# Reach

March 2019

#### **Calpe House Donations**

Gibtelecom presented the Calpe House Trust with a cheque of £2,000 from charity premium numbers

Gibtelecom has been supporting the charity making an annual donation of £10,000 for three years (2016 to 2018) towards the development of the new Calpe House. The Company also set up three donation telephone numbers free of charge allowing callers to make their own contributions towards Calpe House, with Gibtelecom wavering its share of the revenue and donating it towards the charity.

The total money raised via the charity premium numbers during 2018 was £1,893 with Gibtelecom topping up this amount to £2,000.

A cheque was presented to Calpe House Chairman Albert Poggio and Trustees Deborah Huxley and Charles Marfe by Gibtelecom's Shaun Zammitt.



### **Gibtelecom**



#### **Handy tips for Sofi**

Over the coming months we will be giving you handy tips to make the most out of Sofi, Gibtelecom's fully licenced digital entertainment service

Did you know you can add subtitles and also change the broadcast language on some of your favourite TV programmes? To do this please follow the steps below:

- Select you desired channel and programme and press the **OK** button on your Sofi remote
- Next, press the side arrow key >
- Press the **OK** button again. Options for subtitles and audio language will be highlighted in yellow
- Finally, press the side arrow key >again and select the subtitles and/or audio language you want

Please note that some channels have more language options than others. The subtitles option is currently available on 26 Sofi channels.







You can watch the Premier League in HD on Sofi, Gibraltar's digital entertainment service.

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## 2019/20 Gibraltar Telephone Directory entries

Customers are advised to check their entries for the next edition of the Gibraltar Telephone Directory

You may review your entry in the residential search facility online at www.gibyellow.gi

If you would like to amend your entry, add an additional entry or remove your number from the Directory, the main Account Holder may do so by visiting Gibtelecom's Customer Services Centre at 15/21 John Mackintosh Square, or alternatively by contacting your service provider.

Gibtelecom cannot guarantee that changes made after 28 June 2019 will be reflected in the 2019/20 Gibraltar Telephone Directory.



#### **Beware of scams**

There are many ways in which criminals obtain personal information from customers for illicit activity

Scam telephone and email surveys are amongst the methods used. Customers are reminded never to give out personal details or information if contacted, as reputable and legitimate companies would not ask for these sensitive details using these mediums. To verify if an email or survey is legitimate it is always important to check this at source (e.g. official company websites and helplines) before deciding to provide any information.

Last month some Gibtelecom email customers received a request from a fake email address saying that their gibtelecom.net account would be shut down unless they clicked on 'Cancel Request'. If you are ever in doubt as to whether communications claiming to be from Gibtelecom are genuine, please contact our 24 hours a day Network Operations Centre on 20052200 for verification. Gibtelecom publishes Internet Safety tips on its website at http://www.gibtele.com/personal/broadband/internet-safety