



ATTENTION

Effective **March 18, 2019**, in compliance with the National Telecommunications Commission M.O. 10-10-2017, all existing 7-digit numbers within Greater Metro Manila will be **migrated to an 8-digit phone number**.

After the migration, 7-digits will no longer be reachable.

EXAMPLE



535 8899

Dial "8" first followed by the telephone number

**MAKE SURE THAT YOUR CUSTOMERS ARE WELL INFORMED.
SHARE THE ATTACHED LETTER FROM JIH NOW!**

FOR INQUIRIES, CONTACT:



MC ARENAS
Product Manager
Enterprise Voice & Managed IT
0998 967 2779 | mcaenas@pldt.com.ph

8-DIGIT MIGRATION ADVISORY: SERVICE INTERRUPTION UPDATE



ATTENTION

PLDT Enterprise Sales and Pre-Sales

In our pursuit of delivering the best customer service, we at PLDT Enterprise have endeavored to manage the downtime of the 8-digit migration.

Previously, the estimated downtime was pegged between 12MN to 5AM, but the new interruption schedule will now just be **10 seconds** scheduled on **March 18 from 12:00AM to 5:00AM**

Since the provincial calling pattern of "02" has to be updated, the service interruption will now also cover provincial areas. Hence, the shortened downtime is minimized, but coverage will now be on a **NATIONWIDE** level.

FREQUENTLY ASKED QUESTIONS

1. **Between 12:00AM to 5:00AM, will the existing 7-digit telephone number be reachable?**

A: Yes, the 7-digit telephone number will be reachable before the number is migrated to the 8-digit number.

2. **During the service interruption, what will happen if the customer is currently engaged in a call?**

A: All engaged conversations will be cut-off during the 10-second service interruption. After this, the customer has to re-establish the call—either by calling the party or the calling party has to redial the connection.

3. **Between 12:00AM to 5:00AM, will the customer be able to receive calls already after the number has been migrated to an 8-digit number?**

A: Yes, the customer will be able to receive calls after they've been successfully migrated to the 8-digit number.

4. **During the service interruption, can the customer make a call after the number has been migrated to an 8-digit telephone number?**

A: Yes, they will be able to make calls provided that the customer platform has been updated to 8-digit telephone number format.

5. **What will the caller hear once the number has been migrated to an 8-digit telephone number?**

A: The caller will hear a special Interactive Voice Response (IVR) once their number has been successfully migrated to an 8-digit telephone number. PLDT will then analyze the calling number, and play the specific IVR announcement per telecom provider.

SHARE THE LATEST UPDATE TODAY!

FOR INQUIRIES, CONTACT:



MC ARENAS
Product Manager
Enterprise Voice & Managed IT
0998 967 2779 | mcarenas@pldt.com.ph

PLDT
Enterprise