



How to Top-Up Your Data



1. Visit our website – www.ctecg.co.za and Click on the “Top-Up Data” button.



2. Sign-in using your Username and Password

If you do not have your username or password – click on the “forgot username or password” link OR contact our Support Team on 076 979 0642 / helpdesk@ctecg.co.za

A screenshot of the CTEC End-User Portal login page. The page has a dark blue header with a 'Login' button. Below the header is the CTEC logo and the text 'Mzansi Media t/a CTECG'. A dark blue bar contains the text 'End-User Portal'. The main content area is white and contains the following text: 'Authentication Required', 'Please solve Captcha below', 'Authentication Required', and 'Please click 'I'm not a robot' below'. There are two input fields: 'Username' and 'Password'. The 'Password' field has an eye icon to its right. Below the input fields is a CAPTCHA box with the text 'I'm not a robot' and a small image of a robot. At the bottom of the form is a green 'Login' button and a blue link that says 'Forgot Username or Password?'.

3. Click **“Accept”** to acknowledge that you accept the terms and conditions of the End User Policy.

CTEG 8

Log in to your account.

Terms & Conditions

The EUP is accessed and used at the User's own discretion and risk. It is the User's responsibility to keep the log in details confidential.

For assistance related to the EUP, contact us:
support@ctecg.co.za
For account related queries:
accounts@ctecg.co.za

Accept

Decline

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4. Click on **“Purchase More Data”** to proceed with the data purchase.

Customer Average Speed Graph

Bits per second

3.0 M
2.0 M
1.0 M
0.0

4 6 8 10 12 14 16 18 20 22 0 2 4 6 8

RRD TOOL / TOBI OETIKER

Customer Usage Summary
(Usage Details|Usage Graphs)

DATA USAGE

Monthly Allowance (CAP)	200.0000 GB
Overage (Additional Data)	200.0000 GB
Current Usage - Month to Date	87.10GB

Note: Overages are calculated daily at 23:50

Purchase More Data

5. Select your preferred top-up data amount and click on **“Buy Product”** and thereafter click **“OK”** to process your data purchase and for the invoice to be generated.

The screenshot displays a web interface with a central dialog box and a data usage summary table. The dialog box, titled "mzansi1.azotel.com says", contains the following text: "Buy Product MONTHLY OVER USAGE FEE - TOPUP-40: 1 x 40 GB = 40 GB. Price : 1 x 195.00 = 195.00." Below this text are two buttons: "OK" and "Cancel".

The background interface shows a table with the following items:

Quantity	1
Product	MONTHLY OVER USAGI
Product Nett Price	169.57
VAT rate	15.00 %
Price	195.00
Traffic Allowance	40 GB
Description	TOP-UP 40 GB

Below the table, there is a "Pay Now" dropdown menu and a "Buy Product" button. Further down, there is a "Customer Usage Summary" section with links for "(Usage Details)" and "(Usage Graphs)".

The "DATA USAGE" section contains the following table:

Monthly Allowance (CAP)	200.0000 GB
Overage (Additional Data)	200.0000 GB
Current Usage - Month to Date	87.17G

Note: Overages are calculated daily at 23:50

Your data top-up has been successfully processed and credited to your account. If you still experiencing issues or require assistance, please contact our 24/7 Support line, 076 979 0642 | helpdesk@ctecg.co.za