

ADVISORY

Subject : **National Telecommunications Commission Memorandum Order No. 10-10-2017**

Headnote : **Telephone Numbers Upgrade**

Date : **October 9, 2019**

National Telecommunications Commission (NTC) released Memorandum Order No. 10-10-2017 dated October 27, 2017, wherein all public telecommunications service entities (PTE) are mandated to migrate all existing seven (7) digit telephone numbers in Metro Manila and neighbouring areas bearing the 02-area code to an eight (8) digit telephone number.

This is to address the insufficient number of assignable exchange codes and cater to the surge of landline customers in major cities.

The commission assigned each PTE with an identifier as an additional prefix to their phone numbers. The following are the identifiers assigned to each PTE:

- **3000-YYYY to 3499-YYYY – Bayan Telecommunications, Inc.**
- **5300-YYYY to 5799-YYYY – Eastern Telecommunication Philippines/ Telecommunications Technologies Philippines Inc.**
- **6000-YYYY to 6699-YYYY – ABS-CBN Converge, Inc.**
- **7XXX-YYYY – Globe Telecom, Inc. / Innove Communications, Inc.**
- **8XXX-YYYY – PLDT, Inc. / Digital Telecommunications Philippines, Inc.**

The migration process will start early morning of October 6 -- from 12:01 a.m. until 5 a.m.

Original migration date set by NTC was on March 18, 2019 but it was moved to a later schedule in response to petitions filed by the Bankers Association of the Philippines and Credit Card Association of the Philippines.

Within three months after migration, customers who will still incorrectly dial the old 7-digit number will hear a special announcement, saying the format has been changed to 8-digit. The call will be then be terminated and customers have to redial using the new 8-digit number.

Attached is the above mentioned Memorandum Order for your reading pleasure.



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