

# Online Top Up

Frequently Asked Questions



## Q. What is Online Top Up?

Online Top Up is a service which allows anyone with access to a PC and internet service to top up a prepaid mobile account using a valid credit card to pay for the Top Up purchase.

## Q. Who can use Online Top Up

Anyone, anywhere in the world with access to a PC, internet service and a valid credit card can use Online Top Up.

- ◆ Friends & family abroad can use Online Top Up to send Top Up (recharge) to the phone accounts of loved ones in Trinidad.
- ◆ Bmobile pre-paid customers roaming in the US & Canada can use Online Top Up to Top Up (recharge) their mobile phones while they are abroad.
- ◆ Anyone who wants to take advantage of the convenience of topping Up (recharging) a mobile phone account from their office or from home can use Online Top Up.

## Q. How does Online Top Up work?

When you use Online Top Up, The airtime requested is sent directly to the mobile phone specified. There is no card, no paper receipt, no PIN numbers to enter. Topping up is done in a few easy steps:

1. Register for the service online/ create an account
2. Log into your Online Top Up Account
3. Specify mobile number to top up
4. Authorize payment from your card
5. Credit is sent to the Bmobile prepaid customer specified.

## Q. How do I access this service?

- Visit the bmobile website and select one of our Online Top Up service providers by clicking on the links shown or go directly to [www.ezetop.com](http://www.ezetop.com) or [www.etopuponline.com](http://www.etopuponline.com)
- Fill out the online form/ required information including your email address and submit
- You will receive an e-mail confirming your registration or providing you with additional instructions to activate your Top Up Online Account.
- Now you are ready to top up using bmobile's Online top up application
- Please remember your username, password, PIN and any security answers you submitted on the online registration form

## Q. Can I Top Up any number using Online Top Up?

All **active Bmobile Pre-paid** mobile accounts can be topped up using Online Top Up.

### Q. How do I pay for Online Top Up?

Customers can pay via

- ◆ VISA credit / debit card
- ◆ MasterCard credit / debit card
- ◆ Maestro Debit Cards
- ◆ Pay Pal account

Check the different Online Top Up service Providers website to be certain which forms of payment are accepted.

### Q. Is my credit card information safe?

Your credit card information is protected with the use of industry-leading security and fraud prevention systems and digital certificates that encrypt your data

Your credit card information is not stored on the site nor is it collected or associated with your account within the service providers system. It is passed to the bank for each and every transaction at the time of the transaction.

Additional security features such as *verified by VISA* and *Pay Pal* offer additional security for users

### Q. Why do I need to have an email address?

When you register, an activation link to the site and code will be sent to the email address that was registered. Your account will not be active and your user name and password will not work until the link is activated. Also if you forget your password, reminders will be sent to that address too.

### Q. Will I receive a confirmation / receipt when I use Online Top Up?

Yes. Every time you perform an Online Top Up you will receive an onscreen confirmation as well as a receipt/ notification via email. The payment is also itemized on your credit card statements from the bank.

### Q. What are the available denominations?

There are no denominations (specific \$ value) with direct top up/ online top up. Customers can purchase any amount in dollars and cents. E.g. \$37.42 or \$86.27.

#### **All purchases are VAT Inclusive.**

The system will calculate the amount of taxes (VAT) and transfer the balance (airtime credit) to the number specified.

The different online providers have varying minimum purchase amounts; however, the maximum you can purchase is TTD\$575.

The number of transactions / failed attempts allowed also varies.

Customers are urged to check the respective website for details.

### Q. Are there any additional charges?

Some additional charges may apply There include: bank fees, secure online processing fees, credit card fees. You should always check the Service Providers website to ensure you know what fees are applicable.

**Q. Are the rates higher/ lower if I use Online Top Up?**

No. The existing rates for voice calls, text messages, MMS, Buzz etc and any other services will apply as per usual..

**Q. Will Top Ups done via Online Top Up benefit from the Bmobile monthly bonus credit?**

Yes. All Top Ups done using online Top Up will receive the bonus for first of the month and Total Top Up exceeding TTD100 in a calendar month.

**Q. Can I use credit received from Online Top Up right away?**

Yes, you can! The Top Up is almost instant. Within seconds the recharge is credited to the mobile account specified. Customers can immediately use the airtime received to make calls, send text messages and access any other mobile services.

**Q. When can I use the Online Top Up?**

Online Top Up is available anytime you need to top up your account. The service is available 24 hours a day, seven days a week.