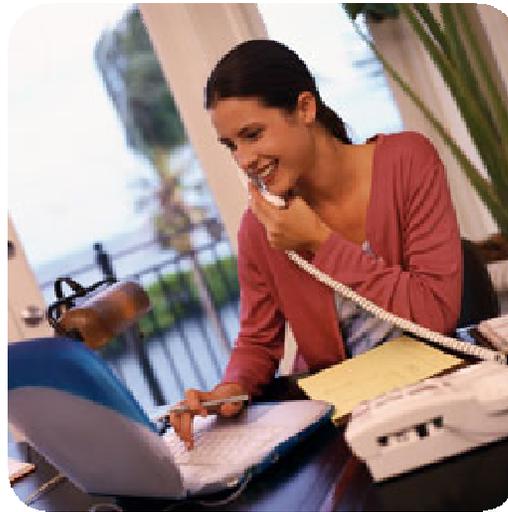




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# SLT myBILL User Guide



**SRI LANKA TELECOM PLC  
CMO GROUP**



# myBILL User Guide



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## SLT myBILL Service

- SLT myBILL Service allows you to manage and pay your SLT service invoices online. It's free, easy and secure.
- SLT myBILL Service helps you to streamline your billing process, with all your SLT billing information automatically cataloged and keeping in one secure location.
- Easily find step-by-step myBILL Online Operating Instructions are given here.



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## SLT myBILL Features



Up-to-date information 24x7



SLT Bill Account status / Bill History / Bill Usage



View Product Details



Analyze Usage / Detailed Bill Statistics



Budget Centre Details



User Contacts



Online Bill Payments / e Teleshop / log complaints & suggestions



Change myBILL Access Password



# CONTENTS

**myBILL**

**User Guide**



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1. How to Register
2. Customer Eligibility
3. User Access Levels
4. Login to myBILL Service
5. Account Status Summary
6. View Product Details
7. Bill History
8. Usage Analysis
9. Budget Centers
10. Contacts
11. Change Login Info
12. Logout
13. Make Payments Online
14. New Service Request Link
15. e Teleshop
16. Complaints & Suggestions



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## 1. How to Register

Register for myBILL service, you can use following options:



### Obtain the Application Form

1. You can download the application from the SLT website [www.slt.lk](http://www.slt.lk)
2. You can collect the same from your nearest SLT Regional Telecom office or SLT Teleshop or from your SLT Account Manager for SLT Corporate Customers.

### Submit your Application Form

You can submit your dully filled Application Form to ;

1. SLT Regional Telecom office or SLT Teleshop by other customers
2. Relevant SLT Account Manager (For SLT Corporate customers)
3. Email - [1212@slt.com.lk](mailto:1212@slt.com.lk)



**Note :** Once the registration process is completed, you will receive a mail from [myBILL@slt.lk](mailto:myBILL@slt.lk) (myBILL Admin Team) with your User Name and Password to access the myBILL Service.

## 2. Customer Eligibility

### Rules To Fill the Application Form

#### Individual Customers

Full name of the customer (Attach a copy of National Identity Card or Passport)

#### Company

Name of the Company (Attach certificate of incorporation under Act No.07 of 2007)

#### Partnership

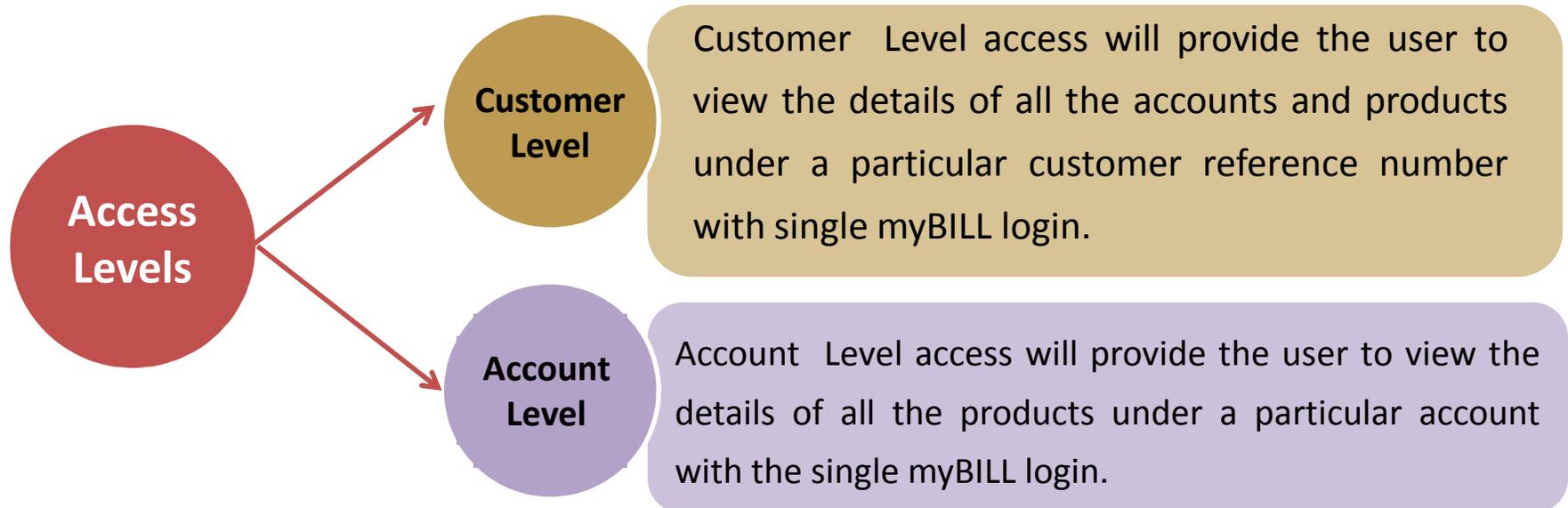
Name of the partnership and the full names of the partners

#### Sole Proprietorship

Name of the Sole Proprietorship and the full name of the owner ( Attach Business Registration in both cases and NIC copies)

## 3. User Access Levels

- This feature controls who can access, view, edit and analyze the contents based on the Access Levels provided.
- myBILL has been assigned two types of Access levels.



**NOTE :** Access level should be decided by you and it is mandatory to include the required Access Levels in the Application Form.

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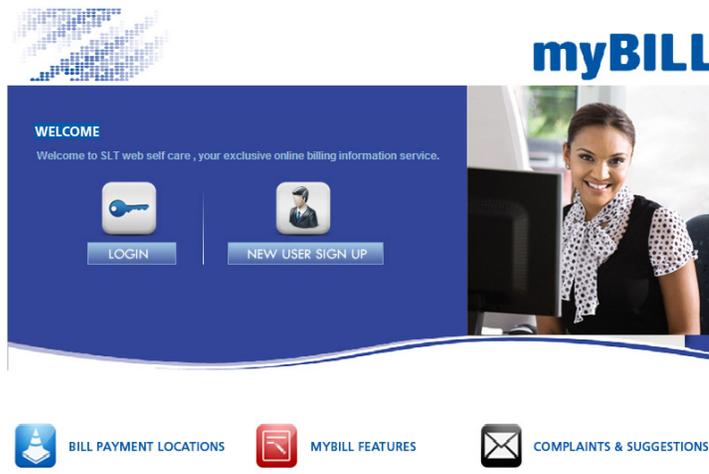


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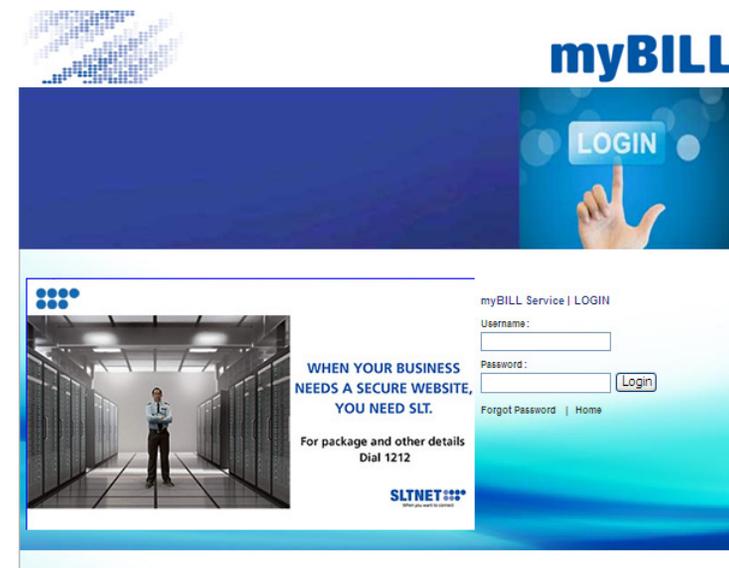
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## 4. Login to myBILL Service

### Login to the myBILL Web Portal



- Login to [www.slt.lk](http://www.slt.lk)
- Select “myBILL” under MySLT
- Enter your myBILL User Name and Password
- Click “Login”



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## 5. Account Status Summary

11111111  
Customer: CR002539015, TEST  
Account: 0026610133

Account Status:

Account Status as of 14/01/2014 02:32:44

Balance	-Rs5,000.00
Credit Limit	Rs25,000.00
Unbilled usage	Rs0.00
Last bill date	No previous bill
Last bill amount	Rs0.00
Last payment date	12/02/2013
Last payment amount	Rs5,000.00
Next bill due on	09/01/2009

This is a Post-pay Account

Navigation menu items:  
ACCOUNT STATUS  
VIEW PRODUCTS  
BILL HISTORY  
ANALYZE USAGE  
BUDGET CENTERS  
CONTACTS  
CHANGE LOGIN INFO  
LOGOUT

Online Bill Payments  
VISA MasterCard AMERICAN EXPRESS  
REQUEST new service  
e Teleshop  
buy online accessories

- At the top of this screen you will see your Customer Reference Number (CR Number) and the Account number.
- If you have multiple accounts then you can switch between them by using the provided drop-down menu.
- The table on this screen shows status of your Account including Balance, Credit Limit, Usage, Last bill date etc.
- So you can review your account details quickly and conveniently.
- This is a listing of all recent billing information with their corresponding charges and dates.

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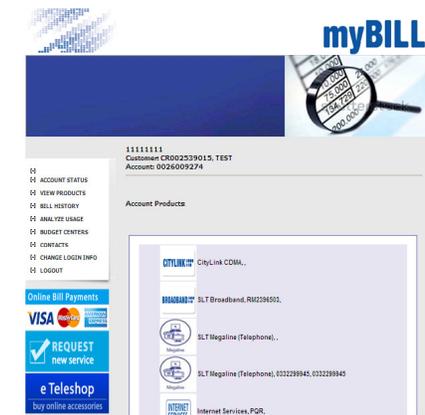


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## 6. View Product Details

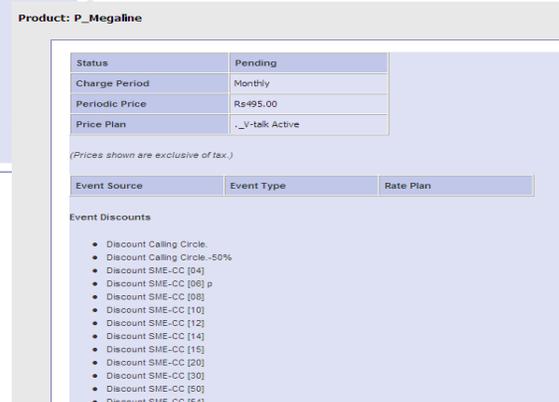
Clicking **“View Products”** in the main menu enables you to view all SLT products under your Account.



Under the heading of **“Account Products”**, you can view all SLT products presently you have subscribed up to now.



If you want see the details of the each product then click on the specific Product Name in the check box.



Then additional details relevant to the product such as rental, value added services will appear on the screen.

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## 7. Bill History

If you need to review detailed information of your telephone bill, then click on the “**Bill History**” window in the Menu table.

All billing information will appear on the screen for the last 06 months including Invoice Number, Billing period, charges for the period, arrears and total payable value.

Customer: CR001049334, STANDARD CHARTERED BANK  
Account: 0010063162

myBILL

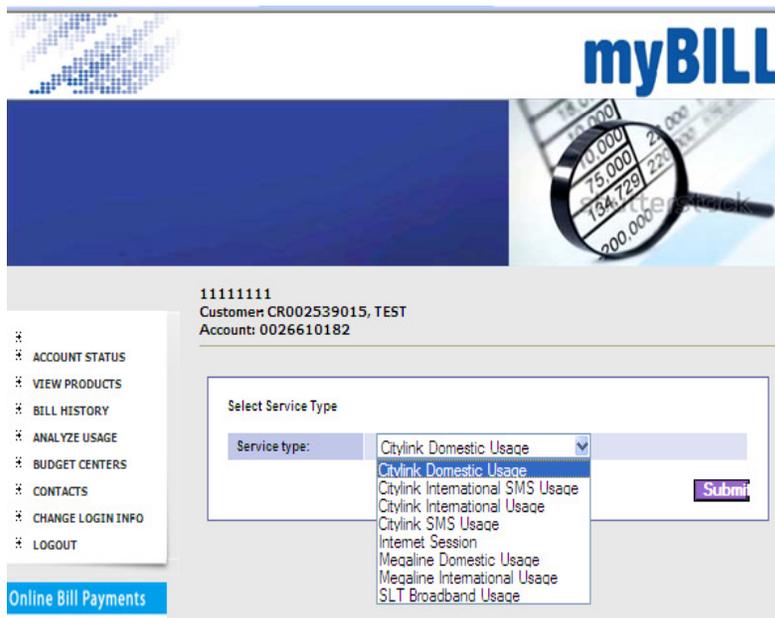
Bill History

Invoice number	Billing Period From	To	Charges for the period	Arrears	Total Payable
0010063162-1331	2013/10/01	2013/12/31	R\$408,399.46	R\$0.00	R\$408,399.46
0010063162-132X	2013/11/01	2013/11/30	R\$391,488.82	R\$0.00	R\$391,488.82
0010063162-1319	2013/10/01	2013/10/31	R\$372,391.56	R\$0.00	R\$372,391.56
0010063162-1306	2013/09/01	2013/09/30	R\$374,865.57	R\$25,000.00	R\$399,865.57
0010063162-1296	2013/08/01	2013/08/31	R\$422,815.97	R\$25,000.00	R\$447,815.97
0010063162-1284	2013/07/01	2013/07/31	R\$419,505.53	R\$25,000.00	R\$444,505.53
0010063162-1272	2013/06/01	2013/06/30	R\$432,115.45	R\$0.00	R\$432,115.45
0010063162-1260	2013/05/01	2013/05/31	R\$432,891.97	R\$0.00	R\$432,891.97
0010063162-1259	2013/04/01	2013/04/30	R\$380,742.66	R\$0.00	R\$380,742.66
0010063162-1247	2013/03/01	2013/03/31	R\$392,439.48	R\$364,439.95	R\$756,879.43
0010063162-1235	2013/02/01	2013/02/28	R\$364,439.95	R\$0.00	R\$364,439.95
0010063162-1223	2013/01/01	2013/01/31	R\$391,422.53	R\$0.00	R\$391,422.53
0010063162-1211	2012/12/01	2012/12/31	R\$375,739.69	R\$429,348.73	R\$805,088.42
0010063162-120X	2012/11/01	2012/11/30	R\$429,348.73	R\$437,051.59	R\$866,400.32
0010063162-119X	2012/10/01	2012/10/31	R\$437,051.59	R\$467,877.06	R\$904,928.65

A snapshot of your printed invoice is now available under Bill History.

## 8. Analyze your Usage

Once you click the “**Analyze Usage**” option, a screen appears with your CR Number and the Account Number.



11111111  
Customer: CR002539015, TEST  
Account: 0026610182

Select Service Type

Service type:

- Citylink Domestic Usage
- Citylink International SMS Usage
- Citylink International Usage
- Citylink SMS Usage
- Internet Session
- Medialine Domestic Usage
- Medialine International Usage
- SLT Broadband Usage

Submit

- “Analyze Usage” feature allows you to select the service type you want to analyze in a check box.
- If you have multiple services then you can switch between them by using the provided drop-down menu in the check box.
- Screen appears with all product related services currently you have subscribed with SLT. Then select the desired service type and click the submit tab.

## 8. Analyze your Usage

Customer: CR002447053, OSS DIVISION  
Account: 0025682529

Select usage breakdown

Service type:	Citylink Domestic Usage
Group by:	Calling Number
Sum on:	Cost
Usage for:	Unbilled
Max rows:	100

Select usage breakdown

Service type:	Citylink Domestic Usage
Budget Center:	None
Group by:	Calling Number
Sum on:	Calling Number
Usage for:	
Max rows:	

- Calling Number
- Called Number
- Call Type
- Call Category
- Bearer
- PAN
- Call Originated Number
- Call Forwarding
- Discount Info 1
- Discount Info 2
- Discount Info 3
- SID
- Cell ID
- Calling ESN
- Event Class
- Time Band
- Cost Band Description
- Destination Area Code
- Origination Area Code
- Destination Country Code

- You can select some filters enabling to analyze usage breakdowns as your preference. By selecting “Usage Breakdown” you can do further analysis you wish
- You will also be able to enter specific filters to run queries.

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## 9. Budget Centers

Budget Centers are introduced for

- Users can view the budget centres for all the accounts.
- myBILL is capable of adding new budget centres and new budget centre reports.
- Also it is possible to delete existing budget centres and modify them by the user himself.

A screenshot of the myBILL web application interface. At the top right, the 'myBILL' logo is displayed above a magnifying glass icon over a bill. Below this, the user's account information is shown: 'Customer: CR001049334, STANDARD CHARTERED BANK' and 'Account: 0010063162'. On the left side, there is a vertical navigation menu with options: ACCOUNT STATUS, VIEW PRODUCTS, BILL HISTORY, ANALYZE USAGE, BUDGET CENTERS (highlighted), CONTACTS, CHANGE LOGIN INFO, and LOGOUT. Below the menu are three promotional banners: 'Online Bill Payments' with VISA, MasterCard, and American Express logos; 'REQUEST new service' with a checkmark icon; and 'e Teleshop buy online accessories'. The main content area displays a list of budget centers with the instruction 'Click on the name of a budget center to get more information about it.' The list includes: BATTARAMULLA, COLOMBO 03, COLOMBO 01, COLOMBO 02, MALABE, MAYA AVENUE, MININDU MAWATHA, MORATUNJA, RAJAGIRIYA, TEMPLE LANE, USAID 355 BUILDING, USAID 357 BUILDING, USAID 358 BUILDING, UNION PLACE, WATTALA, WELLAWATTHA, and YORK STREET.

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## 10. Contacts

All available information regarding the Customer Hierarchy is presented on this screen.

11111111  
Customer: CR002539015, TEST  
Account: 0026610182

CONTACTS

Contact Summary:

Name	Department	Position	Address
<a href="#">11111111</a>			12,1ST LANE,COLOMBO 01,00100

Online Bill Payments  
VISA MasterCard AMERICAN EXPRESS  
REQUEST new service  
e Teleshop  
buy online accessories

If you need to obtain whole contact hierarchy, then click on it.

Then all contact details will appear on the screen with your CR number.

Further by clicking the selected banner you can list contacts for the selected customer only.

## 10. Contacts

### Contact Details

[Edit the address details](#)  
[Edit the contact details](#)

Title	
First Name	
Initials	
Last Name	
ID	11111111
Language	English (UK)
Daytime Tel.	
Daytime Tel. ext.	
Evening Tel.	
Evening Tel. ext.	
Fax	
Mobile	
EDI Address	
Email Address	
Position	
Department	
Address	12,1ST LANE,COLOMBO 01,00100

- If you need to review detailed information of your hierarchy, then click on “name label”.
- All the contact details will appear on the screen .
- At top of the check box you will allow to Edit the address details or your Contact details.
- If you want to edit the address, click on “Edit the address details “ Tab to begin the edit process.
- If you want to edit the contacts then click on the “Edit the contact address” Tab to begin the edit process.
- myBILL service allows you to do the necessary contact modifications by yourself.

### Please enter the new address details

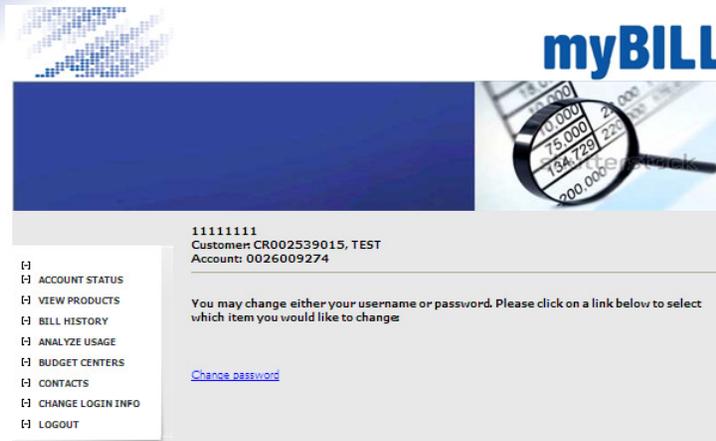
Lines marked (\*) are required fields and must be entered.

[You can pick an address from those that have already been defined.](#)  
[You can change the country for the address.](#)

Country	Sri Lanka
Number / House Number	12
Lane	1ST LANE
Street / Road	
Town	
City (*)	COLOMBO 01
Postal Code	00100

**Note :** Once complete editing process a message will be appeared as “ Address successfully modified”

## 11. Change Login Information



myBILL

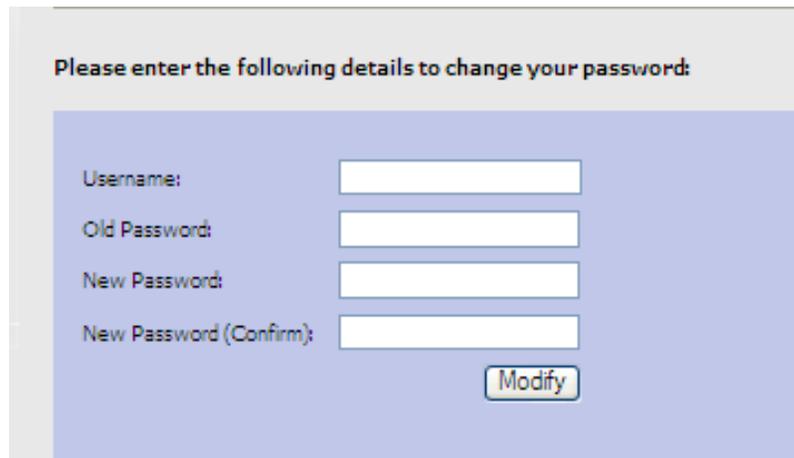
11111111  
Customer: CR002539015, TEST  
Account: 0026009274

ACCOUNT STATUS  
VIEW PRODUCTS  
BILL HISTORY  
ANALYZE USAGE  
BUDGET CENTERS  
CONTACTS  
CHANGE LOGIN INFO  
LOGOUT

You may change either your username or password. Please click on a link below to select which item you would like to change

[Change password](#)

- You can change your password by yourself.
- Click on Change Password.



Please enter the following details to change your password:

Username:

Old Password:

New Password:

New Password (Confirm):

This screen appears and allow you to change the Password.

*Once complete the modifying message will be appeared as "Your password has been updated successfully. Remember to use your new password in future."*

**Note :** Change your password regularly to prevent unauthorized access.

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## 12. Logout

The screenshot displays the myBILL user interface. At the top right, the myBILL logo is visible. Below it, a magnifying glass icon is shown over a document with numerical values. The main content area shows the account status for a test customer. On the left, a navigation menu is open, highlighting the 'LOGOUT' option. Below the menu are buttons for 'Online Bill Payments' (with VISA, MasterCard, and AMERICAN EXPRESS logos), 'REQUEST new service', and 'e Teleshop' (with the text 'buy online accessories').

11111111  
Customer: CR002539015, TEST  
Account: 0026009274

Account Status:

Account Status as of 14/01/2014 03:07:20

Balance	Rs0.00
Credit Limit	Rs300,000.00
Unbilled usage	Rs0.00
Last bill date	No previous bill
Last bill amount	Rs0.00
Last payment date	No previous account payment
Last payment amount	No previous account payment
Next bill due on	07/01/2009

This is a Post-pay Account

- [-] ACCOUNT STATUS
- [-] VIEW PRODUCTS
- [-] BILL HISTORY
- [-] ANALYZE USAGE
- [-] BUDGET CENTERS
- [-] CONTACTS
- [-] CHANGE LOGIN INFO
- [-] LOGOUT

Online Bill Payments

VISA MasterCard AMERICAN EXPRESS

REQUEST new service

e Teleshop  
buy online accessories

Once you click the log out window in the menu bar, home page will be appeared in the screen.

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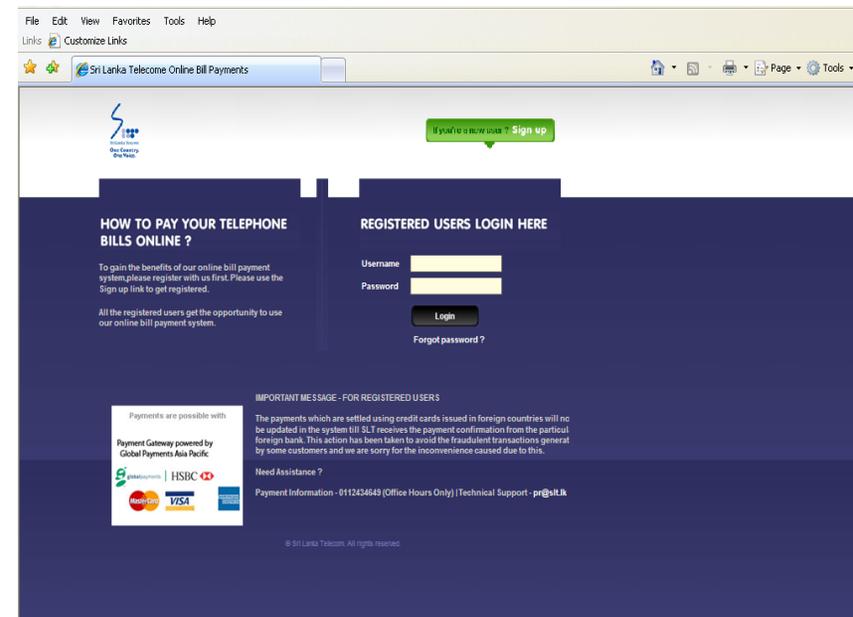
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## 13. Make Payments Online



- If you need to make payments for SLT services, myBILL service is allowed you to do the online payments.
- Click “Make payment on-line” banner.

Then this screen will appear for you to do the payments with the payment instructions.





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## 14. New Service Request Link

You can apply New *Megaline /Citylink & Broadband* products on line



The screenshot shows the 'Apply Online' section of the Sri Lanka Telecom website. At the top, there are navigation links for 'National Directory', 'Careers', 'About Us', and 'Contact Us'. Below that, there are tabs for 'Personal', 'Business', 'eTeleshop', and 'MySLT'. A search bar is also present. The main content area is titled 'Personal' and features a 'Home Personal' breadcrumb. The 'Apply Online' section is active, showing a dropdown menu with 'Apply Online' selected. Below this, there is a 'Share' section with social media icons. A photograph of two women looking at a laptop is displayed. A form asks 'Are you an Existing Customer?' with a 'YES' button. Below that, a 'Your Balance' section shows '00000.00'. The 'Megaline' and 'Citylink' options are selected. At the bottom, there are four service selection buttons: 'Voice', 'Voice + Peo TV', 'Voice + BB', and 'Voice + BB + PeoTV', each with a 'Select' button.



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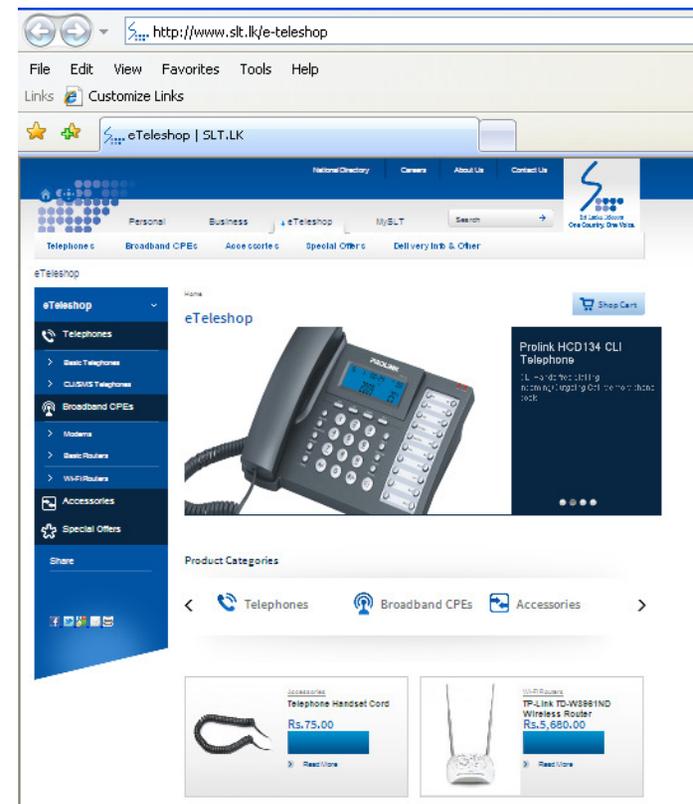


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## 15. e Teleshop

You can buy online Telephone equipments /accessories of SLT products/Service available at SLT Teleshops.



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## 16. Complaints & Suggestions

You can Make any complaint/suggestion /comments

You can Find

- General Contact
- SLT Contact Center Service
- Branch Locator
- Bill payments Options



### General feedback form

Title\*      Name/Company\*

Address Line 1

Address Line 2

City      State/Province/Region  
     

Country      Telephone\*  
     

Email      Web  
     

Type of query\*

Message\*

### Contact Details

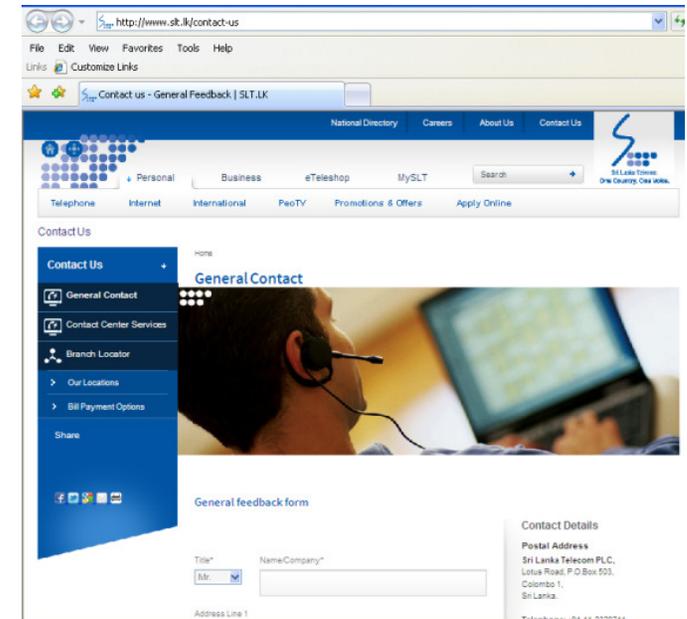
Postal Address  
Sri Lanka Telecom PLC,  
Lotus Road, P.O.Box 503,  
Colombo 1,  
Sri Lanka.

Telephone: +94-11-2329711

Facsimile: +94-11-2440000

Telex: 21477 Telecom CE

email:  
General : pr@slt.lk  
Fault Report : 1212@sltnet.lk





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**END**