

## INSTRUCTION

### for payment of landline phone bills via SMS for users of DinaCard debit cards

**KBC Banka a.d. Belgrade** in collaboration with Telekom Srbija offers to all its clients, users of DinaCard cards of KBC Bank the possibility to pay their landline phone bills via SMS service.

Payment of the landline phone bill via SMS service is an easy solution for paying your own or someone else's landline phone bills anytime and anywhere even while in roaming. Besides the landline phone bill our clients can also pay bills for **Open ADSL, Open IPTV, Web and Mail Hosting**.

This service can be used by both post-paid and pre-paid users of MTS Network that are, at the same time, using **DinaCard cards of KBC Banka**.

In order to use this service you need to register yourself by filling in the Request at any KBC Banka's branch office. From that moment on, in the next 48 to 72 hrs you will receive an SMS to the number given in the request form, containing your **mPIN** which is a password for confirming any future transactions for paying landline phone bills. Your **mPIN** should be kept secret and not revealed to any third parties. After receiving your mPIN you will be able to use the payment service through DinaCard system.

**If you are using the service of paying your post-paid bill in MTS Network, you don't have to register again, but users that are registered only for pre-paid recharge via SMS must register for this service as well.**

**Every user of an MTS number can have only one registered mobile number, therefore it is necessary for users of both services (prepaid recharge service and paying the bill via mobile phone) to register via same mobile number.**

1. The payment procedure for landline, Open IPTV, Open ADSL, Web and Mail Hosting is initialised by sending a free\* SMS to the short number 8686 in the following format:

**KEY\_WORD<space>DATA**  
<space>**YYMM**(optional)<space>**ACCOUNT\_TYPE\_CODE**(optional)

- **KEY\_WORD** - the code for type of service being paid. For this service, keywords are **TEL** (for landline phone), **NET** (for Open ADSL and other internet services), **IPTV** (for Open IPTV), **WEBH** (for Web Hosting and **MAILH** (for Mail Hosting).
- **DATA** - data used for a unique identification of the bill that is being paid. There are two options:
  - a) data is a phone number which the user wishes to pay using the format: area code+ phone number (without spaces, ex. 0112345678)
  - b) data is a user code (ex. 123456/1). User code is a unique number found on every monthly bill in its upper left corner clearly marked as „šifra korisnika“.
- **YYMM** - year and number of months you want to pay the bill for, YY indicating the last two digits of the year and MM is a month that has a value between 01 and 12. This parameter is optional and if not introduced, it implies that you want to pay the bill for the previous month.
- **ACCOUNT\_TYPE\_CODE** - this parameter represents the name of the account from which you would like to perform the payment transaction. For payments via DinaCard card this parameter is **DINA**.

*\* Mobile service provider MTS does not charge for the initial SMS except in roaming when SMS is charged according to the current price list of the mobile service provider for that zone.*

**The initial SMS represents user's request for obtaining the exact debit amount on the bill for the previous month.**

If the user is using more than one service of Telekom, the total of all bills will be paid by default regardless of the keyword the user has put in the initial SMS. For example, the user who has both landline phone and ADSL will pay a total amount of both bills, whether he puts TEL or NET as a keyword.

#### EXAMPLES

- a) If you wish to pay your last phone bill and your landline number is 011/234-5678 the contents of the SMS should be as follows:

**TEL 0112345678**

- b) If you wish to pay your phone bill for the month of February 2010 and your landline number is 011/234-5678 the contents of the SMS should be as follows

**TEL 0112345678 1002**

- c) If you wish to pay your phone bill for the month of January 2010 and your user code is 123456/1, the contents of the SMS should be as follows:

**TEL 1234567/1 1001**

- d) If you wish to pay your bill for Web Hosting Service and your user code is 123456/1, the contents of the SMS should be as follows

**WEBH 1234567/1 0912**

#### AFTER YOU TYPE THE CONTENTS SEND THE SMS REQUEST TO 8686

2. After sending the initial SMS, you will receive a following SMS from MTS Network.

ključna\_reč – **IZNOS iznos din**  
**PODATAK** podatak **MESEC**  
datum, **PLAĆANJE SA**  
oznaka\_tipa\_računa. **Za**  
**potvrdu ovu poruku prosledite**  
**na 8686. TID** mts TID

- *ključna\_reč* - keyword from the SMS by which the user requested to pay the bill
- *iznos* - total amount to be paid by user (for one or more services)
- *podatak* - data sent by user indentifying the bill he wishes to pay (phone number or user code)
- *datum* - date, year/ month of the bill
- *oznaka tipa računa* - the account type code, code of the account used for performing the payment transaction, which is „dina“ by default
- *mts\_TID* - transaction number in Telekom used for tracking in case of complaints

EXAMPLE- SMS user receives from the example b)

**TEL – IZNOS 686.25 din  
PODATAK 0112345678  
MESEC 1002, PLAĆANJE  
SA dina. Za potvrdu ovu  
poruku prosledite na  
8686. TID 392**

With this data you can check if you have sent a correct Request. If this is not the case, you can cancel the request by not replying to this message within 7 mins. You will receive the confirmation of not accepting the request with the following SMS:

**Postovani, transakcija  
je prekinuta zbog isteka  
vremena.**

If all the data is correct, you forward the message to the short number 8686 thus confirming the request

3. After confirming the request you are to confirm the transaction itself by sending your mPIN. You will receive the following message from MTS:

**Za potvrdu transakcije za  
Iznos 686.25 DIN, molimo  
Vas unesite mPIN. TID 392**

- If you want to confirm the transaction, send your mPIN in reply to this message.
  - The timeframe for confirming the transaction is 7 minutes.
  - If you want to cancel the transaction do not reply to the mPIN request message from MTS.
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4. After entering your correct mPIN and sending it in the mentioned timeframe, if the transaction (payment from the user account) has been successful you will receive the following message:

**Postovani, Vasa transakcija  
je uspesno obavljena, sa  
Vašeg bankovnog računa –  
platne kartice naplaćeno je  
686.25 DIN.**

And then another one:

**Izvestaj o uplati: racun za  
0112345678 od 02.2010;  
iznos 686.25 din; placen  
DATUM; TID 392**

where DATUM is the date of transaction in format dd.mm.yyyy

In case of any kind of irregularity - wrong message format, attempt to pay from the non-existing account, attempt to pay the bill that has already been paid, late confirmation with mPIN , blocked account, etc.- or communication failure during transaction, you will receive a message from MTS. If you enter wrong mPIN 5 times you will be automatically put on a "black list" and the service will be blocked. In order to re-activate it, you should contact customer support service at 064 789.

The payments performed in this way will be made 3 days from the day of confirmed transaction, meaning it will take 3 days to process the payment.

## **COMPLAINTS**

If the user paid the bill and received the SMS confirmation but the bill was not booked as paid in Telekom, the user should contact Telekom's customer support service where the user should show the SMS confirmation as an evidence of paying the bill along with the bank account statement showing the transaction in question (confirming that the account balance was decreased by the given amount). Telekom will then book the bill as paid.

**Note: In case you would like to cancel this service or you have changed your mobile phone number, it is necessary to file the request at any KBC Banka's branch office. If your DinaCard card got lost or stolen please contact the mobile provider's call centre directly (in order to change the status of this service promptly).**

**KBC INFO LINE: 011 / 30 50 575**