



I have a telephone plan with Bouygues Telecom Checking my usage

My package/plan gives me up to 20 Gigabytes (GB) This means that I can use up to 20GB of Internet each month

When I use my plan to go online I use Gigabytes

To see my usage, i. e. how many GB I have left I can **download** the Bouygues Telecom application (app)

To help me to download an application I use the **form Downloading an application**

To download the application to view my GB usage I go to **Play Store** or **App Store** on my smartphone I write **Espace client Bouygues Telecom (Bouygues Telecom customer area)** into the search bar



Play Store



I download the app I click on **Créer mon compte**

I write my **identifiant** This is **my telephone number**

I write my surname

I click on Valider

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Consultez le détail c	omplet
de vos forfaits et abon	inements
Renseignez l'identif	iant
et le nom du titulaire de	la ligne
pour recevoir votre code de	vérification.
Identificant	0



I click on **Mes lignes** to view information about my plan and about my telephone

I click on Factures to download and view my bills

I click on **Ma conso** to view my usage and to see how many Gigabytes of Internet remain

I click on **Assistance** if I need any assistance about my plan or my telephone

I click on **Infos perso** to view my address or my bank details (RIB)

I click on Shopping to change my plan or telephone

I click on **Commandes** to track my telephone or Internet orders

I click on **Boutiques** to view the nearest Bouygues Telecom store to me

I click on Gestion Bbox to view my Internet package

To view my plan usage I click on **My usage (ma conso)** The page My usage will open

I can view how many Internet GB I have used

I can view how many call minutes I have used

I can view if I have exceeded my plan Only for plans which are set to a limit











I click on **Assistance** for assistance The help page opens

I click on **Assistance Mobile** to have help about my smartphone or my SIM card

I click on **Mode d'emploi** to view how to use my smartphone

I click on **Perte/Vol** to declare the loss or theft of my smartphone

I click on **Débloquer ma SIM** If I enter the wrong PIN code three times, my SIM will be blocked I can unblock my SIM with the PUK code which is here

I click on **Déverrouiller mon mobile** if my SIM card does not work I can unlock it by clicking here

I click on **Activer ma carte SIM** to activate my SIM card and my phone plan

I click on **Commander une SIM** If I have a problem with my SIM card I can order a new one.



