Telkom

# User Manual for Telkom*Internet* DSL TopUp Tool

## 1. INTRODUCTION

Telkom*Internet* TopUp Tool is used by Telkom*Internet* Customers to TopUp their account. This tool has been enhanced to include 3D Secure.

3D Secure is an XML-based protocol used as an added layer of security for online credit card transactions. It was developed by Visa to improve the security of Internet payments and offered to customers as the Verified by Visa service. Services based on the protocol have also been adopted by MasterCard, under the name MasterCard SecureCode, and by JCB International as J/Secure.

The basic concept of the protocol is to tie the financial authorization process with an online authentication. This authentication is based on a three domain model (hence the 3-D in the name). The three domains are:

- Acquirer Domain (the merchant and the bank to which money is being paid).
- Issuer Domain (the bank which issued the card being used).
- Interoperability Domain (the infrastructure provided by the credit card scheme to support the 3-D secure protocol).

## 2. BENEFITS TO Telkom*Internet* CUSTOMERS

- Extra protection and peace of mind when you're shopping online
- Protects your card against unauthorized use
- You can have confidence that Telkom*Internet* has made your security a priority.
- Increased consumer confidence when purchasing on the Internet
- No special application software is needed at the cardholder access device
- Easy to use
- Control over card use for online purchases

**Please Note:** This security feature has been implemented on all applications at Telkom that are using credit card as a method of payment.

## 3. KEYWORDS, ABBREVIATIONS AND ACRONYMS

Abbreviation	Description		
ТІ	Telkom <i>Internet</i>		
ADSL	Asymmetric digital subscriber line		
CVV	Check Verification Value		

#### 4. HOW TO USE THIS MANUAL Contents of the manual:

- Section 5 : Telkom*Internet* TopUp Tool shows how you can use the system to TopUp your Telkom*Internet* account
- Section 6 : User Support
- Section 7 : shows error codes that can be displayed while topping up account

## 5. GENERAL SYSTEM FUNCTIONS

Figure 1 shows the Telkom*Internet* TopUp Login page. To login you will need your Telkom*Internet AllAccess* username and password. You will notice that, the Login page (shown in Figure 1) has been updated with the 3D secure info.

Telkom	
TI TopUp	
Your Telkom Internet Deto	uls
The Telkom Internet TopUp is simple and easy and purchase Add-on products depending on your produ Click here to find out more and register your card wi	can be performed via MasterCard or Visa credit card. The tool allows you to TopUp your account with DSL or Mobile data or .ct. th your bank.
	Username:
	Password:
	Submit
	roigotten youi rasswora?
	Telkom
	Home   PAIA   Terms and Conditions
	©Tellom SA SOC Limited. 2015 All Rights Reserved.

Figure 1: TelkomInternet DSL TopUp Login Page

To get more information and to activate your credit card for 3D Secure, the Telkom TopUp page (Shown in Figure 2) displays a list of banks which are 3D secure compliant and with their 3D secure information.

**Please Note:** If your bank does not appear in the list below, please visit your bank website or contact your bank.

6

Please Note: This application is 3D compl mandated by the Card Associations to enl Visa".	nt. 3 Domain Security (3D-Secure) - is an added security 3 Domain Security (3D-Secure) - is a new method of sec Ince the security of online transactions. Mastercard's product is called "SecureCode" and Visa's product is called "\	urity 'erified by
The 3D-Secure refers to three domains inv	lved in the security they are:	
The Acquiring or Merchant's bank		
The Card Association's financial networks,	? Mastercard and Visa	
The Issuing or Cardholder's bank.		
Very simply, the system authenticates the some secret, perhaps a pin, from their card this is their cardholder they issue an authe then approved by the issuing bank they m by them.	ardholder before the transaction takes place by diverting the browser to the bank that issued the card, who then older that will conclusively prove that this actually is the cardholder entitled to use this card. Once they are satisfi tication receipt which is then presented to the merchants bank along with the authorisation request. If the transa- y not charge the transaction back to the merchant because the cardholder disputes the transaction as not being	request ed that action is originated
The following are links to the 3D Secure as	vation (and enrollment) pages provide by your bank.	
Please choose the bank that your credit co	d was issued by.	
For more information click: Absa First National Bank Nedbank	To register for 3D Secure and activate your card click: Absa First National Bank Nedbank	
Standard Bank	Standard Bank	
Standard Bank		

Figure 2: More 3D Secure Info

After successfully logged on, the "Purchase DSL TopUp" (shown in Figure 3) will be displayed.

Telkom	
TI TopUp	
Telkom Internet prej	paid services
MY TOOLS	Telkom Internet DSL
PURCHASE PREPAID SERVICES	TopUp your existing internet account with additional DSL data.
VIEW HISTORY	Topup Quantity: 1GB - R19
USAGE TRACKING TOOL	Submit Reset
РМТ	
SMT	
USER GUIDE	
LOG OFF	
	Telkom
	Home   PAIA   Terms and Conditions

Figure 3: DSL TopUp

- Selects the TopUp Qualitity and choose the bundle you want to Purchase
- Click on submit.

Please note: if you clicked on the wrong amount, you can click on reset and select a new amount.

• After clicking on the bundle you require, the Purchase DSL TopUp (shown in figure 4) will be displayed.

Edit View Favorites Tools Help	
Telkom	
TI TopUp	
Confirm prepaid ser	vice
MY TOOLS	Prepaid Type: DSL Data
PURCHASE PREPAID SERVICES	Topup Quantity: 1 GB
VIEW HISTORY	Amount (in Rands): R 19.00
USAGE TRACKING TOOL	Submit Back
РМТ	
SMT	Please note: Your transaction might take a tew minutes to complete. Please venty in your 'View History' before resubmitting your transaction. Click on Submit if this is correct, or go Back to change your options.
USER GUIDE	
LOG OFF	
	Telkom
	Home I PAIA I Terms and Conditions

Figure 4: Purchase DSL TopUp

- Click on the submit button after verifying the details.
- If the details are not correct, Click on the back button and restart the process
- After clicking on the submit button, the Credit Card Details (Shown in Figure 5) will be displayed below

AY TOOLS	Credit Card Number	^
URCHASE PREPAID SERVICES	4565 446016	
IEW HISTORY	Name on Card	
ISAGE TRACKING TOOL	Danny	
мт	Expiry Date 09  2015	
мт	• (SC (urbat is cos2))	
SERGUIDE	70	
OG OFF	Required Fields	
	Cancel	Proceed >
	L	
		Telko

#### Figure 5: Credit Card Details

• Enter in your Credit Card Details (As Shown in the above Screen)

• After Populating the required field with your correct Credit Card Details, the 3D Secure Authentication screen (shown in Figure 6) will be displayed

PURCHASE PREPAID SERVICES	Traisis	
VIEW HISTORY	by VISA	
USAGE TRACKING TOOL	Added Protection	
РМТ	Merchant: BankservAfrica Merchant	
	Amount: R19.00ZAR	
SMT	Date: 07/20/2015 Card Number: ***********************6016	
USERGUIDE	Personal Message: 000000	
	User Name: test6016	
LOG OFF	Password: •••••• •	
	New User / Forgot your password?	
	Submit La Help EXI	
		~
		Telk

Figure 6: 3D Secure Authentication

 Bankserv Africa logo – Depending on the bank you bank with, on production this logo will be replaced by your bank logo



For an example, if your Visa credit card was issued by Standard Bank, a similar screen shown in Figure 7 will be displayed.

MY TOOLS			^
PURCHASE PREPAID SERVICES	Venuero		1
VIEW HISTORY	by VISA	Standard Bank	
USAGE TRACKING TOOL	Added Protection	1 Inflat he Mea balanced	
PMT	Mercha	nti BankservAfrica Merchant	
SMT	Da	nt: R19.002AR te: 07/20/2015	
USERGUIDE	Card Numb Personal Messag	er: 000000	
LOG OFF	User Nam Passwork	e test6016	
	- assess	New User / Forgot your password?	
		Submit Middle Lui	
			Ŷ
			Telko
			Harry   Mills   Terms and Car

Figure 7: Standard Bank 3D Secure PIN Example

If you have forgotten your password, click on the "<u>New User/Forgot your password?</u>" link. This link will help you with the details on how you can recover your password for more help click the "<u>Help</u>". Each bank has its own processes and contact numbers that can be used to retrieve the password.

If the 3D Secure PIN entered in Figure 4 or Figure 5 is correct, the customer will be required to confirm his/her TopUp purchase by clicking the "Submit" button shown in Figure 8.

elkom	
TI TopUp	
TopUp Transaction	
MY TOOLS	
PURCHASE PREPAID SERVICES	Confirm Payment
USAGE TRACKING TOOL	Continue your credit card payment for the amount of R 19.00
РМТ	Credit Card Number : 456546******6016 Press the Proceed button to continue payment.
	Note: processing may take a while, please be patient and do not close the browser.
LOG OFF	Cancel Proceed >

Figure 8: Confirm TopUp Purchase

If your TopUp Purchased was processed successfully, a confirmation screen will be displayed as shown in Figure 9-TopUp Confirmation.

Telkom	
TITOPUP TopUp Transaction MY TOOLS PURCHASE PREPAID SERVICES VIEW HISTORY USAGE TRACKING TOOL PMT	Thank you Your TopUp transaction has been successfully processed. Please note: Your TopUp will expire on 20150831
SMT USERGUIDE LOG OFF	
	Telkom
	Home   PAIA   Terms and Conditions
	OTelkom SA SOC Limited. 2015 Al Rights Reserved.



lkom					
TI TopUp					
TopUp History					
	_				
MY TOOLS	Transaction Date	No of GB	Amount Charged in Rands(R)	Transaction Status	Expiry Date
PURCHASE PREPAID SERVICES	20-07-2015 13:41:14	1GB	R19	Successful	20150831
VIEW HISTORY	O Last 7 Days O Cur	rent Month	O Last 3 Months		
USAGE TRACKING TOOL			-		Submit
РМТ					
SMT					
USER GUIDE					
LOG OFF					
	-				
					Telkom
				Home	e   PAIA   Terms and Conditions

Figure 10: TopUp History

To view TopUp purchased, click on "View History", all bandwidth or data purchased will be displayed as shown in Figure 10-TopUp History

#### 6. USER SUPPORT

For any queries please contact 10210.

#### 7. APPENDIX A: ERROR MESSAGES

The following are possible error messages that can be displayed while trying to TopUp.

• If you have entered the incorrect credit card number, Figure 10 will be displayed.



Figure 10: Incorrect Card Number