

HOW-TO GUIDE

HOW TO TOP-UP DSL INTERNET CARD

Designed By :
Insta Customer Support Department
Insta Telecom Limited
Contact : 0795-701000

How to Recharge DSL Prepaid Internet Card :

1. Go to Insta Telecom Website (www.instatelecom.com)
2. Click "Customer Support" and then "Customer Billing"
3. Scratch this Card to reveal the User ID and Password for this card.
4. Enter your "User ID and Password" which you have taken this card and click for "Refresh Account"
5. Verify you account details and again click "Refresh Account"
6. Your Card information is transacted and will value of this card will show in your account.

NOTE :

In case of any complaint or problem,
Please contact Insta Customer Support Services at 0795-701000

Step 1 :

Goto Insta Telecom website (www.instatelecom.com) and Click “Customer Support” and then click “Customer Billing”



internet services we provide...
going beyond imagination !



DSL Internet Connection
High speed always-on internet via DSL modem over your telephone lines...
[Learn more](#)



Prepaid Dialup Cards
Pay as much you use internet. Budget your own internet expense accordingly...
[Learn more](#)



Wireless Broadband Internet
All wireless, high speed broadband internet connection without any wire connected...
[Learn more](#)



VPN Solutions
Build a secure communication within your

insta makes difference
how we benefit you

BIGGEST NETWORK
Insta Telecom is the only company which is operating from 9 major cities of Afghanistan and you can enjoy the same service, same speed with same equipment and payment plans in any city. You have offices in Kabul, Kandahar, Herat, Mazar, Jalelabad, Ghazni, Khost, Helmand or Kunduz, no matter, we can provide you DSL Internet in these cities. More than 5000 plus clients already using this service happily.

Exclusive Customer Services
Always on, professional and courteous Customer Support staff, always there to help you round the clock. Just give a call at 0785-701000...

NEW Introducing DSL Internet in Afghanistan

With the tremendous growth in Internet usage, the need to provide faster connection speeds continues. Traditional technologies such as modems can often not provide the desired increase in speed (bandwidth). A number of new technologies are being developed with DSL, that provides high speed over existing telephone cabling becoming increasingly popular.

Multiilingual, Non-Stop and Trained and courteous Customer Support Executives

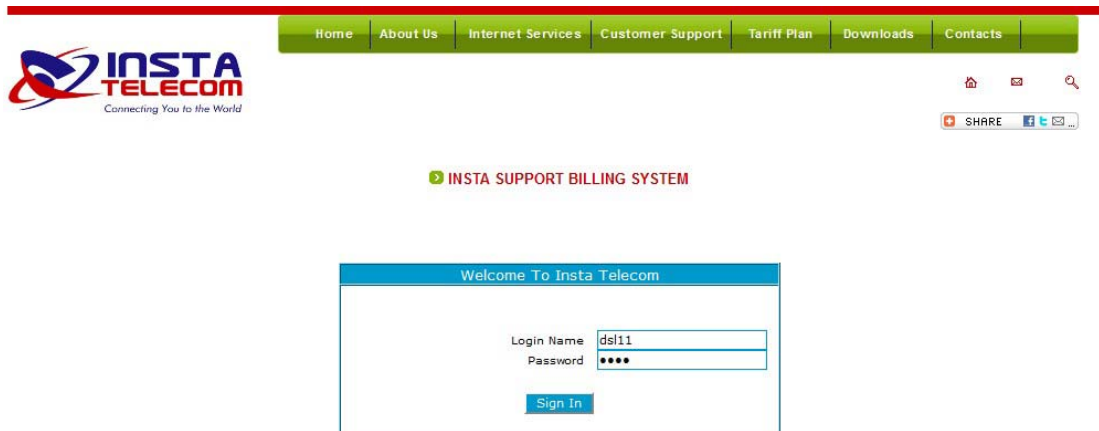
OPEN A TROUBLE TICKET

“ Insta Telecom introduces DSL Internet - first time in Afghanistan. Now you can get wonderful speed at comparatively very cheap costs in Afghanistan...”



Step 2 :

Customer Login Screen will appear. Enter your “Login Name” and “Password” which were delivered to you upon New Connection. If you don't have or forgot, please contact Insta Customer Support.



Step 3 :

Now Screen will show your Specific Account Details. You can contact Customer Support for any changes if you want. Now click “Re-Charge Cards” (left side button)

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

User Information		
Login Name : dsl11	Account Number : 612239	
Personal Information		
First Name	Middle Name	Last Name
dsl		test11
Company Name / Institution		Designation / Occupation
Tel		Fax
Address 1		
testing id for prepaid card system		
Address 2		
City	State	Country
Date Registered	Registered By	Email
2011-10-09 11:10:20	admin	
Account Information		
Billing Plan	Account Type	
512k_shared_dsl	Individual	
Balance	Credit Limit	
0.00/- AFS	0.00/- AFS	
Remaining Hours	Remaining Traffic	
Not Defined	Not Defined	
<u>Last Payment Detail</u>		
Payment ID	Receipt Ref No	Payment Date
642407	null	2011-10-18 16:41:26.0
Amount For Internet Hours	Discount	Billing Plan
1500.00/- AFS		512k_shared_dsl
Dialup Properties		
<u>Phone Facility For CLI</u>		

Step 4 :

Now scratch your DSL Internet Card to get the User Name & Password



Step 5 :

Enter your User Name and Password, which you had taken from Scratch Card (step 4).
Click “Refresh Account”

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

Refresh Your Account By P-Card

P-Card User Name

P-Card Password

[Refresh Account](#)

Step 6 :

Screen will show your account details and current card particulars. Click “Refresh Account”

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

Refresh Your Account By P-Card

Please check your information

Login Name : dsl11	Account Number : 612239
Existing Billing Plan	512k_shared_dsl
Your Current Balance	0.00/- AFS
Card User Name	e3n2wgvb
Card Billing Plan	Recharge Only Cards
Card Balance	1500.00/- AFS

[Refresh Account](#)

Step 7 :

This screen shows that value of DSL internet card has been transferred to your account.

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

Refresh Your Account By P-Card

Prepaid Card is successfully charged in your Account

Login Name : dsl11	Account Number : 612239
Your Billing Plan	Recharge Only Cards
Your Current Balance	1500.00/- AFS
Your Remaining Hours/Traffic	Unlimited Hours/Traffic

Step 8 :

Now click "Account Balance" (left side button) and you can see your account details there. Also that DSL Card has been added to your account..

- Account Balance
- Bill Detail
- Invoices
- Change Password
- Recharge Cards
- Logout

User Information		
Login Name : dsl11	Account Number : 612239	
Personal Information		
First Name	Middle Name	Last Name
dsl		test11
Company Name / Institution		Designation / Occupation
Tel		Fax
Address 1		
testing id for prepaid card system		
Address 2		
City	State	Country
Date Registered	Registered By	Email
2011-10-09 11:10:20	admin	
Account Information		
Billing Plan	Account Type	
512k_shared_dsl	Individual	
Balance	Credit Limit	
1500.00/- AFS	0.00/- AFS	
Remaining Hours	Remaining Traffic	
Not Defined	Not Defined	
<u>Last Payment Detail</u>		
Payment ID	Receipt Ref No	Payment Date
642408	null	2011-10-27 19:24:56.0
Amount For Internet Hours	Discount	Billing Plan
1500.00/- AFS		512k_shared_dsl
Dialup Properties		
<u>Phone Facility For CLI</u>		
Status	Lock/UnLock Date	Lock/Unlock Reason
InActive	2011-10-27 18:06:46.0	Debit Charges

NOTE :

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