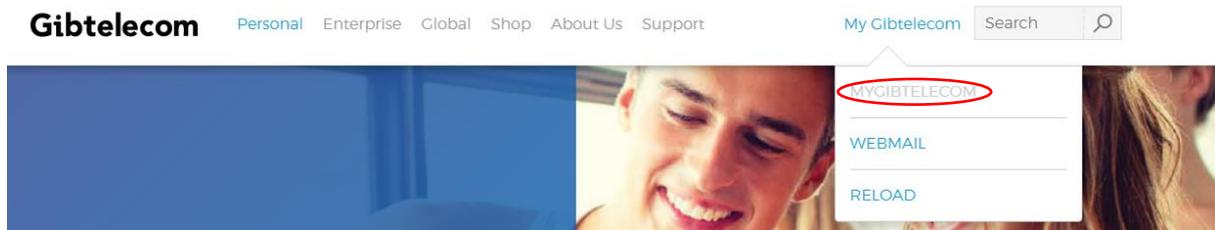


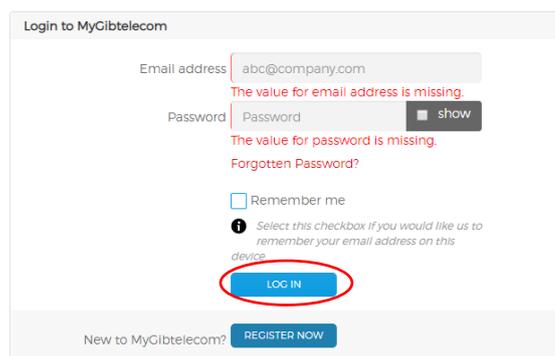
# Gibtelecom

## INSTRUCTION GUIDE: CHECK USAGE, RAISE SERVICE ISSUES & CHANGE PLAN

- Step 1.** Visit gibtele.com
- Step 2.** Go to My Gibtelecom on the right hand side of the page and click on the MYGIBTELECOM link on the dropdown menu.



- Step 3.** If you have already registered, you will need to fill in your details and click the "LOGIN" button. *(If you are not yet registered, please see "how to create a new registration on My Gibtelecom for pay monthly customers" guide)*

A screenshot of the 'Login to MyGibtelecom' form. The form has two input fields: 'Email address' with the value 'abc@company.com' and a red error message 'The value for email address is missing.'; and 'Password' with a 'show' button and a red error message 'The value for password is missing.' Below the fields are a 'Remember me' checkbox and an information icon with the text 'Select this checkbox if you would like us to remember your email address on this device.' At the bottom, there is a 'LOG IN' button circled in red and a 'REGISTER NOW' button. The text 'New to MyGibtelecom?' is also visible.

**Step 4.** You will now be logged onto your profile. Here, you can view your data usage by clicking on the “VIEW DATA USAGE” button.

**STEP 5.** You can also raise a service or account issue by clicking “RAISE SERVICE ISSUE” or “VIEW OR REPORT ACCOUNT ISSUE”

Home Bills & Payments Data Usage Account Your details Orders **0** Itemisation Users

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### Home

#### Your bills

Billing address

[VIEW YOUR BILLS](#)

#### Amount due

Your current bill is due for payment on 21/03/2020

**£**

Please set up a payment method

[PAY NOW](#)

#### contact details

Mobile no:

Email address:

[UPDATE YOUR DETAILS](#)

Recent unbilled extras: £ [View your recent extras](#)

Service Type: All Access Number:

Are you having problems with this account? Let us know so that we can improve your experience.

[VIEW OR REPORT ACCOUNT ISSUES](#)

#### Select 0 Plan

Select 0 Plan

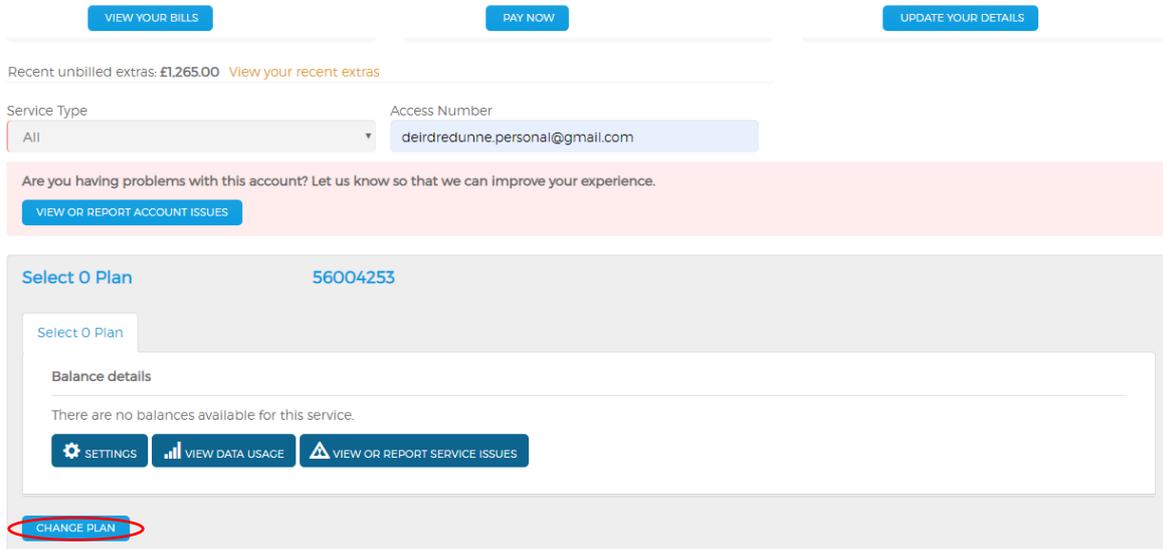
##### Balance details

There are no balances available for this service.

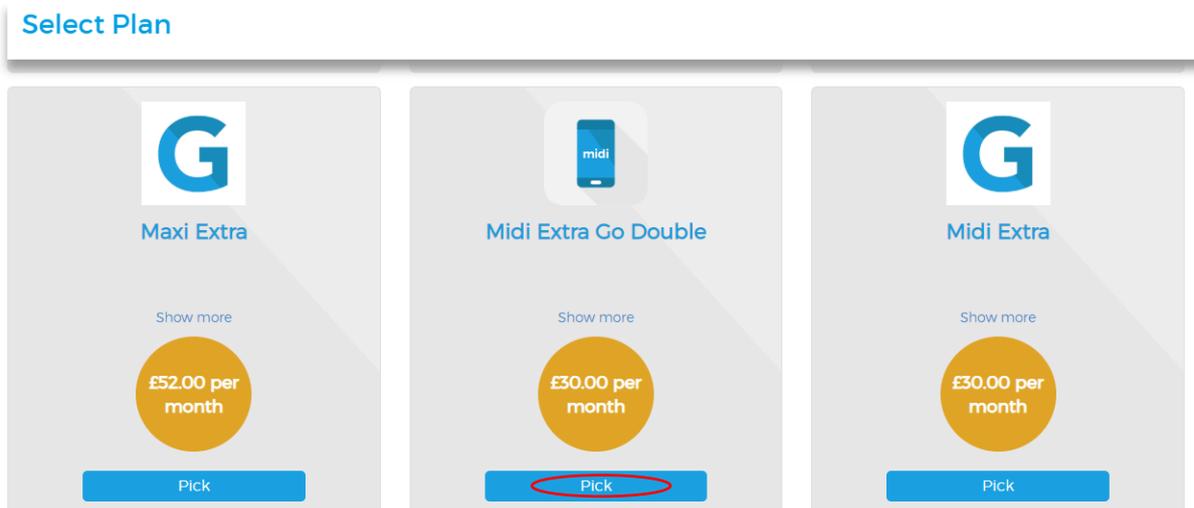
[SETTINGS](#) [VIEW DATA USAGE](#) [VIEW OR REPORT SERVICE ISSUES](#)

[CHANGE PLAN](#)

**STEP 5.** Change your plan by clicking the “CHANGE PLAN” button.



**STEP 6.** The options will appear and you can choose your new plan by clicking on the preferred option “PICK” button.



**STEP 7.** The details of your option will then appear. Click the “ADD TO BASKET” button.

**Summary**

Plan [Change](#)

 Midi Extra Go Double Plan
  Midi Extra - Residential Go Double

One-off: £0.00  
Recurring: £30.00

Package Changes	Recurring cost	One-off cost
 Midi Extra - Residential Go Double <small>Part of Mini Extra Go Double</small>		
Midi Extra Go Double Plan	£30.00 Monthly	
<b>Your old Package</b>		
 Select O Plan		
Select O Plan		
GSM EX-Dir		

[ADD TO BASKET](#)

**STEP 8.** Agree to the terms and conditions by clicking on the box and proceed to purchase by clicking the “CHECKOUT” button.

Summary	Quantity	Recurring cost	One-off cost
 Midi Extra - Residential Go Double <small>Part of Mini Extra Go Double</small>	1 <a href="#">Remove</a>		
Midi Extra Go Double Plan	1	£30.00 Monthly	
<b>Your old Package</b>			
 Select O Plan	1		
Select O Plan	1		
GSM EX-Dir	1		
			Promotions Enter promo code <input type="text"/> <a href="#">APPLY</a>
<b>Total</b>			
Recurring cost monthly			£30.00

I agree to the terms and conditions. [Read T&C](#)

[CONTINUE SHOPPING](#)
[CHECKOUT](#)

**STEP 9.** View your purchase summary and order instructions and click “SUBMIT ORDER AND MAKE PAYMENT” button.

Summary	Quantity	Recurring cost	One-off cost
 Midi Extra - Residential Go Double <small>Part of Mini Extra Go Double</small>	1		
Midi Extra Go Double Plan	1	£30.00 Monthly	
<b>Your old Package</b>			
 Select O Plan	1		
Select O Plan	1		
GSM EX-Dir	1		
			<b>Promotions</b> Enter promo code <input type="text"/>
			<b>Total</b>
			Recurring cost monthly    £30.00

**Payment details**  
Ms Deirdre Dunne

**Contact details**  
Mobile 0035056002581  
deirdredunne.personal@gmail.com

**Order Instructions**

Please let us know of any further details that can help us process your order e.g. If you wish to keep an existing number, such as keeping a Reload number or porting your number from a competitor, enter it here. If your request requires an engineer to visit your premises please indicate preferred dates and times for the installation.

**SUBMIT ORDER AND TAKE PAYMENT** >

**STEP 10.** Your order will now be processed.

Payment > Review & confirm

[HOME](#)

Thank you for upgrading your plan or bundle. Our Customer Service team will be in touch once your order has been processed.

Should you need any assistance, please contact Customer Care on 20052200 or customerservices@gibtele.com