



STTS
Sociaal Telefoontarief - Tarif Téléphonique Social
User's manual

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1 Introduction

Telecom operators must offer a social telephone tariff to certain categories of citizens. (See the Act of 13 June 2005 concerning electronic communications Article 74 and Articles 22 and 38 of the appendices.)

This obligation applies to any supplier who sells services telephone services in his own name and for his own account or resells them in the public market. This applies both to fixed phones and mobile phones.

At the BIPT, a database has been/will be established with the files of the (potential) beneficiaries of the social telephone tariff.

Via this database, the operator must investigate whether a person is entitled to a social telephone tariff. It is then immediately clear whether the applicant already benefits from a social telephone tariff of another operator.

The objective of the STTS request is to support the process for determining, granting, changing and later checking the entitlement to a social telephone tariff (STT).

1.1 The granting of a social telephone tariff

The process is in each case initiated by the potential beneficiary of a social tariff granted via his current operator or a new operator.

The process of a request by a potential beneficiary to an operator for obtaining a social telephone tariff (successful scenario in which the entitlement is immediately granted automatically):

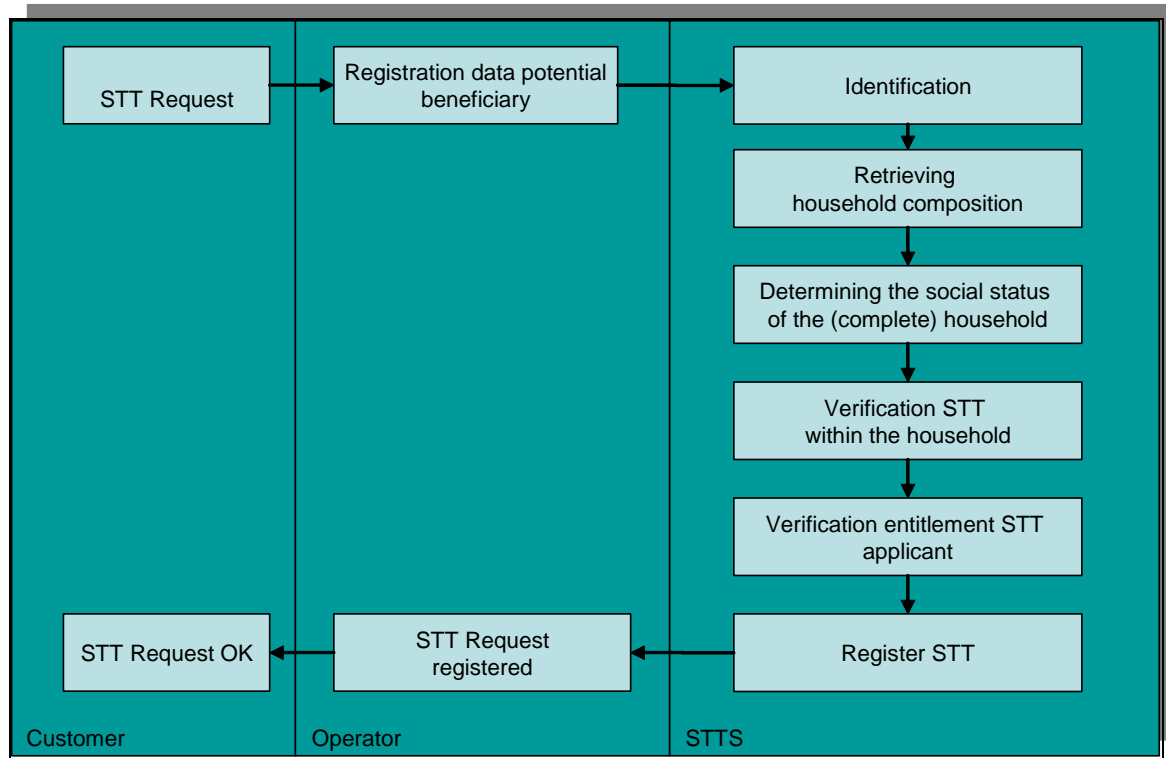


Figure 1: Process of granting a social telephone tariff

In the case of a new request, the STTS application will

A STTS file is linked to the beneficiary not to an operator.

The STTS file number is a unique number within the STTS database that is allocated by the system. It is linked to a single beneficiary.

The activation date is the date upon which the contract of the customer is activated with the operator.

- Automatically identify the applicant via the National Register of natural persons
- Check whether applicant already has a social telephone tariff (either with the current operator or with a different operator).

If the applicant already has a social telephone tariff with another operator, the user will be informed of this. The user then has the option of transferring the STTS file from the previous operator to the present one (from A to B).

- Check whether (according to the National Register) a family member of the applicant already has a social telephone tariff. If this is the case, the request will be denied. The BIPT will send a notification concerning this to the applicant.

- Verify the entitlement of the applicant to a social telephone tariff. There are two possibilities:
 - the entitlement can immediately be determined automatically. In this case, a file is made immediately. This must be activated by the operator by filling in, for example, the type of formula for the social telephone tariff and the activation date. In this case, no contact is necessary between the customer and the BIPT.
 - the entitlement cannot immediately be determined automatically. The BIPT then contacts the applicant to obtain additional information in order to verify the entitlement. As soon as the file is in order at the BIPT, the operator will be notified via a task that he can activate this social telephone tariff.

1.2 The role of the STTS application

The STTS application is used in the following cases:

- The customer requests a social telephone tariff from an operator.
- The customer sends the missing documents to the BIPT.
- The operator activates the STT.
- The customer requests a transfer of the STT to operator B.
- The customer requests a change of the STTS file.
- The operator changes the STTS file.
- The operator terminates the STTS file.

In addition, every two years the system verifies the entitlement of the beneficiary to a social telephone tariff.

2 Glossary

2.1 STTS file number

The STTS file number is a unique number allotted to the file of the (potential) beneficiary in the STTS database (STTS-DB). A file is linked to a person, not to an operator. In the case of a transfer, the beneficiary continues therefore to have the same STTS file number.

2.2 Status of a file

Depending on the situation of a file, a certain status is granted to this file:

Status	Current reduction	Description
Active	Yes	<ul style="list-style-type: none"> - The entitlement to a social telephone tariff is OK. - The activation date has been reached.
Closed	No	<ul style="list-style-type: none"> - The person (no longer) has any right to a social telephone tariff.
Suspended	No	<ul style="list-style-type: none"> - The reduction is no longer granted to the beneficiary. - The beneficiary is still entitled to a social telephone tariff. - The beneficiary can reactivate the STTS file via an operator of his choice.
Awaiting documents for activation	No	<ul style="list-style-type: none"> - Additional information is necessary in order to verify whether the potential beneficiary is entitled to a social telephone tariff. This information must be sent to the BIPT.
Awaiting activation	No	<ul style="list-style-type: none"> - The entitlement to STT is OK. - The activation date has not yet been filled in or not yet been reached.
Awaiting transfer	Yes	<ul style="list-style-type: none"> - The transfer of the STTS file of operator A to operator B is OK. - The activation date with operator B has not yet been filled in or has not yet been reached.
Awaiting termination	Yes	<ul style="list-style-type: none"> - The reduction and/or the entitlement to an STT will probably be terminated.
Awaiting modification (processed overnight)	Yes	<ul style="list-style-type: none"> - The file has been changed. - The activation date has not yet been reached.

Awaiting verification more than one STT	Yes	- During the biannual verification it has been determined (according to the National Register) that more than one member of the same family has an STT.
Awaiting verification documents	Yes	- As a consequence of the biannual verification, additional information is needed in order to maintain the entitlement to an STT.

2.3 User manual

For more information about the web application, please follow the link “[User Manual](#)”. This link can be found on every page of the application.

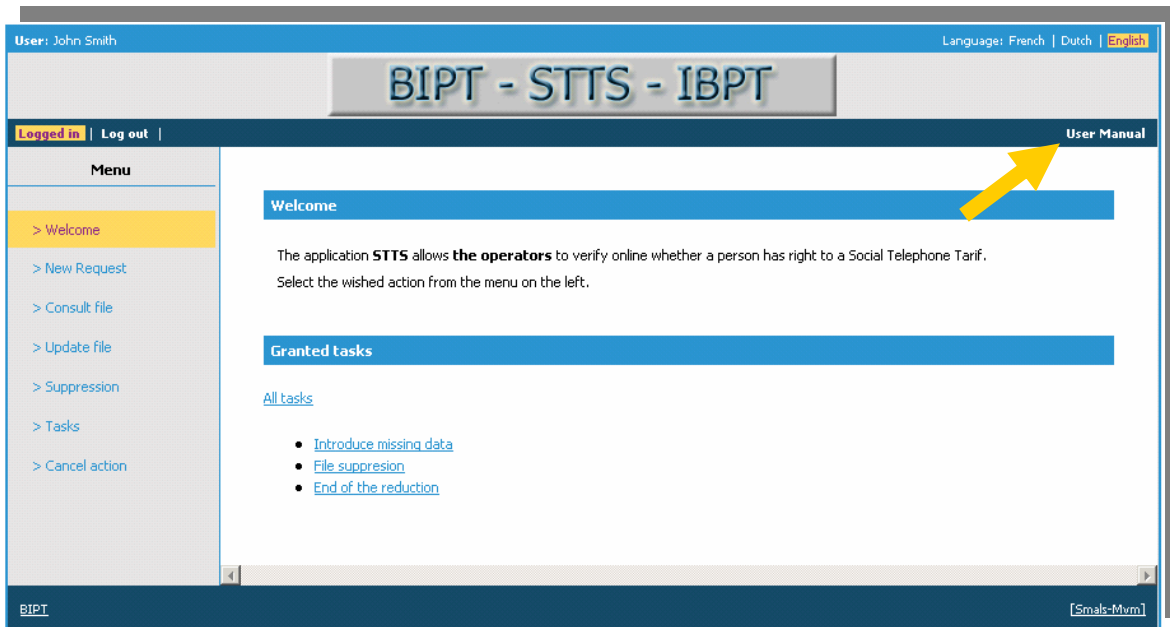


Figure 2: User Manual

2.4 Status of a file – possible actions

The following table shows what actions you can undertake concerning the status of a file.

Status	Request	Transfer	Modification	Termination	Cancellation
Active		X	X	X	
Closed	X				
Suspended	X			X	
Awaiting documents for activation					

Awaiting activation			X		X
Awaiting transfer			X (B)		X (B)
Awaiting termination		X			X
Awaiting change			X		X
Awaiting verification of more than one STT					
Awaiting verification of documents					
Awaiting verification of more than one STT & documents					

2.5 Starting date of entitlement to a social telephone tariff

The starting date of STT is the registration date in the database of the STTS-system of the start of the customer's effective entitlement. This field is automatically allotted by the system after:

- the entitlement is immediately determined automatically, **or**
- the entitlement is granted by a BIPT manager on the basis of the additional information (sent by the potential beneficiary to the BIPT).

2.6 Termination date of entitlement to a social telephone tariff

The termination date of STT = cancellation of the entitlement to STT = termination of the entitlement to an STT (customer no longer complies with the conditions for obtaining an STT).

If the operator wishes to change the invoice date of an active file, this must not have any consequences for the reductions granted to the customer. This change must be reported immediately by the operator to the STTS system.

This date is determined by the customer stating that he is no longer entitled to an STT, or if during the biannual verification it becomes evident that the customer is no longer entitled to an STT.

2.6.1 How is the termination date of the entitlement to a social telephone tariff determined?

Article 22, §1, 1.7 stipulates that “the benefit of the social telephone tariff is withdrawn from the first due date of the line rental following the date on which the customer no longer complies with the set conditions.” The first due date of the line

rental must be interpreted here as the next invoice date (the date on which the next invoice is issued).

The customer still receives a reduction for the month in which the termination of entitlement occurs.

2.7 Request date

The request date is the date on which a request for transfer of an STT is registered in the system. This field is granted automatically by the system and makes it possible to see when this event took place (see: history of a file

2.8 Activation date

The activation date is the date on which the customer's contract is activated with the operator. For a pre-paid card, this is the date on which the card is sold. For existing customers of the operator, the activation date is the request date.

2.9 Date of modification

This is the date on which the modification is implemented. For example, in the case of a change in installation costs, this is the date on which the change is made on the installation of the customer. In the case of a change of the formula, this is the date on which the formula becomes active.

2.10 Invoice date

The invoice date is the day on which the operator dispatches the invoice to the customer. It does not refer to a particular date, but to a certain day of the month, i.e. a figure between 1 and 31 (in general: the last day of the month). For pre-paid cards it is the day on which the reduction is granted.

2.11 Starting date of reduction

The reduction always goes into effect on the first invoice date after the activation date. The date on which this day falls is the "starting date of the reduction".

This field is calculated automatically by the system on the basis of the activation date and the invoice date.

2.12 Termination date of reduction

Termination date reduction = cancellation of the reduction STT = termination of the reduction STT by an operator (which may or may not include the cancellation of a line)

This is the date on which the reduction is terminated by the operator (without the customer losing his right to a social telephone tariff).

2.12.1 How is the termination date of the reduction determined?

The reduction is always granted on the basis of the most recent full billing month with the operator.

The month to which the reduction applies depends on whether the reduction is granted pro-active or retroactive.

2.13 Type of formula

A beneficiary could be entitled to a reduction on the line rental and/or on calls. If a beneficiary is entitled to both reductions, he can have these with the same operator or with two different operators.

The following table gives an overview of the possible combinations

	Reduction on line rental		Reduction on calls	
	Operator A	Operator B	Operator A	Operator B
Reduction on calls only			X	
				X
Reduction on line rental and reduction on calls with the same operator	X		X	
		X		X
Reduction on line rental and reduction on calls with various operators	X			X
		X	X	

3 User profiles

Not all users need to (be able to) carry out the same tasks. Therefore your account manager can allocate three different user profiles. A user can have only one profile at a time.

3.1 Commercial profile

The commercial profile grants access to following functionalities:

- New request/transfer
- Consult file
- Update file

3.2 Administrative profile

The administrative profile gives access to following functionalities:

- New request/transfer
- Consult file
- Update file
- Suppression of a reduction and of the social telephone tariff
- Cancel action

3.3 Extended administrative profile

The extended administrative profile grants access to the following functionalities:

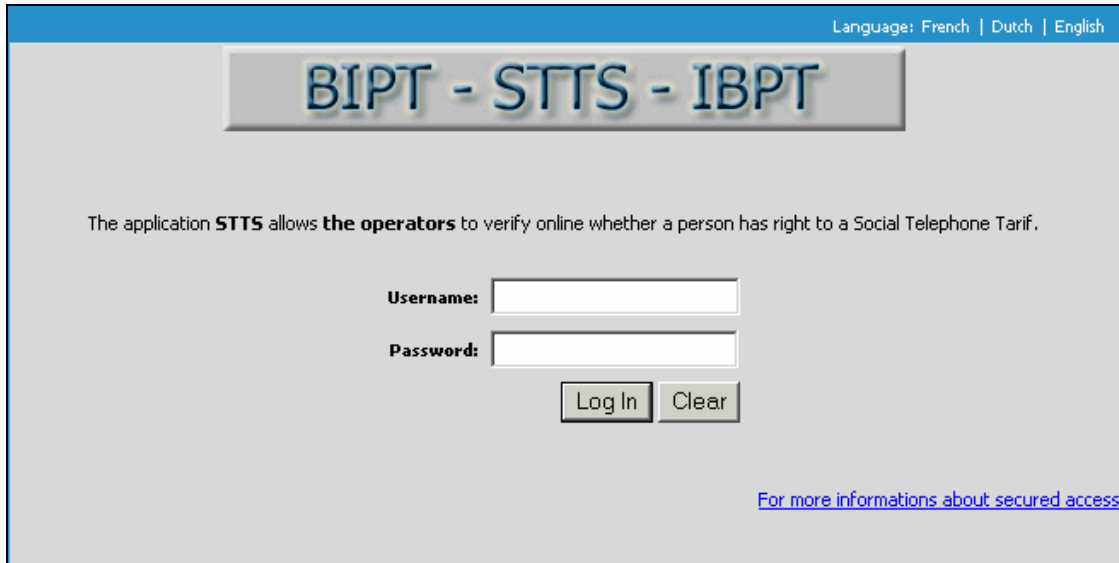
- New request/transfer
- Consult file
- Update file
- Suppression of a reduction and of the social telephone tariff
- Consult and implement tasks
- Cancel action

4 Start up of the application / logging in

4.1 Procedure

In order to gain access to the application, go to the following website: <https://stts-bipt.be>.

The login page appears.



Language: French | Dutch | English

BIPT - STTS - IBPT

The application **STTS** allows **the operators** to verify online whether a person has right to a Social Telephone Tarif.

Username:

Password:

[For more informations about secured access](#)

Figure 3: Login page

You enter your username and password and confirm with “**Log In**”.

4.2 Welcome

After logging in you find yourself on the welcome screen:

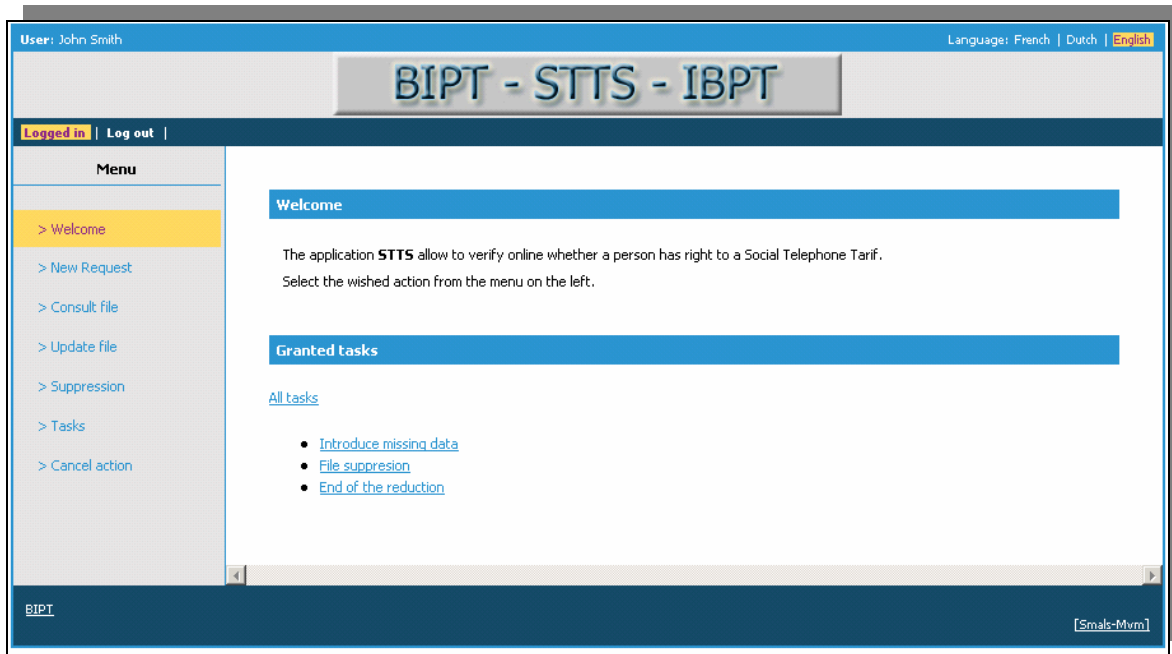


Figure 4: Welcome page

4.3 Language selection

The application is always opened in the language set via the user management. If you wish to have the application opened in a different language, you must contact the manager of the users within your company.

You yourself can also change the language in the application by selecting the language of your choice in the top right.

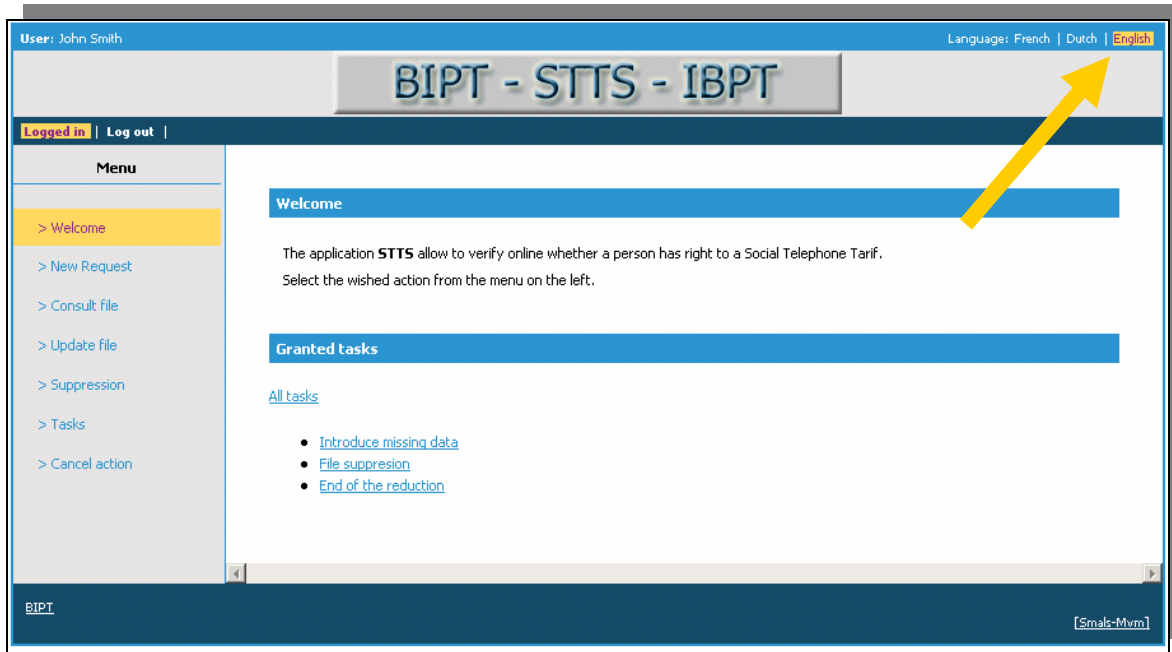


Figure 5: Choice of language

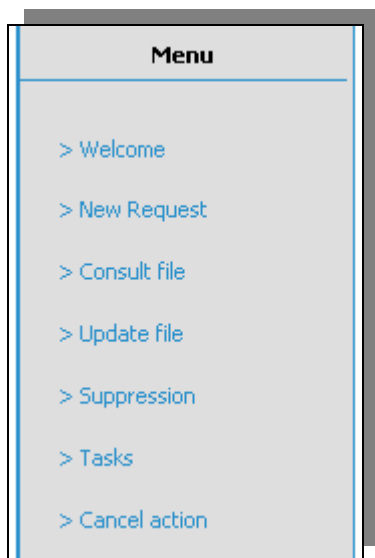


Figure 6: Menu

4.4 Menu

In the menu on the left you can select the action you desire. Depending on your user profile, you will find the following functionalities here:

- New request (/transfer)
- Consult file
- Update file
- Suppression
- Tasks
- Cancel action

5 Request

5.1 Verify entitlement of a potential beneficiary

For a new request click on " **New request**" in the menu on the left.

The screenshot shows a web interface for creating a new request. On the left is a 'Menu' with options: Welcome, New Request (highlighted), Consult file, Update file, Suppression, Tasks, and Cancel action. The main area is titled 'File' and contains a 'Transfer' checkbox. Below it is a 'Beneficiary' section with the following fields:

- Name * (text input)
- First name * (text input)
- Birth date * (DD/MM/YYYY) (date input with a help icon)
- Language * (dropdown menu)
- Sex (Unknown) (dropdown menu)
- Street (text input)
- Number (text input)
- Box (text input)
- Postal code (text input)
- Community (text input)
- Telephone / Mobile phone beneficiary * (text input with a help icon)
- File number operator (text input)

 A legend at the bottom left of the form states '*required field'. A 'Verify right' button is located at the bottom center of the form area.

Figure 7: New request

If the applicant is able to state only the year of his birth, it is possible to enter 0 as the day and the month. A search will then be made in the National Register on the basis of the stated surname, first name and year of birth. If more than one person is found, the application will state this. The applicant must then contact the BIPT.

You must then enter the personal data of the applicant in order to verify the entitlement to a social telephone tariff.

As a minimum, the following data of the **potential beneficiary** are required:

- Surname
- First name
- Date of birth
- Language: language in which the beneficiary wishes to **communicate with the BIPT** under his contact name.

File

Transfer :

Beneficiary

Name * : stevens

First name * : john

Birth date * : 25 / 07 / 1973 (DD/MM/YYYY) ?

Language * : Dutch

Sex : Male

Street :

Number :

Box :

Postal code :

Community :

Telephone / Mobile phone beneficiary : 013975 ?

File number operator : 159

* required field

Verify right

Figure 8: Verifying the entitlement

After entering the personal data, click on “**Verify right**”.

The application will try to identify the applicant in the National Register and check whether he is entitled to a social telephone tariff.

5.2 The applicant has immediate entitlement

If the applicant is entitled to a social telephone tariff, the file screen is shown.

After that, in addition to the data entered, the address of the person will be shown.

Also shown is the file number of the beneficiary in the STTS database (STTS-DB), the status of the file, the starting date of the STT entitlement, and the request date.

General STT file view		Waiting for activation
Beneficiary		
Name :	STEVENS	
First name :	JOHN	
Birth date :	25/07/1973	
Sex :	Male	
Address :	KONINGINSTRAAT , 44	
Postal code :	1000	
Community :	BRUSSEL	
Language :	German	
Telephone / Mobile phone beneficiary :	-	
File		
File number STT :	18	
File number operator :	<input type="text"/>	
Installation cost (in euro) :	<input type="text"/> ?	
Formula :	<input type="radio"/> Reduction on communication and reduction on subscription with different operators. <input type="radio"/> Reduction on communication and reduction on subscription with the same operator. <input type="radio"/> Only communication reduction.	
Start date STT right :	27/04/2006	
End date STT right :	-	
Request date :	27/04/2006	
Activation date :	<input type="text"/> / <input type="text"/> / <input type="text"/> (DD/MM/YYYY)	
Invoice day :	<input type="text"/> ?	
Start date reduction :	-	
End date reduction subscription :	-	
End date reduction communication :	-	
Operator :	<input type="text"/>	
<input type="button" value="Confirm request"/> <input type="button" value="Cancel request"/>		

Figure 9: Overview of a file

Here you have three possibilities. You can:

- Confirm the request to activate the file, even though you do not have the missing data. To do this click on “**Confirm request**”. A task will be created to enter the missing data later on.
- Activate the file immediately by entering the missing date and clicking on “**Confirm request**”.

The following data will be requested:

- Fixed /mobile phone number of the beneficiary: the number to which the social tariff applies. The number must be entered without spaces between the digits. (0#####)
- Installation costs: the costs (in euro) linked to the installation of the line. This field must be explicitly filled in. This means that if there are no installation costs “0” must be filled in.
- Formula: certain categories of beneficiaries are entitled only to a credit on the call costs. For other categories of beneficiaries, the following formulas are possible:
 - Reduction on line rental and reduction on calls with different operators.
 - Reduction on line rental and reduction on calls with the same operator.
 - Reduction on calls only.
- Activation date: The activation date is the date on which the customer’s contract is activated with the operator. In the case of a pre-paid card, this is the date on which the card is sold. In the case of existing customers of the operator, activation date is the date of request for the social telephone tariff.
- File number operator: This is the file number of the beneficiary with the operator. This field is optional.
- Invoice date: The invoice date is the day on which the operator dispatches the invoice to the customer. It does not refer to a particular date, but to a certain day of the month, i.e. a figure between 1 and 31 (in general: the last day of the month). For pre-paid cards it is the day on which the reduction is granted.
- Cancel the request by clicking on the button “**Cancel request**”. When you do this, the file will be immediately “suspended”. (For more information on the possible status of a file, see the Glossary.)

The activation date may not be later than 6 months after the request date.

5.3 It is not clear whether the applicant is entitled

If it cannot be immediately determined whether a person is entitled to a social telephone tariff, a file is made automatically. In order to continue the request process, you must confirm the request however.

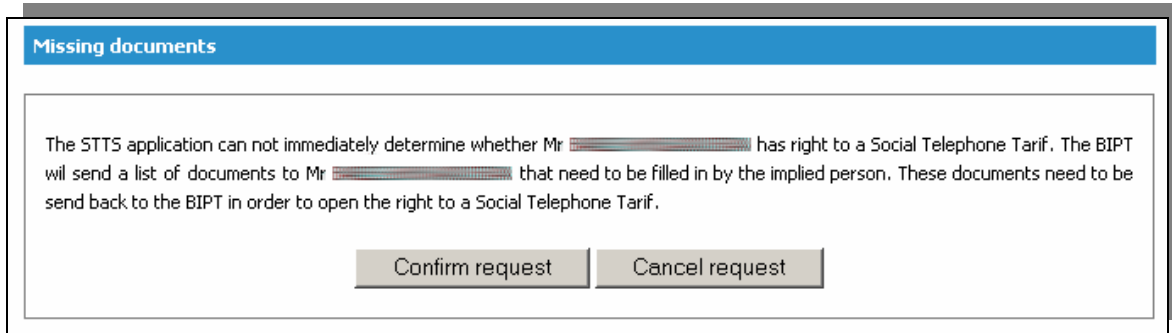


Figure 10: In the case of missing information

- You confirm the request by clicking on “**Confirm request**”. The BIPT will then contact the applicant and request additional information.

After the file in has been adjusted at the BIPT, a task is generated for the operator who must then enter the missing data (type formula, installation costs...).

- Click on “**Cancel request**” in order to cancel the request. The file is then immediately closed. (For more information on the possible status of a file, see the Glossary.)

5.4 The applicant already has an STTS file

It is possible that the applicant already has an STTS file in the STTS database (STTS-DB).

There are two possibilities:

- The file already exists with the **current** operator
- The file already exists with a **different** operator

5.4.1 The file already exists with the current operator

The system reports that the applicant already has an STTS file.

5.4.2 The file already exists with a different operator

If the applicant already has an STTS file with a different operator, the status of the file determines whether or not it can be transferred. (For more information on the possible status of a file, see the Glossary.)

5.4.2.1 The file is active

You will be asked to confirm that the file should in fact be transferred (transfer from A to B). This means that the STTS file is transferred to operator B. (For more information on the transfer of a file, see point 6 “**Transfer of a file**”).

5.4.2.2 The file is inactive

A request/transfer is not possible if the applicant already has a file with a different operator with a status that does not permit the request/transfer.

5.5 A family member already benefits from a social telephone tariff

Only one family member per family (based on the official data in the National Register) is entitled to a social telephone tariff. Any additional request is denied.

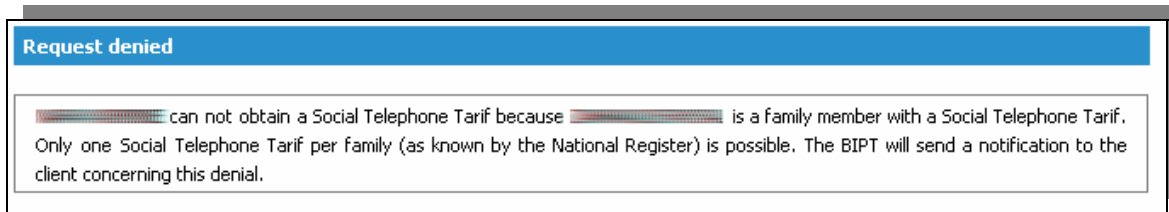


Figure 12: Rejection of the request

5.6 Identification of the applicant is not possible

If the applicant is not listed either in the STTS database (STTS-DB), or in the National Register, you will receive the following message:

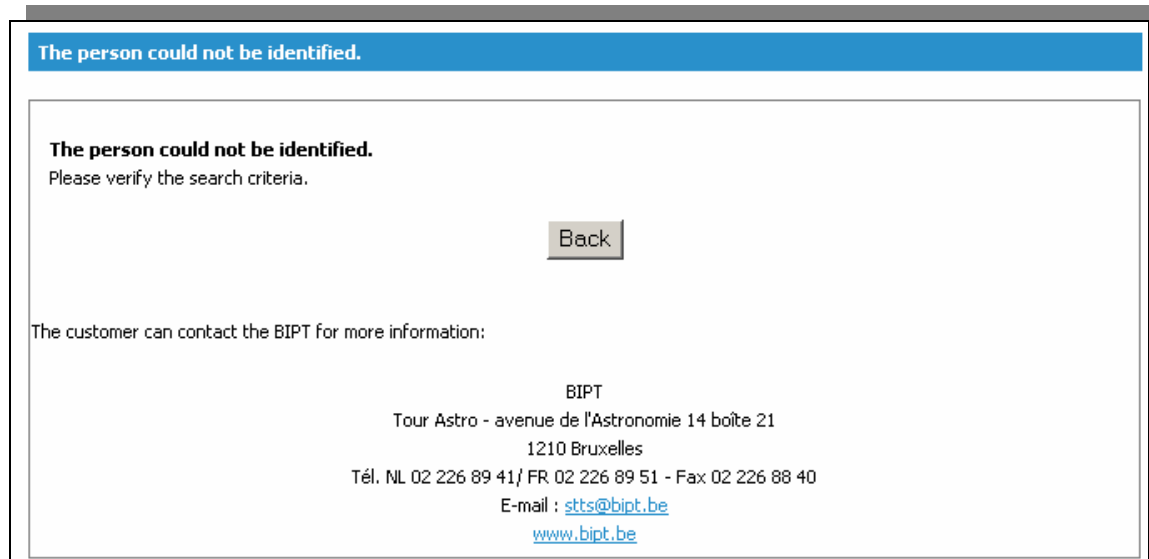


Figure 13: Identification is not possible

Via the Back button in your web browser you return to the request screen.

If identification is not possible, the applicant can contact the BIPT.

6 Transfer of a file

A person may benefit from only one social telephone tariff (STT). This means that if a person with an STTS file with operator A submits a request for an SST to operator B, his file must be transferred from operator A to operator B.

6.1 Procedure

In order to transfer a file:

- Click in the menu links on “**New request**”.
- Enter at least the required personal data.
- At the top of the screen check off the option “**Transfer**”.
- Click on “**Verify right**”.

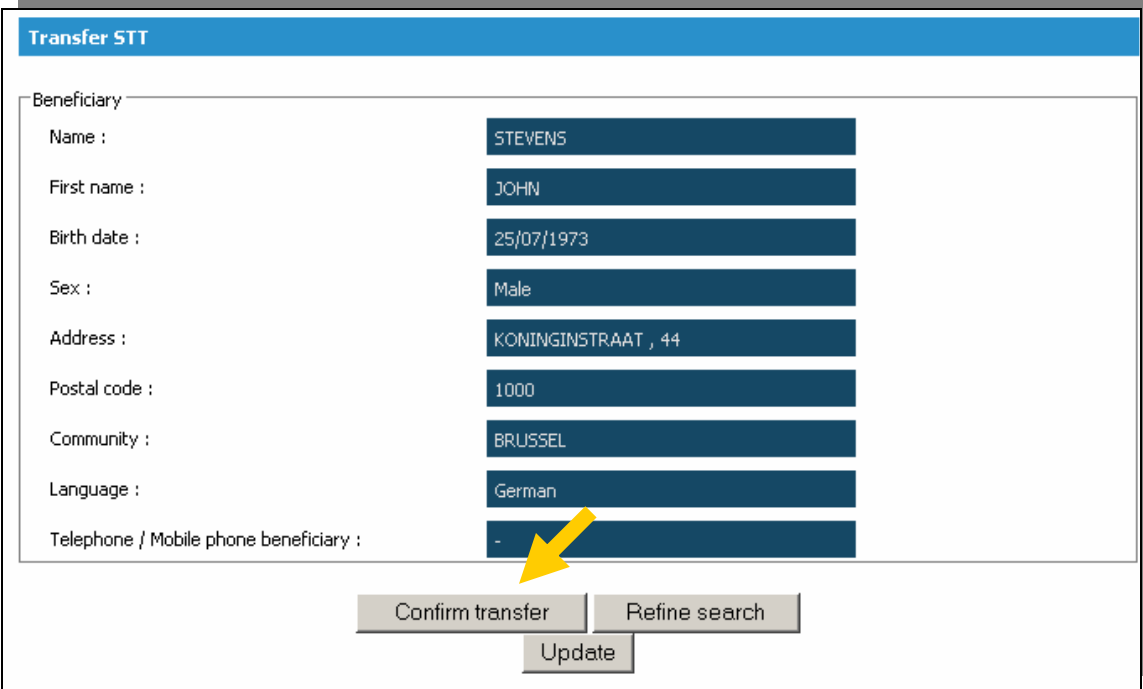
The screenshot shows the STTS web interface for file transfer. On the left, a menu is visible with the following items: > Welcome, > New Request (highlighted in orange), > Consult file, > Update file, > Suppression, > Tasks, and > Cancel action. The main content area has a blue header labeled 'File'. Below the header, there is a 'Transfer' checkbox which is checked. The 'Beneficiary' section contains the following fields: Name * (stevens), First name * (john), Birth date * (25 / 07 / 1973 (DD/MM/YYYY) with a red question mark), Language * (Dutch), Sex (Male), Street, Number, Box, Postal code, Community, Telephone / Mobile phone beneficiary (with a red question mark), and File number operator. A red asterisk indicates that Name, First name, Birth date, Language, and Telephone / Mobile phone beneficiary are required fields. At the bottom of the form is a 'Verify right' button. Yellow arrows point to the 'New Request' menu item, the 'File' header, the 'Transfer' checkbox, and the 'Verify right' button.

Figure 14: Transfer of a file

You will obtain a confirmation screen with the personal data of the applicant.

6.2 Correct personal data

Check with the customer whether all the data are correct. Then confirm the transfer by clicking on “**Confirm transfer**”.



The screenshot shows a web interface titled "Transfer STT". It contains a form for beneficiary information with the following fields and values:

Field	Value
Name :	STEVENS
First name :	JOHN
Birth date :	25/07/1973
Sex :	Male
Address :	KONINGINSTRAAT , 44
Postal code :	1000
Community :	BRUSSEL
Language :	German
Telephone / Mobile phone beneficiary :	-

Below the form are three buttons: "Confirm transfer", "Refine search", and "Update". A yellow arrow points to the "Confirm transfer" button.

Figure 15: Confirmation of the transfer

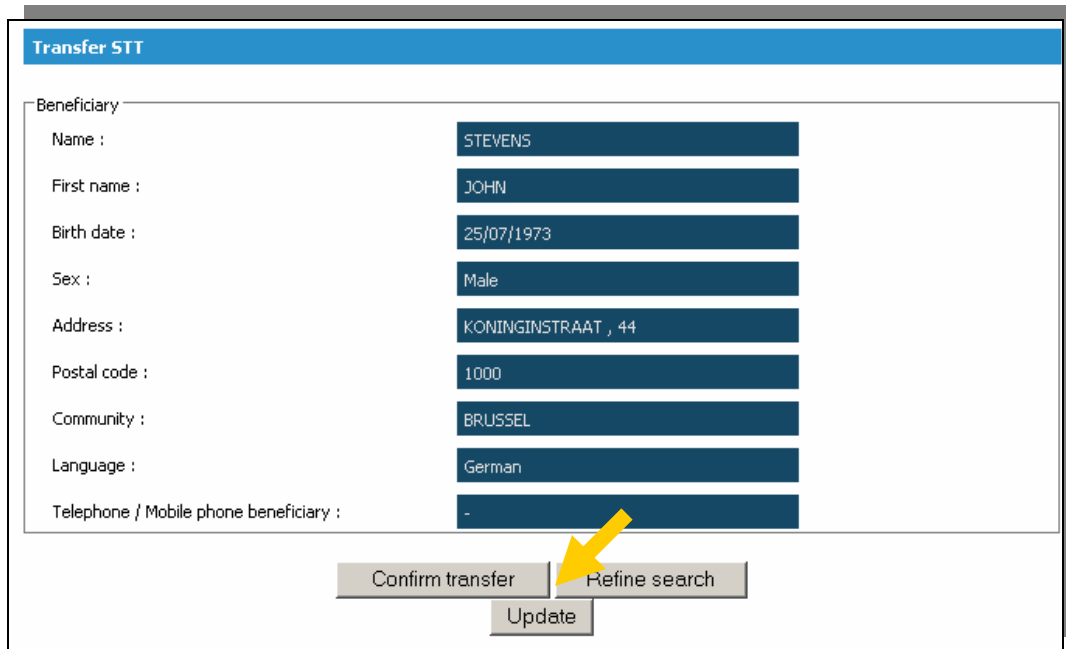
6.3 The personal data are not correct

If the personal data are not correct, there are two possible situations:

- the personal data are out of date
- the personal data are totally incorrect

6.3.1 The personal data are out of date

It is possible that the personal data in the STTS database (STTS-DB) are out of date compared to the data in the National Register. Click on “Update data” in order to align the data in the STTS-DB to that in the National Register.



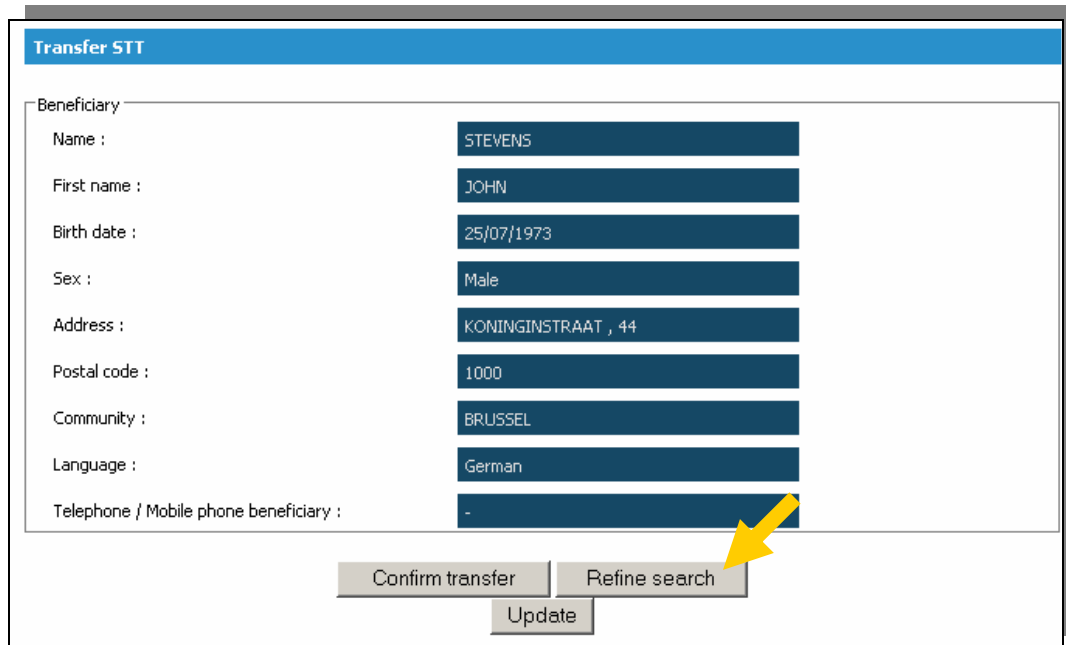
The screenshot shows a web form titled "Transfer STT". Under the "Beneficiary" section, there are several fields with their corresponding values: Name (STEVENS), First name (JOHN), Birth date (25/07/1973), Sex (Male), Address (KONINGINSTRAAT , 44), Postal code (1000), Community (BRUSSEL), Language (German), and Telephone / Mobile phone beneficiary (-). Below the form, there are three buttons: "Confirm transfer", "Refine search", and "Update". A yellow arrow points to the "Refine search" button.

Field	Value
Name :	STEVENS
First name :	JOHN
Birth date :	25/07/1973
Sex :	Male
Address :	KONINGINSTRAAT , 44
Postal code :	1000
Community :	BRUSSEL
Language :	German
Telephone / Mobile phone beneficiary :	-

Figure 16: Update personal data

6.3.2 The personal data are incorrect

If the personal data are not fully in line with the data of the applicant, you must refine your search action by, for example, entering the address data.



The screenshot shows the same "Transfer STT" form as in Figure 16. The beneficiary details are identical. However, a yellow arrow points to the "Refine search" button, indicating the next step in the process.

Field	Value
Name :	STEVENS
First name :	JOHN
Birth date :	25/07/1973
Sex :	Male
Address :	KONINGINSTRAAT , 44
Postal code :	1000
Community :	BRUSSEL
Language :	German
Telephone / Mobile phone beneficiary :	-

Figure 17: Refining search

If identification is not achieved, the applicant must contact the BIPT.

6.4 Transfer is not possible

The transfer of a file is not possible if:

- the status of the file of the beneficiary with operator A does not permit a transfer.
- the file of the beneficiary has already been transferred in the preceding month.

6.5 Completing a transfer

After the confirmation of the transfer or an update of the personal data, the file screen of the beneficiary appears.

General STT file view		Waiting for transfer
Beneficiary		
Name :	STEVENS	
First name :	JOHN	
Birth date :	25/07/1973	
Sex :	Male	
Address :	KONINGINSTRAAAT , 44	
Postal code :	1000	
Community :	BRUSSEL	
Language :	German	
Telephone / Mobile phone beneficiary :	<input type="text"/> ?	
File		
File number STT :	6	
File number operator :	<input type="text"/>	
Installation cost (in euro) :	<input type="text"/> ?	
Formula :	<input type="radio"/> Reduction on communication and reduction on subscription with different operators. <input type="radio"/> Reduction on communication and reduction on subscription with the same operator. <input type="radio"/> Only communication reduction.	
Start date STT right :	19/04/2006	
End date STT right :	-	
Request date :	25/04/2006	
Activation date :	<input type="text"/> / <input type="text"/> / <input type="text"/> (DD/MM/YYYY)	
Invoice day :	<input type="text"/> ?	
Start date reduction :	-	
End date reduction subscription :	-	
End date reduction communication :	-	
Operator :	-	

Figure 18: Completing a transfer

Here you have three possibilities.

You can:

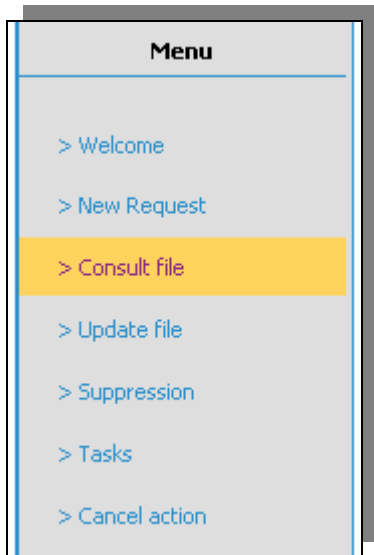
- Confirm the transfer without the missing data in order to activate the file. To do this click on “**Confirm request**”. A task will be made to enter the missing data later on.
- Activate the file immediately. To do this enter the missing data and click on “**Confirm request**”.

The following data will be requested:

- Fixed /mobile phone number of the beneficiary: the number to which the social tariff applies. The number must be entered without spaces between the digits. (0#####)
- Installation costs: the costs (in euro) linked to the installation of the line. This field must be explicitly filled in. This means that if there are no installation costs “0” must be filled in.
- Formula: certain categories of beneficiaries are entitled only to credit on call costs. For other categories of beneficiaries, the following formulas are possible:
 - Reduction on line rental and reduction on calls with different operators.
 - Reduction on line rental and reduction on calls with the same operator.
 - Reduction on calls only.
- Activation date: The activation date is the date on which the contract of the customer is activated with the operator. In the case of a pre-paid card, this is the date on which the card is sold. In the case of existing customers of the operator, activation date is the date of request for the social telephone tariff.
- File number operator: This is the file number of the beneficiary with the operator. This field is optional.
- Invoice date: The invoice date is the day on which the operator dispatches the invoice to the customer. It does not refer to a particular date, but to a certain day of the month, i.e. a figure between 1 and 31 (in general: the last day of the month). For pre-paid cards it is the day on which the reduction is granted.
- Cancel the request by clicking on the button “**Cancel request**”. When you do this, the file will be immediately “suspended”. (For more information on the possible status of a file, see the Glossary.)

The activation date may be no later than 6 months after the request date.

7 Consult file



In order to search a file, click on “**Consult file**” in the menu on the left.

You can search a file on the basis of:

- the STTS file number
- the file number with the operator
- the fixed/mobile phone number of the beneficiary

After entering the search criterion, click on “**Search**”.

Figure 19: Consult file

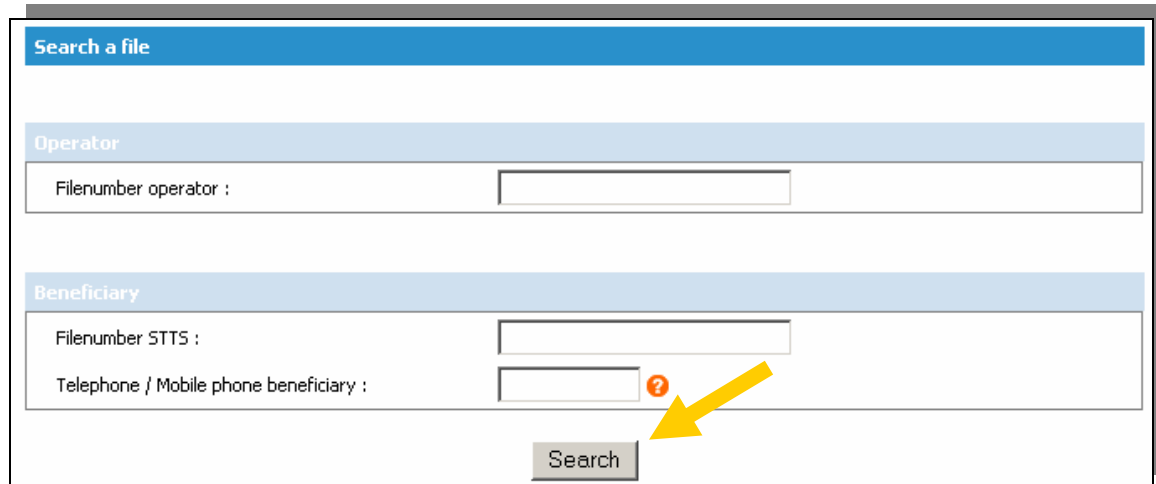
A screenshot of a web form titled "Search a file". The form has two main sections: "Operator" and "Beneficiary". The "Operator" section has a label "Filenumber operator :" followed by an empty text input field. The "Beneficiary" section has two labels: "Filenumber STTS :" followed by an empty text input field, and "Telephone / Mobile phone beneficiary :" followed by an empty text input field. A red question mark icon is next to the second input field. Below the input fields is a "Search" button. A yellow arrow points from the right side of the form towards the "Search" button.

Figure 20: Searching by file number

The file screen is shown:

General STT file view		Waiting for activation		
Beneficiary				
Name :	MEUNIER			
First name :	MARTHA			
Birth date :	05/06/1945			
Sex :	Female			
Address :	ERGENSSTRAAT, 12			
Postal code :	4020			
Community :	ERGENS			
Language :	French			
Telephone / Mobile phone beneficiary :	-			
File				
File number STT :	15			
File number operator :	-			
Installation cost for a new line. :	-			
Formula :	-			
Start date STT right :	25/04/2006			
End date STT right :	-			
Request date :	25/04/2006			
Activation date :	-			
Invoice day :	-			
Start date reduction :	-			
End date reduction subscription :	-			
End date reduction communication :	-			
Operator :				
History of the events in the current request				
id	Date	Type of event	Successful?	Reason
212	25/04/2006	STT request details set	Yes	
208	25/04/2006	Request STT	Yes	
History of the requests. — Tasks				
id	Request date	Request type	Start date request	End date request
207	25/04/2006	Request STT		

Figure 21: Results of the search

8 Update file

The following table shows the elements you need to modify in order to implement if you wish to make a certain change in a file.

Desired change	Elements to be modified		
	Installation costs	Type formula	Date of modification
New installation costs (different to earlier)	X		X
New installation costs (the same as earlier)			X
New formula without installation costs	X ("0")	X	X
New formula with installation costs	(X)	X	X
Change installation costs of a non-active file	X		

It is not possible to modify all files. Nor can data be constantly modified.

For more information, see point 2.4

In addition, the following data can be modified:

- The language in which the beneficiary wishes to communicate under the contact name with the BIPT
- the fixed/mobile phone number of the beneficiary
- the invoice date
- the file number of the beneficiary with the operator.

In order to modify the file of a beneficiary, first click in the menu on the left links on "[Update file](#)".

You must then search for the correct file via the search screen. For more information on searching files, see point 7 "[Consult file](#)".

The file you are looking for is now shown and you can update it.


Change formula of STT file		Actif
Beneficiary		
Name :	MOREAU	
First name :	YVETTE	
Birth date :	05/12/1945	
Sex :	Female	
Address :	KONINGSTRAAT, 77	
Postal code :	1000	
Community :	BRUSSEL	
Language :	Dutch	
Telephone / Mobile phone beneficiary :	0126 ?	
Change formula		
Installation cost (in euro) :	4.00 ?	
Formula :	<input checked="" type="radio"/> Reduction on communication and reduction on subscription with different operators. <input type="radio"/> Reduction on communication and reduction on subscription with the same operator. <input type="radio"/> Only communication reduction.	
Modification date :	25 / 04 / 2006 (DD/MM/YYYY)	
Invoice day :	30 ?	
STT		
File number STT :	5	
File number operator :		
Start date STT right :	19/04/2006	
End date STT right :	-	
Request date :	21/04/2006	
Start date reduction :	30/04/2006	
End date reduction subscription :	-	
End date reduction communication :	-	
 <input type="button" value="Save"/>		

Figure 22: Updating a file

After modifying the data, close with “**Save**”.

9 Suppression

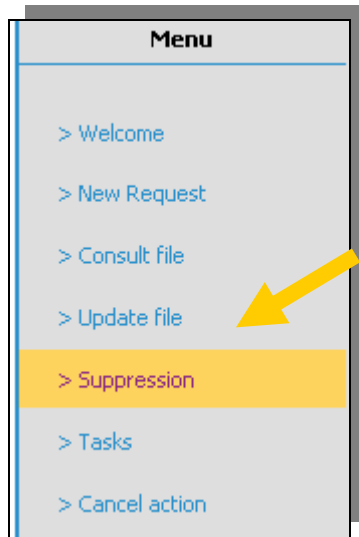


Figure 23: Suppression

A termination can refer to a reduction or to an entitlement:

- In the case of a termination of a reduction, only the reduction granted to the beneficiary is terminated with the operator and NOT the entitlement to a social telephone tariff. This means that the beneficiary can reactivate the file easily with the same operator or with a different one.
- In the case of a termination of an entitlement, the entitlement to a social telephone tariff is terminated. The reactivation of the file can take place only after the verification process has been completed.

In order to terminate an entitlement, click in the menu on the left on "Termination"

Then search for the correct file search screen. For more information on searching files, see point 7 "[Consult file](#)".

It is not possible to terminate all files.

For more information, see point 2.4

The file sought is shown.

Suppression of the right to a STT		Actif
Beneficiary		
Name :	MOREAU	
First name :	YVETTE	
Birth date :	05/12/1945	
Sex :	Female	
Address :	KONINGSTRAAT, 77	
Postal code :	1000	
Community :	BRUSSEL	
Language :	Dutch	
Telephone / Mobile phone beneficiary :	0126	
Suppression		
End date STT right :	<input type="text"/> / <input type="text"/> / <input type="text"/> (DD/MM/YYYY) ?	
End date reduction :	<input type="text"/> / <input type="text"/> / <input type="text"/> (DD/MM/YYYY) ?	
File		
File number STT :	5	
File number operator :	-	
Installation cost for a new line. :	4.00	
Formula :	Reduction on communication and reduction on subscription with different operators.	
Start date STT right :	19/04/2006	
End date STT right :	-	
Request date :	21/04/2006	
Activation date :	25/04/2006	
Invoice day :	30	
Start date reduction :	30/04/2006	
End date reduction subscription :	-	
End date reduction communication :	-	
Operator :		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Figure 24: Suppression of a file

For terminating an entitlement, fill in termination date of the entitlement.

For terminating a reduction, fill in termination date of the reduction.

Confirm and close by clicking on **“Save”**.

10Tasks

In a number of cases, the process cannot be completed in a single operation, for example when the intervention of the BIPT is necessary.

The STTS application will then - by means of tasks - inform the BIPT and the operator step-by-step what action they need to take in order to complete the process.

A task is therefore a request to carry out a certain action.

As an operator you can receive the following tasks:

Type of task	Description of the task	Action to be taken
Enter missing data	<p>Request to carry out second part of the request/transfer.</p> <p>The operator receives this task if the following data have not been filled in immediately when the request/transfer was made:</p> <ul style="list-style-type: none"> ➤ type of formula ➤ installation costs ➤ activation date ➤ invoice date ➤ fixed/mobile telephone number of the beneficiary 	Enter missing data.
Close file	<p>Report to the operator that the STTS file will be closed.</p> <p>This could be, for example, because the operator is too late in activating the file or the customer is too late in submitting the required documents to the BIPT, etc.</p>	<p>The operator only needs to remove the task in the STT system.</p> <p>The updating must be carried out in the operator's own system.</p>
Terminate reduction	<p>Report to the operator that the reduction is being terminated.</p>	<p>The operator only needs to remove the task in the STT system.</p> <p>The updating must be carried out in the operator's own system.</p>

10.1 Procedure

To access the tasks list, click in the menu on the left on “**T**asks”.

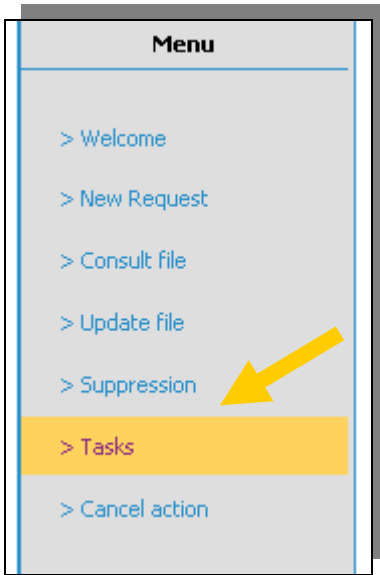


Figure 25: Tasks

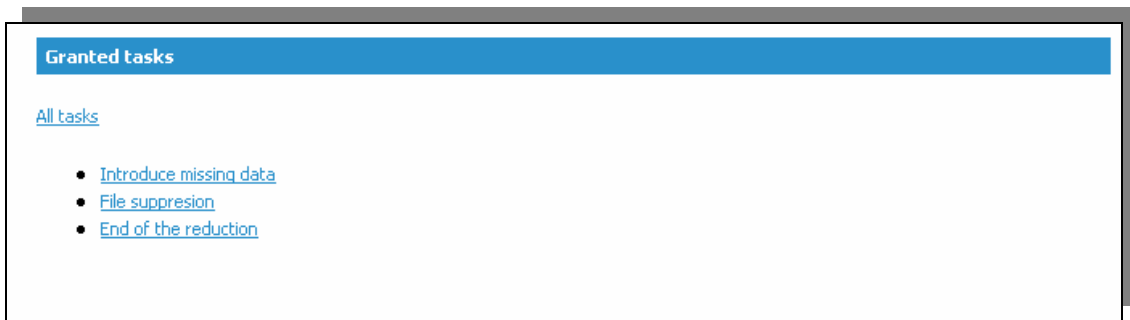


Figure 26: Granted tasks - Menu

You can either show all tasks or only a certain type of task.

To open the file, click on the STTS file number. You can carry out the required action.

The image shows a table titled "Granted tasks" with a blue header. The table has six columns: "Task number", "Request date", "Description", "File number operator", "File number STT", and "Tel". There are two rows of data. A yellow arrow points to the "File number STT" column of the first row.

Task number	Request date	Description	File number operator	File number STT	Tel
TASK 65	13/04/2006	Complete the STT request		4	
TASK 19	13/04/2006	Complete the STT request		2	

Figure 27: Granted tasks - Results


General STT file view		Waiting for activation
Beneficiary		
Name :	STEVENS	
First name :	JOHN	
Birth date :	25/07/1973	
Sex :	Male	
Address :	KONINGINSTRAAT , 44	
Postal code :	1000	
Community :	BRUSSEL	
Language :	German	
Telephone / Mobile phone beneficiary :	<input type="text"/> ?	
File		
File number STT :	6	
File number operator :	<input type="text"/>	
Installation cost (in euro) :	<input type="text"/> ?	
Formula :		
<input type="radio"/> Reduction on communication and reduction on subscription with different operators.		
<input type="radio"/> Reduction on communication and reduction on subscription with the same operator.		
<input type="radio"/> Only communication reduction.		
Start date STT right :	19/04/2006	
End date STT right :	-	
Request date :	25/04/2006	
Activation date :	<input type="text"/> / <input type="text"/> / <input type="text"/> (DD/MM/YYYY)	
Invoice day :	<input type="text"/> ?	
Start date reduction :	-	
End date reduction subscription :	-	
End date reduction communication :	-	
Operator :	<input type="text"/>	
 <input type="button" value="Save"/> <input type="button" value="Cancel"/>		

Figure 28: Carrying out a task

Confirm via “**Save**”. After completing the task you return to the overview screen of the tasks.

Completed tasks are automatically removed from the task list.

11 Cancellation of the last action

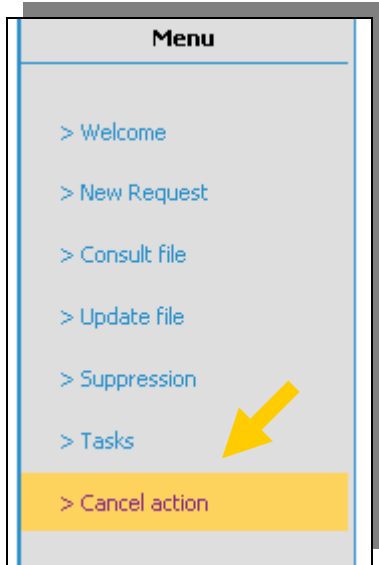


Figure 29: Cancel action

To cancel the last action you have carried out, click in the menu on the left on “**Cancel action**”.

After that you must search for the correct file via the search screen. For more information on searching files, see point 7 “**Consult file**”.

The sought file is shown.

Not all actions can be cancelled.

For more information, see point 2.4.

Cancel action		Waiting for transfer
Beneficiary		
Name :	MATISSEN	
First name :	JAN	
Birth date :	01/02/1934	
Sex :	Male	
Address :	ERGENSSTRAAT, 115	
Postal code :	9100	
Community :	ERGENS	
Language :	Dutch	
Telephone / Mobile phone beneficiary :	-	
File		
File number STT :	14	
File number operator :	-	
Installation cost for a new line. :	-	
Formula :	Attention : Credit on communication costs.	
Start date STT right :	25/04/2006	
End date STT right :	-	
Request date :	27/04/2006	
Activation date :	-	
Invoice day :	-	
Start date reduction :	-	
End date reduction subscription :	-	
End date reduction communication :	-	
Operator :	-	




Figure 30: Cancellation of the last action

In order to cancel the action, click on “**Confirm Cancel Action**”.

12History

At the bottom of the file screen the history of the file is shown. Only the history for the relevant operator is shown.

General STT file view
Waiting for transfer with an other operator

Beneficiary

Name :	MEUNIER
First name :	MARTHA
Birth date :	05/06/1945
Sex :	Female
Address :	ERGENSSTRAAT, 12
Postal code :	4020
Community :	ERGENS
Language :	French
Telephone / Mobile phone beneficiary :	01558954

File

File number STT :	15
File number operator :	-
Installation cost for a new line. :	10.00
Formula :	Reduction on communication and reduction on subscription with the same operator.
Start date STT right :	25/04/2006
End date STT right :	-
Request date :	25/04/2006
Activation date :	26/04/2006
Invoice day :	29
Start date reduction :	29/04/2006
End date reduction subscription :	-
End date reduction communication :	-
Operator :	

History of the events in the current request

id	Date	Type of event	Successful?	Reason
284	27/04/2006	Request activated in daily verification	Yes	
278	27/04/2006	STT request details set	Yes	
212	25/04/2006	STT request details set	Yes	
208	25/04/2006	Request STT	Yes	

History of the requests. — [Tasks](#)

id	Request date	Request type	Start date request	End date request
288	27/04/2006	Transfer STT		27/04/2006
207	25/04/2006	Request STT	26/04/2006	

Figure 31: History of a file

You have the possibility to request file data from the past by clicking on the relevant link in the column “**Request type**”.

13FAQ

13.1 Username & password

If you have forgotten your username and password or if these are blocked, contact the account manager of your company.

13.2 Applicant?

A file must always be composed of the personal data of the (potential) beneficiary.



You may never use the data of a different person who is personally to make the request with the operator in the name of the potential beneficiary.

13.3 Identification of the applicant is not possible

If the person sought is not listed in the STTS database (STTS-DB), or in the National Register, you will receive the following message:

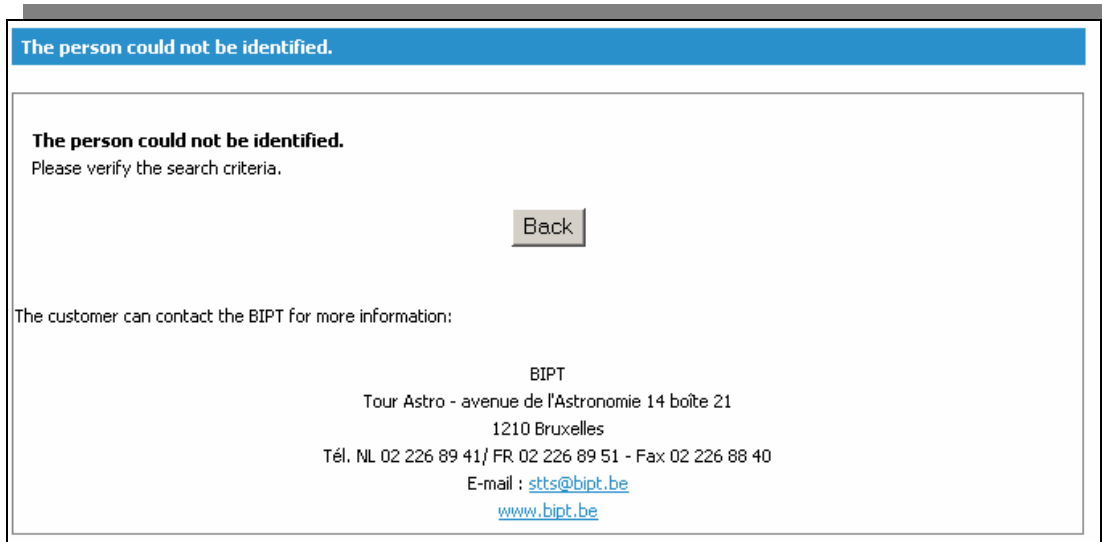


Figure 32: The person could not be identified

If identification is not possible (date of birth is not complete, unclear surname/first name, etc.), the applicant can contact the BIPT.

13.4 A single formula

Some categories of beneficiaries have only a right to a credit on the call costs. They cannot obtain a reduction on the line rental. In such cases, the application will not offer you any choice between the different formulas.

If the beneficiary is not in agreement with this, he can contact the BIPT.

13.5 File "awaiting activation"

After entering all the required data in the STTS file, the status of the file continues to be "awaiting activation".

This is quite normal. A file becomes active at the time that the activation date is reached. The check on this takes place at night and is carried out on a daily basis.

13.6 Wrong action carried out

It is possible that during the file management you perform a wrong action which results in the file obtaining the wrong status.

In such a case, first try the following two possibilities:

- Update file: see point 8 "Update file".
- Cancel action: see point 11 "Cancellation of the last action"

If you cannot reverse or correct the error, and the file may not keep this status, contact the service within your company that provides assistance for the STTS application.

13.7 Technical problem

If a technical problem occurs, you will receive a message. In such a case, try the action once again. If the problem occurs again, contact the service within your company that provides assistance for the STTS application.

If the problem occurs during an action (for example during the request for a social telephone tariff or during the modification of a file), it is possible that this action will not be carried out.

13.7.1 If the file already exists

After the system functions again, search for the file via "Search file". For more information on this, see point 7 "Consult file".

If you cannot find the file, try to enter the data of the applicant via "New request". If the applicant already has an STTS file, the system will give a message. You then have the possibility of opening the existing file.

13.7.2 If no file exists

If the applicant does not yet have a file, enter the data of the applicant in the normal manner.

13.8 Contact data BIPT

BIPT

Astrotoren - Sterrenkundelaan 14, bus 21
1210 Brussels - Belgium

Tel. NL +32 2 226 89 41 / FR +32 2 226 89 51 - Fax +32 2 226 88 40

E-mail : stts@bipt.be

www.bipt.be