



THE BILLING GUIDEBOOK

The one guide you need for everything about your PLDT bill



GET TO KNOW YOUR BILL

PLDT PLDT, INC. Service Corporation "PLDT" 1000 P.O. Box 1000, Manila City 1000. Contact with us at 8000-00000

STATEMENT OF ACCOUNT Page 1 of 4

STATEMENT NO: 001 / 000106 FIRM: 000070000

Juan Dela Cruz
1234, 1234 St, Corner Corporation Bldg., Makati Avenue, Makati City 1234

BILLING INFORMATION
Statement Date: 04/21/2020
Account Number: 0001000001
Telephone Number: 000070000
Customer TIN: No TIN provided

BILL SUMMARY

Previous Charges	6,897.00
Balance From Previous Bill	(3,900.00)
Leads (Previously Received) - Thank You!	4,997.00
Remaining Balance from Previous Bill	4,997.00

Current Charges

Monthly Service Fee and Other Basic Charges	2,000.00
Value Added Tax	239.97
Total Current Charges	2,239.97

Please pay on or before **May 20, 2020**

Please be reminded of your payment schedule under the Credit Card Management. You need to pay the due the coming charges on the date provided on this statement.

PLDT HOME Update to 8535 8899

www.pldthome.com/updatesub

DATE DUE	AMOUNT DUE
May 20, 2020	4,837.00
	2,239.97
TOTAL AMOUNT DUE	7,736.00

Thank you for selecting us as your Landline Provider. An Important Program!

Go Paperless at pldthome.com/paperless-billing

PAYMENT STUB

DEBIT DATE	AMOUNT DUE
May 20, 2020	4,837.00
	2,239.97
TOTAL AMOUNT DUE	7,736.00

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1 BILLING INFORMATION

Statement Date - the starting date of your billing cycle

Account Number - a unique 10-digit number that is used as reference when paying your bill and for other aftersales concerns

Telephone Number - the assigned number for your landline service

Customer TIN - your Tax Identification Number issued by BIR

2 BILL SUMMARY

Previous Charges (due immediately) - unpaid amount from your previous bill

Current Charges - amount to be paid for the current period composed of the Monthly Service Fee (MSF), usage charges, Value Added Tax (Vat), and other charges (if applicable)

Due Date - date when the total amount due should be paid

Total Amount Due - the sum of your balance from previous bills and current charges.

3 MESSAGE BOARD

Shows billing or payment-related announcements, new product offerings, and other promos

4 PAYMENT STUB

Contains payment-related information for your account

5 WATERMARK

Can either be a notice of disconnection or legal action due to non-payment or delinquency in paying your bill

PAPERLESS BILLING

What are the benefits of paperless billing?



Convenient

Get notified when your bill is ready for viewing



Eco-Friendly

Reduce paper usage for a greener future



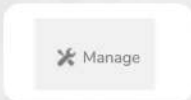
Clutter-Free

Organize your old and new bills digitally

Where do I sign up?

myHome account (my.pldthome.com)

- 1 Login to your PLDT myHome account
- 2 Find your linked account and click "MANAGE"
- 3 Select "ENROLL TO PAPERLESS BILLING"



PLDTHOMEBILL SMS

Type GOGREEN <space> area code + telephone number <space> 10-digit account number <space> email address and send to 8171 if you are using Smart, TNT or Sun number or 0970 0000 171 for other networks

PLDT Home Messenger

Just chat with us on PLDT Home Messenger with the verified badge



Where can I view my bill?

SMS



As soon as your bill is available online, an SMS containing your bill summary will also be sent to you. Text BALANCE <space> area code + telephone number and send to 8171 if you are using Smart, TNT or Sun number or 0970 0000 171 for other networks

Email



An email about your bill summary, with a PDF copy of your bill, will be sent every month to your registered email address. Just open the PDF attachment and enter your 10-digit account number to view the details of your current bill

Chat



Chat with us on Facebook Messenger just search PLDT Home to get started and look for the verified badge

PLDT myHome account



Your current bill and billing statements for the past 12 months can be found through my.pldthome.com or myPLDT Smart app available from Google Play or Apple App Store

Be sure to update your mobile number and email address if there have been any changes. It is important to always keep them updated so you won't miss your bill notifications and other important announcements.

To update your contact information, send us an email at pldtbilling@pldt.com.ph

WHY DO I HAVE PROPORTIONAL CHARGES ON MY BILL



Proportional charges may appear on your bill because of the following:

1 Your request for an upgrade, downgrade, relocation or migration of service was completed

- Your bill may reflect proportional charges from the date when your new service is activated plus your regular monthly service fee.
- Your next bill will reflect the full monthly service fee.

Example:

Your current account availed a plan upgrade that was activated on the 10th of the month. Your statement date is every 20th until the 19th of the following month. The proportional charges you will receive will be based on your new activation date (the 10th of the month) up to your statement date cut-off (the 19th of the next month).

2 Your account has been reconnected from temporary disconnection

- Your bill may reflect proportional charges from the date when your account was reconnected plus your regular monthly service fee.
- Your next bill will reflect the full monthly service fee.

Example:

Your current account was reconnected after a temporary disconnection on the 10th of the month. Your statement date is every 20th until the 19th of the following month. The proportional charges you will receive will be based on your reconnection date (the 10th of the month) up to your statement date cut-off (the 19th of the next month).

WHERE CAN I PAY MY BILL?

Pay at these payment channels with near real-time posting

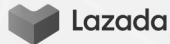
Please allow 30 minutes to 6 hours for payment posting.



- Link in the SMS bill
- “Pay Now” button found on the eSOA
- Using the QR code printed on your bill
- Chat with us on PLDT Home Messenger
- Log in at my.pldthome.com
- Through the myPLDT Smart app



- Bayad Online
- Bayad App



Pay at these accredited payment centers

Please allow 30 minutes to 6 hours for payment posting.



Bayad Centers

- eBiz
- Ministop
- PetNet
- RNet
- USCC
- Norkis
- Capital Pawnshop
- Villarica Pawnshop
- Palawan Pawnshop
- Palawan Express Pera Padala



Robinson Department Stores



Robinson Supermarkets



ECPay Partners

- 7-Eleven
- Gaisano Grand Malls
- LCC Malls
- NCCC Department Stores
- NCCC Supermarket
- TrueMoney
- Global Access
- RD Pawnshop
- Prince Hypermart



SM Supermalls

- SM Hypermarket
- Waltermart
- Savemore
- Alfamart

This list was updated as of January 2022.
Payment channels may change without prior notice.
For the complete list of accredited payment channels,
go to pldthome.com/paymentcenters

WHERE CAN I PAY MY BILL?

Pay at these accredited channels

Please allow two (2) banking days for payment posting

Over-the-Counter banking

- Metrobank
- Banco De Oro
- Security Bank
- Country Bank
- EastWest Bank
- Bank of Commerce
- RCBC/RCBC Savings
- Equicom Savings Bank
- Robinsons Savings Bank
- Philippine National Bank
- China Banking Corporation
- Union Bank of the Philippines
- United Coconut Planters Bank
- Development Bank of the Philippines

Phone Banking

- RCBC
- HSBC
- BancNet
- LandBank
- Security Bank
- Philippine National Bank
- China Banking Corporation
- Union Bank of the Philippines
- Bank of the Philippine Islands
- United Coconut Planters Bank

ATM

- HSBC
- BancNet
- Security Bank
- Philippine National Bank
- Union Bank of the Philippines
- Bank of the Philippine Islands
- United Coconut Planters Bank

Pay at these accredited channels

Please allow two (2) banking days for payment posting

Online Banking

- RCBC
- HSBC
- BancNet
- Metrobank
- Banco De Oro
- EastWest Bank
- Philippine Savings Bank
- Robinsons Savings Bank
- Philippine National Bank
- Bank of the Philippine Islands
- Union Bank of the Philippines
- Security Bank of the Philippines

Auto-Charge

- RCBC
- HSBC
- Metrobank
- Banco De Oro
- Security Bank
- EastWest Bank
- Equicom Savings Bank
- Union Bank of the Philippines

Other Payment Channels

- Cebuana Lhuiller
- MLhuiller

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PLDT
Home

If you need further assistance,
visit the PLDT Home Support Page
at **pldthome.com/support**
or connect with us through



@PLDTHome



@PLDT_Cares



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