

26<sup>th</sup> April, 2017

BTL hereby informs our Mobile and Fixed Line customers of changes to be implemented with the new Billing System effective May 29, 2017.

## **DigiCell's Shared Data Plans**

Postpaid customers who are the account owners of Shared Data Plans will by necessity become owners of all PrePaid numbers that fall under their account. The previous owners of said PrePaid numbers must either give consent or withdraw from shared plan.

Becoming the sole owner of all PrePaid numbers within the plan, will mean that the Postpaid account holder will have access to all information pertaining to this number and will be completely responsible for any charges to the account.

A consent form must be completed by **May 26, 2017** at any BTL Customer Service Center. Failure to do so will result in removal of the PrePaid number from the Shared Plan, disallowing any further access to data.

## **TopUp**

The following changes will apply to PrePaid Accounts.

Mobile PrePaid customers:

- can only use Direct TopUp, Online TopUp and ePIN
- PrePaid Cards will not be available

Fixed Line PrePaid Customers:

- can only use Direct TopUp, Online TopUp and PrePaid cards
- ePIN will not be available

## **Card Linking**

BTL will no longer allow customers to transfer remaining credit from one PrePaid Card to another. Any available card balance can be transferred to Fixed PrePaid numbers only.

Should you have any questions regarding the new billing system, contact us at 119 or Text/WhatsApp 608-8888.

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