

Talk & Save Prepaid Card

Frequently Asked Questions (FAQ)

(updated June 01, 2010)

1. What is the Talk & Save Prepaid Card?

Talk & Save Prepaid card is the new prepaid IDD/NDD card product from PANTELCO that allows subscribers to make international calls and domestic calls using PANTELCO lines at a very low rate.

2. What are the benefits of Talk & Save Prepaid Card?

Talk & Save Prepaid card allows consumers:

- To make international calls at very affordable rates (compared to regular rate of \$0.40/minute of landlines and cellphones). Also get cheaper rates for national calls.
- Convenience of making long distance calls, whether international or national, anytime with PANTELCO units even if subscribers' phones are only set for local calls.
- Peace of mind from monthly bills and detailed statements.
- Avoid overspending on long distance charges. You control the bills because you pay in advance and you can spend as little or as much as you can afford.
- Re-use the **Talk & Save Prepaid** card any number of times for different calls until you consume the balance of your card. Once your balance has been used up, just purchase a new **Talk & Save Prepaid** card to make new long distance calls.

3. Why are the rates of Talk & Save Prepaid Cards cheaper than postpaid rates?

Since **Talk & Save Prepaid** card use a prepaid system, PANTELCO is able to lessen phone rates because of lesser operating costs compared to the postpaid system.

4. Can I request my Billing Summary / Calling Details Record (CDR) for my calls using the Talk & Save Prepaid card?

No, PANTELCO is not obliged to provide Billing Statements/ CDRs of calls using **Talk & Save Prepaid** cards mainly due to its "prepaid" nature. If you require detailed billing/ CDRs of all your calls, you may use our postpaid system.

5. How much is a Talk & Save Prepaid Card?

Talk & Save Prepaid card is available in P100 denomination. However, the P100 denomination is a special introductory offer and we have intentions of adding other denominations after our introduction period.

6. How can I check my balance?

Your balance will be given every time you attempt to make a call.

7. How long will be my call?

Just like your balance, the amount of time available for your call will be given every time you attempt to make a call and enter the call destination.

8. Can I use it anywhere in the Philippines? How about if I bring it abroad?

No, the card will work only on PANTELCO lines.

9. What are the rates?

Rates as follows*

P2.22 / min	to US, Canada and Hong Kong
P5.00 / min	to Australia, Germany, Japan, Singapore, United Kingdom
P7.50 / min	China, Korea, Italy, Sweden, Taiwan
P12.00 / min	Other countries (landline numbers)
P15.00 / min	International mobile numbers
P3.50 / min	Domestic Landline calls
P7.50 / min	Domestic Mobile Calls

** Rates are subject to change without prior notice.*

10. Why are the rates to U.S., Canada and HongKong cheaper than rates of Domestic calls?

Our rates for U.S. Canada and Hong Kong are cheaper because they are based on competitive rates of other INTERNATIONAL Prepaid cards. We offer Domestic calls as another feature of Talk & Save that other prepaid cards don't offer and you still get cheaper rates compared to Domestic Direct Dial rates.

11. Do the rates on your cards change, depending upon the time of day?

No. We have the same rate 24 hours a day, 7 days a week.

12. How do I use Talk & Save Prepaid Card?

1. At the back of the card, scratch off the "protective ink" to reveal your card number.
2. Dial 1880 from your PANTELCO phone.
3. Enter the card number and listen to voice prompt for remaining card balance.
4. Dial the telephone number of the person you want to call followed by a pound(#) sign:
NDD: "0 + Area Code + Phone Number + #"
IDD: "00 + Country Code + Area Code + Phone Number + #"

13. What happens if my card is used up while I am on the phone?

You will hear a warning tone when your call is about to end. Once card load or value is used up, you will automatically get disconnected even while on the phone.

14. What will happen if I have a remaining balance that is below the minimum amount to call the respective country I'm calling?

When your balance is not sufficient to make a call, you will hear a voice prompt saying that "Amount is insufficient to make the call."

15.Does the card expire? How long before the card expires?

Yes, For **Talk & Save Prepaid** P100 denomination, card expiration is (2) month or (60 days) from initial use.

16.Why am I being charged even if the line is busy or just ringing?

We regret to hear that you were charged even if you were not able to talk the person you are calling. PANTELCO does not charge subscribers for unanswered calls. Unfortunately, there are instances where in an unanswered call automatically gets redirected to the Voice Mail System of the party being called. In such cases, the call is considered by the foreign network "answered" and your account will be charged accordingly.

17.Where can I buy?

You may purchase the card at our PANTELCO OFFICE or any PANTELCO authorized dealer agents in Aklan and other areas using PANTELCO.

- **Royal Supermart**, Roxas Ave • **H'R's Sales Center**, Roxas Ave • **HARCAR Coffee Shop**, C9 Cmpd • **RB News Mags**, Pastrana st, Arch Reyes, Gaisano, Boracay • **Emelia Store**, Mabini st
- **Carmol's Printhus**, Laserna st (plaza) • **Roldan Store**, Roxas Ave Ext • **Joy's Foodstuff**, Osmeña Ave • **Capitol Coop Canteen**, Capitol Site • **KitCom**, Pastrana St, Gaisano mall • **Pareng Jac's Internet atbp**, Capitol Site • **Marianing Superstore**, Pastrana st • **Bea's Party Mates**, Pook
- **Eastern Basic** Mabini branch • **Pieril's Pharmacy**, Roxas Ave • **ADPA Canteen**, Capitol Site
- **Queen's Inn**, Toting Reyes st • **Thumbelina Bookstore**, 19Martyrs st • **Virgie's Cakehouse**, Numancia • **Rural Bank of New Washington**, Pob. N. Wash. • **RyaBen & Rhys Store**, Ochando N. Wash. • **Alenjen Pharmacy**, d'Mall, D' Talipapa, Balabag • **Serendipity Resort and Restaurant**, Balabag • **Shenna's Beach resort and Grocery**, Balabag • **Marzon Beach Resort**, Stn 3, Manoc-manoc • **Blue Mango Inn**, Stn 3, Manoc-manoc • **Casa Pilar Beach Resort**, Stn 3, Manoc-manoc
- **Lhenn's Delight**, Boracay Shopping Center • **Salazar Restaurant**, Manggayad, Manoc-manoc
- **Boracay Tourist Center**, Manggayad, Manoc-manoc