



## HOW TO GUIDE PREPAID MOBILITY FILL UP & GO

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# How To Initialize Your Prepaid Fill Up & Go Account

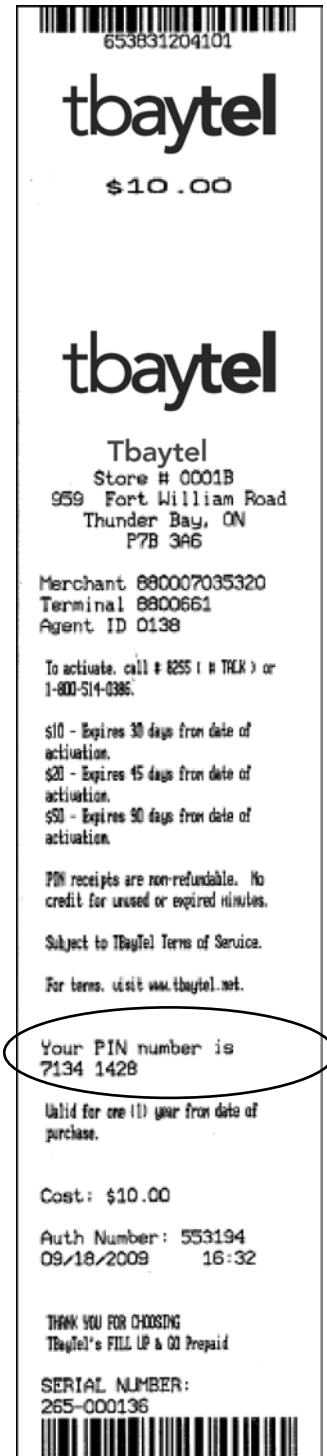
Before you can add money to your Fill Up & Go Account you must initialize your personal password.

- Have your Prepaid Mobility Voucher on hand (see image on right)
- Dial #TALK (#8255) using your Prepaid Cellular handset
- Follow the prompts to initialize your account by creating a personal password

Once you have initialized your account you can manage your account in two ways:

- Option 1 – Using your Cell Phone
- Option 2 – On the Web

Sample of Prepaid  
Mobility Voucher



# How To Use Self-Serve Fill Up & Go Options

## OPTION 1 - USING YOUR CELL PHONE

Within Tbaytel Mobility's serving area dial one of the following:

- #TALK (#8255) from your cellular handset
- 622-2032 from a landline touchtone phone (in Thunder Bay only)
- Toll Free 1-800-514-0386 when out of the serving area

Once you have access, follow the prompts to use any of these self-serve options:

1. Set up or Change your password
2. Add money to your Account using a Virtual PIN
3. Add money to your Account using a Credit Card
4. Hear your Fill Up & Go Account balance
5. Change your Fill Up & Go Rate Plan anytime you top up your account

# How To Use Self-Serve Fill Up & Go Options

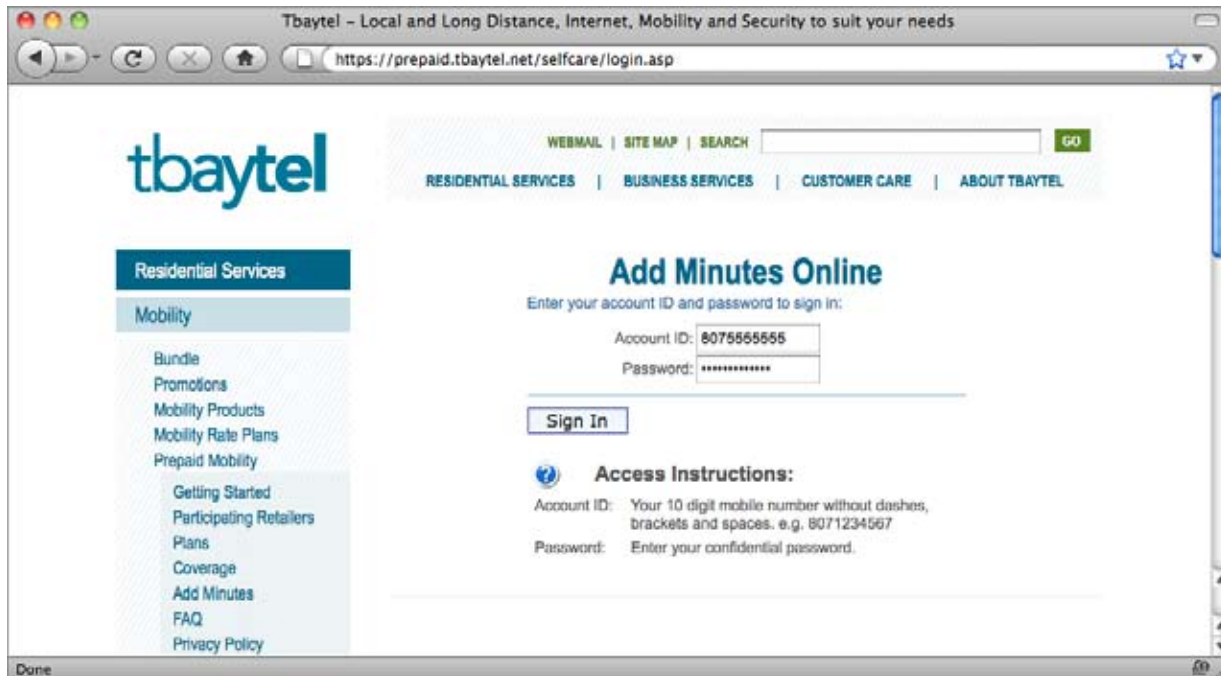
## OPTION 2 – ON THE WEB

### ACCESSING YOUR ACCOUNT

- Go to <http://www.tbaytel.net>
- Click “Mobility” under RESIDENTIAL SERVICES menu
- Click “Prepaid Mobility” from the menu
- To add money or view Call Details, click “Add Minutes”

*Remember:* Before you can access your Prepaid Fill Up & Go account on the web, you must initialize your account.

- In the Account ID field enter your 10-digit Mobile number without dashes, brackets or spaces e.g. 8075555555
- In the Password field enter the personal password that you have set up
- Click on Sign In



Once you have accessed your account, follow the prompts to:

- Add money to your Account using a Virtual PIN
- Add money to your account using a Credit Card
- Review your Call Details
- Check your Fill Up & Go Account balance and expiry date

## ADDING MONEY USING A PIN VOUCHER

- After signing on - click on the "Add Money" option
- The next screen will allow money to be added using a PIN Voucher



The screenshot shows a web interface with a blue header containing three tabs: "Call Details", "Add Money", and "Customer Info". The "Add Money" tab is active. Below the header, the text "YOUR NAME" is displayed in large blue letters. Underneath, the account current balance is shown as "\$25.80 in CDN" and the expiry date as "2006/04/01". A message instructs the user to fill in information to add money and click the "Update" button, or to click a link labeled "here" to add money via credit card. A form field labeled "Prepaid Card ID:" contains the number "92411139". Below the form field is a button labeled "Update". The entire form area is circled in black.

- Enter the 8 Digit PIN in the Prepaid Card ID field
- Click "Update"
- Your account current balance and expiry date information will update to reflect the value of the PIN.

## ADDING MONEY USING A CREDIT CARD

Note: Credit cards may only be used 5 times per day to add money to a Prepaid account. If the same credit card information is being used by several Prepaid accounts only one account will be allowed to add money each day.

- After signing on Click on the "Add Money" option.
- This brings you to a screen that will allow money to be added via a credit card
- To add money via a credit card click on the "click here to add money via credit card" link



Call Details | **Add Money** | Customer Info | Log Out

### YOUR NAME

Your account current balance is: \$25.80 in CDN  
Your account expiry date is: 2006/04/01

To add money to your account, please fill in the following information and click "Update" button. Or click [here](#) to add money via credit card.

Prepaid Card ID:

- A screen similar to the following will appear



Call Details | **Add Money** | Customer Info | Log Out

### YOUR NAME

Your account current balance is: \$53.18 in CDN  
Your account expiry date is: 2006/04/01

To add money to this account via credit card, please fill in the following information and click the "Continue" button. Or click [here](#) to add money via prepaid card.

**Please select a prepaid type, then click "Continue".**  
*Note: prepaid purchases are not refundable.*

Prepaid Type	Value (\$CDN)	Valid Days
<input type="text" value="Please Select"/>	<input type="text" value="0.00"/>	<input type="text" value="0"/>

To pay via your saved credit card profile, click

Or, to pay via another credit card, click

We accept   

- From the drop down menu select the \$ amount to be purchased

Prepaid Type

Please Select

Please Select

\$10 Fill Up& Go

\$20 Fill Up& Go

\$50 Fill Up& Go

Value (\$CDN) 0.00

Valid Days 0

If saved credit card profile, click:

- The Value (\$CDN) and Valid Days fields will be data filled depending on your selection
- e.g. \$10 = 30 days, \$20 = 45 days, \$50 = 90 days

Prepaid Type

\$10 Fill Up& Go

Value (\$CDN) 10.00

Valid Days 30

- Select one of the credit card payment options shown
  - via saved credit card profile
  - via another credit card

To pay via your saved credit card profile, click:

Continue With The Saved Credit Card

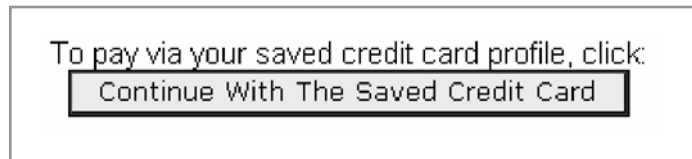
Or, to pay via another credit card, click:

Continue With Another Credit Card

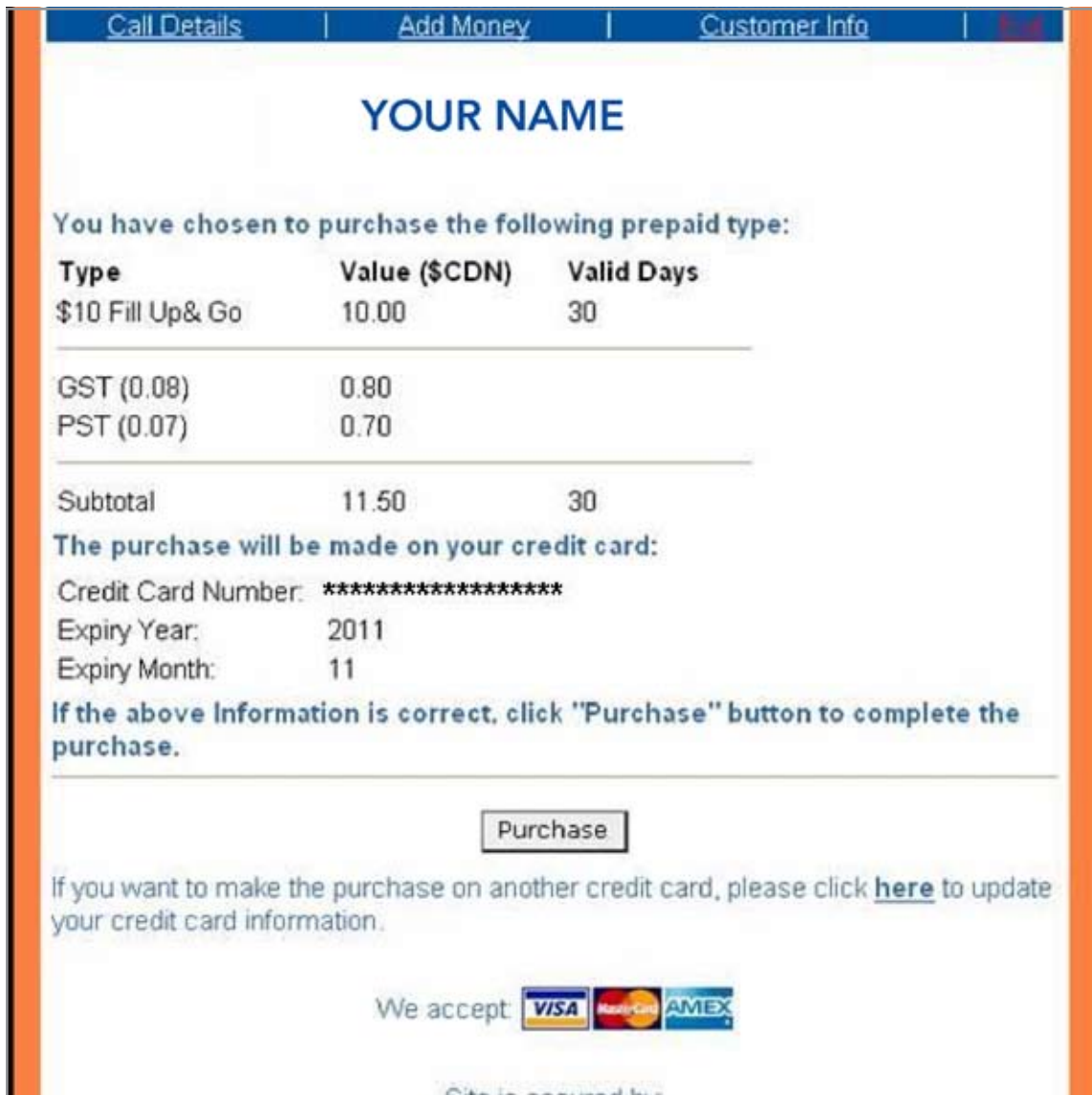
We accept: VISA MasterCard AMEX

## CREDIT CARD PAYMENT – VIA SAVED CREDIT CARD PROFILE

- If your Credit Card information has been saved within your Web access profile you may select



- A screen similar to the one below appears.



- If the information shown is correct, click on "Purchase". You will receive a quick response from the system that your request is being processed.

## CREDIT CARD PAYMENT – VIA ANOTHER CREDIT CARD

- If you wish to add money using Credit Card information that has not been saved within your Web access profile you may select

Or, to pay via another credit card, click:

- A screen similar to the one below appears.

**You have chosen to purchase the following prepaid type:**

Type	Value (\$CDN)	Valid Days
\$10 Fill Up& Go	10.00	30
<hr/>		
GST (0.08)	0.80	
PST (0.07)	0.70	
<hr/>		
Subtotal	11.50	30

**Please fill in the following credit card information, and purchase will be made on this credit card: (All the information in the following form is required)**

Credit Card Number:

Credit Card Expiry Date: mm/yy  /

First Name:

Last Name:

Address:

City:

Province:

Postal Code:

Contact Number:

Email Address:

**If the above information is correct, click "Purchase" button to complete the purchase.**

- Enter the credit card information and complete the required fields. Credit card information must be entered as it appears on the customer statement.

If the information shown is correct, click on "Purchase". You will receive a quick response from the system that your request is being processed.



## CREDIT CARD PAYMENT – DENIED TRANSACTION

- Once the system processes your request you may receive a denied response similar to the one shown below.
- This type of response means there is an issue with your credit card.
  - You may have exceeded the maximum dollars allowed on the credit card.
  - The credit card may have exceeded the maximum allowed for times used to add money within one day.
  - The expiry date of the credit card may have passed and your credit card information may need to be updated.

Call Details | Add Money | Customer Info | Log Out

### YOUR NAME

Your account balance is: \$89.63 in CDN  
Your account expiry date is: 2006/04/01

**Your purchase is denied. Please contact your bank for the reason.**  
**You requested the following purchase on: 5/31/2005 - 9:43:02 AM**

Prepaid Type	Value (\$CDN)	Valid Days
\$10 Fill Up& Go	10.00	30
<hr/>		
GST (0.08)	0.80	
PST (0.07)	0.70	
<hr/>		
Subtotal	11.50	30

**You requested to make this purchase on your credit card:**  
Credit Card Number: \*\*\*\*\*  
Your Receipt Number: 1141896901.5824

If you want to make another purchase, click [here](#).

Site is secured by:

## CREDIT CARD PAYMENT – SUCCESSFUL TRANSACTION

- If there is no issue with your saved Credit Card information you will receive a confirmation that your purchase was successful. (See sample below)
- The option to “Print” is found near the bottom of the confirmation. (If you are using a corporate credit card, print a copy of your receipt.)
- Note the receipt number and \$ amount that will be applied against your credit card.
- The response also notes your new balance and the new expiry date for your Fill Up & Go account.

The screenshot shows a mobile service confirmation page with a blue header containing navigation links: "Call Details", "Add Money", "Customer Info", and "Log Out". The main heading is "YOUR NAME". Below this, account information is displayed: "Your account balance is: \$90.13 in CDN" and "Your account expiry date is: 2006/05/01". A green message states "Your purchase is successful." followed by "You have made the following purchase on: 5/31/2005 - 1:57:01 PM". A table lists the purchase details:

Prepaid Type	Value (\$CDN)	Valid Days
\$10 Fill Up& Go	10.00	30
GST (0.08)	0.80	
PST (0.07)	0.70	
Subtotal	11.50	30

Below the table, it states "The purchase was made on your credit card:" followed by "Credit Card Number: \*\*\*\*\*" and "Your Receipt Number: 1141912139.6575". A "Print" button is located below the receipt number. At the bottom, there is a link "If you want to make another purchase, click here" and a security notice "Site is secured by:" with a logo for "COMODO".

## VIEWING YOUR CALL RECORDS

- Sign into your account online using the instructions provided section "1. Accessing Your Prepaid Fill Up & Go Account Online"
- Click on the "Call Details" link

You are Here: Home > Mobility > Prepaid Online

**Call Details** | Add Money | Customer Info | Log Out

Show  Call Detail Records For:

**YOUR NAME**

May, 2005

Item	Type	Origination Destination	Date Time	Elapse (s)	Cost (\$)	Balance (\$)
1	Announcement		2005/05/06 11:34:32	6	0.00	26.05
2	Monthly Fee		2005/05/10 00:00:01	0	0.25	25.80

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**PRIMAL**  
technologies

- Click on the "This Month" drop down menu arrow
- Select the time period for which you would like to review your call records

**Call Details** | Add Money | Customer Info | Log Out

Show  Call Detail Records For:

2005

Item	Type	Or De	Elapse (s)	Cost (\$)	Balance (\$)
No Record For T					

Dropdown menu options:  
 This Month  
 Last Month  
 April  
 March  
 February  
 January  
 Last December  
 Last November  
 Last October  
 Last September  
**Last August**  
 Last July