

## Frequently Asked Questions on Direct top up

- Q. Can I put any amount on my account?
- A. Yes, with direct top up you can choose any amount from \$2 up to \$500. If you have \$6.38 in change in your pocket, then use it to top up your phone.
- Q. Is direct top up credit available for use immediately?
- A. Yes the value is added right away to your PrePaid account. There is no need to purchase cards or e-pins. You will receive an SMS notifying you of your credit.
- Q. Do I need my phone with me to top up?
- A. No, as long as you know the PrePaid number, you can purchase credit.
- Q. I usually buy PrePaid cards for my children for their mobile phones - can I still do that?
- A. PrePaid cards and e-pins are still optional, but it's even easier now with direct top up. You just need to know the phone number and choose how much you want to top up with. The value will automatically be placed onto your children's account.

Telemedia's Fone TopUp is now available at all Telemedia Customer Services Centers countrywide.

Coming soon to other PrePaid Agents and Distributors countrywide.



For more information dial 0-800-CALL-BTL



Telemedia's

**FONE  
TOPUp**

The quick way to add value



# NOW AVAILABLE

## Telemedia's Fone TopUp Receipts

Telemedia's Fone TopUp is a real-time electronic recharge system that allows agents and distributors to provide electronic pins or directly top up a PrePaid number with any value.

With Fone TopUp you can now top up your PrePaid number using any of these options:

### 1. e-Pin

- The printed receipt will show the PIN and recharge number to dial
- You can choose any of the following denominations: \$2, \$5, \$10, \$20, \$30 or \$50

**NEW**

### 2. Direct top up (no PINS required)

- Tell the cashier your PrePaid number and the amount you want recharged to your account. You do not need to have the actual phone with you.
- The amount you pay for is automatically added to your account.
- If you are recharging a DigiCell PrePaid account, the number will receive an SMS advising on the amount of credit received.
- Choose any amount to top up from \$2 up to \$500.

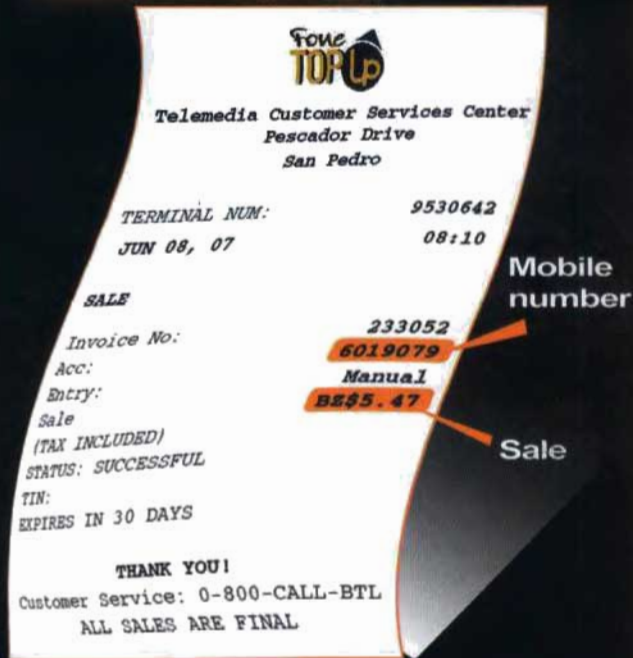
#### Expiration:

- Values less than \$30 expire in 30 days.
- Values of \$30 or more expire in 90 days.

- 1) Credit expiration can be found on receipt.
- 2) SMS notification provides expiration date.
- 3) Dial \*20 for account balance & credit expiration date.

Note: Remember to take your receipt - it's your proof of purchase! The receipt will show the details of how much you spent on Fone TopUp.

## Direct top up



A receipt for a direct top-up transaction. It features the Fone TopUp logo at the top. The header includes 'Telemedia Customer Services Center', 'Pescador Drive', and 'San Pedro'. The receipt displays the terminal number '9530642' and time '08:10'. A 'SALE' section shows an invoice number '233052', account number '6019079', and a manual sale amount of '\$5.47'. The status is 'SUCCESSFUL' and it expires in 30 days. A 'THANK YOU!' message and customer service contact information are at the bottom.

Mobile number

Sale



An e-pin receipt for a top-up transaction. It features the Fone TopUp logo at the top. The header includes 'Telemedia Customer Services Center', 'Pescador Drive', and 'San Pedro'. The receipt displays the terminal number '79532555' and time '08:00'. A 'SALE' section shows an invoice number '233051', account number '6019079', and a manual sale amount of '\$5.47'. The status is 'SUCCESSFUL' and it expires 30 days after first use. A 'THANK YOU!' message and customer service contact information are at the bottom.

E-Pin

Sale

PIN