



SUBSCRIPTION CERTIFICATE

PLDT HOME VOICE (LANDLINE) AND DATA (BROADBAND) SERVICES

1. VOICE SERVICE:

2. DATA PLAN:

2.1 SPEED: (Up to)

2.2 VOLUME ALLOWANCE:

2.3 MODEM FEE+INSTALLATION FEE:

2.4 DATA PLAN LOCK-IN PERIOD:

To begin on the **date of installation**

Voice only:	24 months
FIBR plans:	36 months
DSL plans:	24 months

2.5 PROMO, if applicable:

I understand that I am entitled to the following promo items (the “Promo Inclusions”) discussed with me as follows:

2.5.1 PROMO INCLUSIONS, if applicable:

I understand and agree that my PLDT Home voice and data plans (the “PLDT HOME PLAN/S”) is for the minimum lock-in period indicated in item no. 2.4, reckoned from date of installation of the relevant PLDT HOME PLAN/S, and subject to the lock-In periods of the relevant value-added services (VAS) and promo availed of, if any, that may require longer lock-in periods. In such case, the minimum lock-in period (the “Minimum Term”) shall be the longest from among the applicable lock-in periods of the PLDT HOME PLAN and the VAS.

3. VALUE ADDED SERVICES

I understand and agree that my application for VAS is only valid if bundled with PLDT HOME PLAN/S and that my subscription to VAS may be covered by separate subscription certificates.

VAS (1)	
Device/Content Name	
Monthly Service Fee	
Lock-In Period	
Warranty	

VAS (2)	
Device/Content Name	
Monthly Service Fee	
Lock-In Period	
Warranty	

VAS (3)	
Device/Content Name	
Monthly Service Fee	
Lock-In Period	
Warranty	

TERMINATION, PRE-TERMINATION, FEES AND OTHER CHARGES

I understand and agree that fees and charges shall apply to my PLDT HOME PLAN/S, and VAS subscriptions as follows:

- **Upgrade to a higher value PLDT HOME PLAN/gadget/VAS.** Pre-termination fee shall not apply to an upgrade of Data Plan/VAS. However, it shall *restart* computation of the Minimum Term based on the longest applicable lock-in period of any of the upgrades.
- **Downgrade or pre-termination of current PLDT HOME PLAN with gadget and VAS within the Minimum Term.** A pre-termination fee equivalent to three times (3x) the Monthly Service Fee of the current subscribed PLDT HOME PLAN, plus the remaining cost of the gadget, if any, shall apply to a downgrade or pre-termination of current PLDT HOME PLAN with gadget and VAS within the Minimum Term.
- **Pre-termination of current VAS with gadget subscription within the Minimum Term.** A pre-termination fee equivalent to the device cost multiplied by the remaining months within the Minimum Term shall apply to a pre-termination of current VAS with gadget subscription within the Minimum Term.
- **Downgrade or pre-termination of current PLDT HOME Whole Home WiFi bundle within the Minimum Term.** A pre-termination fee equivalent to three times (3x) the Monthly Service Fee of the current subscribed PLDT HOME BASE PLAN, plus the remaining cost of the

gadget, if any, shall apply to a downgrade or pre-termination of current PLDT HOME Whole Home Wifi bundle within the Minimum Term.

- **Downgrade or termination of current PLDT HOME PLAN/gadget/VAS beyond the Minimum Term** shall incur a processing fee of Php500.
- **Pre-termination of current PLDT Voice only services within the Minimum Term** shall incur a pre-termination fee of Php2,500 in addition to any outstanding amount from the service provided.

I understand and agree that should I opt to downgrade my PLDT HOME PLAN or pre-terminate the same within the initial Minimum Term or renewals thereof, I agree to pay downgrade or pre-termination fees equivalent to three (3) times the relevant PLDT HOME PLAN’s Monthly Service Fee, plus the remaining cost of the gadget, as applicable. I likewise understand and agree that should I opt to downgrade or terminate my current PLDT HOME PLAN/gadget/VAS beyond the Minimum Term, I shall pay a processing fee of Php500. In case of Voice only service, should I opt to pre-terminate my subscription within the Minimum Term, I shall pay a pre-termination fee of Php2,500 in addition to any amount due on the service provided. I further understand that these charges do not foreclose resort by PLDT to other remedies available to it under this Agreement, in law and in equity, including but not limited to remedies granted under Article 315 Swindling (estafa) of the Revised Penal Code, as applicable.

Renewal of Subscription

Upon the expiration of the initial Minimum Term, my subscription will be automatically

renewed for the same period, and under the same terms and conditions (the “**Renewed Term**”), unless I submit a written request to PLDT for termination (the “**Pre-termination**”) at least thirty (30) days prior to the end of the initial Minimum Term, and every Renewed Term thereafter. PLDT reserves the right to change the PLDT HOME PLAN inclusions or features, with notice to the subscriber, after the initial Minimum Term and/or after every Renewed Term thereafter.

Additional Monthly Volume Allowance

(Applicable only to data plans with volume allowance as indicated in Item No.2.2)

additional 1 GB per month	PhP 49
additional 4 GB per month	PhP 99
additional 10 GB per month	PhP 199

I understand and agree that (i) there may be a corresponding speed and volume allocation for my PLDT HOME data subscription plan as indicated in Items No. 2.1 and 2.2; and (ii) upon reaching the optimum monthly volume allocation for the account, I have the option to purchase additional monthly volume allowance via www.pldthome.com.

WiFi modem ownership under PLDT HOME Data Plans

FIBR Plans 1899 and below (all variants)

- Wifi modem is subscriber-owned
- Wifi modem cost and Installation fee may be paid by the subscriber at a one-time total cost of PhP3,600 payable over the counter at PLDT Sales and Service Centers only, inclusive of PhP2,500 modem fee and PhP1,100 Installation fee; or via a 36-month amortization scheme at PhP119 per month, subject to PLDT approval based on the credit standing of subscriber, or as may be allowed by PLDT.

In the event of pre-termination of subscription under any of these plans, I understand and agree that I shall be liable to pay the outstanding balance of the WiFi modem fee, if any, and only upon completion of all installment payments shall I become the owner thereof.

FIBR Plans 2899 and up (all variants)

- WiFi modem is PLDT owned
- Free installation

In the event of termination of subscription under any of these plans, I understand and agree that I shall be liable to return the WiFi modem unit to the nearest PLDT Sales and Service Center.

DSL Plans 1299 and below (all variants):

- WiFi modem is subscriber owned
- WiFi modem cost and installation fee may be paid by the subscriber at a one-time total cost of PhP2,300 payable over the counter at PLDT Sales and Service Centers only, inclusive of PhP1,200 modem fee and PhP1,100 installation fee; or via a 24-month amortization scheme at PhP109 per month, inclusive of PhP57 modem fee and PhP52 installation fee, subject to PLDT approval based on the credit standing of subscriber, or as may be allowed by PLDT.

In the event of pre-termination of subscription under any of these plans, I understand and agree that I shall be liable to pay the outstanding balance of the WiFi modem fee, if any, and only upon completion of all installment payments shall I become the owner thereof.

DSL Plans 1699 and up (all variants)

- WiFi modem is PLDT owned

- Free installation

In the event of termination of subscription under any of these plans, I understand and agree that I shall be liable to return the WiFi modem unit to the nearest PLDT Sales and Service Center.

For all Data Plans

I understand and agree that for subscriber owned WiFi modem, upon full payment of the WiFi modem fee, I shall own the unit and I shall have no obligation to return the same to PLDT upon the termination of my PLDT HOME data plan subscription. PLDT’s responsibility for any damage to the WiFi modem shall be limited to the repair of defects thereon within the 12-month warranty period, beginning on the date of installation.

As applicable, in the event that I opt to pay for the WiFi modem fee on installment, I understand that until all installment payments are completed, PLDT shall continue to own the WiFi modem and I am obliged to use and take care of the same with due diligence and care.

Should the WiFi modem be defective or destroyed without my fault or negligence, upon my request, PLDT shall replace such WiFi modem at no additional cost. However, should the WiFi modem become defective or destroyed due to my fault or negligence, I shall be obliged to pay PLDT for the outstanding balance of the WiFi modem fee as indicated in item no. 2.3 before PLDT provides a replacement therefor. PLDT shall not be liable for any damage to, or loss of the WiFi modem due to *force majeure* including acts of God such as earthquakes, tsunami, lightning; acts of government authority, war, national emergency, accident, or riot, among others.

Additional Terms and Conditions

I understand and agree that:

1. My application for any of the PLDT HOME PLAN/S shall be subject to the availability of facilities in my given address. In the event that there are no available facilities in my area, PLDT shall not be liable in any way for its inability to install the services applied for. In such event, this subscription certificate shall be rendered invalid and without force and effect.
2. I shall be responsible for installing the in-house wiring necessary for the services applied for herein. In the event that the in-house wiring present at my address is not suitable or available for the services applied for, I understand that I cannot hold PLDT liable for damages resulting from any delay or inability to install the services requested.
3. The PLDT HOME PLAN/S are not in any way an inducement for me to terminate my current subscription/s with other service provider/s. Should my decision to avail of the PLDT HOME PLAN/S result in the termination of existing subscription/s with other service provider/s, I shall be solely liable for the payment of any pre-termination fees and/or other charges that may be imposed by such other service provider/s, if any.

By affixing my signature on the space provided below, I (the “**Subscriber**”) confirm that I have read, understood, and agree to the (i) PLDT Terms & Conditions found herein and at www.pldthome.com/termsandconditions or the attached PLDT Terms & Conditions, if voice only subscriber, including any amendments thereof, (the “**Terms & Conditions**”) concerning my subscriptions to PLDT HOME PLANS, as well as VAS identified in the

preceding item no. 3; and (ii) specific terms and conditions of applicable promos found at www.pldthome.com/termsandconditions or the attached specific terms and conditions of applicable promos, if voice only subscriber.

With my conformity:

*SUBSCRIBER'S SIGNATURE
OVER PRINTED NAME*

DATE

*GOVERNMENT ID PRESENTED
& ID NO.*

CUSTOMER INFORMATION SHEET NO.

*PLDT REPRESENTATIVE
SIGNATURE OVER PRINTED NAME*



**ANNEX "A" TO THE
SUBSCRIPTION CERTIFICATE**

INSTANT FIBR SERVICE SUBSCRIPTION

INSTANT FIBR PLAN:

I understand and agree that:

- I will initially be given the Instant Fibr service (Wireless Home WiFi service) while waiting for the availability of the Fibr facility in my area. My PLDT Home Fibr Plan ("Fibr Plan") shall be installed once available.
- The standard Fibr Plan lock-in period of 36 months shall commence upon the activation of my Instant Fibr and will continue until I am migrated to a Fibr Plan and the remaining months of the lock-in period.
- I shall pay the monthly fee corresponding to the Instant Fibr Plan I subscribed to.
- The use of this service will be limited to the registered address for my PLDT account.
- The Instant Fibr Plan has a corresponding monthly data allocation. Once the said allocation is used up, I will no longer be able to access the internet and must purchase load via my registered myHome account to regain access.

INSTANT FIBR HARDWARE

- The Instant Fibr comes with the following:
 - LTE modem
 - SMART Bro LTE SIM ("SIM"),
 - Charger
 - device manual
 - data cable and support stand.
- The SIM is intended to work only with my assigned LTE modem and vice versa.
- The SIM will not be capable of incoming and outgoing calls, and outgoing SMS or text messaging. Incoming SMS is only for notifications and advisories via the device GUI (graphical user interface).
- The modem shall remain PLDT-owned and shall be surrendered to PLDT in good working condition and with complete accessories upon installation of my Fibr Plan service.
- Defective units, whether due to modem issue or SIM card issue or both, may be exchanged with complete accessories at any PLDT Sales and Service Centers and shall be surrendered to PLDT for replacement and accompanied by supporting documents.

MIGRATION TO A FIBR PLAN ON FTTH NETWORK

- Once Fibr facilities become available my Instant Fibr shall be discontinued with no option to retain after migration to the subscribed Fibr Plan .
- The pre-termination clause provided for in the Subscription Certificate (the main subscription agreement) shall apply in case I pre-terminate my subscription to my Instant Fibr Plan or in

the event I do not proceed with the migration to the Fibr Plan though already available.

- If I fail to return the LTE modem under good working conditions, I agree to pay PLDT an additional fee of P2,500 (LTE modem fee) which will be billed on top of my Fibr Plan.

Subscription to the Instant Fibr plan will continue until Fibr facilities become available and I am migrated to a Fibr Plan.

With my conformity:

*SUBSCRIBER'S SIGNATURE
OVER PRINTED NAME*

DATE

*GOVERNMENT ID PRESENTED
& ID NO.*

ACCOUNT NUMBER

*PLDT REPRESENTATIVE
SIGNATURE OVER PRINTED NAME*