA SUPPORT BILLING SYSTEM'. The main content area is titled 'Welcome To Insta Telecom' and contains a login form with fields for 'Login Name' (containing 'dsl11') and 'Password' (containing '****'), and a 'Sign In' button.

Step 3 :

Now Screen will show your Specific Account Details. You can contact Customer Support for any changes if you want. Now click “Re-Charge Cards” (left side button)

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

User Information		
Login Name : dsl11	Account Number : 612239	
Personal Information		
First Name	Middle Name	Last Name
dsl		test11
Company Name / Institution		Designation / Occupation
Tel		Fax
Address 1		
testing id for prepaid card system		
Address 2		
City	State	Country
Date Registered	Registered By	Email
2011-10-09 11:10:20	admin	
Account Information		
Billing Plan	Account Type	
512k_shared_dsl	Individual	
Balance	Credit Limit	
0.00/- AFS	0.00/- AFS	
Remaining Hours	Remaining Traffic	
Not Defined	Not Defined	
<u>Last Payment Detail</u>		
Payment ID	Receipt Ref No	Payment Date
642407	null	2011-10-18 16:41:26.0
Amount For Internet Hours	Discount	Billing Plan
1500.00/- AFS		512k_shared_dsl
Dialup Properties		
<i>Phone Facility For CLI</i>		

Step 4 :

Now scratch your DSL Internet Card to get the User Name & Password



Step 5 :

Enter your User Name and Password, which you had taken from Scratch Card (step 4).
Click “Refresh Account”

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

Refresh Your Account By P-Card

P-Card User Name

P-Card Password

[Refresh Account](#)

Step 6 :

Screen will show your account details and current card particulars. Click “Refresh Account”

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

Refresh Your Account By P-Card

Please check your information

Login Name : dsl11	Account Number : 612239
Existing Billing Plan	512k_shared_dsl
Your Current Balance	0.00/- AFS
Card User Name	e3n2wgvb
Card Billing Plan	Recharge Only Cards
Card Balance	1500.00/- AFS

[Refresh Account](#)

Step 7 :

This screen shows that value of DSL internet card has been transferred to your account.

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

Refresh Your Account By P-Card

Prepaid Card is successfully charged in your Account

Login Name : dsl11	Account Number : 612239
Your Billing Plan	Recharge Only Cards
Your Current Balance	1500.00/- AFS
Your Remaining Hours/Traffic	Unlimited Hours/Traffic

Step 8 :

Now click "Account Balance" (left side button) and you can see your account details there. Also that DSL Card has been added to your account..

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

User Information		
Login Name : dsl11	Account Number : 612239	
Personal Information		
First Name	Middle Name	Last Name
dsl		test11
Company Name / Institution		Designation / Occupation
Tel		Fax
Address 1		
testing id for prepaid card system		
Address 2		
City	State	Country
Date Registered	Registered By	Email
2011-10-09 11:10:20	admin	
Account Information		
Billing Plan	Account Type	
512k_shared_dsl	Individual	
Balance	Credit Limit	
1500.00/- AFS	0.00/- AFS	
Remaining Hours	Remaining Traffic	
Not Defined	Not Defined	
<u>Last Payment Detail</u>		
Payment ID	Receipt Ref No	Payment Date
642408	null	2011-10-27 19:24:56.0
Amount For Internet Hours	Discount	Billing Plan
1500.00/- AFS		512k_shared_dsl
Dialup Properties		
<u>Phone Facility For CLI</u>		
Status	Lock/UnLock Date	Lock/Unlock Reason
InActive	2011-10-27 18:06:46.0	Debit Charges

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