CRBT Service User Guideline

Tired of listening to the dull beeps when you call? You want to play pleasing music or song when your friends or families call you? You want to whisper song to your sweet heart? CRBT or Color Ring back Tone will have your dreams come true! Join Ethio telecom *CRBT or Color Ring back Tone service* NOW!

- ### What is CRBT?

CRBT or **Color Ring back Tone** is a service which allows mobile subscribers to select and change the ring back sounds heard by their callers instead of traditional beeping/ringing sounds.

E.g. When person A calls person B (who uses CRBT service), person A gets to hear a music/ song which person B has selected as his CRBT

- ### Basic Guidelines

How	Description
To subscribe to the service	For SMS : Type **A** as an SMS and send to 822 For web : 1. Go to www.crbt.et and click sign in 2.Enter your mobile number and click on obtain the verification code 3. Enter the verification code and select the normal CRBT service 4. Finally , press sign in

To purchase new CRBT	Steps in SMS : 1. Select the desired CRBT from Ethio CRBT Website http://www.crbt.et 2. Take the ringtone code (6 digit code found next to CRBT/song name) 3. Send the CRBT code to 822 or visit www.crbt.et
Much to pay	**Subscription fee:** Free **Monthly fee** : 5 birr, incl. VAT **CRBT fee:** 5 birr for local CRBTs and 7 birr for International CRBTs ,both incl. VAT **SMS** : free (to 822)
To Deactivate the service	Type: DAC and send to 822
To Activate the service	Type: AC and send to 822
To gift a CRBT	Type: *GCRBT code phone number* and send to 822
To un-subscribe from the service	Type: **U** as an SMS and send to **822**
To get any information for help	Type **help** as an SMS and send to **822** or visit **http://www.crbt.et**

FAQ questions

Q.Do I need a special phone or handset to register for the service?

A. No, registering to the service does not require any special handset.

Q.How Can I access and register for CRBT service?

You can access CRBT service through SMS, Web & Wap

Q.How do I get to know when I am registered to the service in my phone?

A. Ethio will send you the SMS notification when confirming the service registration as well as for all operation you do.

Q.What do I get upon subscription?

A. Ethio provides you a free default tone to all registered subscribers up on successful subscription of the service

Q. Can I set my favorite tone instead of the default tone provided?

A.Yes, you can buy your favorite ones. You can visit Ethio CRBT web site www.crbt.et to

view the lists of all available CRBTs.

Q. How do I buy my preferred CRBTs in SMS?

A. To buy your favorite CRBT, just send just the CRBT code to 822 as an SMS.To buy through the web you can follow the steps specified.

Q. Do I have a personal library to store the CRBTs I bought?

A. Yes you have a personal library which you can store up to five CRBTs and use them interchangeably as you wish.

Q How do i see the lists of CRBTs in my personal library?

A. Through SMS you can send P to 822 and view all the lists of CRBTs you do have. Through web you can see the lists of CRBTs by visiting www.crbt.et and entering to the My CRBT page.

Q. How can I set a CRBT from my personal library?

To set a specific CRBT from your personal library you can type SNCRBT code and send to 822 where the CRBT code is the code of the CRBT you want to set as your CRBT. For example if the CRBT code is 132456, you can send SN132456 to 822 to set it as your default CRBT where your callers can hear while calling you.

Q. How can I delete a CRBT from my personal library?

To delete a specific CRBT you can type detCRBT code and send to 822 where the CRBT code is the code of the CRBT you want to delete to. For example if the CRBT code is 132456, you can send det132456 to 822 to delete it.

Q. What will I be charged for the service?

A. Registration of the service is free of charge. CRBT fee is 5 birr for local tones and 7 birr for international tones. Customers will be charged monthly rental of 5 birr. Any SMS made to 822 is free of charge.

Q. Will I be charged when I buy new song while I have another one?

A. Yes, you will be charged 5 birr for local and 7 birr for international CRBTs every time you buy a new one until your personal library is full (that is 5 CRBTS).

Q. How can I send a CRBT gift to another person?

A. Yes, you can send a CRBT gift to another person who is a CRBT subscriber, you will be charged 5 birr for local and 7 birr for international for the CRBT gift. To send in SMS pls type: GCRBT code phone number

Ex. G123529 0911432345

Note: Space b/n CRBT code and phone number of the person you want to gift the CRBT is required

Q. What is the express copy feature?

It is a feature which allows you to copy directly a CRBT you have liked while you are calling to another CRBT user. To make an express copy while making a call and hearing a specific CRBT, you must press the star key (*) in your mobile handset and end the call, then if you have enough balance you will automatically get the CRBT in your personal library.

Q.Can I set different CRBTs based on calling parties number and time?

A.Yes you can set different CRBTs for different person at a time and also by time segment through going the CRBT web site www.crbt.et

Q.How is the monthly rental fee applicable?

A. It is be applicable based on the specific date in which users are registered for the

service and charged every 30 days onwards.

Q.When I don't have balance in my account to pay the monthly rent what will happen?

A. If you do not have balance to pay your monthly rent at the end of the 30 days, You will enter grace period to give you time (7 days) to pay and return to the normal state. If your account balance is recharged within the grace period you will continue with your existing tone and library. However if you do not settle your rent within the grace period (7 days) you

will enter the suspension period where you will hear the beep tone. After this state (15 days) if you do not still pay the monthly rent you will be cancelled from the service permanently.

Q. What language can I use while using the service and how can i change to my preferred language?

You can use English or Amharic languages while using the service .To change current to Amharic you can send L1 to 822 and to change it to English you can send L2 to 822

Q.How do I get further information about the service?

A. You can get information by sending H to 822 as an SMS

Q. How do I get unregistered/unsubscribe from the service?

A. To unregister totally from the service, just send U to 822 as an SMS or visit www.crbt.et and follow the un-subscription steps

Please contact the contact center by calling to 994 for further information and help.