



**ANVAYA  
COVE**  
Seaside Leisure Community



**ADVISORY (March 18, 2020)**

## **DOH LAUNCHES COVID-19 HOTLINES 1555, 02-894-COVID**

DOH launched the DOH COVID-19 emergency hotlines 02-894-COVID (**02-894-26843**) (**GLOBE**) and **1555 (SMART and PLDT)** in partnership with the National Emergency Hotline of the Department of Interior and Local Government (DILG), and PLDT and its wireless subsidiary Smart Communications Inc.

Callers can ask questions if they suspect they are infected with COVID-19, or request assistance if they have symptoms and/or known exposure to confirmed cases or patients under investigation. The information collected from emergency calls is transmitted to the COVID-19 Emergency Operations Center and other relevant agencies for immediate facilitation and response.

“As we enhance our efforts to contain this disease, we are working with both the public and private sectors, which can provide the facilities and the technical expertise to address the many challenges that we face each day. We expect an influx of calls in the first few days of the launch of the call center. We ask for the public’s cooperation and patience to allow only relevant and important calls to go through. In that way, we can provide timely medical assistance to those who really need it,” said Health Secretary Francisco T. Duque III.

“Our collaboration with DOH and 911 is part of our continuing efforts to fight the spread of COVID-19. We hope that with our services, we can help provide much-needed information that will enable health authorities to deliver proper patient diagnosis and treatment and ultimately stop the spread of this disease,” said PLDT Chairman and Chief Executive Officer Manuel V. Pangilinan.

The free 24/7 services will be available through 02-894-COVID. Smart and PLDT subscribers will also be able to use the 1555 hotline for free. Subscribers from other networks can access the 1555 hotline once technical adjustments are completed.

*Source: Department of Health*

**COVID-19**

**ANVAYA ADVISORY No. 11 (March 18, 2020)**



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## BULLETIN

### 24/7 COVID-19 HOTLINE NOW OPERATIONAL



Callers can contact the hotline and ask questions if they suspect they are infected with COVID-19. They may also request assistance if they are exhibiting symptoms, or have come in contact with people who are confirmed to be positive with the disease or a patient under investigation (PUI).



**02-894-COVID (02-894-26843)**

**1555 - PLDT AND SMART SUBSCRIBERS**

#workingPCOO #taggingHands #COVID19 [www.pcoo.gov.ph](http://www.pcoo.gov.ph) @pcoogov



### STILL AT YOUR SERVICE

March 17, 2020

Complying with the government directive on enhanced community quarantine, only a skeletal team will be manning our sales and customer support operations starting March 17. This means a reduced number of agents will respond to your needs from 9 AM to 6 PM. During this time, we shall accommodate requests relating to reconnection, temporary disconnections due to lost phone or SIM, roaming activation, prepaid load concerns, and broadband repairs.

Gie on Facebook Messenger will remain operational to assist you on your inquiries like plan details, unbilled charges, and checking of Rewards points.

You may also join our G Community at [globe.com.ph/community](http://globe.com.ph/community) to get help from our community of customer-experts.

For other support services, our GlobeOne, Globe At Home and TM apps are available anytime to track data usage, subscribe to promos, and pay your bills.

Thank you for your understanding and stay #SafeAtHome!

## 30-DAY BILLS PAYMENT EXTENSION

As of March 17, 2020



GSIS\*



PhilHealth\*\*\*  
*Your Partner in Health*



eastwest



BPI



UnionBank

SECURITY BANK



Globe



Smart



SKY

signal

CONVERGE\*\*



SenGracePoe

\*Extends loan repayment for GFAL

\*\*Suspended disconnection of overdue accounts

\*\*\*Extends deadline for payment of 1st quarter contributions

\*\*\*\*Offers 3-month moratorium for all loans

# COVID-19

ANVAYA ADVISORY No. 12 (March 18, 2020)