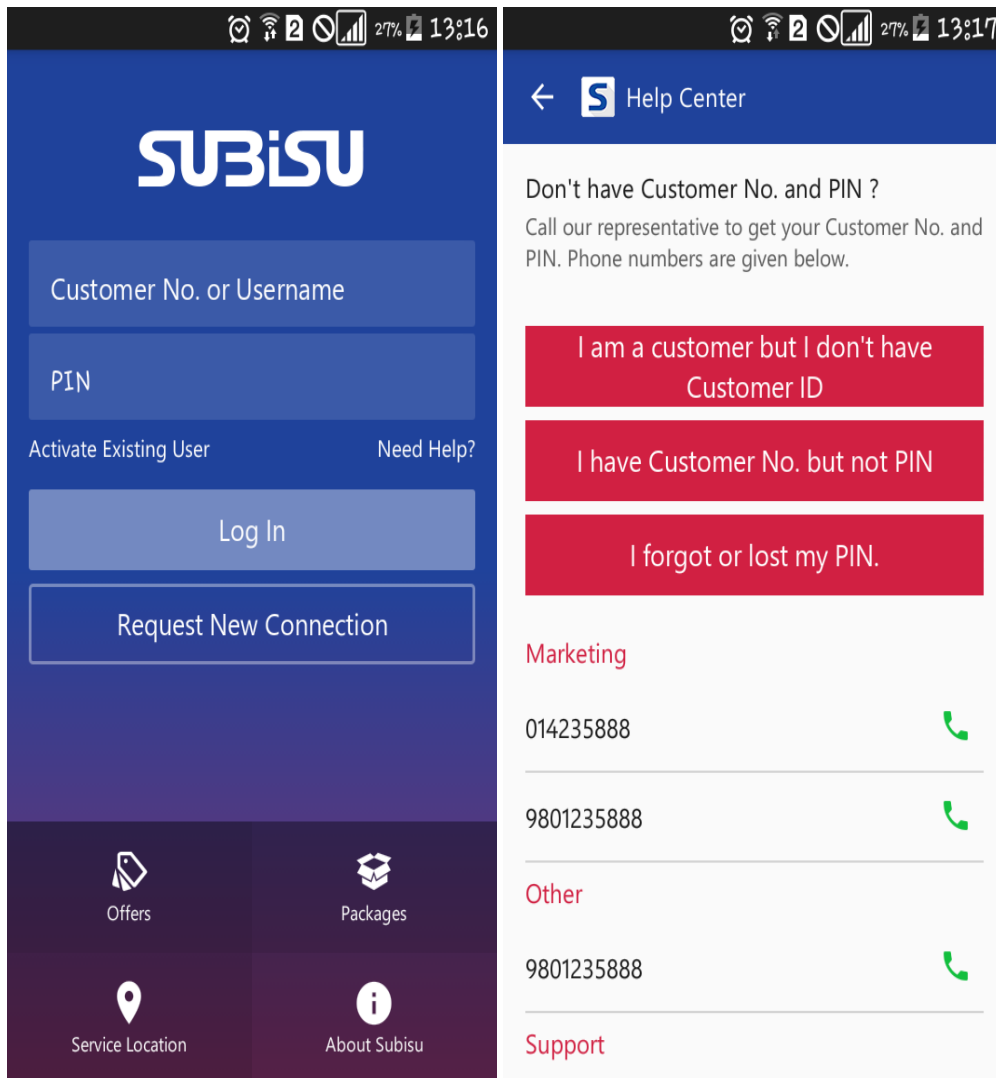


App User Manual

This manual is developed with an intention to help our customers in registering subisu app and able to use its features effectively.

1. To activate existing users

- Go to Activate existing user it will take you to help centre
- If you are a customer and you don't have your customer ID, Please call our support centre at these numbers 9801235888/01-4235888.



- After you receive your customer number, please click the section "I have a customer number but not pin", input your customer number and phone number to receive PIN via SMS as seen below.

The screenshot shows a mobile application interface. At the top, the status bar displays 'Nepal Telecom Ncell' and signal strength indicators. Below the status bar is a blue header with a back arrow, a logo, and the text 'Request PIN'. The main content area is light gray and contains two input fields: 'Enter Customer No.' and 'Phone Number'. Below these fields is a message: 'We will send PIN in your mobile.' At the bottom of the screen is a red button labeled 'SEND'.

Nepal Telecom
Ncell

← S Request PIN

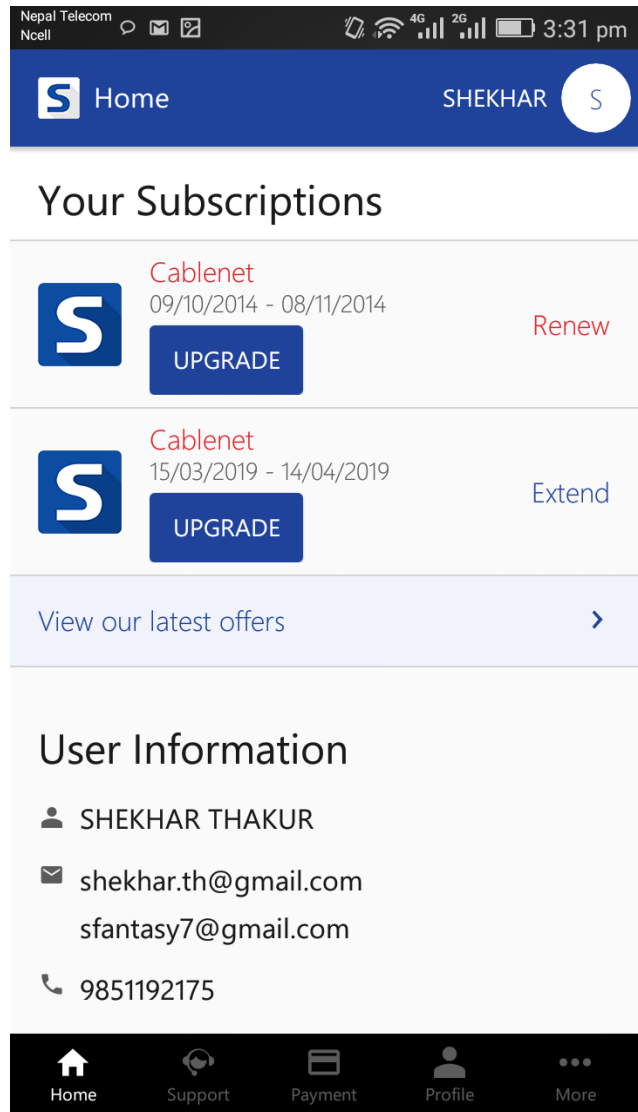
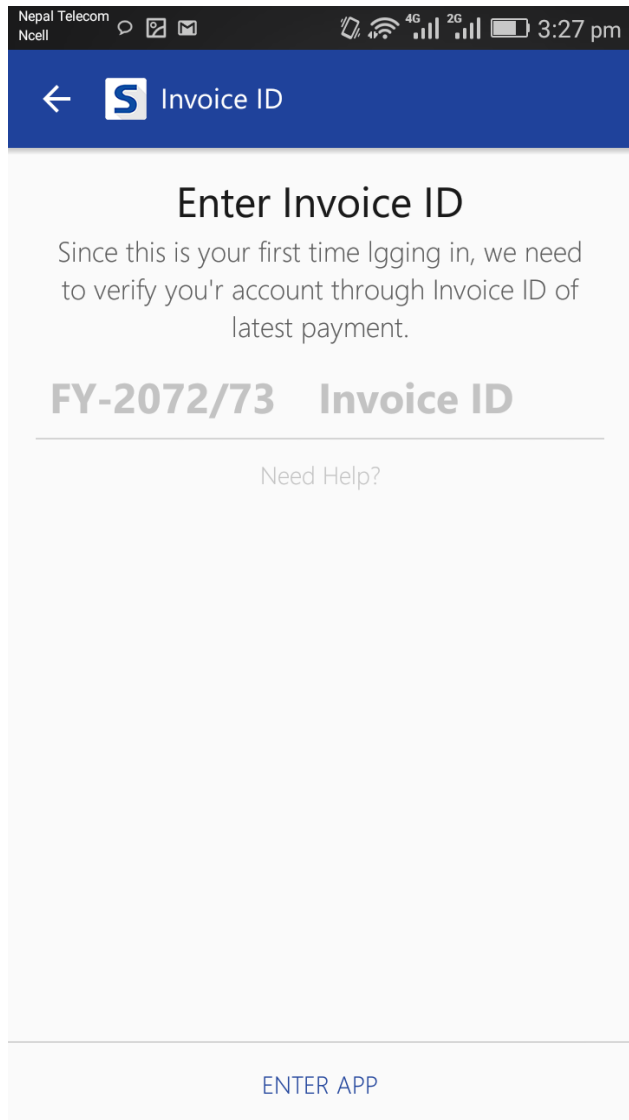
Enter Customer No.

Phone Number

We will send PIN in your mobile.

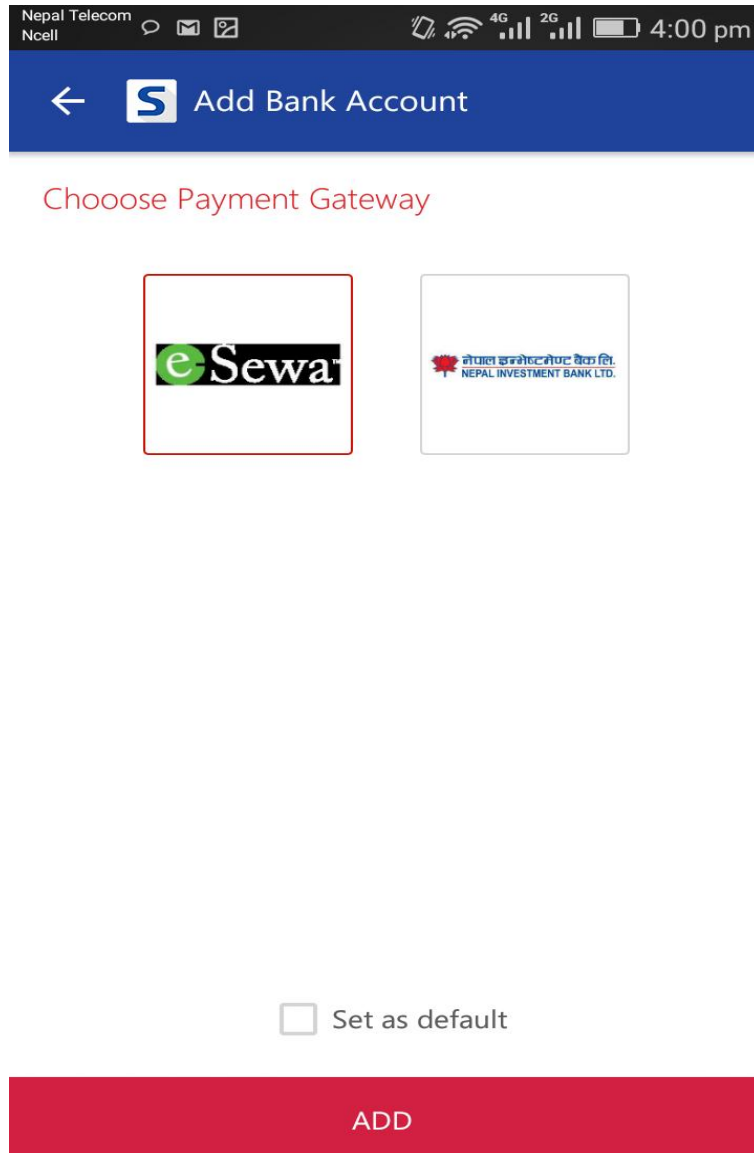
SEND

- When you enter your PIN number, it will automatically take you the next field where you have to input your Invoice number with matching fiscal year. Either you can call us to get your Invoice number or you can check your previous bill for it.
- After you enter your correct Invoice number it takes you directly into the app's first landing page as seen below.



Note: In "More" tab and select "Change PIN" section for changing your PIN after first Login.

- Enter “**More**” tab and Select “**My Payment Gateways**”. In this section you can add your payment gateways of your choice either Nepal Investment Bank or e-sewa as seen below



Nepal Telecom
Ncell

← S Add Bank Account

Choose Payment Gateway

eSewa

नेपाल इन्भेस्टमेन्ट बैंक लि.
NEPAL INVESTMENT BANK LTD.

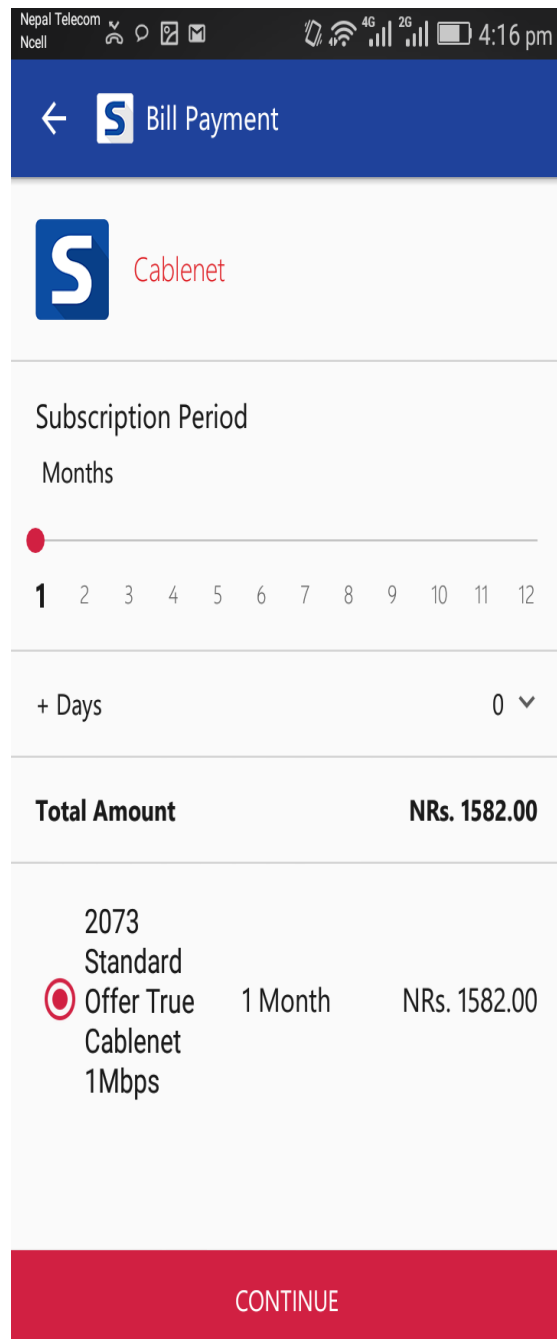
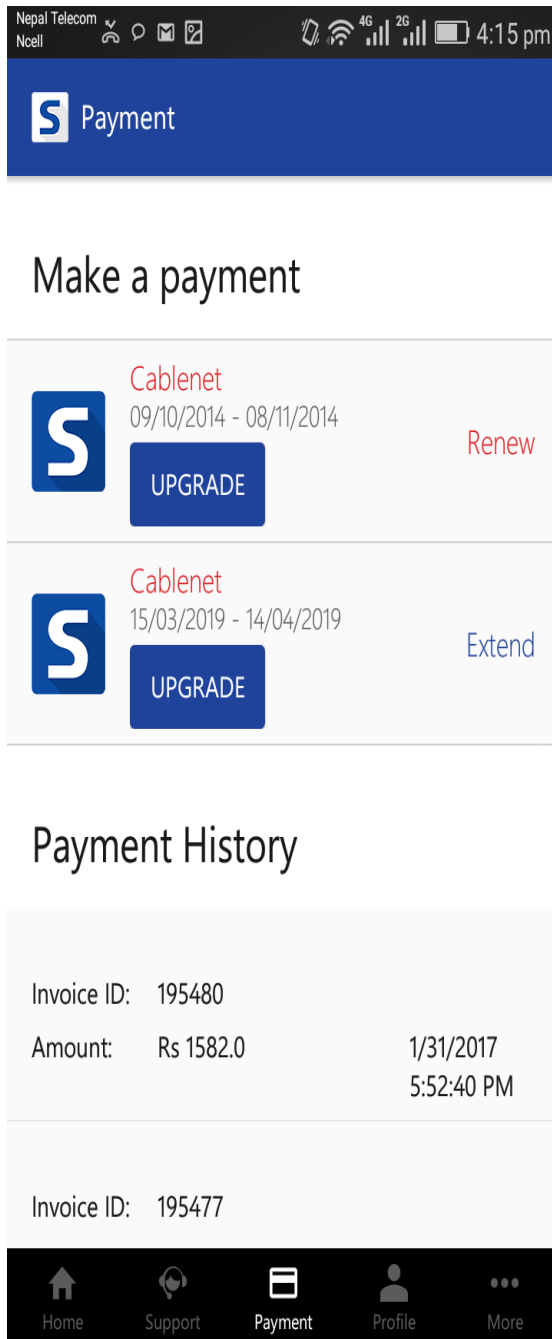
☐ Set as default

ADD

- Select “**Payment**” tab.

Here you can pay your bills hassle free. For this you need to add the payment gateways as described above. You can pay with either of the payment gateways.


Choose to extend or renew your subscription, “Bill Payment” tab will open where you can choose your months/days to renew and click the continue button.



- After continuing a new page will appear asking you to proceed for payments as seen below.
- If you choose e-sewa the “payment overview” page will be displayed with your subscription details and your amount.
- When you continue it, an e-sewa login page will open where you have to input your e-sewa username and password.

Nepal Telecom
Ncell

4G 2G 4:16 pm

←  Choose Payment Gateway



Payment for

Cablenet

Subscription period: 1 Month 0 day

Package: 2073 Standard Offer True Cablenet 1Mbps


Amount: NRs. 1582.0

CONTINUE

Nepal Telecom
Ncell

4G 2G 4:16 pm

←  Payment Overview


Payment for

True Cablenet 1/1Mbps

Subscription period: 1 Month 0 day

Package: 2073 Standard Offer True Cablenet 1Mbps

Amount: NRs. 1582.0

Gateway: 

☒ I accept all [Terms and Conditions](#) applied

CONTINUE

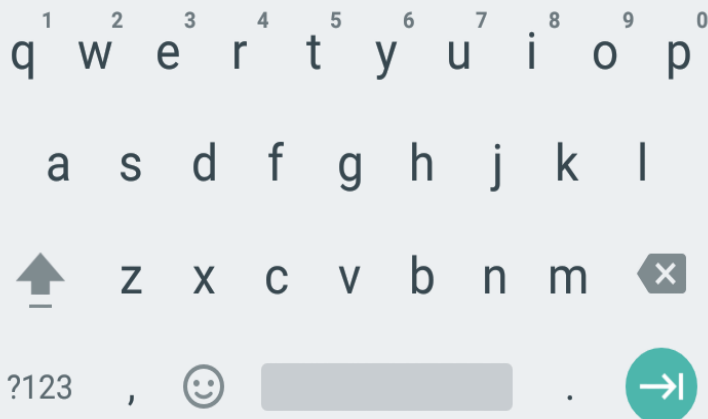


USERNAME

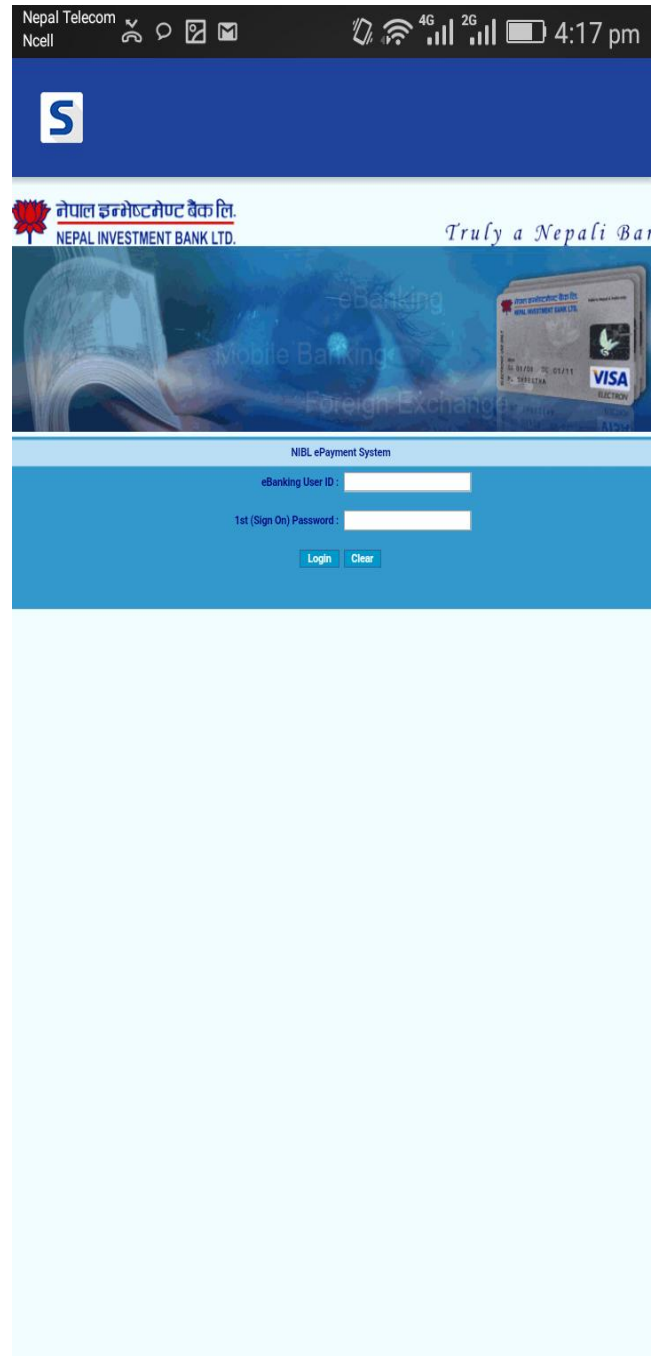
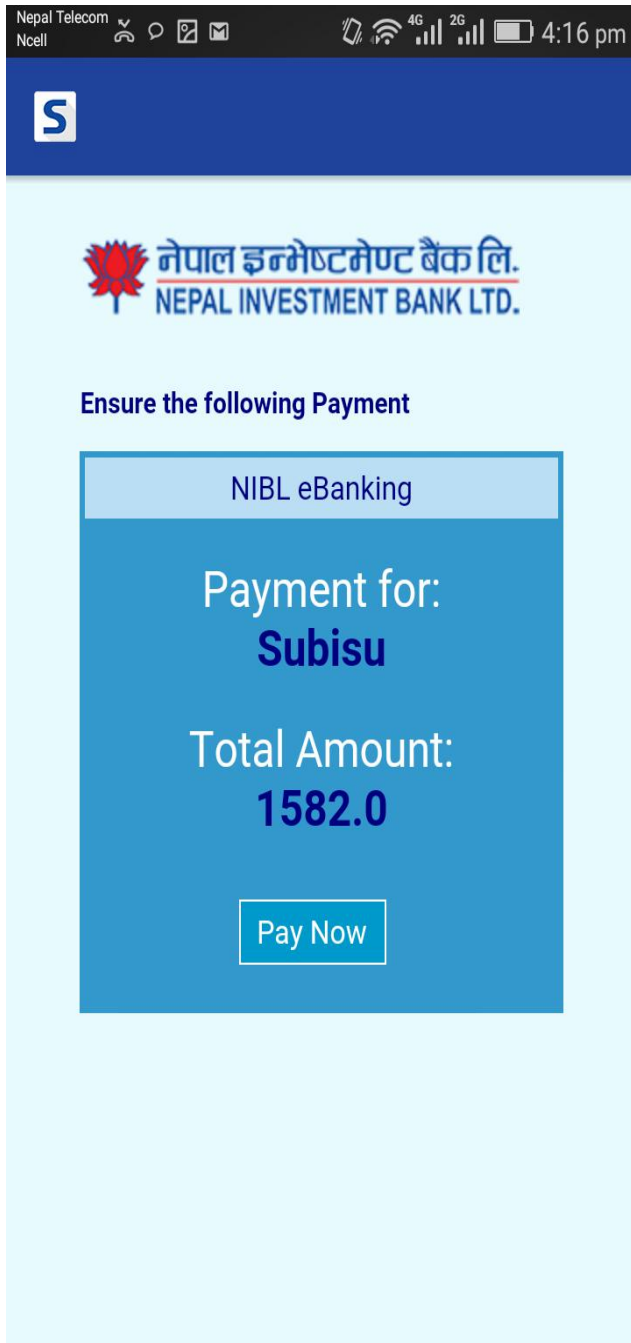
PASSWORD

LOG IN

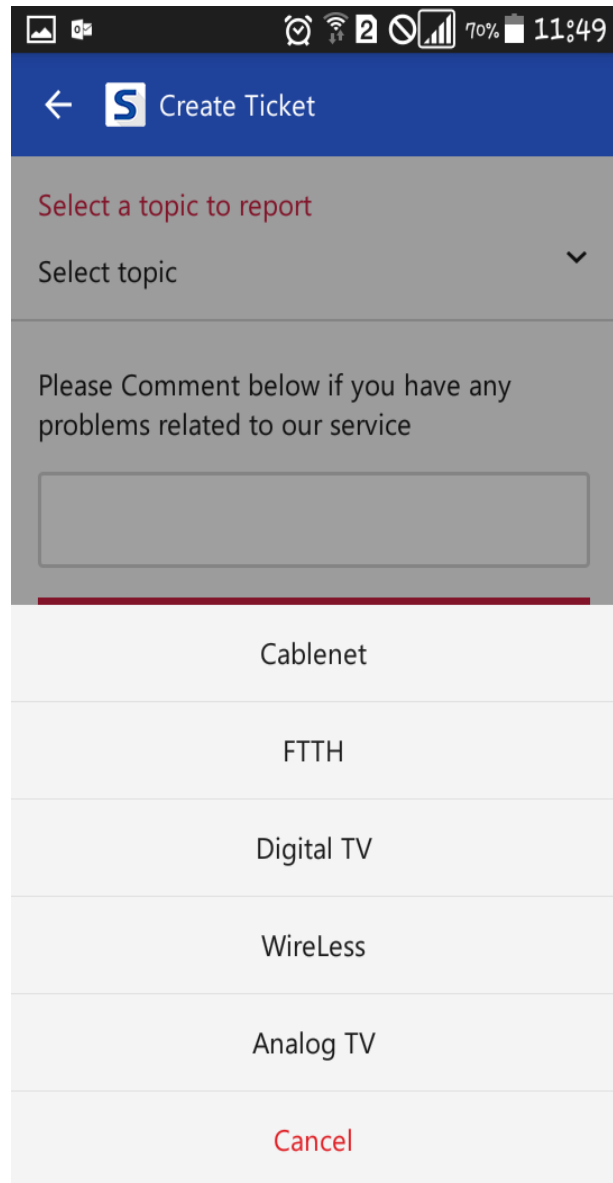
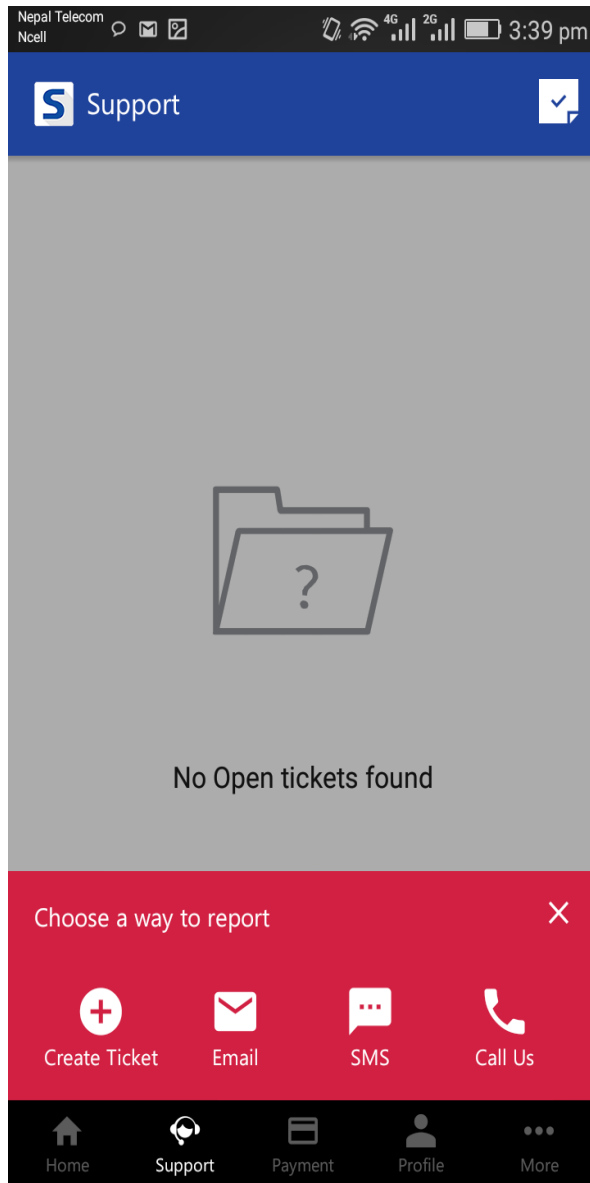
CANCEL





- But if you choose NIBL as your payment gateway, it will take you to another page where the process will be same as e-sewa.



- Support Tab: Go to the “**Support**” tab of the app, you can see various ways to send us a ticket. I.e. by calling, via SMS, or you can generate support ticket yourself.
- You can raise your support tickets by clicking “create ticket” tab and it will take you to the create ticket section, where you can raise your tickets for various problems as shown below.



 Create Ticket

Select a topic to report



Cablenet

Select a specifit problem regarding

Select any one

Please Comment below if you have any problems related to our service

SUBMIT

 Create Ticket

Select a topic to report

Cablenet

Select a specifit problem regarding

Internet not Working

Area Down

Cable Blink

Frequent Disconnection

Internet not Working

IP Not Taking

Slow Browsing

Cancel

Saving screenshot...

← **S** Create Ticket

Select a topic to report

Cablenet

Select a specifit problem regarding

Internet not Working

Please Comment below if you have any problems related to our service

SUBMIT

S Support

?

No Open tickets found

Success

+

Home Support Payment Profile More

- Go to “ **More**” tab and you can find plenty options over there such as:
 - a. Offers
 - b. Packages
 - c. Service Location
 - d. Service Feedback
 - e. Change PIN
 - f. My Payment Gateways
 - g. Request New Connection
 - h. About Subisu
 - i. Logout
- “**Request New Connection**” section is there to request for a connection.

Request New Connection

Interested On

Select Service

Your Personal Details

Full Name

Full Name

Email

Email

Phone Number

Phone Number

Location


[View in map](#)

Sublocation

Sublocation

Message

- Select “**Service Feedback**” section is used for providing your valuable feedback regarding your subscription.

←  Service Feedback

Customer Satisfaction Index

Please rate your service experience on a scale of 1 (very poor) to 5 (very high)

Are you satisfied with the service?

1 2 3 4 5

Are you satisfied with the Internet Speed?

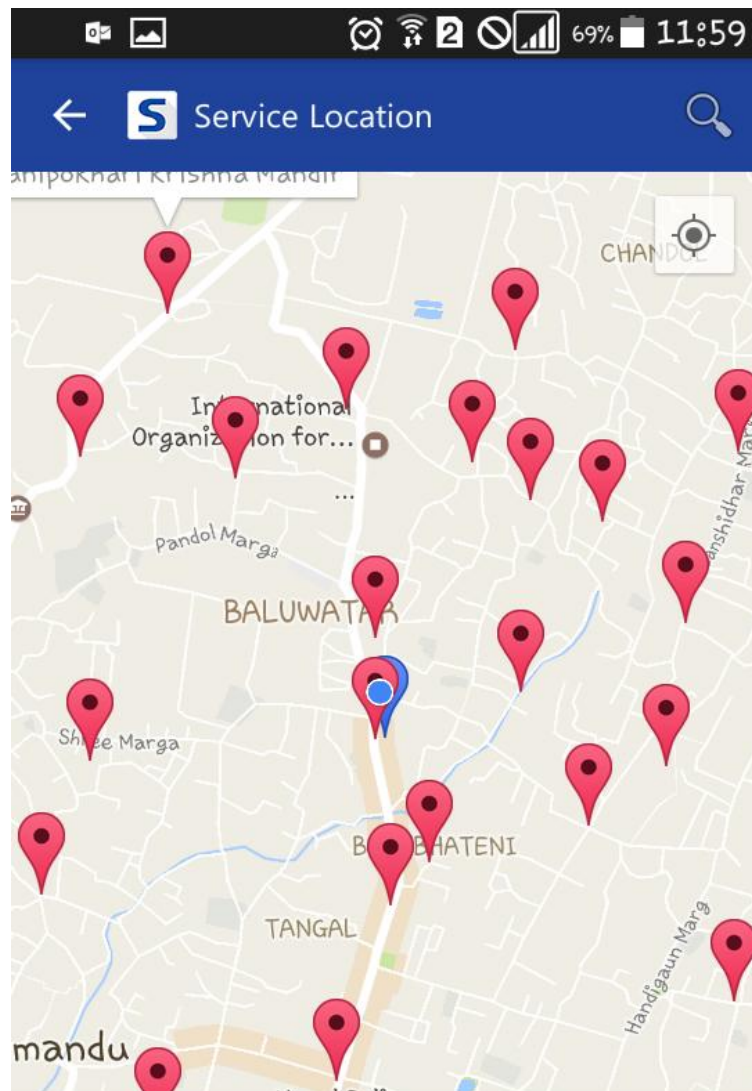
1 2 3 4 5

Are you satisfied with the Price?

1 2 3 4 5

SUBMIT

- Select “**Service Location**” section is used for knowing the services availability.



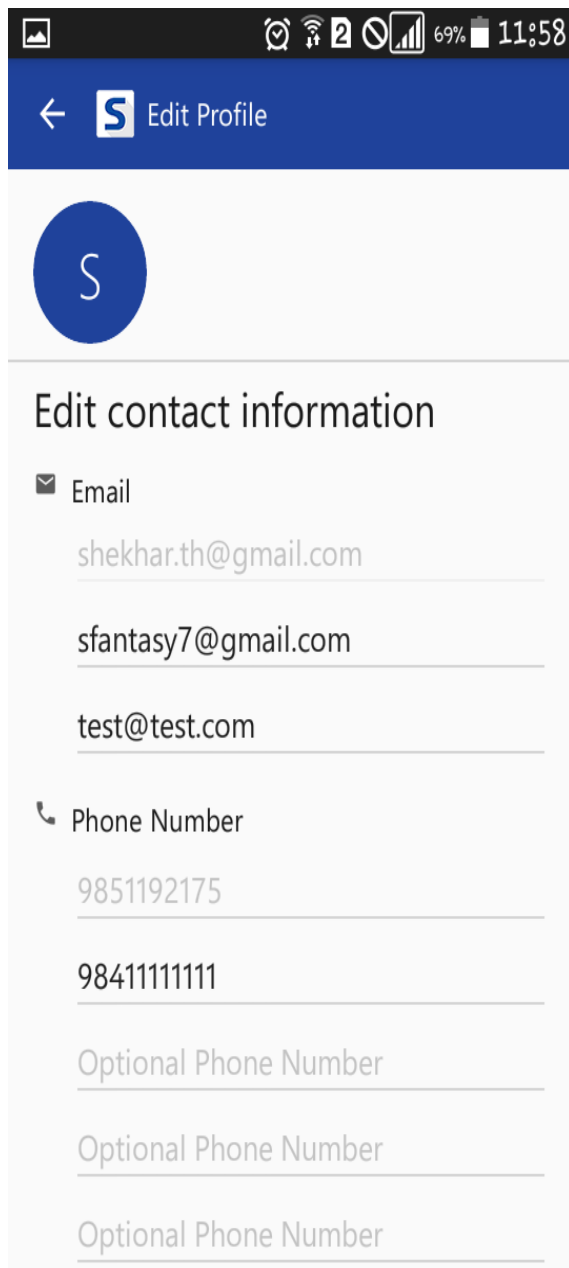
Nodes around the selected location



Baluwatar, Baluwatar Nepal-Shop


- Go to “**Profile**” Tab

Here you can add your email and phone numbers. You just need to click edit and can easily update your numbers and mailing ID.


There is notification settings while will give a pop-up message before 7 days, 3 days, one day and after the expiry of your services.



  Edit Profile




Edit contact information

 Email

shekhar.th@gmail.com

sfantasy7@gmail.com

test@test.com

 Phone Number

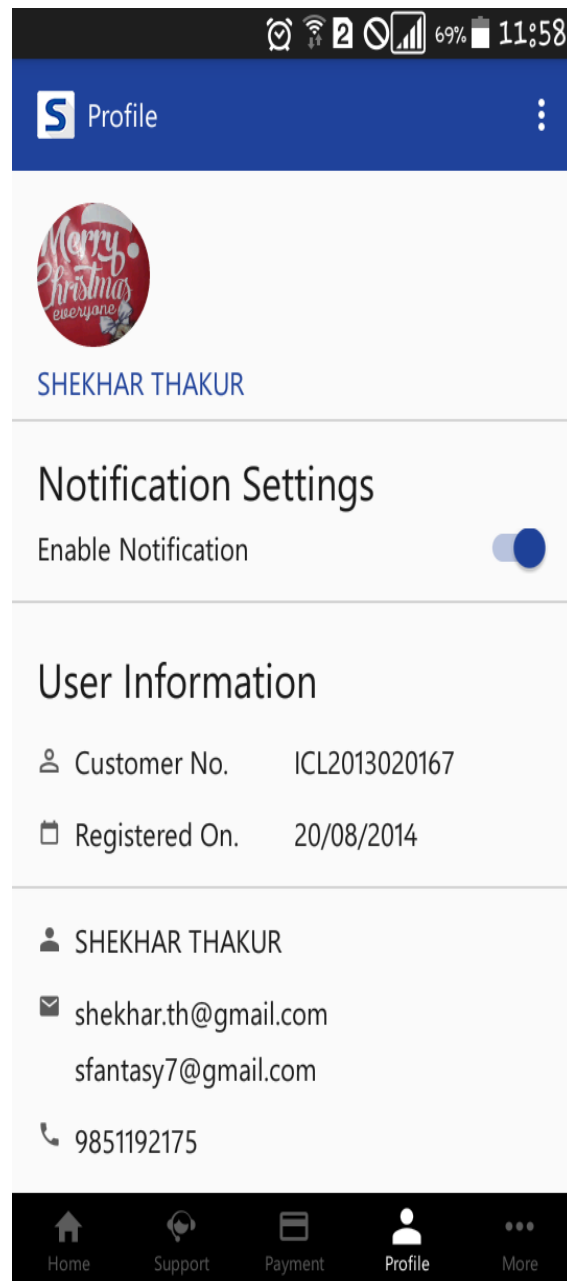
9851192175



9841111111


Optional Phone Number

Optional Phone Number

Optional Phone Number




 Profile 





SHEKHAR THAKUR


Notification Settings


Enable Notification 


User Information






 Customer No. ICL2013020167

 Registered On. 20/08/2014

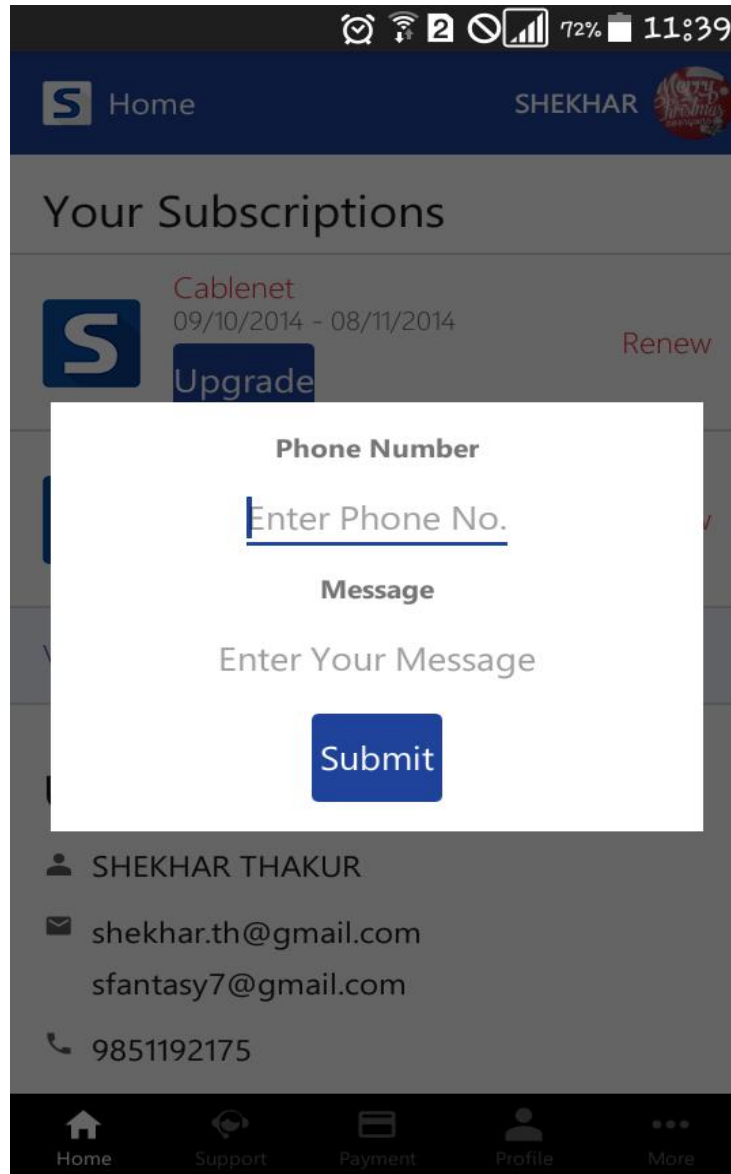
 SHEKHAR THAKUR

 shekhar.th@gmail.com
sfantasy7@gmail.com

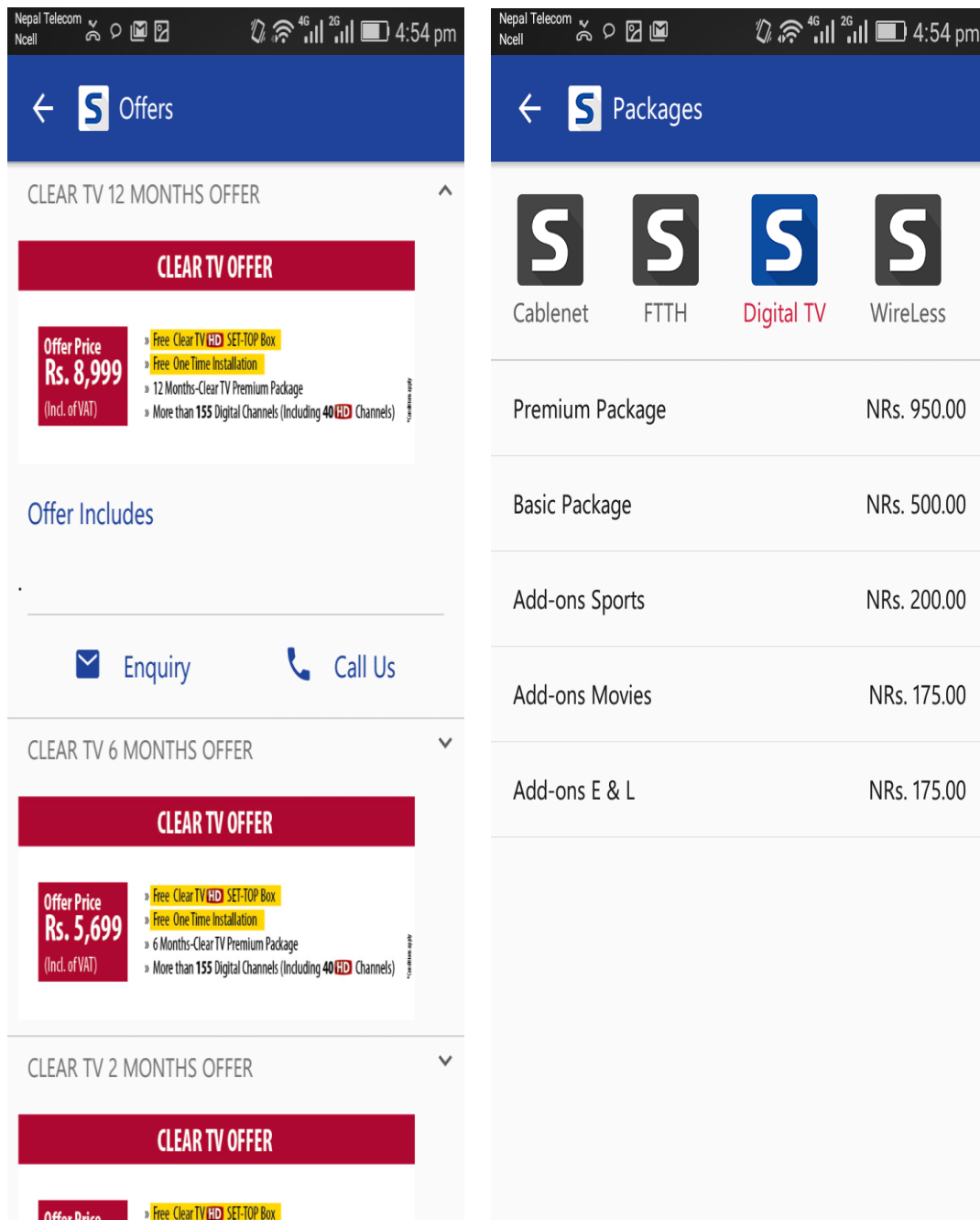
 9851192175

 Home  Support  Payment  Profile  More

- Select “**Home**” tab, you will be able to see an upgrade button where you can click and send us a request to upgrade your existing package.



- You can also send us the enquiry or call us for offers and packages easily by clicking offer and package tabs.



**Thank you for using our app😊. Please do call us in case of any queries.
(014235888, 9801235888)**