



BSP MOBILE AIRLINE TICKET PAYMENT

FAQ

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 to pay for Air Niugini airline ticket(s).

2. 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 the Toll Free number 180 3444. Record your booking reference and have readily accessible on hand to make payment via BSP Mobile Banking service.

3. How do I make payment for my Air Niugini Airline ticket?

- Step 1 Dial *131# & follow prompts to main Mobile Banking menu
 - Step 2 Reply 4 for Payments
 - Step 3 Reply 1 for Ticket Payment
 - Step 4 Reply 1 for Air Niugini
 - Step 5 Enter your Booking Reference code
 - Step 6 Reply 1 for flight details
 - Step 7 Reply with 1, to confirm flight details
 - Step 8 Choose the account that you would like to pay from
 - Step 9 Reply 1 to accept and Pay
- *Payment is completed at this stage.

4. How do I view my e-ticket?

- Step 1 Dial *131# & follow prompts to main Mobile Banking menu
- Step 2 Reply 4 for Payments
- Step 3 Reply 1 for Ticket Payment
- Step 4 Reply 2 to view eTicket
- Step 5 Choose your Passenger Name Record. The details will be sent to your mobile number through an SMS.

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

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

6. What is the minimum and maximum payment limit to purchase an Air Niugini Airline Ticket through BSP Mobile Banking?

- Minimum amount allowed is PGK400.
- Maximum amount allowed is PGK5000.

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

Please check your account balance then view your mini statement to confirm if the account has not been debited before attempting the transaction again.

8. 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.

9. Will I be charged for using the service?

Yes, a service amount fee of K2.50 applies per purchase of an Air Niugini Airline Ticket will be charged to your account.

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

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

11. 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.