



1. What is BSP Mobile Banking Airline Ticket Payment?

BSP Mobile Banking Airline Ticket Payment is a payment service available through BSP Mobile Banking that enables subscriber(s) of Digicel and Bmobile-Vodafone to pay for Air Niugini airline ticket(s).

2. How do I access BSP Mobile Banking Airline Ticket Payment?

Dial *277# to confirm if your number is registered and follow the prompts.

STEP 1 Dial *277#

STEP 2 Enter your 16-digit BSP card number

STEP 3 Create and Enter a 4-digit Mobile Banking mPIN

STEP 4 Re-enter your mPIN

STEP 5 Press 1 to Confirm your mPIN or 2 to Cancel

3. What shall I do if my number is unregistered?

Please call BSP Customer Service Centre on 320 1212/7030 1212 or email servicebsp@bsp.com.pg to register your mobile number for the service.

4. How do I obtain an Air Niugini Airline booking reference?

To obtain an Air Niugini Airline booking reference, prior booking must be made with Air Niugini by contacting the sales team on 327 3444 or Toll Free number 180 3444.

5. How do I purchase an Air Niugini Airline ticket?

STEP1 Dial *277# & follow prompts to main Mobile Banking menu

STEP2 Reply 2 for Payments

STEP3 Reply 1 for Ticket Payment

STEP4 Reply 1 for Air Niugini

STEP5 Enter your Booking Reference code

STEP6 Reply 1 for flight details

STEP7 Reply with 1, to confirm flight details

STEP8 Choose the account that you would like to pay from

STEP9 Reply 1 to accept and Pay.

6. How do I view an e-ticket?

STEP1 Dial *277# & follow prompts to main Mobile Banking menu

STEP2 Reply 2 for Payments

STEP3 Reply 1 for Ticket Payment

STEP4 Reply 2 to view eTicket

STEP5 Choose your Passenger Name Record

7. Who do I contact if I have to enquire about my bookings and or flight details?

Call the Air Niugini Sales Team on 327 3444 or Toll Free number 180 3444 for further enquiries on your booking(s) and or flight detail(s).

8. What is the minimum and maximum amount on route to purchase an Air Niugini Airline ticket through BSP Mobile Banking?

✓ Minimum amount of purchase on route is PGK400.

✓ Maximum amount of purchase on route is PGK5000.

9. Do I require mobile credits in my phone to purchase an Air Niugini Airline ticket?

✓ Yes, you will require mobile credits in order to purchase Air Niugini Airline ticket(s).



10. How secure is BSP Mobile Banking Airline Ticket Payment?

BSP Mobile Banking Airline Ticket Payment service is very secure as it:

- ✓ Can only be accessed via mPIN and a registered number.
- ✓ Transaction can only be conducted after entry of mPIN.
- ✓ If mPIN is entered incorrectly 3 times, access to the service is automatically disabled
- ✓ If the session has been inactive for over 2 minutes, this session will be logged off automatically.

11. What shall I do if I lose connectivity during the payment process?

Please check your balance or bank statement to confirm if funds have been sent before attempting the transaction again.

12. What shall I do if an error occurs and my account is debited more than once?

Please contact BSP Customer Service Centre on the following contact numbers: 320 1212/ 7030 1212 or email servicebsp@bsp.com.pg and your dispute will be escalated for investigation.

13. Will I be charged for using the service?

Yes, a service fee of K2.50 applies per purchase of an Air Niugini Airline Ticket.

14. Does the mobile service provider charge me fees to use BSP Mobile Banking?

Please check with your mobile service provider for SMS fees.

15. Will I be able to access this service if I have a Telikom Citifon mobile number?

The service is currently available only to Digicel and Bmobile-Vodafone subscribers.

16. Can I use the service while on roaming?

Yes, you can use the service while on roaming by both telecos (Digicel and BMobile-Vodafone).

17. How can I cancel my access to the service if I lose my mobile handset?

You can cancel your access to the service by calling BSP Customer Service Centre on 320 1212/ 7030 1212 or email servicebsp@bsp.com.pg and an agent will deregister your number.

18. How do I activate my access if I have cancelled my Mobile Banking Service?

Call BSP Customer Service Centre on 320 1212/7030 1212 or email servicebsp@bsp.com.pg to activate your mobile number. Once activated, dial *277# and follow the prompts.

19. What if I change my number?

Call BSP Customer Service Centre on 320 1212/7030 1212 or email servicebsp@bsp.com.pg to update your details & register your new number.

20. Where can I obtain further information on BSP Mobile Banking Airline Ticket Payment?

Call our BSP Customer Service Centre on phone 320 1212/7030 1212 or email servicebsp@bsp.com.pg for further information.