

Kcell 5G

Instruction

**Take your mobile freedom
one step further with the
‘My Account’ service**

www.kcell.kz

Content

- Login to My Account
- Accessing Your Account
- Administrator Profile
- Select Company
- Mobile Numbers
- Number Details
- General Information / SIM Card & Device / Contract Phone
- Remaining Allowances / Additional allowances
- Active / Inactive Services
- Available / Unavailable Services (service activation/deactivation)
- Usage Details
- Number Blocking / Unblocking
- SIM Card Replacement
- USSD (Short Code) Access Restriction
- Call Forwarding
- Device Registration (IMEI)
- Documents and Reports
- Search for mobile number by invoice number
- Actions history
- List of numbers report
- Service delivery certificate and invoice breakdown
- Invoice register
- Reconciliation Statement
- Registered Devices Report
- Payment Report
- Undisclosed payments
- Invoice Breakdown
- Balance Transfer
- FAQ

Accessing Your Account

- To log in, use the Administrator's phone number and a one-time password (OTP).
- If this is your first time logging in, or if you've forgotten your password, use the **“Forgot password?”** option.
- The administrator's number must be registered with a Kazakhstani operator, as required by the Law of the Republic of Kazakhstan “On Communications” (Chapter 2, Article 15.2).

EN ▼

Heads up — we've updated your account!

If you're having trouble logging in, just tap 'Forgot Password'. We'll send a reset link to your administrator's email. Didn't get the email? Be sure to check your spam or junk folder. If the administrator's email or phone number is outdated, download the update form [here](#) and send it to email@kcell.kz. Need to double-check the admin contact details? You can do that by calling 9099, emailing email@kcell.kz, or getting in touch with your account manager.

We appreciate your continued support! Your trust motivates us to enhance our service daily.

Manage your numbers in just one click!

Get access to our mobile products, manager your staff mobile accounts and activate services through your online account!

Login to Kcell Business ID

Phone number
+7

Your password
Enter password

[Forgot Password?](#)

Log In

Password Recovery for First-Time Login or Forgotten Password

Step 1

On the login page, click "Forgot password?"

Login to Kcell Business ID

Phone number
+7

Your password
Enter password

[Forgot Password?](#)

Log In

Step 2

Enter the Administrator's phone number and click "Next"

Password recovery

To restore password, follow the instructions.

Phone number
+7 (701) 211 - 21 - 01

Next

Step 3

An email will be sent to the Administrator's inbox from replay@kcell.kz.
Click the "Link to reset credentials" in the email to proceed.

Someone just requested

[Link to reset credentials](#)

Password Recovery for First-Time Login or Forgotten Password

Step 4

You'll be redirected to the login page.
Enter a new password and confirm it

Update password

New password

Enter password



Confirm password

Enter password



☒ Sign out on other devices

Save

Step 5

Re-enter the Administrator's
phone number and click "Next"

Your account has been updated

Accessing Your Account

For security purposes, an OTP is required each time you log in. Users with Kcell numbers receive the code by SMS. If you're using a number from another operator, the OTP will be sent to the email address linked to your account.

Step 1

Enter the Administrator's phone number in international format (+77) and click "Log In"

Login to Kcell Business ID

Phone number
+7

Your password
Enter password

[Forgot Password?](#)

Log In

Step 2

You'll receive a 6-digit OTP (one-time password) via SMS or email. Enter the code and click "Continue"

Confirm the number

A six-digit OTP code has been sent to the specified phone number. Enter it in the form below to log in to your account

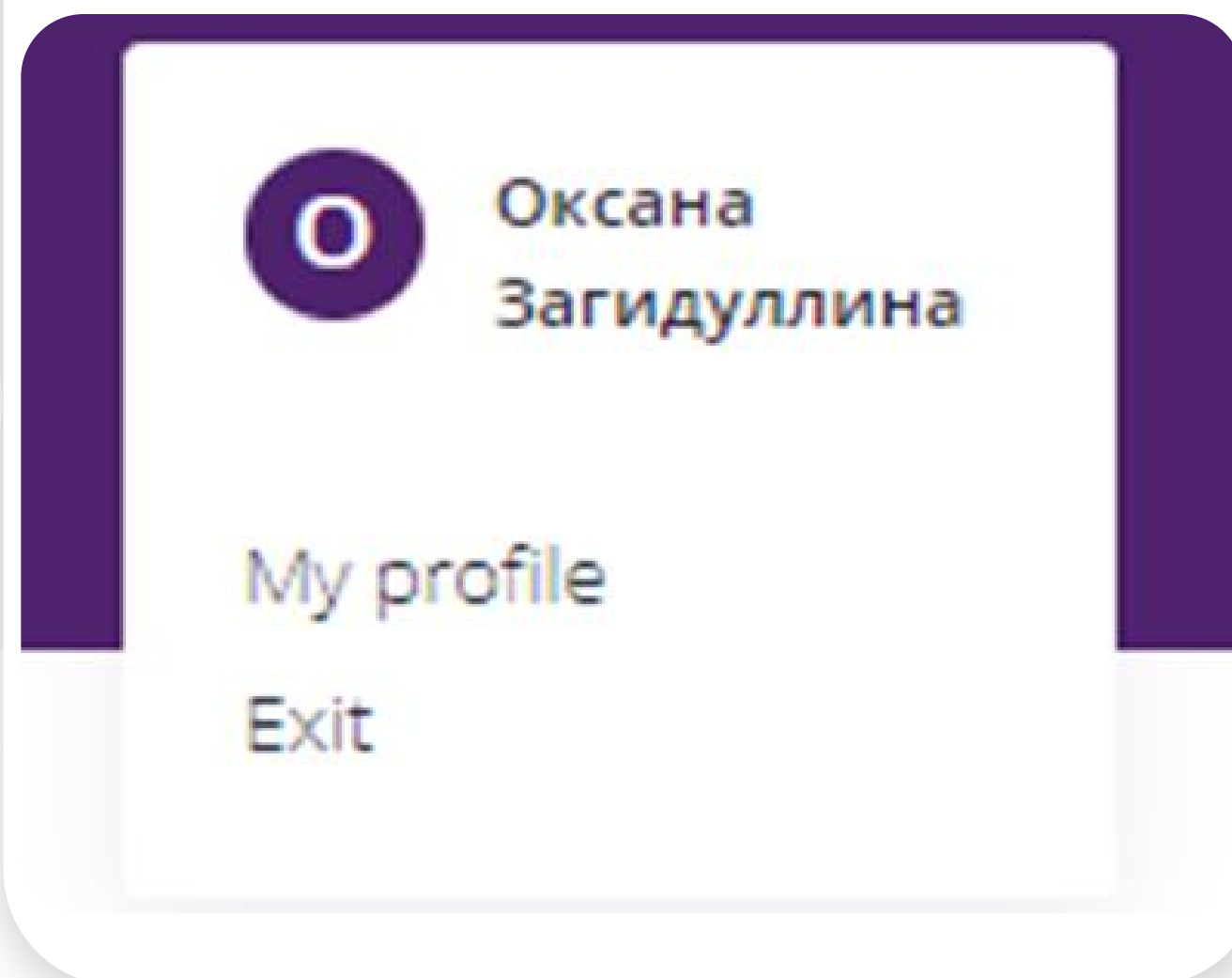
Send code again (in 27 sec)

Continue

Administrator Profile

Step 1

To customize Administrator Profile, go to My Profile using the button in the top right corner



Step 2

In My Profile, you can change the e-mail address indicated in your registration details as well as change password

A screenshot of a web form titled 'CHANGE E-MAIL'. It contains an 'EMAIL*' field with the text '7701211XXXX'. Below it is a 'YOUR PASSWORD' field with masked characters '*****'. A red 'Change' button is positioned between the email and password fields. Below the password field is a section titled 'CHANGE PASSWORD' with three fields: 'YOUR PASSWORD' (containing 'Enter current password'), 'YOUR NEW PASSWORD' (containing 'Enter new password'), and another 'YOUR NEW PASSWORD' field (containing 'Repeat your new password').

Step 3

In the My Companies tab, you can change the name that will appear in your profile.

For convenient use of your mobile account, you can assign it a name that could a short name of you company.

BIN : 750750750750

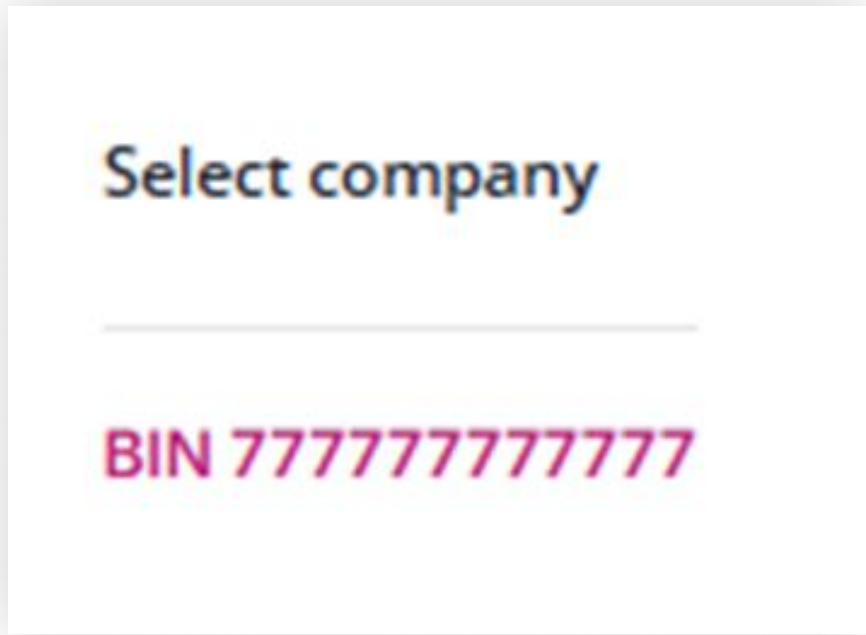
Full company name
750750750750_TEST

SHORT COMPANY NAME

Enter alias

Select Company

If you are an Administrator for multiple companies, use the drop-down list to switch between them

A screenshot of the Kcell website. The header is dark purple with the Kcell logo and navigation links. A dropdown menu is open, showing "Выбор услуги" (Select service) and "Мобильная связь" (Mobile communication). Below the header is a search bar with a "Поиск" (Search) button. The main content area displays a table with columns: "Номер" (Number), "Лицевой счет" (Account number), "Тарифный план" (Tariff plan), "Метод расчета" (Calculation method), "Статус" (Status), and "Доступные средства" (Available funds). The table contains four rows of data.

Номер	Лицевой счет	Тарифный план	Метод расчета	Статус	Доступные средства
77010542001	25602051	Карт Бланш+ 1000	Кредитный	Активный	893 ₸
77010542006	25060831	Бизнес Класс Специалист	Кредитный	Активный	6982 ₸
77010542007	25060830	Бизнес Класс Специалист	Кредитный	Активный	446 ₸
77780627247	25869160	11 кооп	Кредитный	Активный	9970.33 ₸

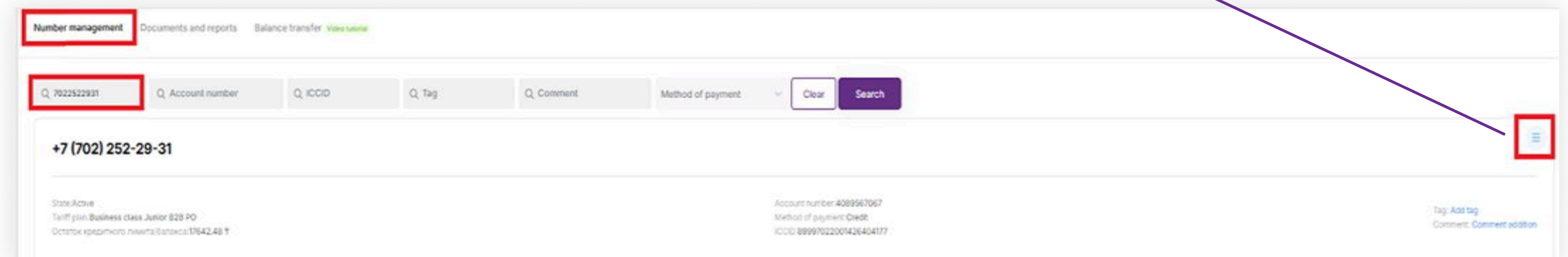
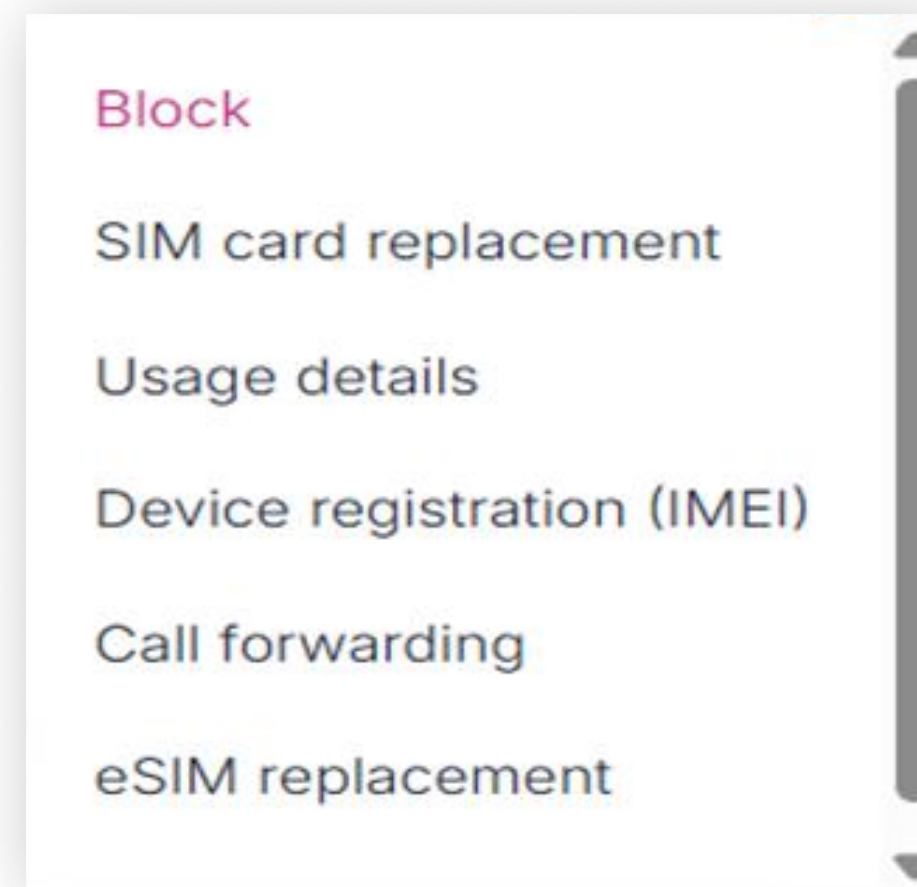
Mobile Numbers

In this section you will find the general information on all numbers owned by a company.

For more detailed information on a specific number, find it using the Search function and pick from the search result. You can also click on the number you want directly in the displayed list of numbers.

Use the more options icon (three stripes) on the right to select the desired action.

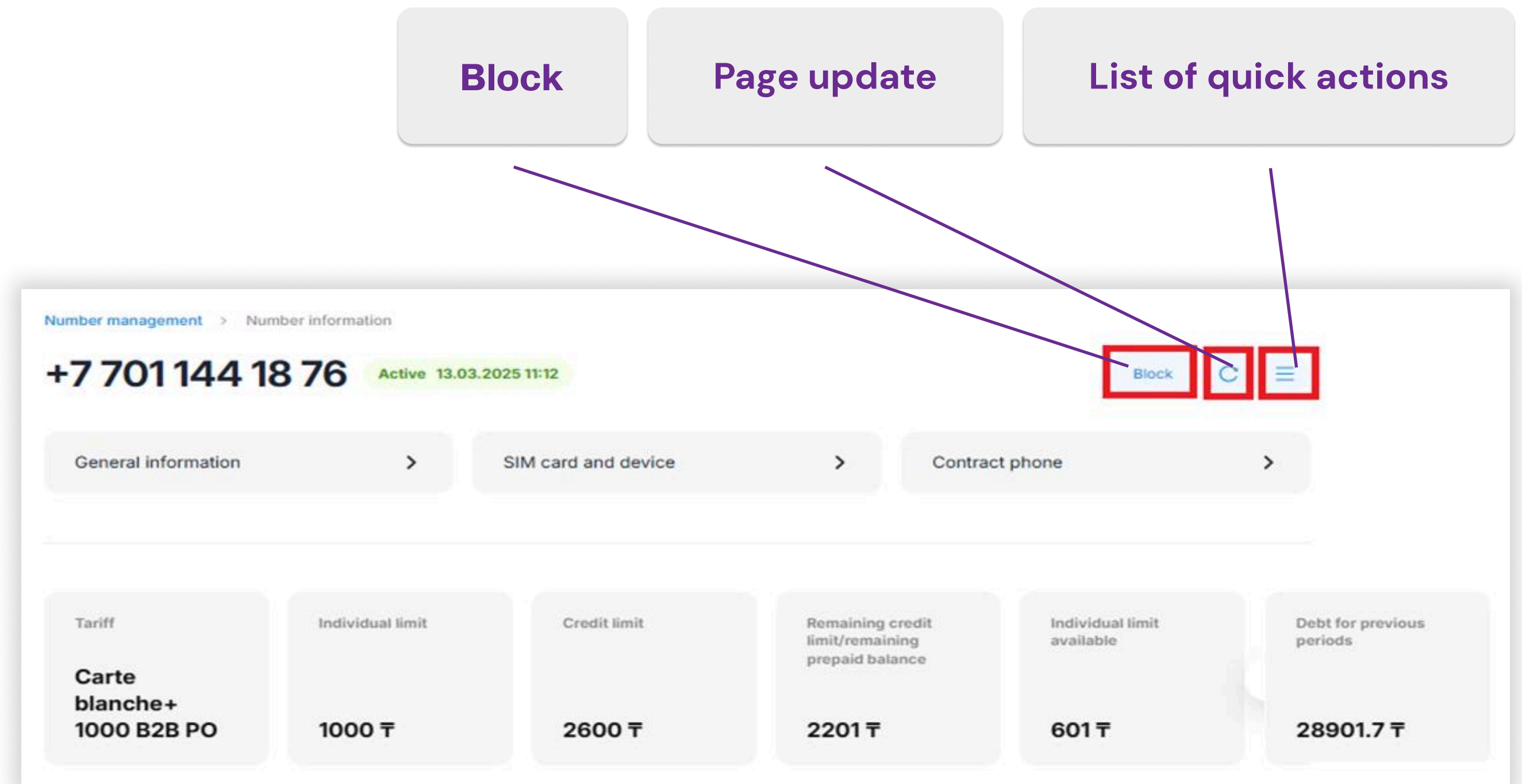
Note: New numbers will be displayed in the Account no earlier than 4 hours after they are entered into the database.



Number Details

In the number profile, you can view more detailed information about that number, such as:

- Number status – blocked / unblocked, block / unblock date
- Tariff
- Available Funds – Balance available until the end of the current bill cycle
- Individual limit (if any)
- Account Credit Limit
- Outstanding Balance – From previous billing periods



General Information / SIM Card & Device / Contract Phone

Step 1

In the General Information section, you will find the following:

- Billing method;
- Registration Form number;
- Account number
- Account type
- SIM type

Number information > General information

General information

Method of payment	Credit
Registration form	
Account number	4088728891
Account type	Separate
eSIM	Disabled

Step 2

In the SIM & Device section, you will find the following:

- Replacement date
- PIN-1,2
- PUK-1,2
- ICCID– SIM card number
- IMEI

Number information > SIM card and device

SIM card and device

Replacement date	06.11.2023 09:55
PIN1	0000
PIN2	9098
PUK1	13178690
PUK2	48419033
ICCID	89997022001210685270

Step 3

In the Contract Phone section, you will find the following:

- Status
- Activation date
- Termination date
- Contract term
- Monthly payment
- Contract price
- Name of promotional offer
- Device name
- Device type

Number information > Contract phone

Contract phone

ТЕЛЕФОН IPHONE 11 BLAC...	
Status	Activated
Activation date	27.06.2024
Termination date ⓘ	31.05.2025
Contract term ⓘ	12 mths
Monthly payment ⓘ	900.00 ₺
Contract price	1200 ₺
Name of promotional offer	Business Phone Plus
Device name	ТЕЛЕФОН IPHONE 11 BLACK 128 GB
Device type	Телефон

Remaining Allowance / Additional allowances

The Remaining Allowance section shows your remaining minutes for on-net calls.

In the Additional section, you can view your bonus allowances: minutes to other mobile and landline numbers within Kazakhstan, data, and SMS.

Unlimited calls to Kcell/activ

Unlimited

Connection date
01.04.2025

Available until
01.05.2025

Minutes to KZ landlines

Available
50.00 min of 50.00 min

Connection date
01.04.2025

Available until
01.05.2025

SMS to all KZ mobiles

Available
500 SMS of 500 SMS

Connection date
01.04.2025

Available until
01.05.2025

MB

Available
20480.00 MB of 20480.00 MB

Connection date
01.04.2025

Available until
01.05.2025

[Number information](#) > [Contract phone](#)

Contract phone

ТЕЛЕФОН IPHONE 11 BLAC... ▼

Status **Activated**

Activation date **27.06.2024**

Termination date ⓘ **31.05.2025**

Contract term ⓘ **12 мес.**

Monthly payment ⓘ **100.00 ₸**

Contract price **1200 ₸**

Name of promotional offer **Business Phone Plus**

Device name **ТЕЛЕФОН IPHONE 11 BLACK 128 GB**

Device type **Телефон**

Active / Inactive Services

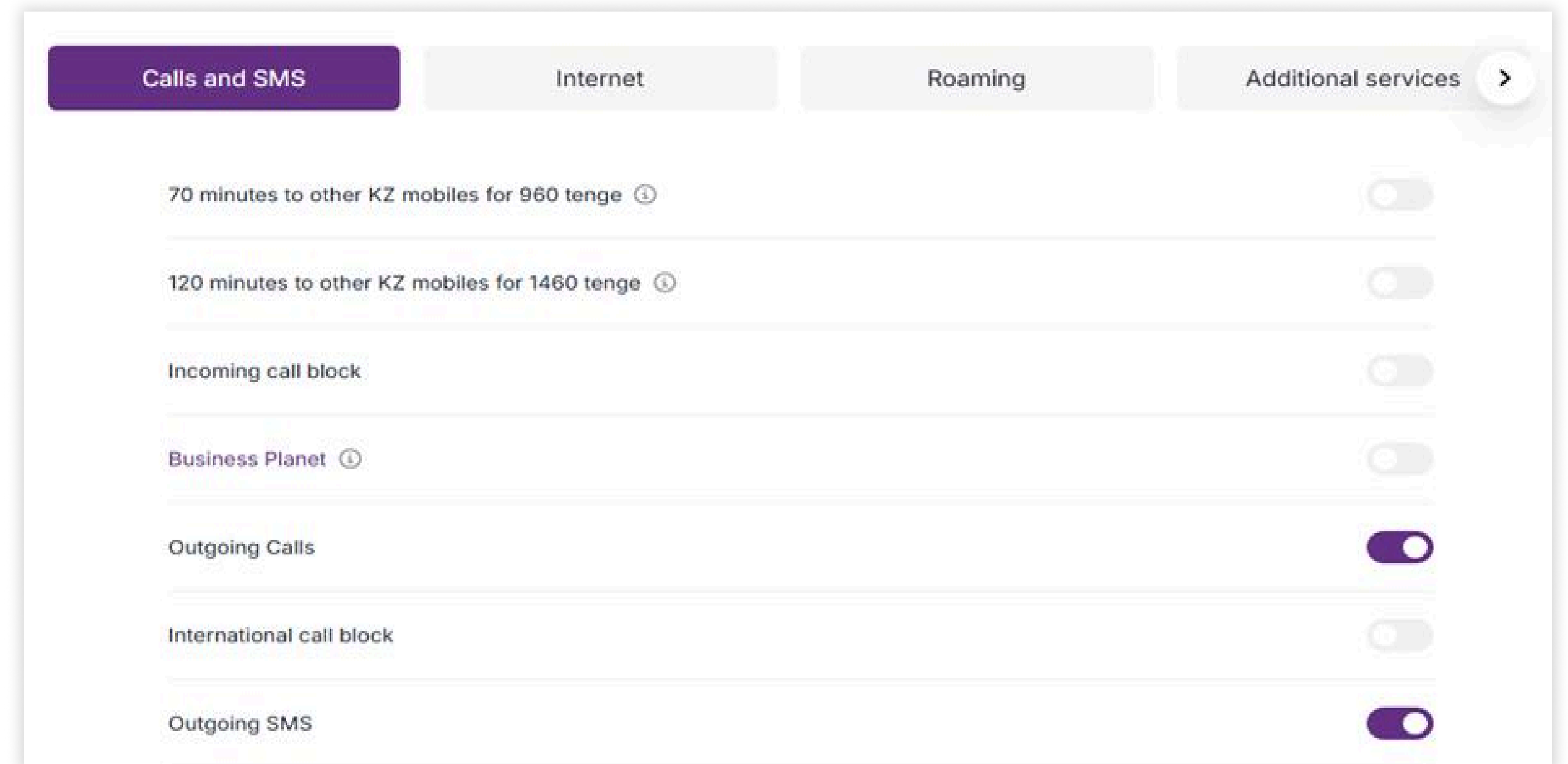
The “Activated/ deactivated services” section displays services connected/not connected to the number, available for connection/disconnection by the Administrator.

- Calls and SMS
- Data
- Roaming
- Additional services
- Promotion

Services connected to the number will be displayed in purple and shifted to the right in the toggle switch.

- To connect/disconnect services, you need to move the toggle switch to the right/left
- To view the terms of service, click on the icon

Unconnected service available for connection by the Administrator will be displayed in gray and shifted to the left in the toggle switch.



Available / Unavailable Services (service activation/deactivation)

To connect the service, you need to move the toggle switch to the right

Business travel ⓘ



The system will then ask for confirmation.



Are you sure want to connect the package "Business travel"?

Back

Continue

If the service is successfully connected, the toggle switch will move to the right and turn purple

Business travel ⓘ



To disable the service, move the toggle switch to the left

Business travel ⓘ



The system will then ask for confirmation.



Are you sure you want to disable the package "Business travel"?

Back

Continue

If the service is successfully connected, the toggle switch will move to the right and turn purple

Business travel ⓘ



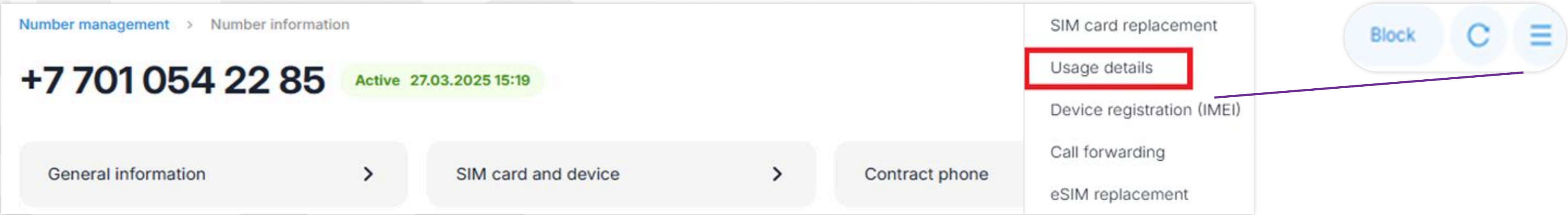
Services that are not available for connection will be displayed in dark gray and the toggle switch will be inactive

Registration on roaming network ⓘ

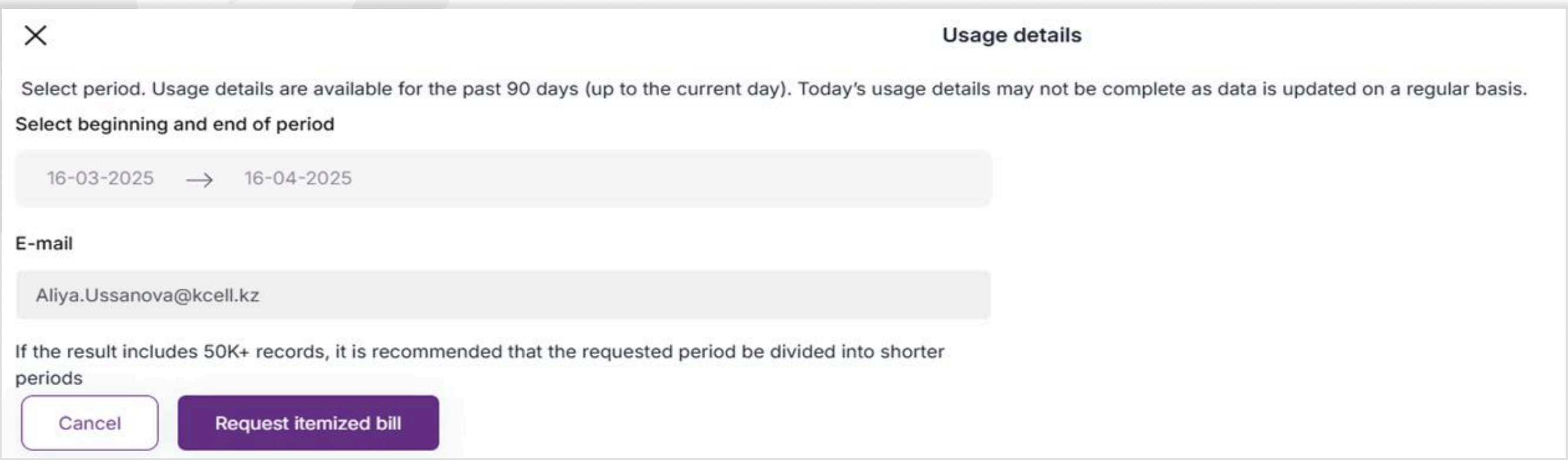


Usage Details

To view your call details, go to the number profile, tap the circle with three lines, and select “Usage Details” from the menu.



In the page that opens, select the period and type of data retrieval. The default period is the last month.



Your request to submit a report has been accepted.

Number Blocking

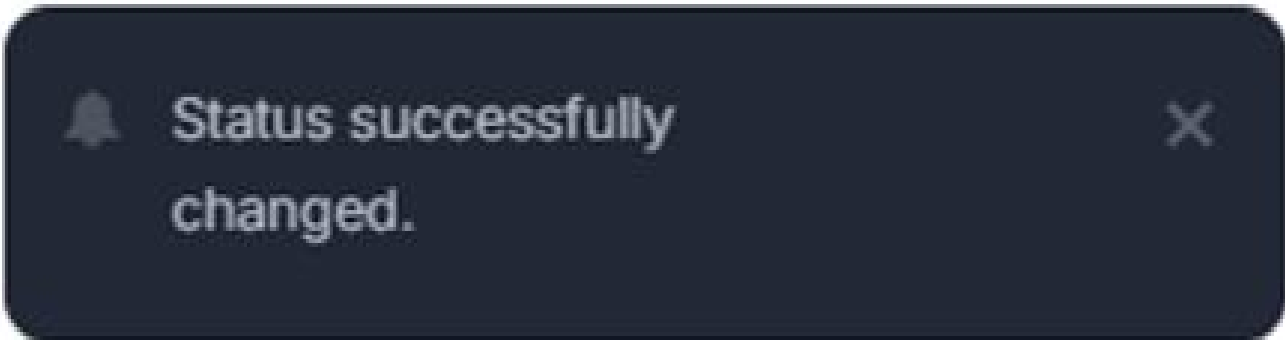
To block the number, click the Block button.



and confirm the action



Status has been successfully changed



Number Unblocking

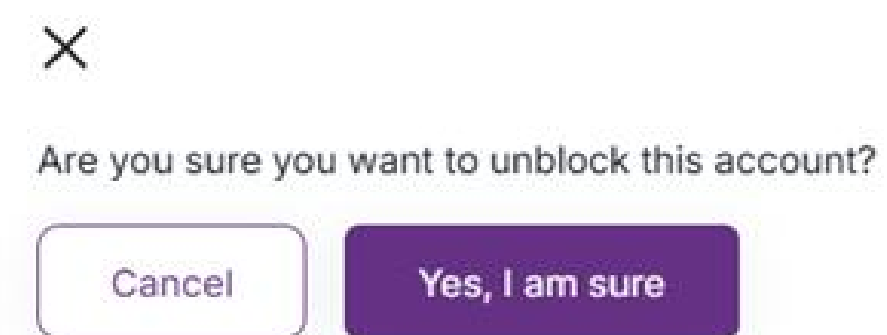
To block the number, click the Unblock button.



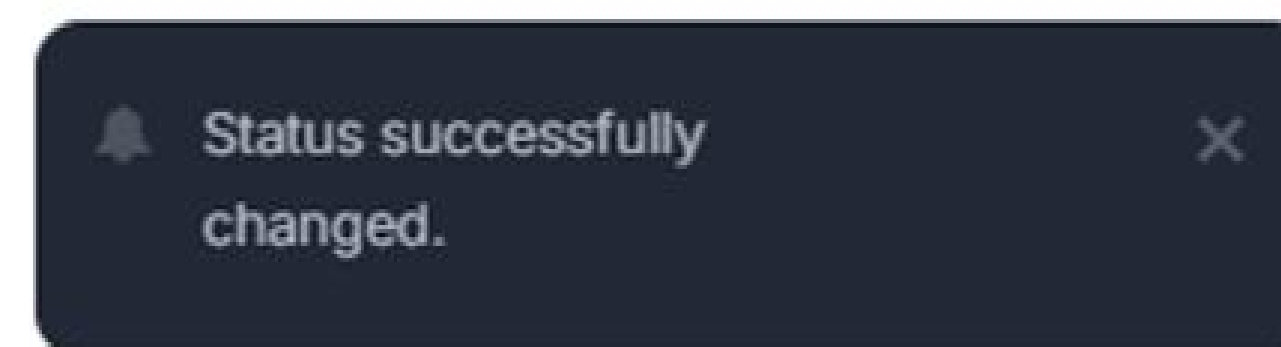
Status has been successfully changed



and confirm the action



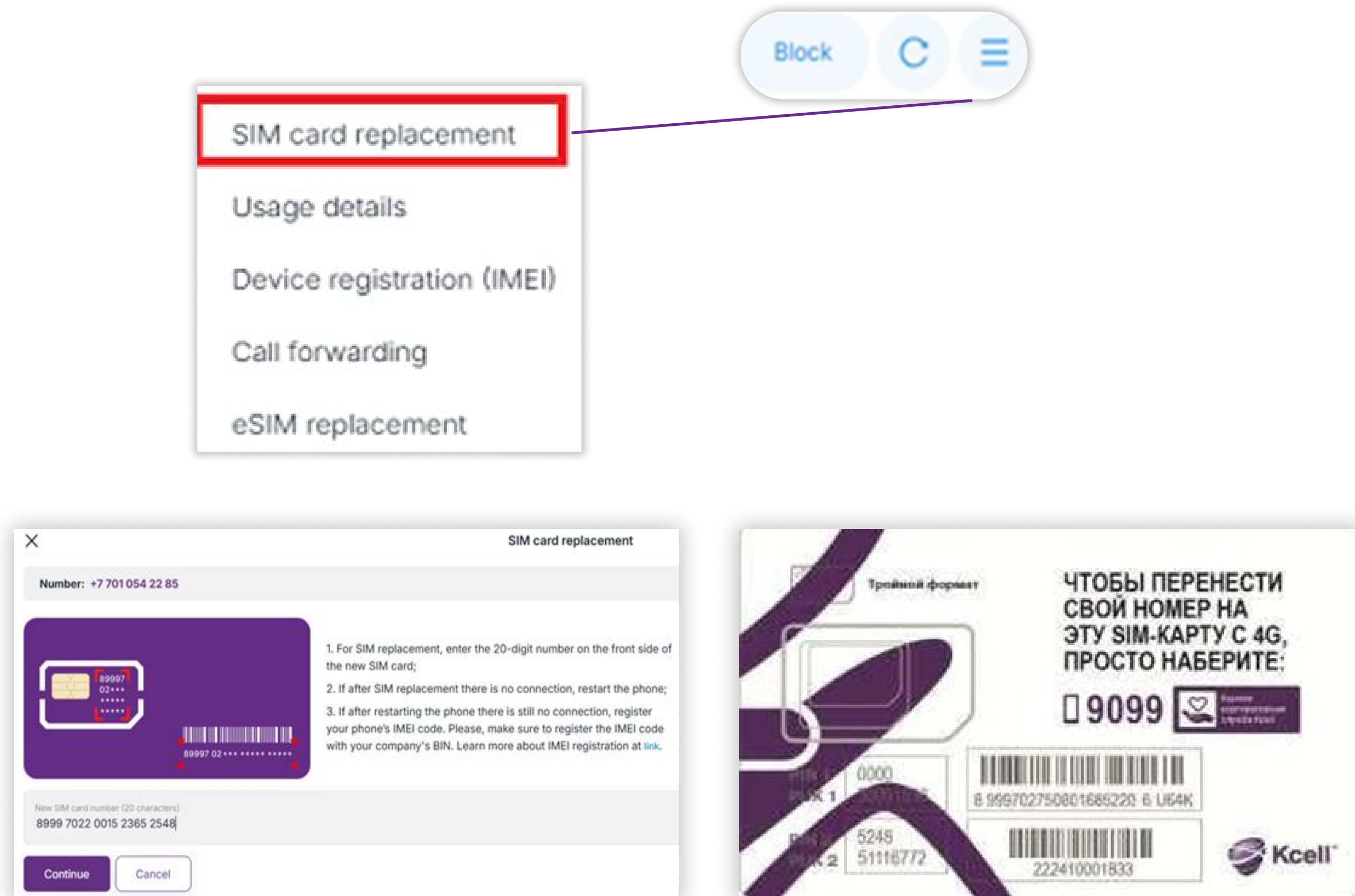
Unblock



SIM Card Replacement

To get a replacement SIM, click Sim Replacement in the number profile

In the popup window, enter your SIM number (you can find it on the back of the SIM card), continue and confirm.

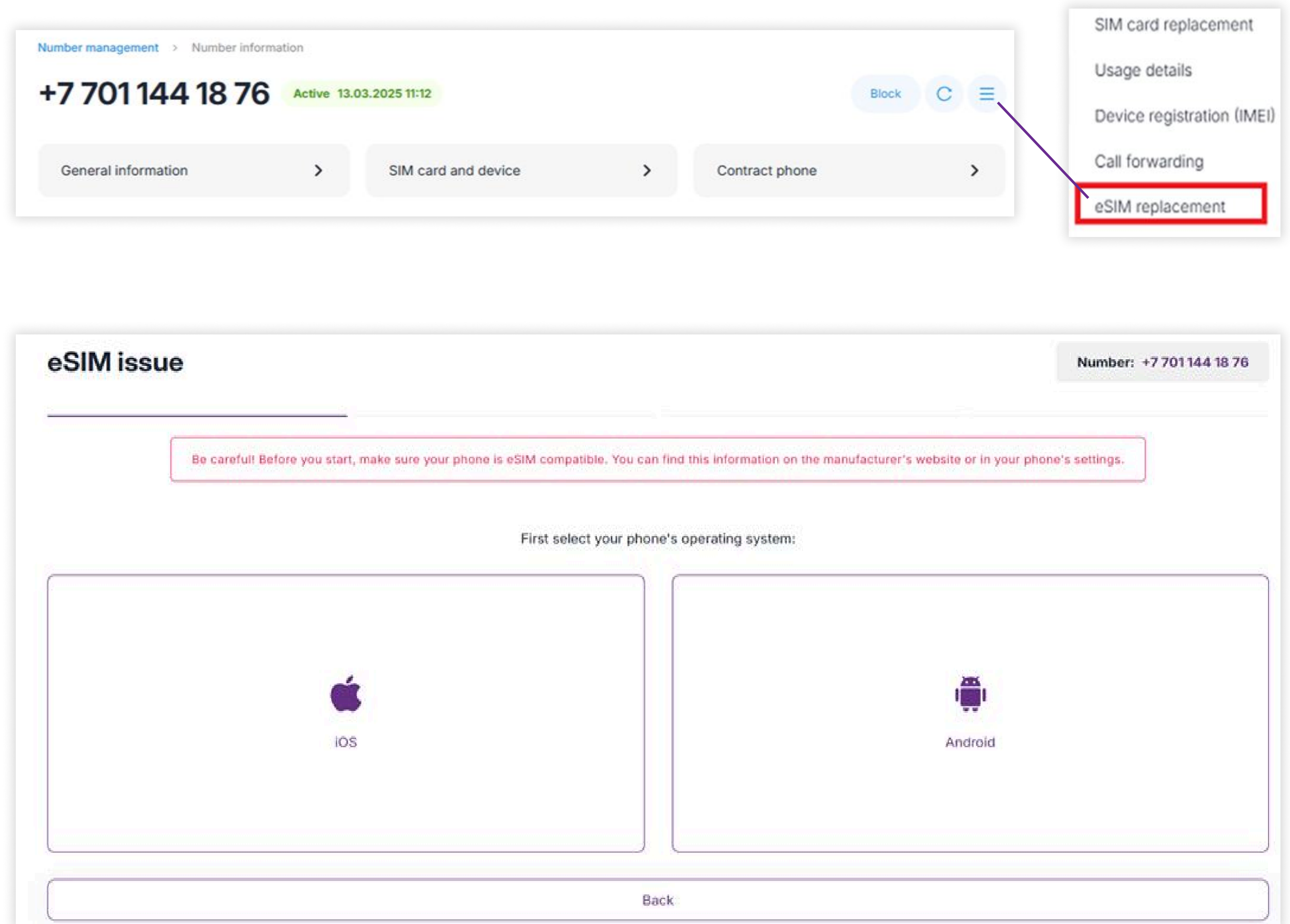


eSIM replacement

To make a replacement, click on the line "eSIM replacement" in the number profile

The following information will appear on the screen: Be careful! Before you begin, make sure that your smartphone model supports the installation and operation of eSIM.

This information can be found on the manufacturer's website or in the smartphone settings. First, select the operating system of your smartphone:



eSIM replacement

Follow these steps: Settings - Cellular - Add cellular tariff/Add eSIM - By QR code

eSIM issue

Number: +7 701144 18 76

1

Make sure that Wi-Fi is on.

2

In the settings, select Settings - Mobile - Add a mobile plan

3

When you're ready, click 'Issue eSIM' - get the QR code

The QR code is valid for 1 day. Once expired, you will need to select 'Issue eSIM' again. Cost of service - 0 tg. Service is not available while roaming or if your number is blocked. To get an eSIM, unlock your number first.

Cancel

Issue an eSIM

eSIM issue

Number: +7 701144 18 76

1

Make sure that Wi-Fi is on.

2

When "Activation..." appears on your phone's screen, tick "I'm sure the eSIM is set up" and click "Change to eSIM".

3

When you're ready, click 'Issue eSIM' - get the QR code

The QR code is valid for 1 day. Once expired, you will need to select 'Issue eSIM' again. Cost of service - 0 tg. Service is not available while roaming or if your number is blocked. To get an eSIM, unlock your number first.

Cancel

Issue an eSIM

eSIM replacement

Scan the QR code on your phone and click on the “Continue” line

eSIM issue

Number: +7 701 144 18 76

1


Make sure that Wi-Fi is on.

2

When "Activation..." appears on your phone's screen, tick "I'm sure the eSIM is set up" and click "Change to eSIM".

3

When you're ready - scan the QR code and click Continue.



Scan the QR code and click Next.

The QR code is valid for 1 day. Once expired, you will need to select 'Issue eSIM' again. Cost of service - 0 tg. Service is not available while roaming or if your number is blocked. To get an eSIM, unlock your number first.

Cancel

Continue

The QR code is valid for 1 day. Once expired, you will need to select 'Issue eSIM' again. Cost of service - 0 tg. Service is not available while roaming or if your number is blocked. To get an eSIM, unlock your number first

eSIM replacement

1. Click “Add” on your phone.
2. When the smartphone displays “Activating...”, check the box next to “I am sure the eSIM is set up” and click on the line “Replacing eSIM” and confirm.

eSIM issue

Number: +7 701 144 18 76

1

Click Add on your phone.

2

When "Adding Kcell eSIM..." appears on your phone's screen, tick "I'm sure the eSIM is set up" and click "Change to eSIM".

☒

I'm sure the eSIM is set up

If connection is lost after an eSIM has been issued, restart the phone. If the problem persists, you need to register the IMEI code. Make sure to register the IMEI code with your company BIN number. Find the IMEI (MEID) code in the phone settings (may appear as "IMEI info").
[Learn more about IMEI registration at link.](#)

Cancel

Change to eSIM

Are you sure the settings have been done on your phone?

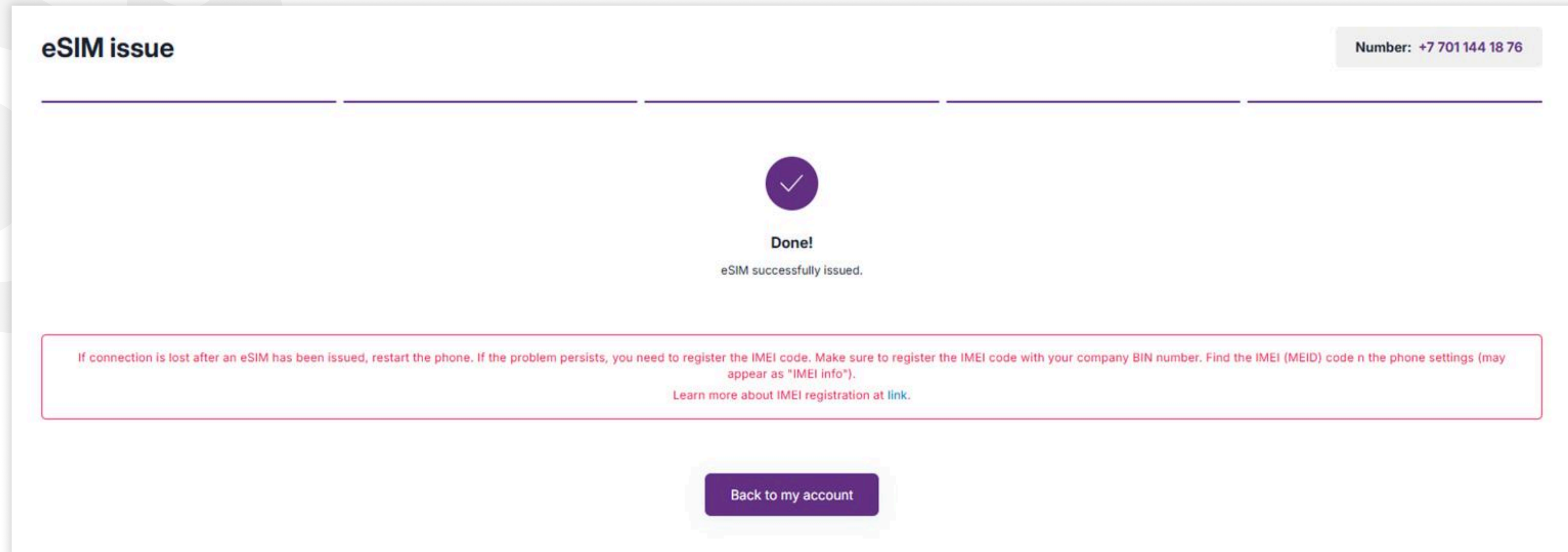
Back

Yes, I am sure

eSIM replacement

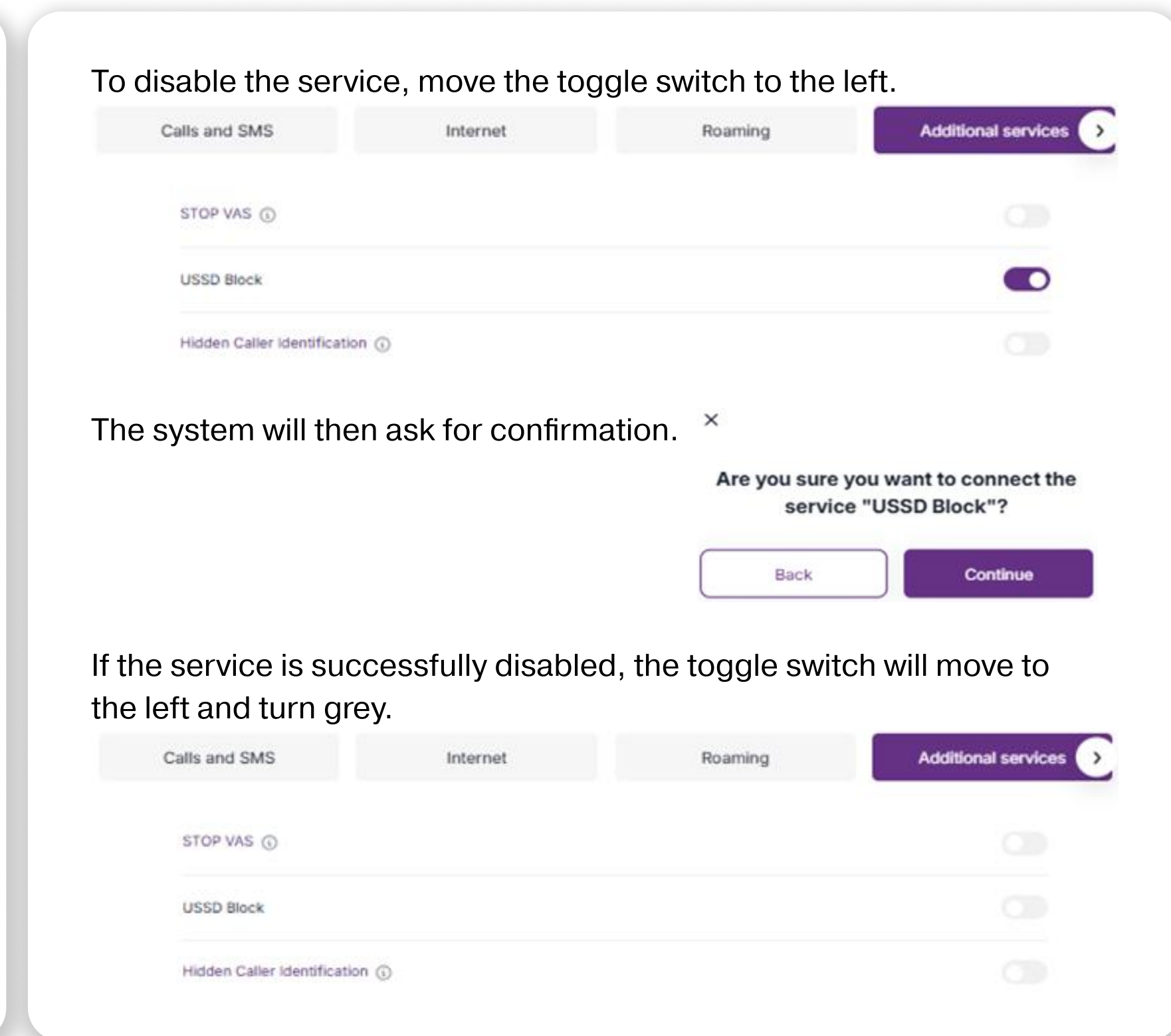
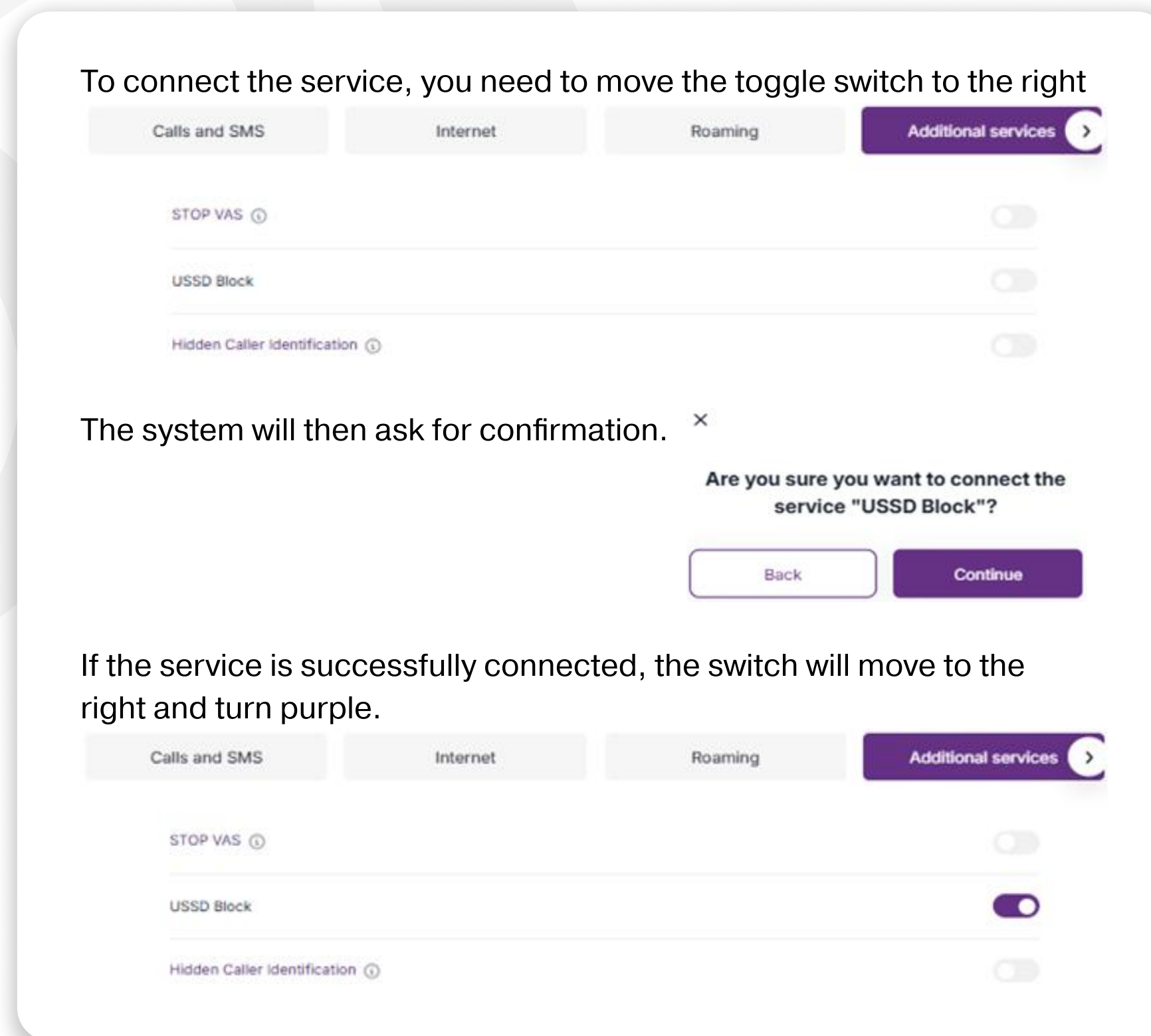
Done! You have successfully replaced the eSIM.

If the network is lost after the replacement, you need to reboot the phone. If the connection does not appear after rebooting the phone, you need to register the IMEI code. It is important to register the IMEI code on the company's BIN. The IMEI (MEID) code can be found in the phone settings, in the parameters it may be called "Digital SIM card". You can learn more about IMEI registration via the [link](#)



USSD (Short Code) Access Restriction/ Subscription Blocking /Hidden Caller ID

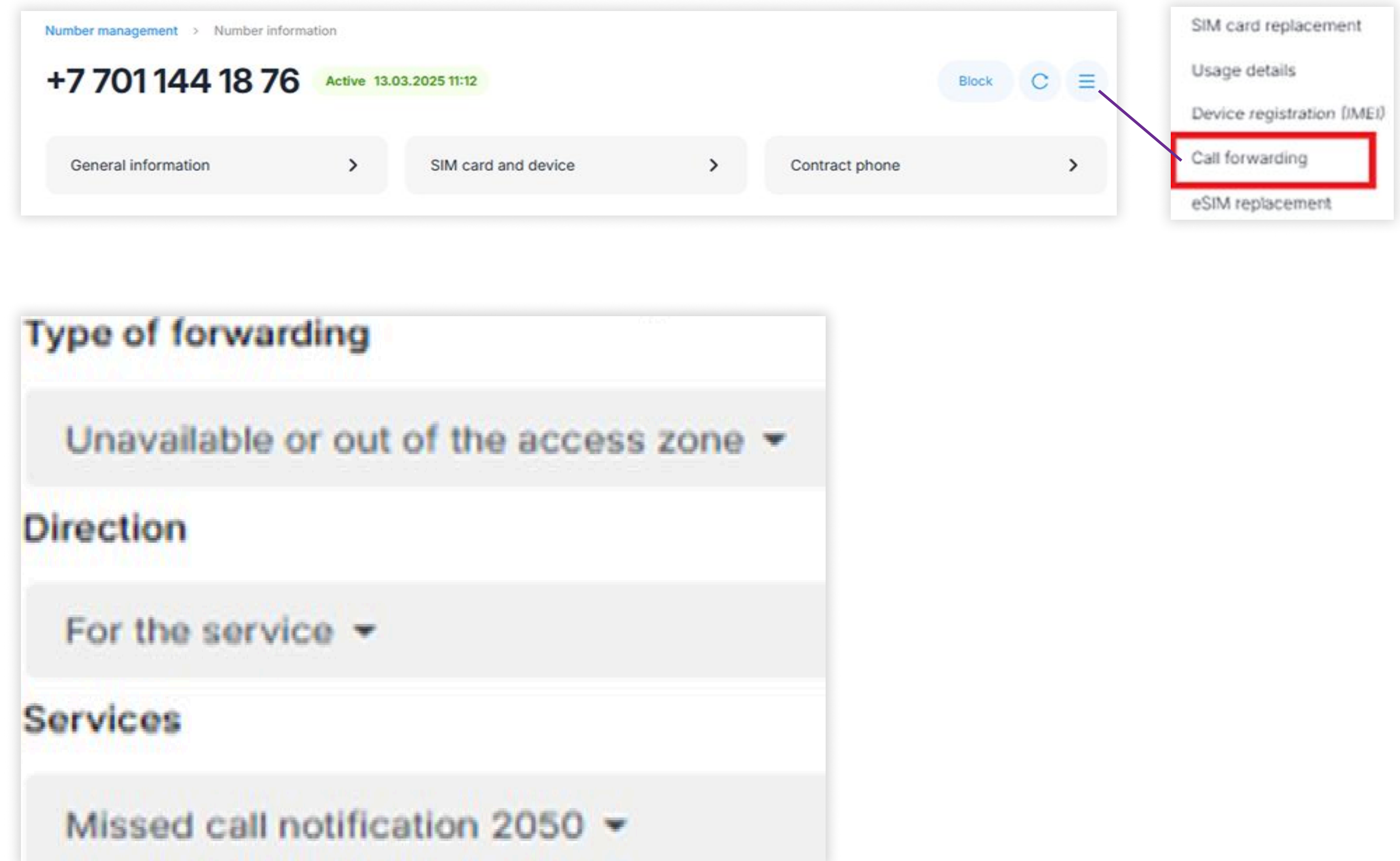
In the "Number Management" section, in the "Additional Services" window, you can enable and disable the ban on the following services by moving the toggle switch to the right and left.



Call Forwarding

To set up call forwarding, in the number profile, select the circle with three stripes and click on the line “Call forwarding”.

and select the type of call forwarding, direction and service



Call Forwarding

Step 1

Select forwarding type

Type of forwarding

Unconditional ▾

Direction

▾

Step 2

Select direction

Type of forwarding

Unconditional ▾

Direction

For the service ▾

Services

▾

Step 3

Select service

Type of forwarding

Unconditional ▾

Direction

For the service ▾

Services

Missed call notification 2050 ▾

After selecting the call forwarding option, click “Add” (if you chose “To number”, make sure to enter the number where calls should be forwarded.)

Type of forwarding

Unconditional ▾

Direction

For the service ▾

Services

Missed call notification 2050 ▾

Back

Add

In the next window, you’ll see that the service is active. To disable it, click “Remove”

Call forwarding

Number: +7 701 211 14 15 ☒

Type of forwarding

Unconditional

Direction

For the service

Direction

Услуга "Уведомления о пропущенных звонках 2050"

REMOVE

Cancel Add

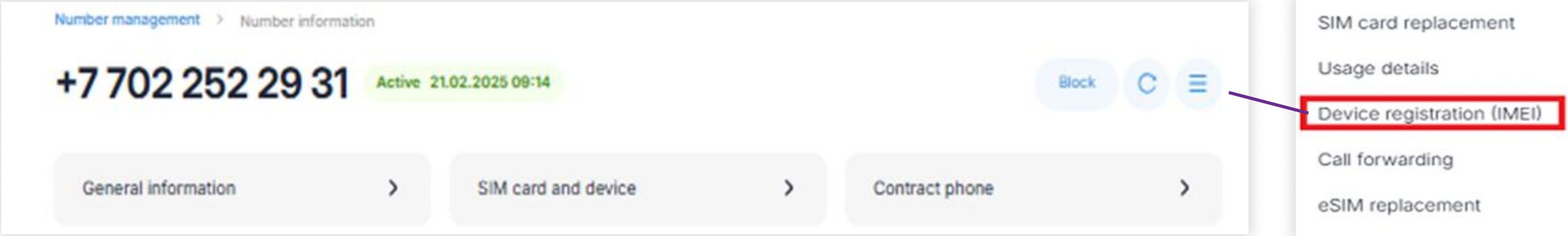
Device Registration (IMEI)

To register or deregister a device:

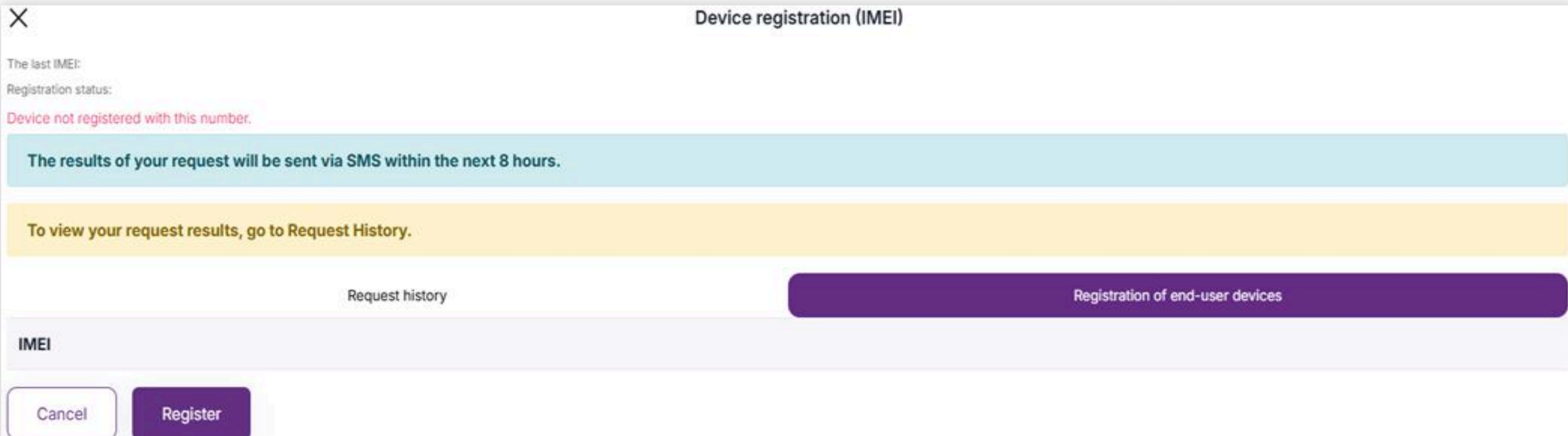
- In the number profile, select “Device Registration (IMEI)».

To register your device:

- Insert the SIM card with the selected number into the device you want to register
- The “Last detected IMEI” field will display the current device
- Click “Register” to complete the process



The screenshot shows the 'Number management' interface. The top bar displays 'Number management > Number information'. Below this, the phone number '+7 702 252 29 31' is shown with a status of 'Active' and a timestamp '21.02.2025 09:14'. There are three buttons: 'Block', 'C', and a menu icon. A dropdown menu is open, showing options: 'SIM card replacement', 'Usage details', 'Device registration (IMEI)' (highlighted with a red box), 'Call forwarding', and 'eSIM replacement'. Below the number, there are three tabs: 'General information', 'SIM card and device', and 'Contract phone'.



The screenshot shows the 'Device registration (IMEI)' form. The title is 'Device registration (IMEI)'. Below the title, there is a section for 'The last IMEI:' and 'Registration status:'. The status is 'Device not registered with this number.' Below this, there is a blue bar with the text 'The results of your request will be sent via SMS within the next 8 hours.' and a yellow bar with the text 'To view your request results, go to Request History.' Below these bars, there are two tabs: 'Request history' and 'Registration of end-user devices'. The 'Registration of end-user devices' tab is selected. Below the tabs, there is a field for 'IMEI' and two buttons: 'Cancel' and 'Register'.

Device Registration (IMEI)

Once your device (IMEI) is successfully registered, the registration status will update to “Device registered.”

×

Device registration (IMEI)

The last IMEI:
86931904650265
Registration status:
Device is registered

The results of your request will be sent via SMS within the next 8 hours.

To view your request results, go to Request History.

Request history

Registration of end-user devices

IMEI
86931904650265

Cancel

Delete

Device Registration Removal (IMEI)

To unregister a device:

- Select the device from the list of IMEIs linked to your number
- Click “Remove”

Registration status: The device is not registered to this number. Registration has been removed.

Регистрация устройства (IMEI)

Последний зафиксированный IMEI: 35400310539693

Статус регистрации: Устройство зарегистрировано

Ответ с результатом по запросу будет предоставлен в виде SMS-сообщения в течение 8 часов.

Результаты обработки запросов Вы можете просмотреть в разделе «История запросов».

История запросов → Регистрация устройств

IMEI
35400310539693

Удалить

Регистрация устройства (IMEI)

Последний зафиксированный IMEI: 35400310539693

Статус регистрации: Устройство не зарегистрировано с этим номером

Зарегистрировать

Ответ с результатом по запросу будет предоставлен в виде SMS-сообщения в течение 8 часов.

Результаты обработки запросов Вы можете просмотреть в разделе «История запросов».

История запросов → Регистрация устройств

Дата	IMEI	Состояние
29.01.2025 11:59	35400310539693	Регистрация снята
29.01.2025 10:15	35400310539693	Устройство зарегистрировано
28.01.2025 16:52	35400310539693	Регистрация снята
28.01.2025 16:37	35400310539693	Устройство зарегистрировано

Device (IMEI) Re-registration

To re-register a device (removing the IMEI registration from the previous BIN/IIN and MSISDN, and registering it under the company's BIN and current MSISDN).

- Go to the number profile and select "Device Registration (IMEI)".

To re-register a device:

- Insert the SIM card with selected phone number into the device to be registered
- The device will appear in the Last Registered IMEI field
- Click Re-register

Read the terms of registration/re-registration of a duplicate device.
Click Confirm.

The image shows a sequence of three screenshots from the Kcell 5G interface illustrating the device re-registration process.

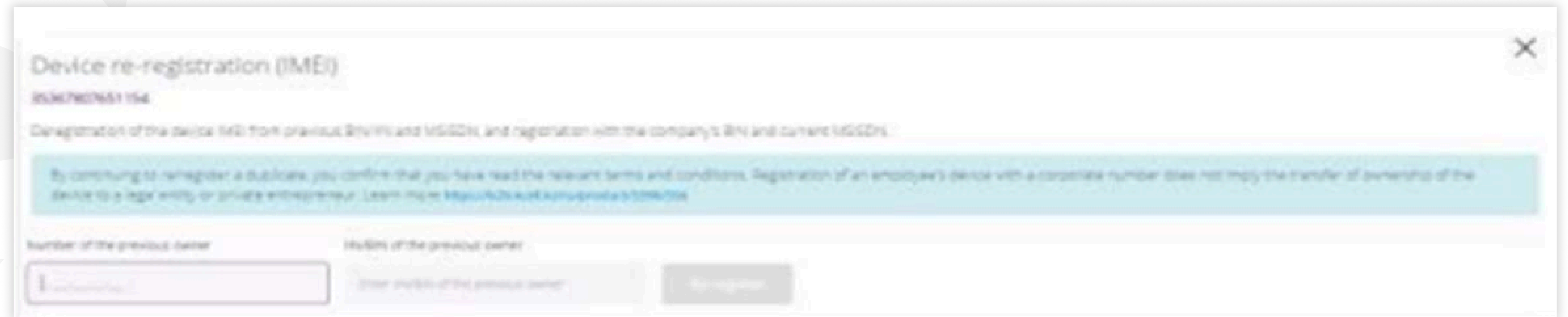
Top Screenshot: Number Profile
The top panel displays the number profile for **+7 701 054 22 85**, which is **Active** as of 16.04.2025 11:58. It includes buttons for **Block**, **Refresh**, and a **Menu** (three horizontal lines). The menu is open, showing options: **SIM card replacement**, **Usage details**, **Device registration (IMEI)** (highlighted with a red box), **Call forwarding**, and **eSIM replacement**. Below the menu are three tabs: **General information**, **SIM card and device**, and **Contract phone**.

Middle Screenshot: Device registration (IMEI) window
This window shows the details for the selected number: **+7 701 054 22 85**. It lists **The last IMEI: 35367807651154**. The **Registration status** is **Device not registered with this number**. At the bottom, there are two buttons: **Re-register** and **Register duplicate**.

Bottom Screenshot: Device re-registration (IMEI) window
This window shows the **Device re-registration (IMEI)** process for the IMEI **35367807651154**. It states: **Deregistration of the device IMEI from previous BIN/IIN and MSISDN, and registration with the company's BIN and current MSISDN**. A light blue box contains the following text: **By continuing to re-register a duplicate, you confirm that you have read the relevant terms and conditions. Registration of an employee's device with a corporate number does not imply the transfer of ownership of the device to a legal entity or private entrepreneur. Learn more <https://kcell.kz/korpus/duzhenstvo>**. A **Confirm** button is at the bottom.

Device (IMEI) Re-registration

1. Enter the previous owner's phone number
2. Enter the previous owner's IIN/BIN
3. Click Re-register



Device re-registration (IMEI)

35367807651154

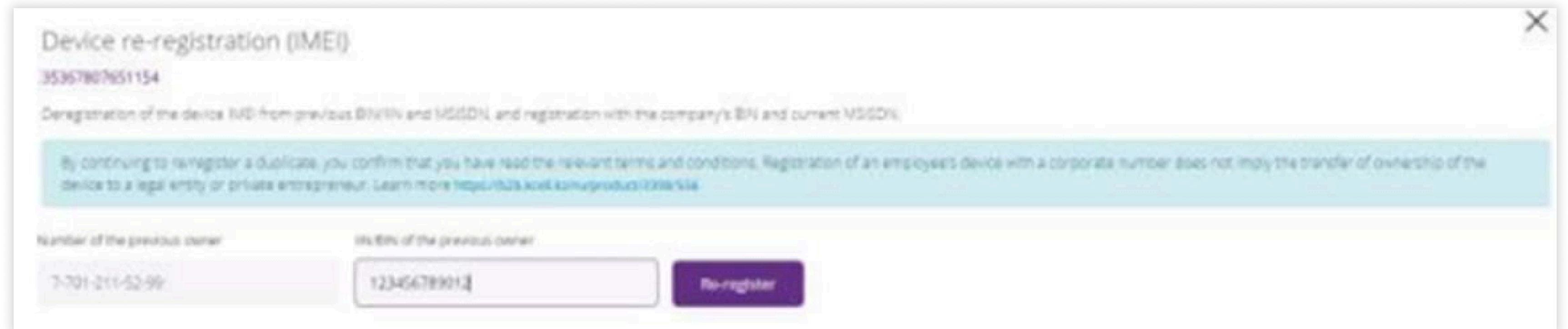
Deregistration of the device (UD) from previous BIVIN and MSODN, and registration with the company's BIN and current MSODN.

By continuing to re-register a duplicate, you confirm that you have read the relevant terms and conditions. Registration of an employee's device with a corporate number does not imply the transfer of ownership of the device to a legal entity or private entrepreneur. Learn more <https://23.kcell.komugroup.com/2396754>

Number of the previous owner: 7-701-211-52-99

IIN/BIN of the previous owner: 123456789012

Re-register



Device re-registration (IMEI)

35367807651154

Deregistration of the device (UD) from previous BIVIN and MSODN, and registration with the company's BIN and current MSODN.

By continuing to re-register a duplicate, you confirm that you have read the relevant terms and conditions. Registration of an employee's device with a corporate number does not imply the transfer of ownership of the device to a legal entity or private entrepreneur. Learn more <https://23.kcell.komugroup.com/2396754>

Number of the previous owner: 7-701-211-52-99

IIN/BIN of the previous owner: 123456789012

Re-register

Register a duplicate device (IMEI)

To re-register a device (removing the IMEI registration from the previous BIN/IIN and MSISDN, and registering it under the company's BIN and current MSISDN).

- Go to the number profile and select "Device Registration (IMEI)".

To register a duplicate device:

- Insert the SIM card with the selected number into the device you want to register
- The device's IMEI will appear in the "Last detected IMEI" field.
- Click "Register Duplicate" to complete the process.
- Review the terms for re-registration and duplicate registration.
- Click "I Confirm" and then "Register Duplicate" to proceed.

The image displays the Kcell 5G portal interface for managing a phone number. At the top, the number profile for +7 701 054 22 85 is shown as active. A navigation menu on the right includes options like SIM card replacement, Usage details, and **Device registration (IMEI)**, which is highlighted. Below this, three sequential screenshots illustrate the 'Duplicate registration (IMEI)' process. Each screen shows the same form with a title bar, a description of the process, a disclaimer, and a button to proceed. The first screenshot has a 'Register duplicate' button, the second has a 'Confirm' button, and the third has a 'Register duplicate' button.

Register a duplicate (IMEI) – previous registration with another provider

If the registration fails, one of the reasons may be that the IMEI in question is registered with a phone number that belongs to another provider. Go to the Request History tab.

Click Register duplicate and go through the duplicate registration process described on page 30 of this instruction

Device registration (IMEI)

+7 701 054 20 07

The last IMEI

35367807651154

Registration status

Device not registered with this number.

Re-register

Register duplicate

The results of your request will be sent via SMS within the next 8 hours.

To view your request results, go to Request history.

Request history

Registration of end-user devices

Date	IMEI	Condition
06/07/2021 08:48	35367807651154	Registration removed
20/04/2021 18:48	35367807651154	Duplicate registered successfully

Content

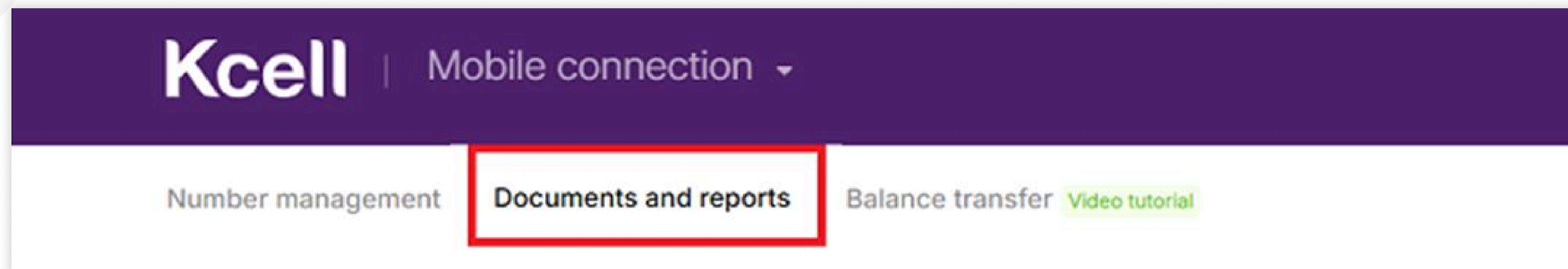
The "Documents and Reports" section includes:

- Search for mobile number by invoice number
- Actions history
- List of numbers report
- Service delivery certificate and invoice breakdown
- Invoice register
- Reconciliation statement
- Registered devices report
- Payments report
- Undisclosed payments
- Invoice breakdown

Documents & Reports

The Documents & Reports contains the following:

- Search for mobile number by invoice number;
- Actions history;
- List of numbers report;
- Service delivery certificate and invoice breakdown;
- Invoice register;
- Reconciliation statement;
- Registered devices report;
- Payments report;
- Undisclosed payments;
- Invoice breakdown;



Search for mobile number by invoice number

Find number by invoice ref#:

- Go to the relevant tab
- Select the search type: by registration number or invoice number
- Enter the number
- Choose the output option: “On-screen” or “XLS file”
- Click “Request”

Search for mobile number by invoice number

Allows determining the mobile (GSM) number(s) by the registration number or reference number from the electronic invoice.

Invoice number

Enter number

☒ On screen

☐ XLS file

Request

Invoice number

3024211480941

☒ On screen

☐ XLS file

Request

Номер телефона

+7 701 [REDACTED] 17

Номер счет-фактуры

3024211480941

Actions history

To view the action history: Go to the corresponding tab, select the desired period, and click “Request.”

The history of actions will be displayed on the screen.

Actions history

Viewing the history of actions of your Company's administrators in the Cabinet service.

Select beginning and end of period

16-03-2025 → 16-04-2025

Request

Actions history

Viewing the history of actions of your Company's administrators in the Cabinet service.

Select beginning and end of period

16-03-2025 → 16-04-2025

Request

Action	Status	Date and time	Administrator
Getting a list of mobile numbers by invoice number 3024211480941	Success	16.04.2025 12:31:39	Ussanova Aliya 77012112101
View Unknown payments	Success	16.04.2025 12:23:01	Ussanova Aliya 77012112101
View Unknown payments	Success	16.04.2025 12:17:07	Ussanova Aliya 77012112101
Device registration 7011441876	Failure	16.04.2025 12:12:40	Ussanova Aliya 77012112101

List of numbers report

To receive a report on the list of numbers: Go to the relevant tab, enter the email address where the report should be sent, and click “Request”.

List of numbers report

The report includes the following: mobile number, billing method (prepaid/postpaid), credit limit, amount owed by customer, balance, remaining credit limit, tariff, current number status. It may take time to prepare the report.

Once ready, the report will be sent at your email address.

E-mail

Aliya.Ussanova@kcell.kz

Request

List of numbers report

The report includes the following: mobile number, billing method (prepaid/postpaid), credit limit, amount owed by customer, balance, remaining credit limit, tariff, current number status. It may take time to prepare the report.

Once ready, the report will be sent at your email address.

E-mail

Aliya.Ussanova@kcell.kz

Request

Your request to submit a report has been accepted.

Service delivery certificate and invoice breakdown

To download the certificate of completion:

Go to the relevant tab, enter the invoice number, and click “Download.” The system will immediately generate the document in PDF format.

Service delivery certificate and invoice breakdown

Allows you to download an executed works act to invoices for cellular communication services. You can search for documents by the invoice number.

Search by invoice number

Download

Invoice register

To obtain an invoice registry, go to the relevant tab.

- Select the required period
- Enter your email address
- Click on the line "Request"

The maximum available period for download is the past 3 years

Invoice register

Allows you to download the Invoice Register for your desired period.

Select beginning and end of period

16-03-2025 → 16-04-2025

E-mail

Aliya.Ussanova@kcell.kz

Request

Your latest report is sent to your email.

Reconciliation Statement

To receive a statement of reconciliation report, go to the corresponding tab:

- Select the required period
- Enter your email address for report delivery
- Click “Send”

Note: Reconciliation Statement are available only for the past 36 months and cover the following services: Mobile Communication, Fixed Internet, Vehicle Monitoring, Telemetry, and Contract Phones.

Reconciliation statement

Allows you to order an intercompany reconciliation report and have it sent at the email address provided by you. It may take some time to prepare the report. Data contained in the report are valid as of the date stated in the document.

Dear customer. From July 4, 2021, you will be able to quickly and conveniently obtain Certificates of Work Performed and sign them with your digital signature through the Electronic Invoicing Portal. We guarantee the confidentiality of your data. We value your time and care about your convenience!

Note: Intercompany reconciliation reports for past periods are available after the 1st of the month following the accounting month.

Select beginning and end of period

16-03-2025 → 16-04-2025

The maximum period covered by the report – 3 years.

E-mail

Aliya.Ussanova@kcell.kz

Send

Registered Devices Report

To receive a Registered Devices Report, go to the corresponding tab.

- Enter your email address for report delivery
- Click “Request”

Registered devices report (beta-mode)

Use this service to download the Invoice Register for the requested period.

It may take some time to prepare the data. The generated report will be sent to your email address. The data presented therein is valid as of the date of the report (beta mode).

E-mail

Aliya.Ussanova@kcell.kz

Request

Payment Report

To view payment details by number, go to the homepage, open the “Documents and Reports” tab, and select “Payment Report.”

In the window that opens, select the desired period and enter your email address. Click “Request” and the report will be sent to your inbox.

- Search for mobile number by invoice number
- Actions history
- List of numbers report
- Service delivery certificate and invoice breakdown
- Invoice register
- Reconciliation statement
- Registered devices report
- Payments report**
- Undisclosed payments
- Invoice breakdown

Payments report

Data preparation may take some time. The generated payments report will be sent to the email you specified.

Select beginning and end of period

16-03-2025 → 16-04-2025

E-mail

Aliya.Ussanova@kcell.kz

The maximum request period is 6 months from today.

Send

Note: You can only download payment information for the past 6 months!

Undisclosed payments

Dear Administrator, please note that there are unallocated payment(s) on your account. Kindly send the payment allocation register to email@kcell.kz for proper processing.

Поиск мобильного номера по номеру счета-фактуры	Неразнесенные платежи		
История действий	Уважаемый администратор, примите во внимание, что у вас есть неразнесенные платежи. Просим отправить для зачисления платежа/ей реестр на email@kcell.kz		
Отчет по списку номеров	Дата платежа	Номер платежного поручения	Сумма
Акт выполненных работ	15-12-2023	00	0
Реестр счетов-фактур			
Акт сверки			
Отчет по зарегистрированным устройствам			
Отчет по платежам			
Неразнесенные платежи			

If there are no unallocated payments, the following message will appear on the screen:

"You have no unallocated payments."

Undisclosed payments

There are no unknown payment on your corporate account

Invoice Breakdown

Allows you to download a transcript of an invoice for cellular services. You can search for a document by personal account, and also select the required period and file format.

Invoice breakdown

Allows you to download the transcript to the invoice for cellular communication services.
You can search for a document by personal account, as well as to select the required period.

Year and month

April 2025

Account

10021376



File format

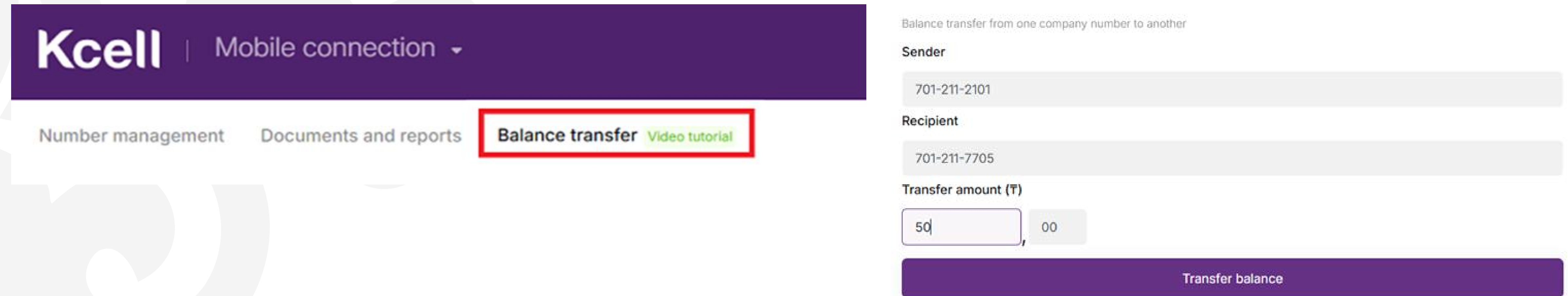
Pdf



Request

Balance Transfer

Balance transfers are only possible within the same company, under the same BIN.



The screenshot displays the Kcell mobile connection interface. At the top, the Kcell logo is followed by a 'Mobile connection' dropdown menu. Below this, a navigation bar contains three options: 'Number management', 'Documents and reports', and 'Balance transfer'. The 'Balance transfer' option is highlighted with a red rectangular border, and a 'Video tutorial' link is visible next to it. To the right of the navigation bar, a form titled 'Balance transfer from one company number to another' is shown. This form includes three input fields: 'Sender' (containing '701-211-2101'), 'Recipient' (containing '701-211-7705'), and 'Transfer amount (₹)' (containing '50' and '00'). A purple button labeled 'Transfer balance' is positioned at the bottom of the form.

To transfer a balance, enter the number to transfer from in the “Sender” field, the number to transfer to in the “Recipient” field, and the amount in the “Transfer Amount” field. Then click “Transfer Balance.” A confirmation message will appear on the screen once the transfer is successful.

FAQ

1. How to manage multiple companies in My Account?

Each of those companies must submit a request to grant access rights to a specific administrator.

2. What if I can't log into My Account?

Check if your login information is accurate. Make sure to use Forgot password? when you log in for the first time.

3. Can I still use the old version of My Account?

The previous version is no longer available – access has been disabled.

4. Why do not I see the full list of services that are active on a number?

We have expanded the list of services compared to the previous version. And we will continue to work on its content. Please, send your improvement suggestions to email@kcell.kz

5. What to do when I get an 'error' notice from the system when I activate/deactivate a service or perform other actions?

When an error occurs, you need to wait 2-3 minutes, refresh the page and try again. If the problems remains, contact corporate customer support service.

6. What if the number is blocked and there is no the Unblock button?

If the number status is 'Blocked / Debt', user will not be able to unblocking it on his own, as there are unpaid charges on that account.

7. Unable to change my SIM card, function is not available.

SIM change is only available for numbers that have an 'Active' status.

8. The link to the Cabinet does not open, what should I do?

If the link to the Cabinet doesnot open, you need to clear the browser cache.