

How can I Refill through SMS/Application/Website

1. Option 1 (SMS):

After purchasing a prepaid card or a voucher from any authorized Cyberia dealer, you can send the following SMS to 81-979 979 containing the pin code.

- For renewal: CYB#R#landline or username#pincode
(sample:CYB#R#01XXXXXX#XXXXXXXXXXXXXXXXXXXXXX)
- For Extra Traffic: CYB#T#landline or username#pincode
(sample:CYB#T#01XXXXXX#XXXXXXXXXXXXXXXXXXXXXX)
- For Unlimited night: CYB#UN#landline or username#pincode
(sample:CYB#UN#01XXXXXX#XXXXXXXXXXXXXXXXXXXXXX)
- For Unlimited Evening: CYB#UE#landline or username#pincode
(sample:CYB#UE#01XXXXXX#XXXXXXXXXXXXXXXXXXXXXX)
- For Pause: CYB#PS#landline or username#pincode
(sample:CYB#PS#01XXXXXX#XXXXXXXXXXXXXXXXXXXXXX)
- For Parental Control: CYB#PC#landline or username#pincode
(sample:CYB#PC#01XXXXXX#XXXXXXXXXXXXXXXXXXXXXX)

Option 2:

2. Cyberia’s Account Management Center (Website: www.cyberia.net.lb)

- **Refill Account**
 - Using prepaid cards available at any [Cyberia Authorized Reseller](#).

Account			
Name	[Redacted]		
	DSL FullSpeed-100GB		
Account Method	Prepaid		
[Redacted]			
	2/1/2022 1:44 PM	To	3/1/2022 12:00 PM
Date	3/1/2022 12:00 PM		
[Redacted]			
Traffic Meter			
Usage	64.17GB		

- **Recharge Account**
Renew subscription, Refill Extra GB
- **Modify Account**
Password, Speed, Plan, Payment Method, Traffic Policy
- **Manage My Services**
- **Manage my TV bundle**
- **Open Support Ticket**
- **Cancel Account**
- **Account Info**



Renew Subscription using a Prepaid Card

- Add the serial number
 - o Using a Credit Card or a Debit Card.



Renew Subscription using a Credit Card



Renew Subscription using a Prepaid Card

- Choose your plan.
- Fill the credit card info, and then continue.



Renew Subscription using a Credit Card

• **Add Extra Traffic (GB)**

- o Using Service Card available at any [Cyberia Authorized Reseller.](#)

Account			
Holder Name	[Redacted]		
Type	DSL FullSpeed-100GB		
Payment Method	Prepaid		
Cycle			
From	2/1/2022 1:44 PM	To	3/1/2022 12:00 PM
Expiry Date	3/1/2022 12:00 PM		
Traffic Meter			
Traffic Usage	64.17GB		

- Recharge Account
 - Renew subscription **Refill Extra GB**
- Modify Account
 - Password, Speed, Plan, Payment Method, Traffic Policy
- Manage My Services
- Manage my TV bundle
- Open Support Ticket
- Cancel Account
- Account Info



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Add the serial number
 - o Using a Credit Card or a Debit Card.



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Choose your GBs.
- Fill the credit card info, and then continue.

- **Add Pause Card**

- o Using service card 8\$ available at any [Cyberia Authorized Reseller \(Add 30 Days\)](#).

Account			
Name	[Redacted]		
Account Method	Prepaid		
Service			
	2/1/2022 1:44 PM	To	3/1/2022 12:00 PM
Date	3/1/2022 12:00 PM		
Traffic Meter			
Usage	64.17GB		

- › Recharge Account
 - Renew subscription, Refill Extra GB
- › Modify Account
 - Password, Speed, Plan, Payment Method, Traffic Policy
- › Manage My Services
- › Manage my TV bundle
- › Open Support Ticket
- › Cancel Account
- › Account Info



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Add the serial number
 - o Using a Credit Card or a Debit Card.



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Choose Service Card 8\$.
- Fill the credit card info, and then continue.

• Add Service

a. Parental Control

- o Using service card 4\$ available at any [Cyberia Authorized Reseller](#). (Will refill 2 months)

Account			
Order Name	[Redacted]		
Service	DSL FullSpeed-100GB		
Payment Method	Prepaid		
Billing Cycle			
Start Date	2/1/2022 1:44 PM	To	3/1/2022 12:00 PM
Renewal Date	3/1/2022 12:00 PM		
Traffic Meter			
Current Usage	64.17GB		

- Recharge Account
Renew subscription, Refill Extra GB
- Modify Account
Password, Speed, Plan, Payment Method, Traffic Policy
- Manage My Services**
- Manage my TV bundle
- Open Support Ticket
- Cancel Account
- Account Info



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Add the serial number
 - o Using a Credit Card or a Debit Card.



Renew Subscription using a Prepaid Card

- Choose Service Card 4\$ (Will refill 2 months)
- Fill the credit card info, and then continue.



Renew Subscription using a Credit Card

b. Unlimited night

- o Using service card 4\$ available at any [Cyberia Authorized Reseller](#).

Account			
Order Name	[Redacted]		
Service	DSL FullSpeed-100GB		
Payment Method	Prepaid		
Billing Cycle			
Start Date	2/1/2022 1:44 PM	To	3/1/2022 12:00 PM
Renewal Date	3/1/2022 12:00 PM		
Traffic Meter			
Traffic Usage	64.17GB		

- Recharge Account
Renew subscription, Refill Extra GB
- Modify Account
Password, Speed, Plan, Payment Method, Traffic Policy
- Manage My Services**
- Manage my TV bundle
- Open Support Ticket
- Cancel Account
- Account Info



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Add the serial number

- o Using a Credit Card or a Debit Card.



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Choose Service Card 4\$
- Fill the credit card info, and then continue.

c. Unlimited Evening

- o Using service card 8\$ available at any [Cyberia Authorized Reseller](#). (Plan Should be more than 70 GB)

Account			
Order Name	[Redacted]		
Service	DSL FullSpeed-100GB		
Payment Method	Prepaid		
Billing Cycle			
Start	2/1/2022 1:44 PM	To	3/1/2022 12:00 PM
Renewal Date	3/1/2022 12:00 PM		
Traffic Meter			
Traffic Usage	64.17GB		

- Recharge Account
Renew subscription, Refill Extra GB
- Modify Account
Password, Speed, Plan, Payment Method, Traffic Policy
- Manage My Services**
- Manage my TV bundle
- Open Support Ticket
- Cancel Account
- Account Info



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Add the serial number

- Using a Credit Card or a Debit Card.



Renew Subscription using a Prepaid Card



Renew Subscription using a Credit Card

- Choose Service Card 8\$
- Fill the credit card info, and then continue.

3. Mobile Application ([Android](#) - [IOS](#))

- **Refill Account**

- Using prepaid cards available at any [Cyberia Authorized Reseller](#).

The screenshot displays a mobile application interface for account management. It is divided into two main sections: account details on the left and renewal options on the right.

Account Details (Left):

- Payment Method:** Prepaid
- Cycle From:** 2/1/2022 1:44:00 PM
- Cycle End Date:** 3/1/2022 12:00:00 PM
- Expiry Date:** 3/1/2022 12:00:00 PM

Traffic Meter:

- 62.87GB used (represented by a red bar)
- 41.13GB Remaining (represented by a black bar)
- Days elapsed: 8 days left

Remaining Extra Traffic: 4.00GB Extra

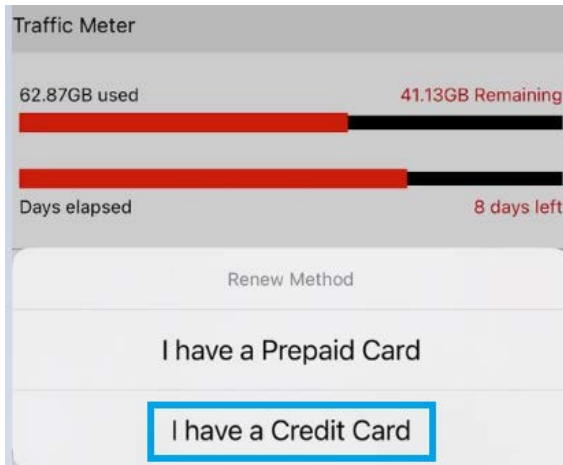
Renewal Options (Right):

- Renew Method:** A dropdown menu with two options: "I have a Prepaid Card" (highlighted with a blue border) and "I have a Credit Card".

Bottom Navigation (Left):

- Renew:** A button highlighted with a blue border.
- My Services:** A button.
- Refill GBs:** A button.
- Notifications:** A button.

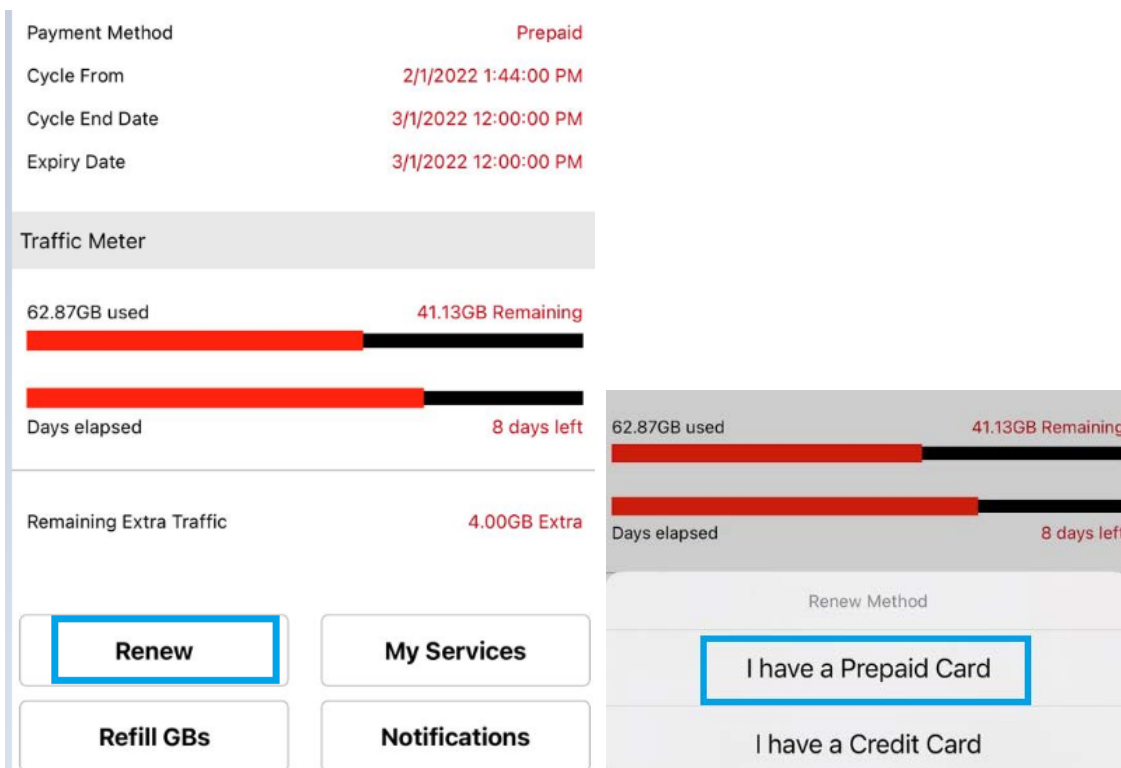
- Add the serial number
- Using a Credit Card or a Debit Card.



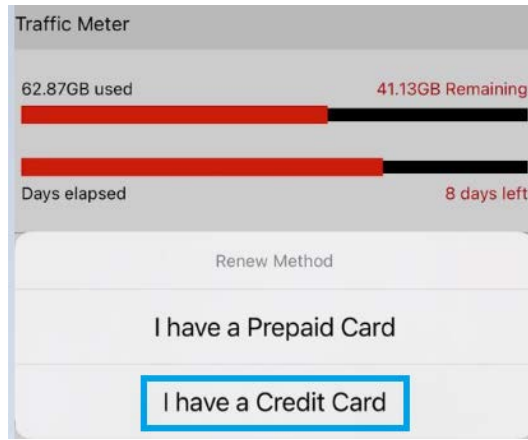
- Choose your plan.
- Fill the credit card info, and then continue.

- **Add Pause Card**

- Using service card 8\$ available at any [Cyberia Authorized Reseller](#). (Add 30 Days)



- Add the serial number
 - Using a Credit Card or a Debit Card.



- Choose Service Card 8\$.
- Fill the credit card info, and then continue.

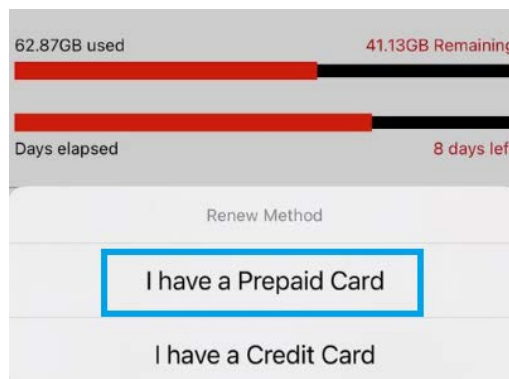
- **Add Extra Traffic (GB)**

- Using Service Card available at any [Cyberia Authorized Reseller](#).

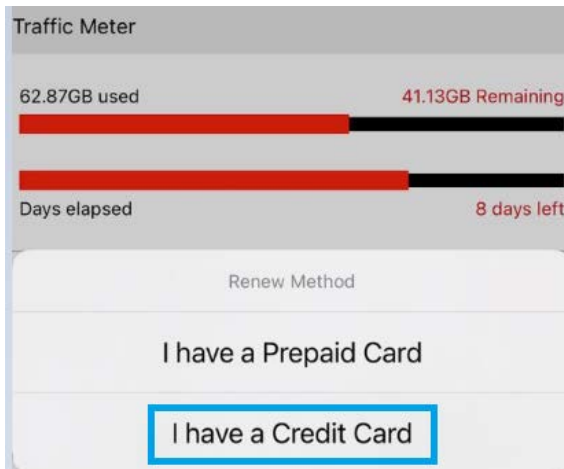
Payment Method Prepaid
 Cycle From 2/1/2022 1:44:00 PM
 Cycle End Date 3/1/2022 12:00:00 PM
 Expiry Date 3/1/2022 12:00:00 PM



Remaining Extra Traffic 4.00GB Extra



- Add the serial number
 - Using a Credit Card or a Debit Card.



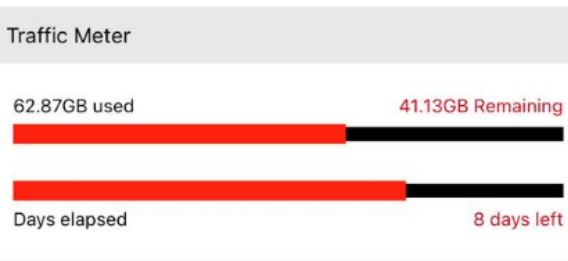
- Choose your GBs.
- Fill the credit card info, and then continue.

- **Add Service**

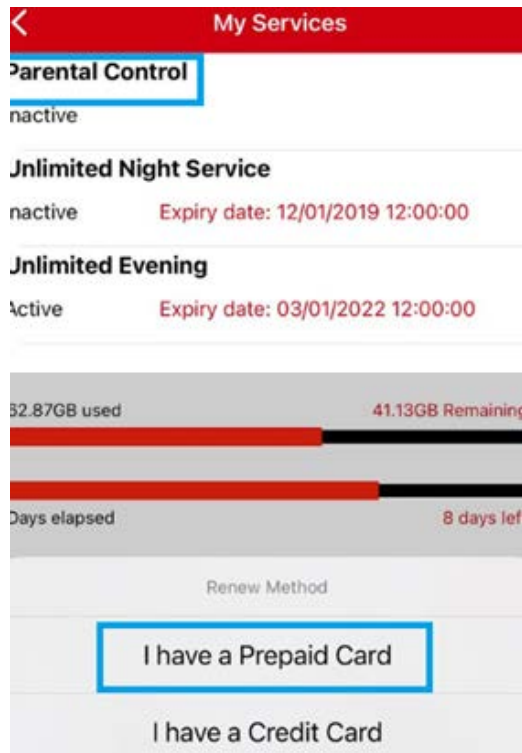
- a. **Parental Control**

- o Using service card 4\$ available at any [Cyberia Authorized Reseller](#). (Will refill 2 months)

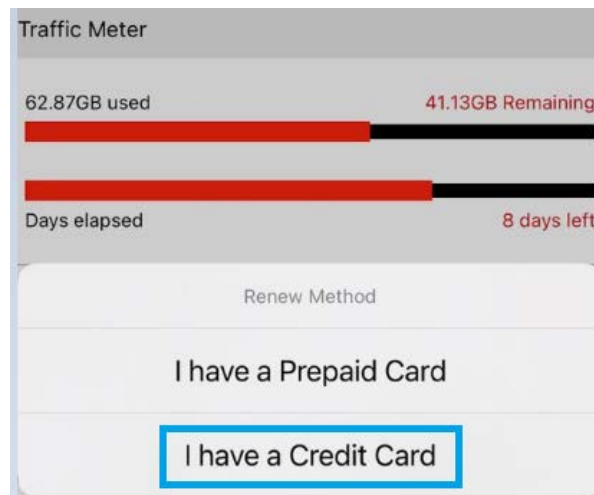
Payment Method	Prepaid
Cycle From	2/1/2022 1:44:00 PM
Cycle End Date	3/1/2022 12:00:00 PM
Expiry Date	3/1/2022 12:00:00 PM



Remaining Extra Traffic 4.00GB Extra



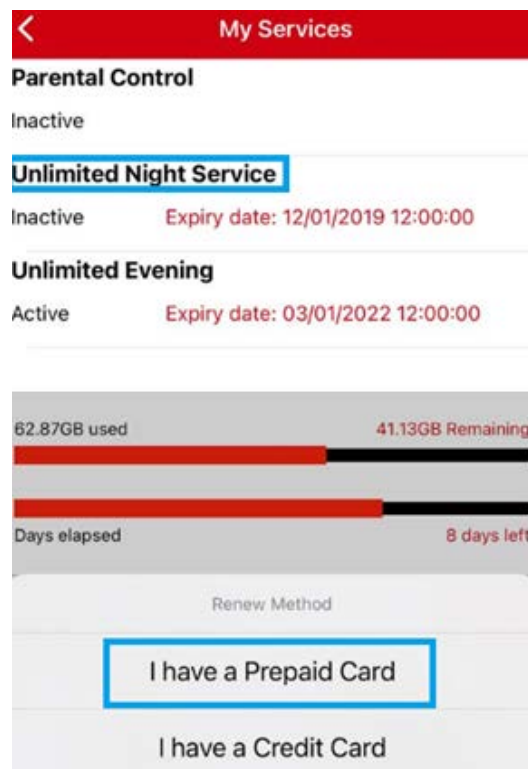
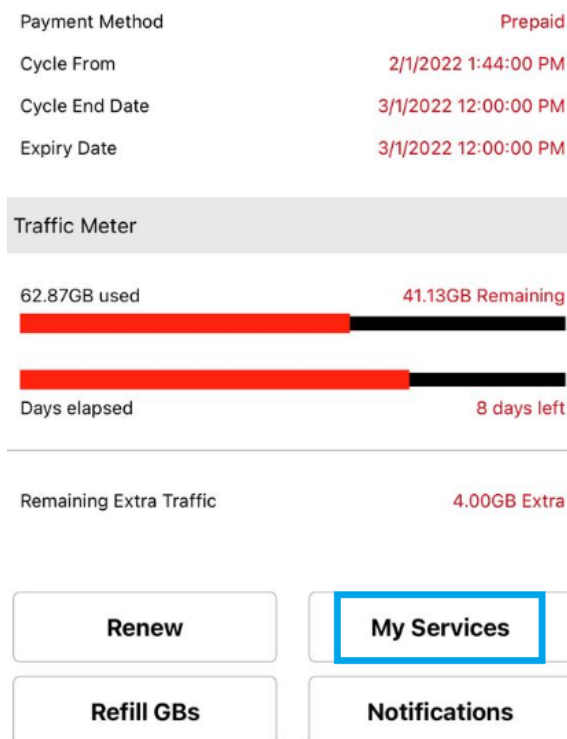
- Add the serial number
 - o Using a Credit Card or a Debit Card.



- Choose Service Card 4\$ (Will refill 2 months)
- Fill the credit card info, and then continue.

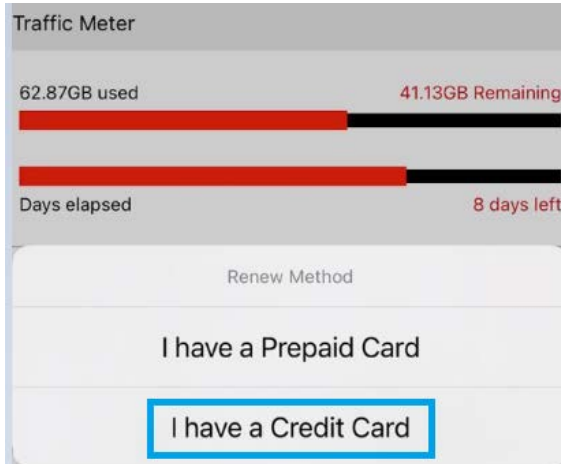
b. Unlimited night

- o Using service card 4\$ available at any [Cyberia Authorized Reseller](#).



- Add the serial number

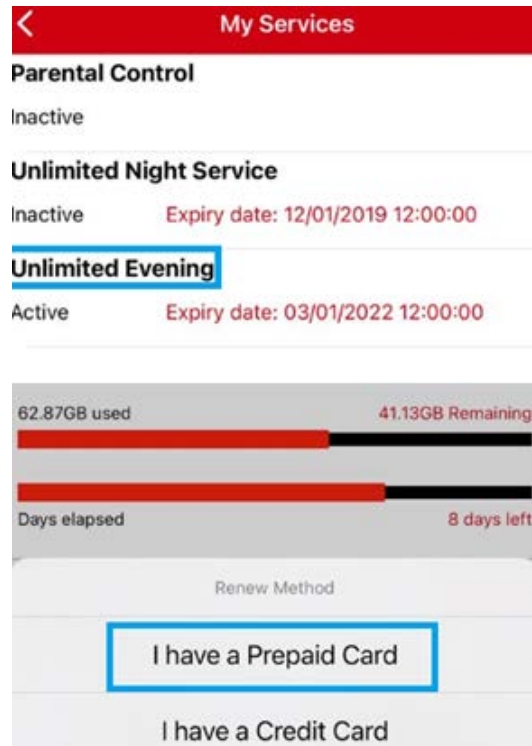
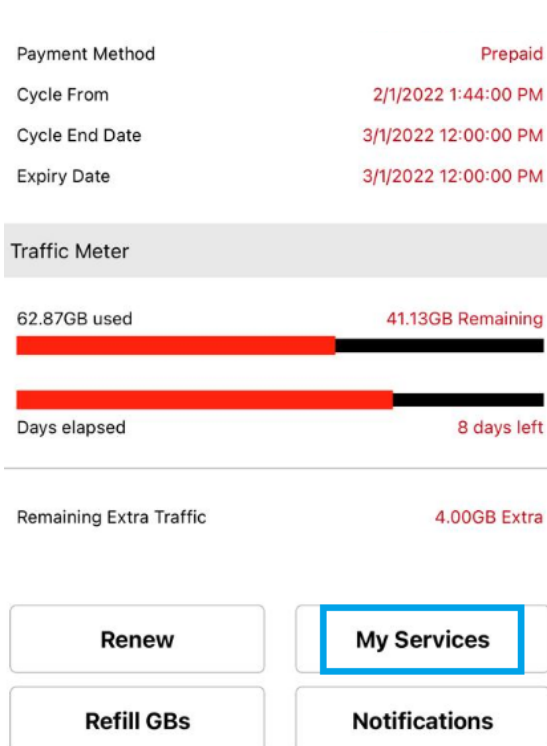
- o Using a Credit Card or a Debit Card.



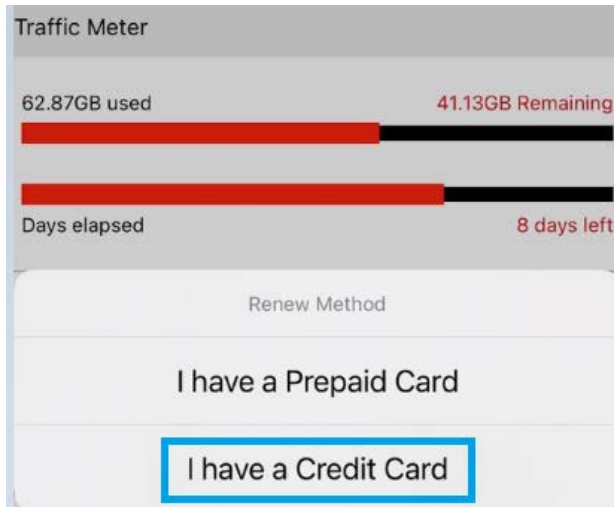
- Choose Service Card 4\$
- Fill the credit card info, and then continue.

c. **Unlimited Evening**

- o Using service card 8\$ available at any [Cyberia Authorized Reseller](#). (Plan Should be more than 70 GB)



- Add the serial number
- o Using a Credit Card or a Debit Card.



- Choose Service Card 8\$
- Fill the credit card info, and then continue.