

Reach

May 2017

Gibtelecom

and address details need to be entered EXACTLY as they appear on your bank statement. This may not be the way you normally write your address on correspondence but please check the lines are entered in the same way or your payment may not go through. See illustrations below:

Selfcare

Gibtelecom would like to remind customers that a wide range of online facilities allowing you to manage and request services is available

Gibtelecom's "Selfcare" is an online portal where customers are able to check invoices; pay their monthly bills; view itemisation details; and make secure customer service requests.

To view bills, login to Selfcare and under the heading Billing from the menu on the left hand side, select Bill History. This provides you with a historical list of your bills. From here you can select, view and print them and find out how much you owe. The icon beside each bill allows you to pay it online when you click on it.

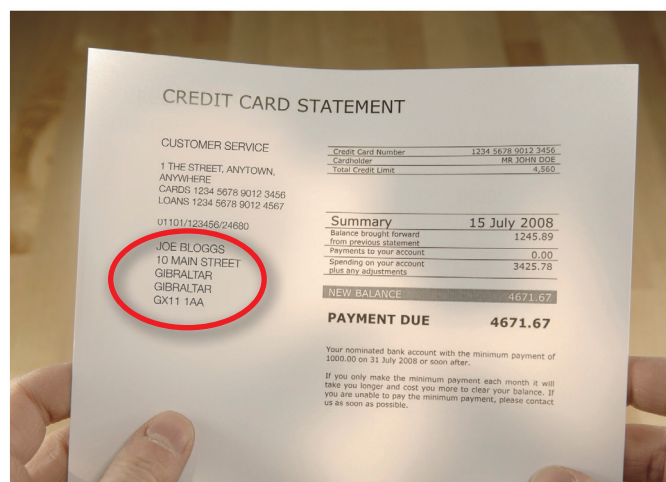
You can also make and view payments by going to the Payment heading from the menu on the left hand side of the screen. Make Payment allows you to settle an amount where you can pay with a locally registered credit or debit card or via PayPal.

On the Payment Details page most of the details will be populated already, so you just need to enter the amount you wish to pay and click Proceed.

Selecting PayPal as the payment option will take you to the PayPal login screen where you can enter your PayPal account details and confirm the payment amount.

If you select any of the better known card payment methods (Mastercard, Visa, Amex, JCB or Maestro) a Card Details screen will appear. Please note that in order for the payment to be accepted, the name

Bank Statement



Payment Details

Pay with debit or credit card
We don't share your financial details with the merchant.

Country
Gibraltar

Card type
Visa

Card number
1234 5678 9012 3456

Expires
05/18

CSC
123

First name
Joe

Last name
Bloggs

Billing address

Address line 1
Joe Bloggs

Address line 2
10 Main Street

City / Town / Village
Gibraltar

State / Province / Region
Gibraltar

Postal code
GX11 1AA

PayPal is the safer, faster way to pay
No matter where you shop, we keep your financial information secure.



Take control of your data spending while roaming

Set a limit on how much data you use while roaming and take control of your expenses while abroad

You can set a limit on the amount of data you use when roaming abroad to avoid the risk of 'bill shock' from high unexpected data fees placed by distant roaming operators.

This means that your data usage will automatically be cut off when reaching the specified limit when roaming anywhere in the world.

The default limit for data roaming is set at £36 for all customers, excluding those that have already made prior arrangements with Gbtelecom. You can even set individual limits for each mobile phone number in your Gbtelecom account. For example, if you have two mobile numbers you could set one at £100 and another at £75.

Simply visit our Customer Services Centre at 15/21 John Mackintosh Square, call 20052200 or email customerservices@gibtele.com and we will be happy to set this up for you. Please remember to have your account number at hand.

Soon you will also be able to take your Gbtelecom Midi, Maxi or Monster bundles or your reload or contract plan, including any top-ups, and use them in the UK, Spain and the rest of the EEA at no additional cost - so why not sign up to our great value plans now!

Reach and Win Competition

Kathryn Rowan was the winner of an iPad Mini 128GB in Gbtelecom's quarterly Reach and Win competition

The competition ran during the months of January, February and March 2017.



Kathryn and family are pictured above receiving their prize with Chris Pitto from Gbtelecom. For your chance to be a winner, check out our latest competition in this month's Reach.

2017/18 Gibraltar Telephone Directory

In preparation for the publication of the 2017/18 edition of the Gibraltar Telephone Directory, customers are advised to check their entries in the residential search facility at www.gibyelllow.gi. If you would like to amend your entry, add an additional entry or remove your number from the Directory, the main account holder can do this by calling in at Gbtelecom's Customer Services Centre at 15/21 John Mackintosh Square, or by contacting your service provider.

Entries will be available for viewing from 12 June to the 23 June 2017 at the following locations:

1. Gbtelecom Customer Services Centre, 15/21 John Mackintosh Square
2. Main Street Post Office
3. John Mackintosh Library
4. **www.gibyelllow.gi** in the residential search facility

Gbtelecom cannot guarantee that changes made after the 26 June 2017 will be reflected in the 2017/2018 Gibraltar Telephone Directory.

WIN An iPad



Gbtelecom customers can win an iPad in our quarterly 'Reach and Win' (April 2017 – June 2017) competition.

Choose the correct answer to the question below by ticking the box provided to be entered into the draw.

What is Gbtelecom's latest promotional £55 p/m bundle called?

- | | |
|----------------|--------------------------|
| Mini bundle | <input type="checkbox"/> |
| Monster bundle | <input type="checkbox"/> |
| Maxi bundle | <input type="checkbox"/> |

To enter please hand in this form with your details below by 30 June 2017 at Gbtelecom's Customer Services Centre at 15/21 John Mackintosh Square or via the Freepost envelope provided. You may also email your answer to reach@gibtele.com. Visit www.gibtele.com for competition terms and conditions, and privacy policy.

Name: _____

Phone or account number: _____