

# Reach

October 2017

## Gibtelecom

## New measures to help you manage local data usage

**Gibtelecom has made some changes to help pay monthly mobile customers keep in control of their data usage**

People are increasingly reliant on data access on their mobile devices to go about their daily lives and as a result local mobile data use has tripled in the past 18 months. Additionally, with the introduction of Roam Like at Home in June this year you can take your data allowances and use them anywhere in the European Economic Area at no extra cost, resulting in customers using data even more.

Gibtelecom offers a range of competitive mobile plans, many of which have inclusive data allowances, however, it is difficult to appreciate how much data is consumed or how big a megabyte or gigabyte actually are, as they are not as tangible as traditional voice minutes or SMS messages.

In order to assist customers who may generate high bills from out of bundle charges once their bundles expire, Gibtelecom has extended its data consumption notification message and caps to local data usage. Effectively this means that customers can now control how much data they use after their data bundle has expired by setting a financial cap of anywhere between £5 and £500 – giving them the peace of mind to use data within the spending limits they decide. The default limit is set at £42, and is changeable at a 'per number' level by contacting Gibtelecom Customer Services. Customers will receive notifications when they reach 50%, 80% and 100% of this limit, after which data usage will be barred until a bolt-on or larger

bundle is purchased. Customers who have already changed their roaming data threshold limit when roaming will also have this limit applied to local data.

There may be some months where you use data more than others and so on our newest plans you have the option of purchasing one-off bolt-ons for those busy months without having to commit to a plan upgrade. We also publish information on our website to help you gauge which plan is best suited to your data needs, as well as providing handy tips on how to keep in control of your data usage."You can also check how much data you have left on your bundle or plan at any time by texting DATACHECK to 8100.

These changes apply to pay monthly plans only so Reload (prepaid) customers will remain unaffected.

For further information on Gibtelecom's mobile data plans and data saving tips visit [www.gibtele.com](http://www.gibtele.com). To upgrade your plan, change your chargeable data threshold or purchase a bolt-on call +350 20052200 or Freephone 194.



# Gibtelecom at MTV presents Gibraltar Calling Music Festival

Gibtelecom was the Official Technology Partner of this year's MTV Presents Gibraltar Calling Music Festival held on 2 and 3 September at the Victoria Stadium

The Company worked with the music festival team to enhance the communications technology at the event, including the availability and performance of its Gibtel mobile network at the festival.

Core technologies and mobility solutions were used across the festival venues to power all of the communications, content delivery and payment solutions. Gibtelecom also provided enterprise-grade fibre connectivity and Wi-Fi services throughout the Victoria Stadium, helping keep the artists, media and production teams connected at all times.

The Company also sponsored a 'Relax and Recharge' zone where festival goers could relax on large bean bags, charge their mobile phones and connect to a Gibtelecom Wi-Fi hotspot.

Gibtelecom's Marketing team also distributed hats to festival goers to help them keep cool in the sun.



## Gibtelecom at National Day 2017

National Day also saw Gibtelecom further supporting music on the Rock by sponsoring the annual "Monkey Rocks" festival at the Victoria Stadium

This turned out to be amongst the largest events of the day being a sell-out with a mixed crowd of around 4,000 in attendance, spanning various age groups. The local and international DJs created a vibrant atmosphere and entertained the red and white crowd throughout the day. As well as sponsoring the stage, Gibtelecom produced hats in the Gibraltar colours and distribute them to those attending.



# Reach & Win



## iPhone SE 16GB

Gibtelecom customers can win an iPhone SE 16GB in our quarterly 'Reach and Win' (01 October 2017- 31 December 2017) competition.

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

**What is the default chargeable data threshold limit?**

- A) £10
- B) £42
- C) £80

To enter please hand in this form with your details below by 31 December 2017 at Gibtelecom'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](mailto:reach@gibtele.com)

Visit [www.gibtele.com](http://www.gibtele.com) for competition terms and conditions, and privacy policy.

Name: \_\_\_\_\_

Phone or account number: \_\_\_\_\_