



8-Digit Migration

FREQUENTLY ASKED QUESTIONS

What is the 8-Digit Migration all about?

This is the initiative of the National Telecommunications Commission (NTC) covered by Memorandum Order Number 10-10-2017 which instructs telecommunication operators to expand telephone numbers from 7-digit to 8-digit format.

All Sterling Bank of Asia Metro Manila telephone numbers will add “8” at the beginning of the existing landline numbers.

The new format is 8XXX-XXXX.

Example, from the existing Customer Service Helpline Number 721-6000, the new number will be 8721-6000.





Which customers are affected by the migration?

The NTC memorandum applies to all telephone numbers within the specified area code "02" in Metro Manila; Rizal Province; San Pedro, Laguna; and Bacoor, Cavite.

Customers outside this area code are not covered by the NTC memo and will continue to use their existing 7-digit number format.



When is the migration going to happen?

The migration is set on October 6, 2019 from 12:00 MN to 5:00 AM.



What will happen **DURING** the migration?

Customers will expect a 5-hour downtime (no dial tone) from 12:00 MN to 5:00 AM.

Provincial and international callers will not be able to reach all affected landlines during this period.

Should you need to contact Customer Service urgently, please send an email to customer.service@sterlingbankasia.com.



What will happen **AFTER** the migration?

For a period of three (3) months after the migration -- October 6, 2019 to January 6, 2020, a customer who will still dial the old 7-digit number will hear a special announcement about the change in telephone number. After the special announcement is played, the call will be terminated. The customer needs to re-dial using the new 8-digit number.



**For more information or other questions,
please visit <https://pldthome.com/updateto8>**