



Service Request Form

PLD 177 REV 03/19
No. 123456

*Complete Name of Subscriber on Record:	*ID Type / ID No. presented:	*Telephone No.:	Account No.:
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Products

Broadband <input type="checkbox"/> Wired <input type="checkbox"/> Wireless <input type="checkbox"/> Upgrade <input type="checkbox"/> Downgrade Specify Plan: _____	Value Added Services / Device Availment <input type="checkbox"/> Activation <input type="checkbox"/> Deactivation Specify Product: _____	Special Features <input type="checkbox"/> Activation <input type="checkbox"/> Deactivation Specify Product: _____	Promos Specify promo: _____ Free for _____ months I certify that I have given my permission to be billed accordingly after the free months
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Services

<input type="checkbox"/> Change telephone number <input type="checkbox"/> Request for Vanity Number Preferred Number: _____ Charge Amount: _____	<input type="checkbox"/> Change in Class of Service <input type="checkbox"/> Prepaid to Postpaid <input type="checkbox"/> Postpaid to Prepaid <input type="checkbox"/> KaAsenso to Residential <input type="checkbox"/> Residential to KaAsenso	<input type="checkbox"/> Corporate to regular residential <input type="checkbox"/> Regular residential to Corporate	<input type="checkbox"/> PLP <input type="checkbox"/> Call All Indicate Quantity of SIMs _____ <input type="checkbox"/> Change / Replace Lost SIM Charge Amount: P _____
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Relocation

Move In Address: _____ Landmark: _____ Preferred schedule of visit: _____	<input type="checkbox"/> Simultaneous <input type="checkbox"/> With Effective Date <input type="checkbox"/> With Upgrade <input type="checkbox"/> Re-route / In Move Transfer _____ Charge Amount: P _____
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Update Customer Information Record

<input type="checkbox"/> Incorrectly Spelled Name From: _____ To: _____ <input type="checkbox"/> Contact Number _____ <input type="checkbox"/> Email Address _____ Note: For Gmail, please visit https://tinyurl.com/ycc4sd99 for information on dots in email <input type="checkbox"/> Others _____	<input type="checkbox"/> New Account Delegate By providing the information above, I certify that I have secured the permission of my secondary account delegate to receive calls on bill reminders and service repairs on my behalf. Relationship _____ Contact Number _____
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Change of Ownership

<input type="checkbox"/> Plain Supersedeure • Valid ID of incoming and outgoing customers • Letter of Authorization if application/request is thru and authorized representative • Valid ID of authorized representative	<input type="checkbox"/> Supersedeure with Clause • Valid ID of incoming customers • Signed and notarized affidavit form of incoming owner • Deed of Sale (if PLDT service is included in the sale of property) • Death Certificate (if applicable)
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INCOMING CUSTOMER INFORMATION

Full Name (First Name, Middle Name, Last Name) _____
 Birthday (MM/DD/YYYY) _____ Email Address _____ ID Type _____
 ID Number _____ Mobile Number _____ Contact Number: _____ Account Delegate: _____

Service Disconnection

Extension Line Voice Services Data Service Voice & Data Services PLP/Call All Signal TV Service
 Specify Reason for Disconnection of Service: _____

Other/s

Replacement of VAS Add-On / Device/s
Please specify _____
 Other Request/s
Please specify request: _____

How would you like to receive your Bill? Would you like us to publish your Name and Number?

Bill Delivery Agreement

YOUR ACCOUNT WILL BE AUTOMATICALLY ENROLLED IN PAPERLESS BILLING AT THE EMAIL ADDRESS YOU PROVIDED.

I acknowledge that PLDT shall send me my Bill three (3) calendar days after the Bill Date via electronic mail (email) through the email address I specified in this form. PLDT is deemed to have validly sent the Bill, and the Bill shall be deemed received at the email address provided. PLDT, I agree to hold PLDT free and harmless from any liability for my failure to receive the Bill despite it being sent to my email address.

By agreeing to receive my Bill via email, I understand that I will no longer receive a printed copy of my Bill.

I want to receive a printed copy of my Bill for free.

YES
I authorize PLDT to publish my name, address and telephone number in the Directory Listing (White Pages). I warrant that the information I provided for publishing is accurate and up-to-date, and may be used to reach or access me.

NO
I do not allow PLDT to publish my name, address and telephone number in the Directory listing (White Pages).

REFUND

Category: <input type="checkbox"/> Company Initiated <input type="checkbox"/> Customer Initiated Documents Received: <input type="checkbox"/> Statement of Account indicating Credit (CR) balance <input type="checkbox"/> Valid Identification Card <input type="checkbox"/> Signed Letter of Authorization and ID of representative <input type="checkbox"/> Official Receipt <input type="checkbox"/> Deposit Receipt on Telephone Instrument <input type="checkbox"/> Others, please specify _____	Type: <input type="checkbox"/> RSO <input type="checkbox"/> Rebate Due to Non Service <input type="checkbox"/> Overpayment <input type="checkbox"/> Others	Computation of Refund: Deposit for Telephone Instrument (DTI) _____ Interest on DTI (From: _____ To: _____) _____ Rebate for Non Service _____ Over Payment _____ Others: _____ NET REFUND: <input type="checkbox"/> RECEIVED FROM PLDT, INC. Total amount received in Words (Php) _____	Amount _____
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Signature Over Printed Name _____ Received by: (Signature Over Printed Name/Date) _____
 Prepared By: _____ Recommended By: _____ Approved By: _____

CONFORME

My signature below signifies that I understand and agree on changes in my service/account information that I request as indicated above. Further, I am aware and I agree to pay regarding charges related to my request.

 *Complete Name of Subscriber on Record
 (Signature Over Printed Name)

Subscriber Declaration

My signature below signifies that:

All information that I have stated in this application, including all supporting documents that I have submitted, are true and correct. I have voluntarily provided this information and supporting documents to PLDT its assignees and successors-in-interest to facilitate the processing and evaluation of my application for service subscription; and

I acknowledge and consent to how PLDT collects, uses, and shares my personal data.

1. I acknowledge that PLDT will require the validation of my identity and my credit history in order to evaluate my application for service subscription. I therefore authorize the following:

- For PLDT to obtain relevant information about myself and my credit information from my declared employer or business, and from the banks, credit card companies, and other financial institutions and service providers with whom I have existing accounts with, as evidenced by the supporting documents I have submitted together with my application;
- For PLDT to obtain from my declared employer or business, and for the banks, credit card companies, and other financial institutions and service providers, which I have identified and authorized to release, my information as may be necessary for the evaluation of my application, and for PLDT to verify relevant information concerning myself or my subscription with them; and
- For PLDT, and third-party business partners authorized by PLDT, to compute my credit score using the relevant information that has been obtained about myself and my credit information. I acknowledge that my credit score shall be used solely to evaluate my application for service subscription.

2. I acknowledge that there are some instances where PLDT may be required to disclose my personal data as part of its regular business operations and for the provision of its products and services. I understand that my personal data may be disclosed to:

- PLDT's service providers, contractors, and professional advisers who help PLDT provide its products and services. This includes partner companies, organizations, or agencies, and their sub-contractors. For example: PLDT couriers for bill delivery and customer contact centers providing pre- and post-sales hotline operations;
- PLDT's subsidiaries and affiliates with whom I have also signed-up with. I understand that this is done only for the improvement of their business and operations; For example: PLDT may share information related to my use of its products and services with its subsidiaries and affiliates so that they can create new offers that bundle their products and services into a single subscription for my benefit;
- Other companies to whom I may have also given consent my consent for PLDT to share my information with. For example, when I sign-up for products and services offered by other companies, they may request for information from PLDT in order for them to validate your identity; and
- Law enforcement and government agencies, but only when required by laws and regulations and other lawful orders and processes.

I acknowledge that a complete list of these third-parties may be accessed by myself through <http://www.pldt.com/privacy-policy#partners>.

3. I acknowledge that PLDT processes and discloses my personal data to the Government, in cases when PLDT is required to do so for purposes such as:

- To assist public authorities. I understand that PLDT generates statistical insights based on my usage of its network and facilities to assist public authorities in planning for healthcare, disaster management, and other similar initiatives; and
- To comply with legal requirements. I understand that PLDT runs credit scoring programs and initiatives, including but not limited to, providing information to the Credit Information Corporation in accordance to Republic Act No. 9501 and the Credit Information System Act. PLDT may also perform other required personal data processing or disclosure to meet other relevant legal and regulatory requirements.

4. I acknowledge that PLDT shall process my personal data based on its legitimate interest to function effectively as a business, and that this is only done when my interests and fundamental rights or freedoms do not override its legitimate interest:

- For the continuous improvement of PLDT's business and operations. For example, when PLDT analyzes my usage of its network and facilities to help them manage my account, provide customer care activities, investigate and resolve service-related requests and concerns that I may have, monitor the quality and security of its network, train its staff, and plan for future growth. I acknowledge that PLDT may also process my personal contact details and publish them in an internal directory listing, in order to effectively communicate with me and provide me with necessary assistance.
- For the continuous improvement of PLDT's products and services. I acknowledge that PLDT may collect, use, process, and analyze my use of its products and services so that it can understand how to improve them for my benefit. PLDT's analysis may include some information about my usage, such as the volume and frequency of my use of its SMS, voice, and data services, and my historical locational information which it determines based on an analysis of the places where I may have used your products and services. I understand that this is done in order to generate insights on foot traffic, crowd density, and mobility patterns.
- For PLDT to understand my needs and preferences so that it can serve me better. I acknowledge that PLDT shall process data to determine my usage profile by maintaining a record of the products and services that I avail, and by analyzing other activities such as when I participate in PLDT's market research initiatives, when I visit and transact in PLDT stores, and when I visit and use PLDT websites and mobile apps such as myPLDTSmart App. I understand that PLDT does so in order to gain a better insight of the kinds of offers that would be relevant to my preferences.
- For PLDT to manage the security of its business operations. I understand that PLDT may process my personal data to conduct IT security operations, to manage its assets, to ensure my fair use of its products and services, and for business continuity, disaster recovery, and audit purposes.

5. I consent to PLDT's processing of my personal data as I avail of its products and services so that PLDT may be able to create and offer better products and services for me, including through direct marketing. I understand that PLDT carries out the following processing activities based on my consent.

a. To send me offers, recommendations and promotions. I consent to PLDT's processing of my usage profile to send me customized offers and promotions through my contact details using channels such as SMS, voice calls, and e-mail. This includes location-based offers that are exclusively available in areas that I may frequent.

b. To conduct online marketing. I consent to PLDT's use of information such as my mobile number, e-mail address, and browsing behavior, which PLDT collects through cookies and tags (when I visit PLDT's websites) in order to place advertisements about its latest products and promotions on some of the most popular social media platforms and websites that I may visit. I acknowledge that I may learn more about PLDT's cookie policy by visiting <https://pldthome.com/cookie-policy> for more details.

c. To elaborate my usage profile. I consent to PLDT's collection of personal information about me from third-party sources such as its subsidiaries, affiliates, and business partners, to whom I have also given my consent for them to share my information. I acknowledge that PLDT creates this enhanced usage profile about me solely to get a deeper understanding of my preferences so that I may receive even better targeted product recommendations, special offers, and promotions.

I acknowledge that I can choose to object to and withdraw my consent from any of these processes at any time through visiting <https://my.pldthome.com> and as well as adjusting my privacy settings.

6. I acknowledge that PLDT will keep all information pertaining to my account, including all personal data about myself, for as long as I continue to use PLDT's products and services, and for a maximum of twelve (12) years after termination. I agree that, in the event of payment default, PLDT will have the right to collect all unpaid balance/s of my account including applicable surcharges and late payment fees.

7. There are additional ways that we may process your personal data. These are completely optional, and we commit only to proceed with activities that you specifically allow us to do (check all those that apply):

- Personal Profile**
Create a personal profile about you. We analyze data about you, such as the websites and apps that you may visit and use and your locational information (historical and real-time location), to get a deeper understanding of your personal needs and interests. We create this personal profile about you so that we can send you even better targeted product recommendations, special offers, and promotions.
- Share Profile – Third Party**
Share your usage and personal profile with our third-party business partners. This will allow our business partners to serve you better through their own products and services.
- Promotions – Subsidiaries and Affiliates**
Send you offers and promotions from our subsidiaries and affiliates. This will allow our sister companies and affiliates, for a complete list please visit <http://www.pldt.com/privacy-policy#subsidiaries> to send you information about their special offers and promotions through direct marketing channels such as SMS, voice calls, and e-mail.
- Promotions – Third Party Business Partners**
Send you advertisements from our third-party business partners. This will allow our business partners, for a complete list please visit <http://www.pldt.com/privacy-policy#partners> to send you information about their special offers and promotions through direct marketing channels such as SMS, voice calls, and e-mail.

I confirm that I have read, understood and agree to the provisions stated in the Subscribers Declaration section of this form.

I also confirm that I have read, understood and agree to the (i) PLDT Terms and Conditions and Privacy Policy found on PLDT's website <https://pldthome.com/termsandconditions> or in the PLDT Terms and Conditions and Privacy Policy presented to and/or discussed with me by a PLDT representative during my aftersales request and attached hereto including any amendments thereto (the "Terms and Conditions"), concerning my subscription to PLDT HOME PLANS, as well as the Value Added Services I applied and (ii) specific terms and conditions of applicable promos found at www.pldthome.com/termsandconditions or in the specific terms and conditions of applicable promos presented to and/or discussed with me by a PLDT representative during my aftersales request and attached hereto.

MVP Rewards Consent

As a customer of PLDT, I am aware that I may earn points and rewards through MVP Rewards, which is a loyalty program owned and operated by MVP Rewards and Loyalty Solutions Incorporated ("MRSI"). My consent signifies that: I allow PLDT to share my personal information (complete name, mobile number, email address, and date of birth) to MRSI so that my MVP Rewards membership may be processed; I acknowledge that MRSI shall contact me by text or email to send me a link where I can complete my registration; and I may exercise my privacy rights, such as my right to withdraw my membership from MVP Rewards, by contacting MRSI through ask@mvprewards.com.ph or by accessing <https://www.mvprewards.ph/dataprivacy>

I confirm that I have read, understood and agree to the provisions stated in the Subscriber Declaration section of this form.

I also confirm that I have read, understood and agree to the (i) PLDT Terms and Conditions and Privacy Policy found on PLDT's website at www.pldthome.com/termsandconditions or in the PLDT Terms & Conditions and Privacy Policy presented to and/or discussed with me by a PLDT representative during my service application and attached hereto, including any amendments thereto (the "Terms & Conditions"), concerning my subscriptions to PLDT HOME PLANS, as well as Value Added Services identified in the "Tell us about the Plan you want..." section of this form and (ii) specific terms and conditions of applicable promos found at www.pldthome.com/termsandconditions or in the specific terms and conditions of applicable promos presented to and/or discussed with me by a PLDT representative during my service application and attached hereto.

*Customer's signature over printed name

Date signed (MM/DD/YY)