

DITA SAMPLE

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Introduction

Purpose

This document provides simple, step-by-step instructions for enrolling in paperless billing, using DITA XML elements such as concepts, tasks, and references. The document aims to illustrate the practical application of DITA in crafting structured and reusable content.

- [Concept](#) - This section explains what paperless billing is and its benefits.
- [Task](#) - This section provides a step-by-step guide on how to enroll in paperless billing.
- [References](#) - This section includes useful links and troubleshooting tips to help users with the enrolling process.

Intended Audience

This guide is designed for beginners and any users interested in learning the creation of clear, concise, and structured content using DITA. It serves as an introduction to DITA's practical applications, enabling users to become familiar with its effective use in documentation.

Enrolling in Paperless Billing

Concept: How to Enroll in Paperless Billing

```
<concept id="concept-paperless-billing">
  <title>Understanding Paperless Billing</title>
  <shortdesc>This section explains the concept of paperless billing and
its benefits.</shortdesc>
  <conbody>
    <p>Paperless billing is an eco-friendly and convenient way to
receive and manage your bills electronically. Instead of receiving a physical
bill through mail, you get an electronic version via email or through your
online account. This helps in reducing paper waste, saving resources, and
making bill management more efficient.</p>
    <p>Benefits of paperless billing include:</p>
    <ul>
      <li>Quick and easy access to your bills anytime,
anywhere.</li>
      <li>Reduction in paper clutter and environmental impact.</li>
      <li>Enhanced security and reduced risk of lost or misplaced
bills.</li>
    </ul>
  </conbody>
</concept>
```

Task: Steps to Enroll in Paperless Billing

```
<task id="task-paperless-billing-enrollment">

  <title>Steps to Enroll in Paperless Billing</title>

  <shortdesc>Follow these steps to enroll in paperless billing for your
account.</shortdesc>

  <context>

    <p>This guide provides step-by-step instructions to help you
enroll in paperless billing through your telecom provider's online
portal.</p>

  </context>

  <steps>

    <step>

      <cmd>1. Log in to Your Account</cmd>

      <info>Go to the telecom provider's website and log in using
your username and password. If you do not have an account, register for
one.</info>

    </step>

    <step>

      <cmd>2. Navigate to the Billing Section</cmd>

      <info>Once logged in, locate and click on the "Billing" or
"Account Settings" section in the main menu.</info>

    </step>

    <step>

      <cmd>3. Select Paperless Billing</cmd>

      <info>In the billing section, find the option for "Paperless
Billing" and click on it to begin the enrollment process.</info>

    </step>

    <step>

      <cmd>4. Confirm Your Email Address</cmd>

      <info>Enter or confirm the email address where you want to
receive your electronic bills. Make sure the email address is correct and up
to date.</info>

    </step>

    <step>

      <cmd>5. Agree to Terms and Conditions</cmd>
```

<info>Review the terms and conditions for paperless billing.
If you agree, check the box to accept and proceed.</info>

</step>

<step>

<cmd>6. Save Changes</cmd>

<info>Click on the "Save" or "Submit" button to complete the
setup. You should receive a confirmation message indicating that you have
successfully enrolled in paperless billing.</info>

</step>

</steps>

</task>

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References

```
<references id="references-paperless-billing">
  <title>References</title>
  <refbody>
    <section>
      <title>Useful Links</title>
      <p>For additional help and support, visit the following
resources:</p>
      <ul>
        <li><xref href="https://www.example-telecom.com/help"
scope="external" format="html">Telecom Provider Help Page</xref></li>
        <li><xref href="https://www.example-telecom.com/contact"
scope="external" format="html">Contact Customer Support</xref></li>
      </ul>
    </section>
    <section>
      <title>Troubleshooting Tips</title>
      <p>If you encounter issues while setting up paperless
billing, consider the following tips:</p>
      <ul>
        <li>Ensure you have a stable internet connection.</li>
        <li>Double-check the email address you provided.</li>
        <li>Contact customer support if you do not receive a
confirmation email within 24 hours.</li>
      </ul>
    </section>
  </refbody>
</references>
```