

Reach

July 2019

Gibtelecom

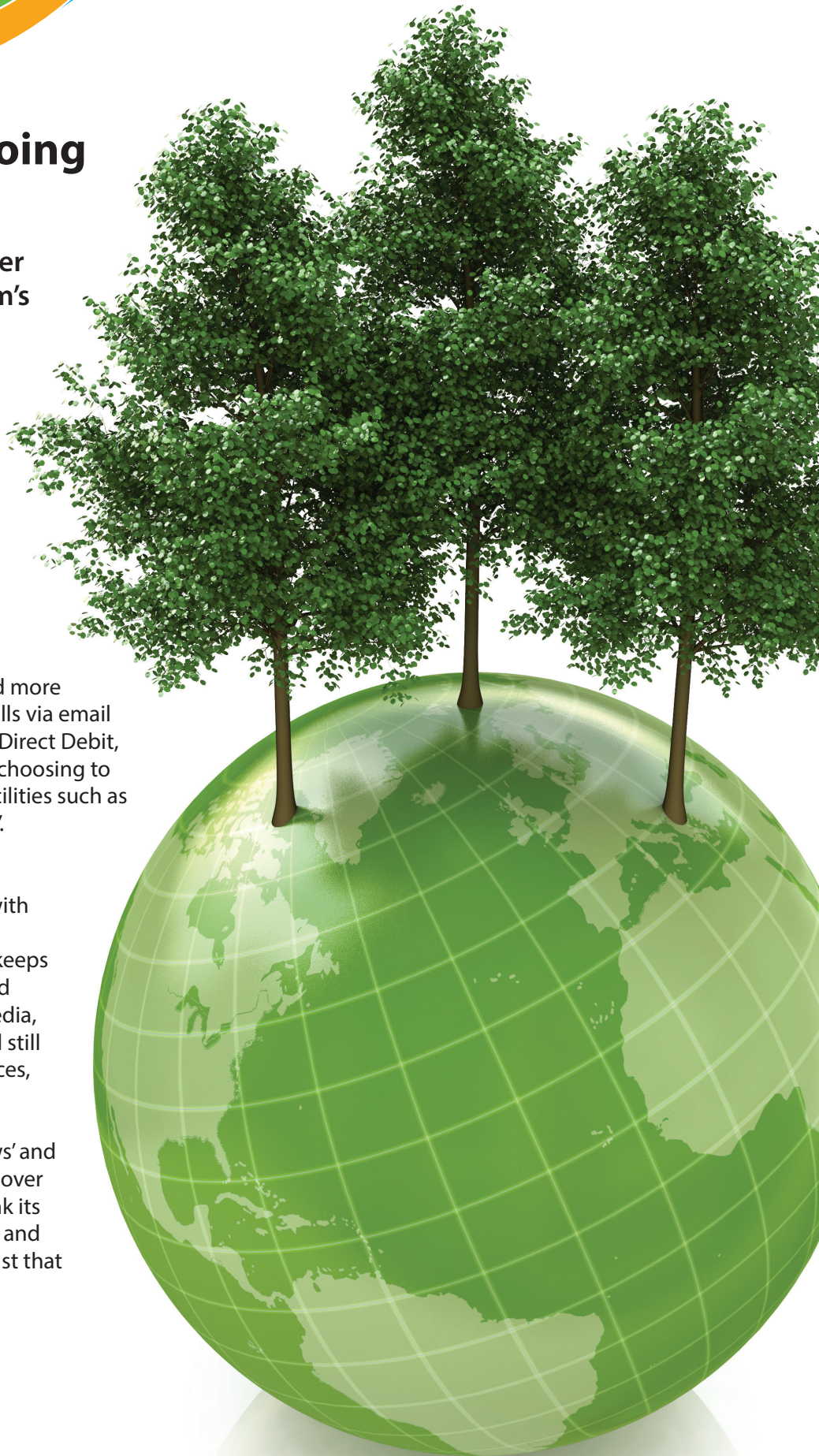
Gibtelecom's on-going Green Journey

July 2019 will see the last paper edition of Reach in Gibtelecom's ongoing effort to go greener

Over the last few years, Gibtelecom has embarked on becoming more environmentally-friendly, introducing various green initiatives in-house as well as externally. These include recycling materials and electronic equipment, reducing the Company's carbon footprint through containing its power consumption and removing Freepost envelopes supplied with monthly invoices. In addition, more and more customers are opting to receive their bills via email (reducing paper waste), subscribing to Direct Debit, making payments over the phone and choosing to pay and manage services online, via facilities such as our user friendly portal 'My Gibtelecom'.

This latest initiative will further reduce paper waste substantially, in-keeping with Gibtelecom's ongoing environmentally friendly policies. Gibtelecom regularly keeps customers abreast of developments and new initiatives via its website, social media, the local press and TV so customers will still be able to keep up to date on our services, updates and company information.

Reach was originally known as 'Infonews' and was launched in May 1995, running for over 24 years. Gibtelecom would like to thank its customers for the feedback, comments and support received over the years and trust that this will continue well into the future.





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MyGibtelecom

'MyGibtelecom' is Gibtelecom's new handy, user friendly online portal and mobile app which were launched in June allowing customers to keep tabs on all services linked to their Gibtelecom account.

The portal and app allow users to view and pay bills, view historical payment information, check data, SMS and call minutes usage and add boosts on their mobile plans, as well as add reload top-ups and bundles. On the portal customers may also purchase new fixed line, internet and mobile products, change their active plans, report service faults and add multiple users to their account.

To use My Gibtelecom customers must first register online at my.gibtelecom.com – to do this they will need to provide their Gibtelecom account number and a recent bill number which are both found on their Gibtelecom monthly invoice. Note that users must register via the portal and complete this step before using the app.

The MyGibtelecom app may be downloaded from the Apple/Google Play Store.

Customers who need help setting these up can call Gibtelecom on 20052200 (24/7) or visit our Customer Service Centre at 15/21 John Mackintosh Square.

