




Globe
Business

8-Digit Migration For Landline & DUO

Client Partner Brief | September 4, 2019



8-Digit Migration Refresher



Globe

**8-DIGIT (02) LANDLINE & DUO NUMBERS
STARTING OCTOBER 6, 2019**

Example:

	OLD	NEW
 Globe	730-1234	7 730-1234
 bayan	499-4466	3 499-4466
Special Numbers	777-77 891-00 8-MCDO (8-6236)	7 777-77xx 8 891-0000 8 8-6236xx

To address the need for more landline numbers in NCR (02 area code), NTC mandated telcos to expand NCR landline numbers from 7 to 8 digits.



REPUBLIC OF THE PHILIPPINES
NATIONAL TELECOMMUNICATIONS COMMISSION
NTC Building, BIR Road, East Triangle, Diliman, Quezon City
Email: ntc@ntc.gov.ph; website: <http://www.ntc.gov.ph>

PUBLIC ADVISORY

The NATIONAL TELECOMMUNICATIONS COMMISSION (NTC) informs the public of the migration of existing 7-digit telephone number to 8-digit telephone numbers within area code "02". Affected subscribers are from the following areas:

1. Metro Manila
2. Rizal Province
3. San Pedro, Laguna
4. Bacoor, Cavite

PTE Identifiers are assigned as follows:

PTE Identifier	Public Telecommunications Entity (PTE)
3	Bayan Telecommunications, Inc.
5	Eastern Telecommunications Philippines, Inc.
6	ABS-CBN Convergence, Inc.
7	Globe Telecom Inc./Innove Communications, Inc.
8	PLDT, Inc./Digital Telecommunications Philippines, Inc.

***The PTE Identifier shall be added to existing telephone numbers.

Example : PLDT From 7-digit telephone number : 928-3456
To 8-digit telephone number : 8928-3456

Globe From 7-digit telephone number : 576-4567
To 8-digit telephone number : 7576-4567

Bayantel From 7-digit telephone number : 482-3456
To 8-digit telephone number : 3482-3456

All subscribers within the specified area code "02" shall be migrated to 8-digit telephone numbers not later than **31 March 2019**.


GAMALIEL A. CORDOBA
Commissioner

8-Digit Migration Refresher

March 18, 2019

TO

October 6, 2019

**Reassessment and
Replanning of Activities**



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NATIONAL TELECOMMUNICATIONS COMMISSION
NTC Building, BIR Road, East Triangle, Diliman, Quezon City 1104
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PUBLIC ADVISORY

The Bankers Association of the Philippines (BAP) and the Credit Card Association of the Philippines (CCAP) filed their respective petitions for the deferment of the implementation of NTC Memorandum Circular No. 04-07-2018 or the migration of 7-digit to 8-digit landline numbers in the Area Code "02".

Area Code "02" was scheduled to migrate from 7-digit to 8-digit on 18 March 2019 in the following covered areas:

- 1) Metro Manila;
- 2) Rizal Province;
- 3) San Pedro, Laguna; and
- 4) Bacoor, Cavite.

The BAP's and CCAP's principal reasons for the deferment were as follows:

- a) Reprogramming of Point-of-Sale (POS) terminals and supporting network access controllers;
- b) Reprogramming of auto-dialers for sales and collection systems as well as onsite alarm systems;
- c) Reconfiguration of regional applications and channels;
- d) Updating of client phone numbers and period for rigid testing and validation prior to full migration;
- e) Requirement for intensive and expansive information campaign for clients especially those overseas, including updating banks' marketing collaterals on requisite hotlines; and
- f) Compliance with rules and regulations of regulatory agencies, i.e. Bangko Sentral ng Pilipinas.

BAP and CCAP initially requested for deferment of the implementation to January 2020. Extensive consultations were conducted between the Commission, public telecommunications entities (PTEs), BAP and CCAP. After the consultations, the Commission, PTEs, BAP and CCAP agreed to implement the required migration on 06 October 2019.

In order to sufficiently allow banks and credit card companies to implement the necessary operational and system adjustments, the Commission hereby grants BAP's and CCAP's prayer and hereby **DEFERS** the implementation of migration to **06 OCTOBER 2019**.

For inquiries, you may call the NTC Regulation Branch at +63 2 924 4026.



































GAMALIEL A. CORDOBA
Commissioner


EDGARDO V. CABARIOS
Deputy Commissioner


DELILAH F. DELES
Deputy Commissioner

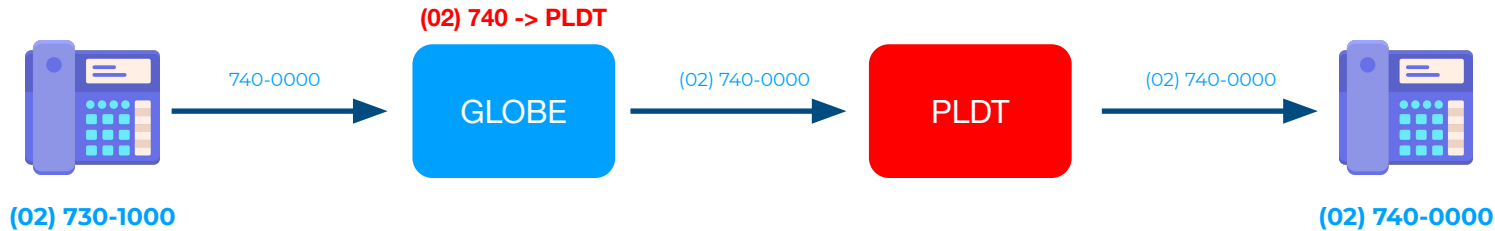
Customer Experience

As aligned with NTC, Globe and PLDT will do a **flash cut migration** on **October 6, 2019, from 12mn to 5am**

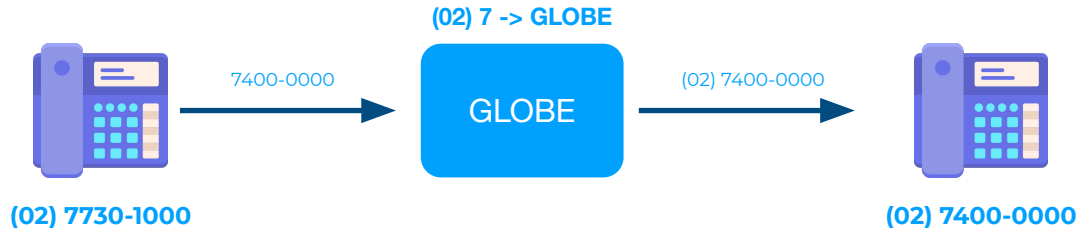
BEFORE MIGRATION up to October 5, 2019, 11:59 pm		DURING MIGRATION October 6, 2019, 12 mn to 5 am		AFTER MIGRATION October 6, 5 am onwards	
(02) <div><div> Calls to (02) 7-Digit number </div><div> Calls to (02) 8-Digit number </div><div> Calls to non-02 landline #s </div></div>		(02) <div><div> Calls to (02) 7-Digit number </div><div> Calls to (02) 8-Digit number </div><div> Calls to non-02 landline #s </div></div> NON (02) <div><div> Calls to (02) 7-Digit number </div><div> Calls to (02) 8-Digit number </div><div> Calls to non-02 landline #s </div></div>		(02) <div><div> Calls to (02) 7-Digit number </div><div> Calls to (02) 8-Digit number </div><div> Calls to non-02 landline #s </div></div> NON (02) <div><div> Calls to (02) 7-Digit number </div><div> Calls to (02) 8-Digit number </div><div> Calls to non-02 landline #s </div></div>	
Calls to special & NCR hotline #s (211, 117, 89-100, 8-7000) 		Calls to special Nos. & #s (211, 117, 911) 		Calls to NCR hotline #s (89-100, 8-7000) 	
New NCR Customers (02) 7-Digits <ul style="list-style-type: none">Customers should prepare in changing business cards, advertisements, billboards, websites and other materials with (02) 7-digit contact numbers		New NCR Customers On Hold <ul style="list-style-type: none">Expect service interruption during the 5-hour periodIf a (02) number attempts to call out during migration, calls to 7-digit numbers will be routed to recording, calls to 8-digit Globe landline numbers will proceed and calls to 8-digit non-Globe landline numbers may or may not proceedBest time to update websites and any communication materials with (02) 7-digit contact numbers to (02) 8-digits.		New NCR Customers (02) 8-Digits <ul style="list-style-type: none">When a (02) 7-digit number is dialed domestically, an announcement will be heard instructing to add a specific number (e.g. 7 for Globe, 3 for Bayantel) before the called 7-digit number (the new 8-digit format) until January 2020International incoming call to (02) 7-digit number will get the standard “incorrect number” announcement of the originating telco operatorSpecial numbers (211, 117, 911, etc) and hashtag numbers (#87000) will remain the same	

7-digit telephone numbers cannot co-exist with the 8-digit number format

1. Globe landline dialing 740-0000 in 7-digit format



2. Globe landline dialing 7400-0000 in 8-digit format



Service interruptions are expected within the 5-hour migration period



Before migration of called number:

- 7-digit number can still be reached
- Service unavailable tone will be received when 8-digit number is dialed

After migration:

- Announcement will be played when 7-digit number is dialed (3 months)
- 8-digit number can be reached

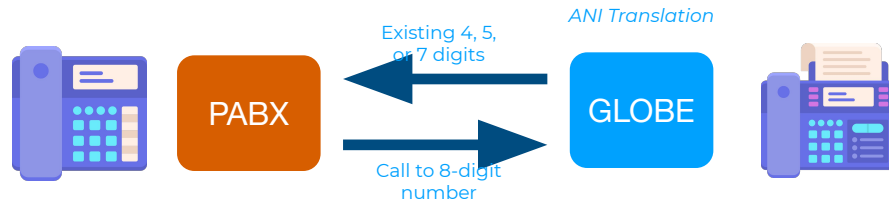
Minor service interruption will be experienced on the following:

- Special Numbers: 166, 117, 8888, 911
- Toll Free Numbers: 1800, #number

Special short numbers will be converted to 8-digits

- 89-100 -> 8891-0000
- 87000 -> 8870-0000
- 8-MCDO(8-6236) -> 8862-3600

No ANI changes in all PABX, only called numbers are needed to be in the new 8-digit format



PABX Vendors tested: Trends(Cisco), Fujitsu(Cisco), T-1 Vision(NEC), Trends(Avaya)

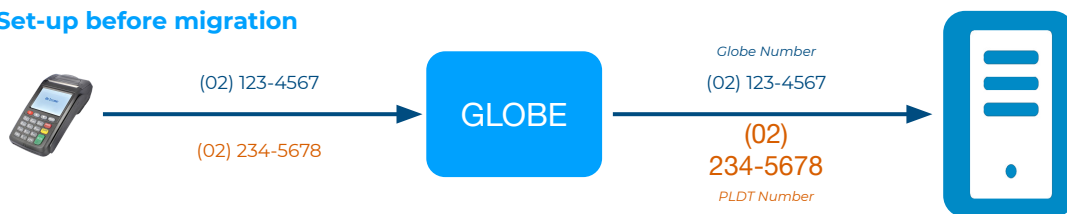
est #	ISDN Testing	Calling Number	Called Number	Date	Start Time	Result
4.1	Terminating to ISDN PRI Corp - PILOT	7754-7799	7917-1010	2/13/2019	~14:49	Call Connected. Sending last 4 digits to PABX
4.2	Terminating to ISDN PRI Corp - MEMBER	7754-7799	7917-1011	2/13/2019	~14:51	Call Connected. Sending last 4 digits to PABX
4.3	ISDN PRI 8D Dialing (MASKING) - other number	1011	7754-7799	2/13/2019	~15:12	Call Connected. Mask to Pilot Number
4.4	ISDN PRI 8D Dialing (MASKING) - MEMBER	7917-1011	7754-7799	2/13/2019	~15:25	Call Connected. Mask to Pilot Number
4.5	ISDN PRI 8D Dialing (FILTERING) - PILOT (7D)	917-1010	7754-7799	2/13/2019	~15:44	Call Connected. Normalized to 8 Digit
4.6	ISDN PRI 8D Dialing (FILTERING) - MEMBER (7D)	917-1011	7754-7799	2/13/2019	~15:38	Call Connected. Normalized to 8 Digit
4.7	ISDN PRI 8D Dialing (FILTERING) - PILOT (8D)	7917-1010	7754-7799	2/13/2019	~15:53	Call Connected
4.8	7 Digit Dialing (negative scenario)	7917-1010	917-1044	2/13/2019	~16:09	Invalid number

Testing is done in Globe Testbed. If you would like to test your PABX in 8-digit setup, please arrange a schedule with your AM.

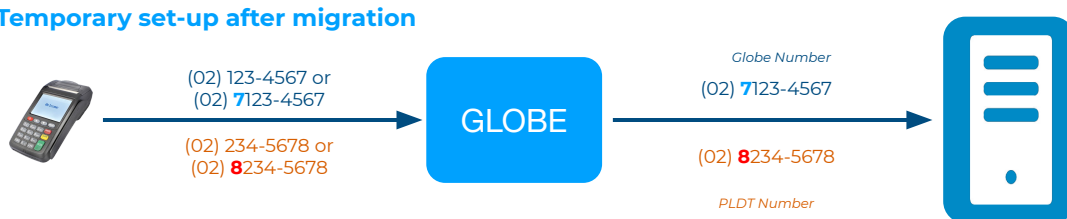
Declared 7-digit POS dialled numbers will temporarily be converted to the equivalent 8-digit number

for 1 year as agreed with BAP, CCAP and NTC

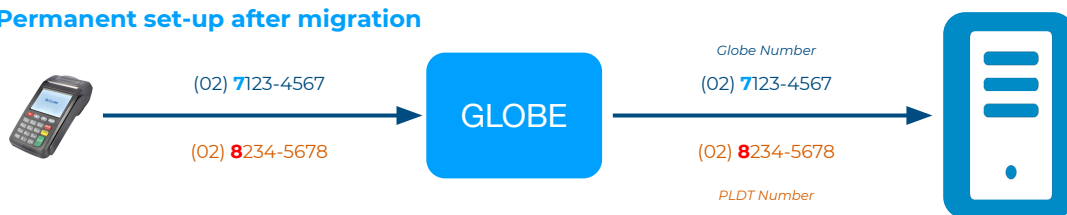
Set-up before migration



Temporary set-up after migration



Permanent set-up after migration



Testing is done in Globe Testbed. If you would like to test your POS in 8-digit setup, please arrange a schedule with your Account Manager.

Client Partner Migration Guide

BEFORE MIGRATION

- EG Client can choose to announce a mobile number that can be called during migration.
- Client to announce new hotline number (8 digits)
- Customers should prepare in changing business cards, advertisements, billboards, websites and other materials with (02) 7-digit contact numbers

FAQs

<https://www.globe.com.ph/help/eigt-digit-number-for-landlines-and-duo.html>

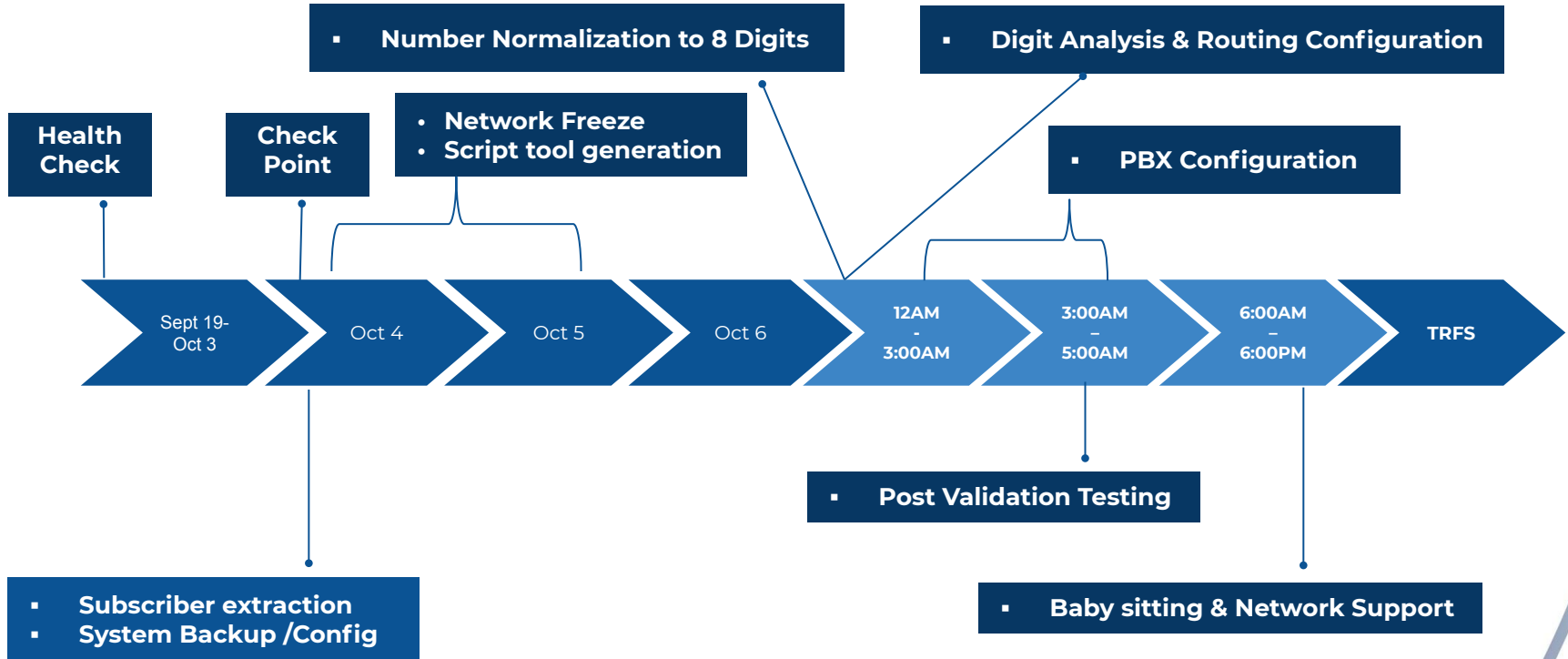
DURING MIGRATION

- Contact your dedicated Globe Business Account Manager
- Expect service interruption during the 5-hour period
- Ongoing calls will continue during the migration
- Best time to update websites and any communication materials with (02) 7-digit contact numbers to (02) 8-digits.

AFTER MIGRATION

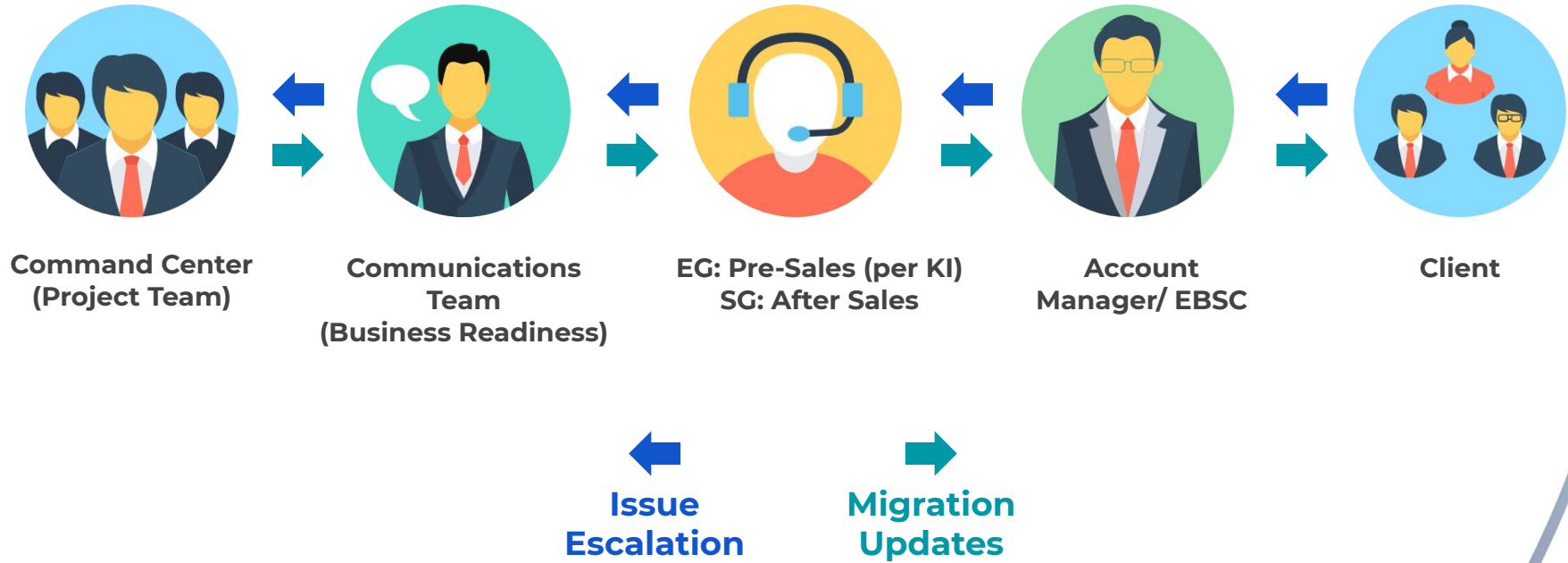
- When a (02) 7-digit number is dialled domestically, an announcement will be heard with an instruction to dial the new 8-digit format (until January 2020)
- International incoming call to (02) 7-digit number will get the standard “incorrect number” announcement of the originating telco operator
- Special numbers (211, 117, 911, etc) and hashtag numbers (#87000) will remain the same

High Level Migration Plan



Customer and Support Readiness

Communications During Migration





Globe
Business