



Frequently Asked Questions Internet Allowance



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Version History

Version	Date	Description
1.0	May 28, 2021	Document Creation
2.0	June 10, 2022	Some more FAQ has been added
3.0	Sep 28, 2022	The Service Central platform has been added

Frequently Asked Questions

Q1. [Is the Internet Allowance Policy and OAAR salary Component-Remote Working Allowance same?](#)

Internet allowance is reimbursement paid over and above your CTC for expenses incurred for internet usage. Remote working allowance is a component of OAAR and provides tax benefit against expenses incurred for internet usage. Please note any amount reimbursed from the organization cannot be claimed under tax benefits.



Q2. Can the same internet bill be used both for the Internet Allowance Policy and Remote Working Allowance Claim?

No. Any amount reimbursed from the company cannot be used to claim tax benefit. Though in case the amount claimed is less than the total bill then the remaining amount can be claimed for tax benefits.

Q3. Where can I find the process to raise internet allowance?

Please refer to T&E policy section 6.

Q4. Will I get the full amount (INR-1,000) or 80% of the billed amount up to INR-1,000?

- For internet allowance - 100% of the bill submitted up to INR 1,000.
- For tax benefits - 80% of the bill submitted under Remote working Allowance will be considered for tax benefits up to maximum limits defined under OAAR.

Q5. What will be considered as a valid invoice for reimbursement for internet expenses claims?

- The invoice has to be in the employee's name.
- Invoice should be a proper, digitally scanned commercial/Tax invoice. Handwritten invoices/receipts will not be considered as a proper commercial invoice.
- The invoice should be from an authorized service provider.
- Invoice should have a number, date, vendor name, address and Vendor GST number (wherever applicable).

Q6. Is there any specific template/format for the internet bill to be claimed (like we have for House rent)?

No additional template for format is needed for claiming reimbursement of the internet expenses reimbursement, but the invoice should have the following details (Invoice number, date, vendor name, address and Vendor GST number as applicable). Claim for the month of September 2022 need to be claimed in MyExpenses, and from October 2022 onwards all claims should be submitted in ServiceCentral for an amount not exceeding Rs 1,000.

Q7. Is it mandatory to have the landline/internet bill in the name of employee?

Yes, the bill must be in the name of the employee only. No exception is allowed.

Q8. How many internet and phone usage bill can I submit?

You can claim reimbursement either for one phone or Internet connection.



Q9. Mobile phone bill has other state address but in the employee’s name. Can I still claim the mobile bill?

Yes, you can claim a mobile bill if it’s in your name. However, it has to be claimed under reimbursement of Mobile Phone expenses and the amount should be within the limits specified in the T&E policy clause. Please refer Section II – Non travel Expenses under the T&E Policy

Q10. Can I claim Internet Allowance if the internet bill is in spouse’s name or in the name of parents or siblings?

For claiming the reimbursement, the internet/broadband/Wi-Fi bill has to be under the name of the employee only.

Q11. What are the project codes against which I can raise Internet Reimbursement?

Please select the relevant project code as per the project and entity alignment

S No	Project Code	PU Code	OU	Type	Project Name	Description	Entity Name(s)
1	100751974	1118	IN72	IDC	ABL AMS Internet cost	Internet Allowance claims 2021 - ABL Americas	ABL Americas
2	100751975	1073	IN72	IDC	ABL EUR Internet Cost	Internet Allowance claims 2021 - ABL Europe	ABL Europe
3	100751977	4011	IN03	IDC	I&D - Internet cost	Internet Allowance claims 2021 - I&D	I&D
4	100751980	1076	IN71	IDC	DCX - Internet cost	Internet Allowance claims 2021 - DCX	DCX
5	100751983	5051	IN03	IDC	Sogeti Internet cost	Internet Allowance claims 2021 - Sogeti	Sogeti Apps
6	100751991	3061	IN71	IDC	APAC - Internet cost	Internet Allowance claims 2021 - APAC	APAC Apps
7	100751981	3057	IN71	IDC	LBS - Internet cost	Internet Allowance claims 2021 - LBS	LBS Apps
8	100751987	1055	IN45	IDC	Invent Internet cost	Internet Allowance claims 2021 - Invent	Invent
9	INB651990	2017	INB6	IDC	LHA - Internet cost	Internet Allowance claims 2021 - Liquid Hub Analytics	Liquid Hub Analytics
10	INB451993	2017	INB4	IDC	LHI - Internet cost	Internet Allowance claims 2021 - Liquid Hub India	Liquid Hub India
11	100752707	1056	IN03	IDC	Internet Allow_ Group IT	IN03_Internet Exp_ Group IT	Group IT
12	100774544	6003	INA3	IDC	HR_Internet	INA3_HR_Internet	HR
13	100774545	6004	INA3	IDC	Recru_Internet Claims	INA3_Recru_Internet Claims	Recruitment
14	100774546	6001	INA3	IDC	Finance_Internet Claims	INA3_Finance_Internet Claims	Finance India Core
15	100774547	6005	INA3	IDC	L&D_Internet Claims	INA3_L&D_Internet Claims	L&D
16	100774548	6025	INA3	IDC	Fin_GSS_Internet Claims	INA3_Fin_GSS_Internet Claims	Finance GSS
17	100865410	9045	INE2	IDC	INE2 Freshers Internet	INE2 Freshers Internet_Aricent	Aricent Fresher Pool
18	100865423	9045	INF2	IDC	INF2 Freshers Internet	INF2 Freshers Internet_Altran	Altran Fresher Pool
19	100865436	9045	IND4	IDC	IND4 Freshers Internet	IND4 Freshers Internet_Global Edge	Global Edge Fresher Pool



Q12. Are the codes BT (Billable)/NBT (Non-Billable)?

All the project codes are NBT.

Q13. I pay annual/quarterly amount to the internet company instead of monthly, can I claim entire bill in one go?

Future dated bills cannot be claimed. If one has paid for a complete year or a quarter in advance, please follow the below options:

- The same bill can be used for claiming the monthly expense for the month completed.
- Internet charges up to month of October 2022 need to be claimed in MyExpenses by November 30 2022. Invoices from November 2022 onwards can be claimed in ServiceCentral only.

E.g.: The plan is for 3 months i.e., October to December 2022 and the bill date is 03-Oct-2022. The itemization should be as follows:

October month charges- Transaction date should be selected as 03-Oct-2022.

November month charges- Transaction date should be selected as 03-Nov-2022.

December month charges- Transaction date should be selected as 03-Dec-2022.

Please do not forget to mention the details in the comments section. Also, please ensure to submit the claim before the project end date.

Q14. Can I claim a combo plans (Internet and mobile bill/Voice data under one plan)?

If the segregation can be done between internet and mobile expense usage, then that can be claimed.

Q15. Can multiple bills be combined for claims? E.g., secondary SIM card purchased for high speed 4G connectivity or secondary internet connection as a backup?

Reimbursement for Multiple connections (bills) can't be claimed. Only one connection will be reimbursed.

Q16. Are shadow resources or bench employees also eligible for claiming internet allowance?

Yes, shadow resources and bench employees can also claim reimbursement for internet expenses.

Q17. Subscription/Platform, One time and CPE and instalment charges are included in the internet plan. Will this be reimbursable?

No, only internet usage charges are reimbursable.



Q18. I have past due bills which are not submitted in ServiceCentral. Can I claim those past due bills now?

Please note internet charges older than 3 months will not be processed. As per policy it is advisable to submit the claim within 30 days from expenditure date.

Q19. I have recently joined Capgemini. Are the installation of broadband or router/dongle charges covered Internet Allowance policy? Will those charges be reimbursed?

Only the Internet usage charges are reimbursable. Any additional charges incurred will not be reimbursed. Please refer Q. 20

Q20. I have a monthly bill with previous and current month charges. Can I claim both month charges with the same bill?

No, you cannot claim two month's bills together. However, you can claim two separate bill on monthly basis.

Q21. I have recently joined Capgemini, where should I raise the Internet reimbursement claim?

Internet claims can be raised in ServiceCentral as per Invoice amount up to INR 1,000 per month. Please find the below path for raising an internet request.

Talent>ServiceCentral>Order or Request>Non Group IT Services>Global Functions>Finance>Internet Expense Request

Q22. To whom should I reach for my Internet claim queries?

If you have any internet expense queries, please drop a mail in our generic mail ID:

IN, Finance exp reimburse <financeexp-reimburse.in@capgemini.com>

The team will respond to your queries within 2 working days.