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On the Payment page, select the payment type using our secure online payment process, and then click Pay. A confirmation message with details of the completed transaction will appear on the screen. NOTE: Recipients will also receive an SMS message confirming the transaction from Globe. I'M REGISTERING? Create an account at globe.etopuponline.com Select Register at the top left of the page Enter email address and password Click Record at the bottom right of the page. A Verification Code will be sent directly to your email address. Enter or copy/paste the verification code to the relevant field on the account sign-in screen. Make sure you check the Spam/Junk filters in the unlikely event that the verification code doesn't appear in your Inbox. You can also sign up automatically if you already have a Facebook or Google account. DO I GET ALONG AS AN EXISTING CUSTOMER? Login to globe.etopuponline.com enter your phone number. Select the transaction load amount. Review the information and select Next. Review the Summery command and select Checkout. On the Payment page, select the payment type using our secure online payment process, and then click Pay. A confirmation message with the details of the completed transaction will appear on the screen. A confirmation email and receipt will be sent to your email address. WHAT SHOULD I DO IF I FORGOT MY PASSWORD? Please follow the following steps to reset your account password: Select Sign in at the top right of the home page menu bar. Enter your email address, and then click Forgot your password? A screen will appear that will enter your email address/username. An email will be sent to your email address with a link to reset your account password. Check your email and follow the instructions in your email to reset your password and continue. Or you should try signing up using your Google or Facebook account. Why have I not received the INITIAL REGISTRATION OF THE CONTENT OR THE RESETING E-MAIL OF THE PARLIAMENT? Make sure that you have specified a Address. Check your spam/unwanted email folder(s). If you are still having problems, please contact our customer support team at [email protected] DO YOU CHANGE THE PARAL OF THE CONT? Sign in to your globe.etopuponline.com account using your email address and password. Select My Account. Then select Change Password in the left column. The 'Change Password' screen will be displayed. Enter the current password and then. Enter the new password twice to confirm, and then click Change Password. CAN I CONTACT CUSTOMER SUPPORT? There are several convenient ways to contact customer support: Go to globe.etopuponline.com and use the green support button in the lower-right corner of the website. If the green button is labeled Chat, there is a live representative available. Otherwise, the system will create a support ticket and you can send us a message for further action. If you're signed in to your globe.etopuponline.com account, select Support, and then create a new ticket to create a new support ticket. Send us an email at: [email protected] What is the time between the reload transaction and the delivery to your mobile phone? The reload transaction is generally completed within seconds of it being sent. You should receive additional information from us in the form of an email if the transaction is pending or delayed for any reason. Please contact our support team at [email protected] for further information and if problems arise. CAN I SEND TOP UP TO MORE MOBILE PHONE NUMBERS? Yes, you can send mobile recharge to multiple cell phone numbers. CAN I SEND TOP UP TO MORE MOBILE PHONE NUMBERS? Yes, you can send mobile recharge to multiple cell phone numbers. WHAT IS THE COST TO SENT A TOP UP? The cost of a reload transaction is based on the selected face value. During the checkout process, the total amount due will be indicated. This amount includes details of any additional fees (such as sms fees or charges) that affect the final reload amount that will be received by the recipient of the transaction. Why do I have to pay a local SELLING TAX? In many countries, sales and/or VAT taxes are levied by the government. Fees are charged by the Operator in accordance with government regulations and all applicable taxes are transferred directly to the consumer. WHAT HAPPENS IF I GET A WRONG MOBILE PHONE NUMBER? All reload transactions are final and mobile reload credits are available immediately after successful reloading and confirmation. As such, all sales are final and reload transactions to wrong mobile numbers cannot be reversed, withdrawn or refunded. Make sure you have the correct number before you complete the transaction. Contact us at [protected] for additional assistance. WHAT HAPPENS IF I ENTER AN INVALID MOBILE NUMBER? If your mobile number is invalid and does not exist, the reload transaction will not be performed and you will not be charged for the transaction. Can I CHANGE MY E-MAIL ADDRESS? The email address is is is User name and method of account identification. If you would like to change your email address, please contact our online customer support team at [email protected]. You can create a new account with a different email address, but you'll lose all the information, history, and associated points in your existing account. CAN I HAVE MORE THAN ONE ACCOUNT? You can only have one login account globe.etopuponline.com the client, but you can recharge multiple mobile phones. WHAT MUST I DO IF I SEE A TAX NOT USED ON MY CREDIT CARD? If you find unauthorized fees, contact your bank immediately, as the card may have been compromised elsewhere. Please also contact us at [email protected] so we can take appropriate action at our end. WHAT IS THE MY CREDIT CARD DEBITED AND NOT FIRST RECHARGING? Please contact our support team immediately at [email protected] WHY SHOULD MY CREDIT CARD FACTURATION ADDRESS BE THE SAME WITH MY CREDIT CARD INFORMATION? Address details must match the card billing address to ensure that it is your credit card. The card issuer will reject the transaction if these details do not match. WHAT PAYMENT METHODS ARE ACCEPTED? We accept all major debit and credit cards: Visa, MasterCard, American Express and Discover, as well as PayPal. If you want to use PayPal and don't have an account, you can create it by choosing the option PayPal on the transaction screen. CAN RECOGNIZE THE TRANSACTIONS ON MY CREDIT CARD OR THE DECLARATION PAYPAL? The transaction will appear on your credit card statement as etopuponline.com and your PayPal statement as ETOPUP. I HAVE EFFECTED A TOP UP, MY CREDIT CARD HAS BEEN TAXED, BUT I HAVE NOT BEEN TOP SUPPORTED? Sometimes there are technical problems that can lead to such discrepancies. Please contact us at [email protected] immediately for assistance. All transactions are supported by our money back guarantee. WHY IS NOT MY CREDIT CARD ACCEPTED? There are various reasons why your credit card or PayPal transaction cannot be accepted. Please ensure that the information entered during the payment process is the same on your credit card and/or PayPal account. Other issues are directly related to your financial institution. Please make sure that your financial institution is the first point of contact when credit card and/or PayPal account are encountered. globe.etopuponline.com use the fairest exchange rate available in accordance with international foreign exchange regulations and agreement with our partners. Exchange rates are subject to daily change and fluctuation. IS GENERATED A CHITANCE AFTER I TERMINATED THE TRANSACTION Reload? Once the transaction has been successfully completed, you will receive a confirmation on the screen and a receipt will be sent to the registered email address. Reloading can also be viewed online under 'Previous Transactions'. WHY THERE IS A O ON THE CONTENT EXTRA OF MY CREDIT CARD, WHERE MY CARD HAS BEEN RESPONSED? Even when a reload transaction is declined and not successfully completed, eTopUpOnline LLC may still appear on the financial institution's statements. This does not mean that eTopUpOnline.com withdraw money from your account. Such transactional holdings are placed by the issuing bank or financial institution and may take between 24 hours and 14 days to launch. WHAT ARE THE REWARD POINTS? The rewards program offers two reward points for every dollar you purchase. Each 100 points earned earns \$1.00 in rewards. A minimum of 500 reward points are required for redemption and all points are valid for one year from the date of issue. WHAT ARE THE REWARD POINTS? Reward Points is the customer loyalty program globe.etopuponline.com for use in globe.etopuponline.com. You can redeem reward points for free mobile reloading and antenna time. For each reload purchased by \$1 per globe.etopuponline.com, you will receive 2 Reward Points. You can redeem your Points after a minimum of 500 Reward Points have been accumulated. I'M VALUING MY REWARD POINTS? Sign in to your globe.etopuponline.com account. Follow the same process as filling out your mobile phone. The number of reward points will be displayed at the bottom left of the screen (the system will indicate if you have enough points for redemption). Enter the redeemed value Complete the payment process using The Draw. CAN I VIEW THE BALANCE OF THE REWARD POINTS? Click Dashboard At the top right of the page; the balance of the reward points will be displayed at the bottom left of the page. To get the detailed breakdown of reward points Go to My Account, and then on the drop-down list select Reward Points and Reward Point Details. CAN MY POINTS BE USED TO DO ADDITIONAL TRANSACTIONS? You can redeem reward points at any time; however, points are redeemed in increments of 500 reward points. 500 reward points offer a \$5.00 reload credit. DO I EARN REWARD POINTS DURING PROMOTIONS? Reward points are offered in the base balance or amount spent and are not available for any bonus amount. Bonuses are usually offered by our carriers and not specifically by globe.etopuponline.com are eligible for carrier-specific loyalty programs when loading? Yes, you have access to all available bonus credits, rewards and promotions from your mobile operator. WHAT IS REINCREASING RECURENT? Recurring reloading is a convenient feature that allows you to schedule future top-ups to be automatically sent to a specific mobile phone at a specified time and date. DO THEY SET AN AUTOMATED TOPUP PROFILE? Sign in to your globe.etopuponline.com account. Select 'AutoLoad' from the top menu bar. Select New AutoLoad in the left column. Enter the necessary information, and then click Enable Automatic Load. CAN ANULA OR AMEND A RECURENT RECHARGING PROFILE AFTER WHAT IS CREATED? You can only undo recurring reload at any time. Select 'Auto Load' Active 'Auto Top-Up' will be displayed Click the 'Cancel' button next to the specific auto-reload profile that you are changing and continue. WHAT AUTOMATED RECING PROFILES CAN CREA? Only one active recurring reload profile is allowed for a mobile phone number. You can create additional profiles for different numbers. CAN I AMEND THE FACTURATION FRECVENCE OF MY AUTOMATED RECINT PROFILE? No, you can't change the billing frequency or billing period of a profile. You'll need to delete the profile and create a new one. Is there a SMARTPHONE APPLICATION FOR GLOBE TESTING? Mobile apps are being developed for each of the Android and iOS (Apple) smartphones. In addition, globe.etopuponline.com is already optimized for mobile devices to provide a positive user experience. It's GLOBE. ETOPUPONLINE.COM SIGUR FOR USE OF THE CREDIT CARD? globe.etopuponline.com was designed with the security and confidentiality of essential data. globe.etopuponline.com uses state-of-the-art technology to ensure the utmost security of your information. globe.etopuponline.com is certified by McAfee, GoDaddy and Trustwave for PCI compliance with credit card and iD information. Your transaction is guaranteed. Guaranteed.

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