

NOTICE TO BTL CUSTOMERS IN SAN PEDRO

San Pedro customers are advised that several changes will be implemented to their existing services starting December 1, 2017. This has become necessary due to upgrades in BTL's billing system and fiber optic network.

PrePaid Home & Business Landline

Customers will be required to use ePIN or Direct TopUp when purchasing credit. The purchase of ePIN can be made at any of our BTL offices or Agents countrywide; Direct TopUp can only be done at BTL offices countrywide.

PostPaid Home & Business Landline

Customers will no longer be able to use PrePaid cards to make calls from a postpaid line.

PrePaid Short Code

The PrePaid menu short code will be changed from 135 to *100.

IP Address

BTL will be discontinuing the offer of blocks of IP (8 & 16) starting December 4, 2017. DigiNet residential and business customers will be able to purchase a single Static IP Address with Port Forwarding for only \$5 exclusive of tax, additional Port Forwarding is available to subscribers at a cost of \$15 exclusive of tax.

Temporary changes

Customers will receive dual invoices for Fixed Line & Internet charges and separately for mobile service charges during the transition period from December 2017 to March 2018.

During this time, customers are asked to kindly visit BTL Customer Service Centers to pay their bill; **online bill payment will be temporarily unavailable.**