

WEBSELF CARE: CHECK YOUR BILLS ONLINE



// NEW USERS

1

Things you need before signing up!

- Customer Identification
- I/C Number – your registered IC Number in TelBru's System. You may obtain this information from our customer service at the Bill Enquiry Counter.*

2

Signing Up!

Now go to www.telbru.com.bn
Go to 'Online Services', Choose 'Web Self Care' and click 'Register' link.

3

Welcome to Web Self Care (WSC)

Click 'Sign Up'.

4

Select your **type of customer** category:
• Residential • Corporate • Government
Select your **language**:
• English • Malay
Click 'Next'

5

Fill in the information from Step 1.

Create User ID and Password.

Click 'Submit'.

Sign Up Completed!

If you need further assistance on Web Self Care:
Visit our Bill Enquiry Counter and talk to our
customer service representatives.

*Protecting Your Personal Information

TelBru is committed to providing you with the highest levels of customer service. TelBru is bound by confidentiality and privacy obligations in relation to the protection of your personal information.

// EXISTING USERS

1

Go to www.telbru.com.bn
Go to 'Online Services' and Choose 'Web Self Care'.

2

Welcome to Web Self Care (WSC)

Login: User ID and Password

Select your language:

- English • Malay

Click 'Submit'.

3

CHECK BILL:

Click on Desired Account Number under
'Billable A/C Number'

4

At the bottom of the page:
'[Click here to download the bill images.](#)'

5

Select the date range and bill type.

Click 'Submit'

DOWNLOADING BILL PAYMENT

Pop-up Window: Choose either to 'Open with' or
'Save to Disk'.

PDF Format requires Adobe Acrobat Reader.*

6

VIEW AND PRINT BILL

Bring a copy of your printed bill payment to our
nearest TelBru Telekom Business Centre or Post Office
to make payment.



*download at: <http://www.adobe.com/downloads>

