



THE BILLING GUIDEBOOK

The one guide you need for everything about your PLDT bill



PLDT INC.
Ramon Comoguing Rd., Makati Ave., Makati City 1200
VAT Registered TIN: 005-466-753-0000

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pldt.com.ph

www.pldt.com.ph

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BILLING INVOICE

1MKCA0056 / 0002 / 00001 FIBER / 0213756406

JUAN DELA CRUZ

UNIT 00000 THREE SALCEDO PLACE CONDO, TORDESILLAS ST
SALCEDO VILLAGE, JOY BEL-AIR MAKATI CITY METRO MANILA
1MKCA0056 MAKATI CITY

BILLING INFORMATION

Billing Invoice	0213756406
Invoice Date	May 12, 2024
Account Number	0284785608
Telephone Number	0288454330
Customer TIN	No TIN provided

INVOICE SUMMARY

Previous Charges

Balance from Previous Invoice	8,258.00
Less: Payments Received - Thank You!	(16,892.55)
Less: Credit Adjustments	(168.00)
Remaining Balance from Previous Invoice	(8,692.55)

This Invoice is provided as we update our system to comply with the Ease of Paying Taxes (EOPT) Act. It includes an Official Receipt as proof of your payment and acts as supporting documentation.

Current Charges

Monthly Service Fee and Other Basic Charges	25,125.99
Usage Charges	310.56
Total Current Charges	25,936.55

Please pay on or before June 5, 2024

Thank you for keeping your account current. We value your continued patronage.

Breakdown on Current Charges and Adjustments	
VARIABLE SALE:	6,635.08
ZERO-RATED SALE:	0.00
EXEMPT SALE:	0.00
OCTABLE SALE:	146.61
NON-TAXABLE CHARGES:	15,176.00
VAT:	796.20
GST:	14.66
TOTAL:	25,936.55

DUE DATE:

AMOUNT DUE:

June 5, 2024

(8,692.55)
25,936.55

TOTAL AMOUNT DUE


17,340.00

Pay with **PAY EXPRESS** online

SCAN & PAY

Scan the code and pay with your smartphone

		PAYMENT SLUB	
Gatorbar's Name	JUAN DELA CRUZ	DUE DATE:	ACCOUNT DUE:
Address	UNIT 0000 THREE SALCEDO PLACE CONDO, CROSSING ST SALCEDO VILLAGE, BOY BEL-AIR MAKATI CITY M	June 5, 2024	(8,602.55) 25,936.55
Account Number	C04709008 – Please present this number when paying		
Telephone Number	028843394		
Invoice Date	May 12, 2024	TOTAL ACCOUNT DUE	17,344.00
Acknowledgment Certificate No.: AC_126_100054_000683			

	Payment Reminder: Previous Charges must be fully paid IMMEDIATELY and Current Charges must be fully paid On or Before the Due Date indicated on this invoice to prevent service interruptions. If you have any questions, please call 1-800-4-A-TELECOM. OFF No. indicate Account Number, Full Name, and Contact Number at the back of the check.	Unit Name: 100-12345 Invoice Number: 1000000001 - 1406999990
	Invoice Date: May 02, 2024 Account Number: 0247835005 Page 2 of 6	

Less: Credit Adjustments	(168.00)
Adjustment of Fiber Unit Plan 7499 -Voice	(150.00)
Value Added Tax (VAT) - 12%	(18.00)
Remaining Balance from Previous Invoice (VAT Inclusive)	(8,602.55)

Current Charges

Monthly Service Fee and Other Basic Charges

02-8544 3304 - Service fee for the period of May 12-Jun 11, 2024

Cost of W/E Month	927.00
Fiber Unit Plan 7459	6,695.54
Monthly Service Fee for 02-8544 3304	7,622.54

One-time Fees / Credits (for new service availed)

02-8544 3304

Cost of Equipment: D-Link	16,700.00
One-time Fees for 02-8544 3304	16,700.00

Device and Equipment Cost (Non Taxable)	17,627.00
Monthly Service Fee and Other Charges (VAT Exclusive)	6,695.54
Value Added Tax (VAT) - 12%	803.45
Total Monthly Service Fee and Other Charges (VAT Inclusive)	25,125.99

Usage Charges

Usage Charges for 02 - 8544 3304

National Direct Dial

Date	Time	Duration	From Place	To Number	To Place	Amount
Apr 07 2025	02:26:11 AM	3:00	Phil - Panangue City	0358310232	Phil - Pasay City	15.00
Subtotal:						15.00

Usage Charges for 02 - 8544 3304


International Direct Dial

Date	Time	Duration	From Place	To Number	To Place	Amount
Apr 08 2025	02:12:34 AM	8:30	Phil - Panangue City	007417880232	United States Of America	1047.75
Apr 08 2025	02:12:10 AM	2:24	Phil - Panangue City	009587800232	Singapore	41.59
Subtotal:						1049.34

Usage Charges for 02 - 8544 3304


102.00

Simply send a text message to get help for your most common billing concerns!



- ☒ Request for a copy of invoice
- ☒ Check balance
- ☒ How to pay via PayMaya
- ☒ How to pay via GCash
- ☒ How to pay via Pay Express Online

This service is open to all networks and free for PLDT, Smart, TNT, Globe and TM.



Usage Charges for FPK02-122024-53191					
HOUSE VAS					
Usage Type	Description	Date/Time	Amount		
NETFLIX (Non Taxable)	Premium Subscription	Apr 04 2025, 02:47:35 AM	\$49.00		
Subtotal			\$49.00		
Usage Charges for FPK02-122024-53191					
			624.84		
Usage Charges (Non Taxable)			\$49.00		
Usage Charges (VAT Exclusive)			236.15		
Value Added Tax (VAT) - 12%			10.75		
Overseas Communication Tax (OCT) - 10%			14.66		
Total Usage Charges (VAT Inclusive)			810.56		
TOTAL AMOUNT DUE			17,334.00		
OFFICIAL RECEIPT					
P.LDT INC.		OR No: PGGOR067318062			
PLDT BOAC SALES AND SERVICE CENTER		OR Date: 05/01/2024			
Contact # CUSTOMER SERVICE HOTLINE 171					
Vat Reg TIN : 000-488-793-173					
Received From: BJUAN DELA CRUZ					
Address: Unit 00000 Three provided PLACE CONDO, TORDESILLAS ST SALCEDO VILLAGE, BAY BEL-AIR					
MARKATI CITY METRO VANILLA MKCAB00055					
Customer TIN: No Tin provided					
Payment Reference	Date	Amount Paid			
PGGOR057318062	05/01/2024	16,992.55			
Acknowledgement Certificate No.: AC_126_122024_000683					
Date Issued: 10212024					
Series Range: PGGOR0000000000-PGGORe99999999					
THIS DOCUMENT IS NOT VALID FOR CLAIM OF INPUT TAX					

<div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>Invoice Date: May 12, 2024 Account Number: 024785006 Page 4 of 6</p> </div> </div>									
PAYMENT INVOICE									
PLDT INC. PLDT MAKATI SALES AND SERVICE CENTER, Ramon Cojuangco Bldg 100 Legaspi St., corner Dela Rosa Street, Makati City Contact # CUSTOMER SERVICE HOTLINE 171 VAT Reg TIN : 000-486-793-00006						PI No.: PKNPI0000001048 PI Date: 05/01/2024			
Received From : JUAN DELA CRUZ Address : UNIT 020000 THREE SALCEDO PLACE CONDO, TORDESILLAS ST SALCEDO VILLAGE, BGY BEL-AIR MAKATI CITY METRO MANILA 1102402025 Customer TIN: No TIN provided									
Payment Reference	Date	Vatable*	VAT	OCTable**	OCT	Tax Exempt**	Zero Rated	Total	
	05/01/2024	7,223.21	866.79	0.00	0.00	0.00	0.00	8,090.00	
	Total (Php)	7,223.21	866.79	0.00	0.00	0.00	0.00	8,090.00	
<div style="display: flex; justify-content: space-between;"> <div> <p>Acknowledgment Certificate No.: AC_106_102024_000683 Date Issued: 10/21/2024 Series Range: PKNPI000000001 - PKNPI999999999</p> </div> <div style="text-align: right;"> <p>Unit Cost: Nature of Service: Telecommunications</p> </div> </div>									
<p>The Payment Invoice is issued in compliance with the Ease of Paying Taxes (EOPT) Act. It serves as a valid document for claiming of input tax.</p>									
<p>*Refers to charges subject to 12% Value Added Tax or VAT (e.g., domestic calls) **Refers to charges subject to 10% Overseas Communication Tax or OCT instead of VAT (e.g., IDD) ***Refers to charges subject to neither subject to VAT nor OCT.</p>									


PLDT INC
 Ramon Cojuangco Bldg., Makati Ave., Makati City 1200
 VAT Registered TIN: 000-468-713-00000

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investor@pldt.com.ph

SALES INVOICE				
Customer: JUAN DELA CRUZ Address: UNIT 0000 THREE SALCEDO PLACE CONDO, TORREBELLAS ST SALCEDO VIÑA, BOY BEL-AIR MAKATI CITY METRO MANILA 1106CAB0055			Date: PKCS01000015699 Date: 03/31/2025	
TIN: Coated Paper: JUAN DELA CRUZ				
PARTICULARS	QUANTITY	UNIT PRICE	TOTAL DISCOUNT AMOUNT	AMOUNT
Cost of Equipment: D-Link	1	16,700.00	0.00	16,700.00
Cost of V08 6 Mesh	1	7,416.00	0.00	7,416.00
Cost of V08 6 Mesh	1	7,416.00	0.00	7,416.00
Cost of V08 6 Mesh	1	7,416.00	0.00	7,416.00
VATable Sales Sub-Rated VAT-Exempt Sales Total Sales (Net of VAT) VAT Total Sales (VAT Inclusive) Non-Taxable Charges Creditable Withholding Tax Total Amount				34,774.78 0.00 0.00 34,774.78 4,173.21 38,948.00 0.00 38,948.00 PHP 38,948.00
Disclaimer/Certificate: AC_126_102024_000683 Date Issued: 10/21/2024 Series Range: PKCS010000000001 - PKCS01999999999				

This is a system-generated statement of account. Signature is not required.

[illegible]

NOTE: Sales person/technicians are not authorized to receive payment for your monthly invoices. PLDT is not obliged to honor, and shall not be held liable for any uncredited/unposted payment made to said person.

GET TO KNOW YOUR BILL

1

BILLING INFORMATION

Invoice Number – A specific invoice number for your billing period, required for BIR compliance.

Invoice Date – The starting date of your billing period.

Account Number – A unique 10-digit number that is used as reference when paying your invoice and for other after sales concerns.

Telephone Number – The assigned number for your landline service.

Customer TIN – Your Tax Identification Number issued by BIR.

2

INVOICE SUMMARY

Previous Charges – This section shows the summary of your previous invoice.

Remaining Balance from Previous Invoice – The remaining balance of your previous month's total amount due, less total payments and adjustments (if any) that is due immediately.

Current Charges & Total Current Charges – This section shows the summary of your amount to be paid for the current billing period. It is the total of Monthly Service Fee (MSF), usages and other charges inclusive of taxes, as applicable.

Due Date – This is the last day to settle the Total Amount Due. Any payment made after the due date may be treated as delayed and may lead to service restriction or disconnection.

Amount Due – The unpaid charges from the previous and for the current month invoice.

Total Amount Due – This refers to the total unpaid charges from your previous invoice. If the amount appears in parentheses, it indicates a credit balance – no payment is needed, and the amount will be applied to your next invoice.

3	MESSAGE BOARD Shows billing or payment announcements, product advertisements and other promotions.
4	BREAKDOWN OF CURRENT CHARGES AND ADJUSTMENTS Shows the tax breakdown of current charges and adjustments.

5	PAYMENT STUB Contains payment-related information for your account.
	INVOICE DETAILS

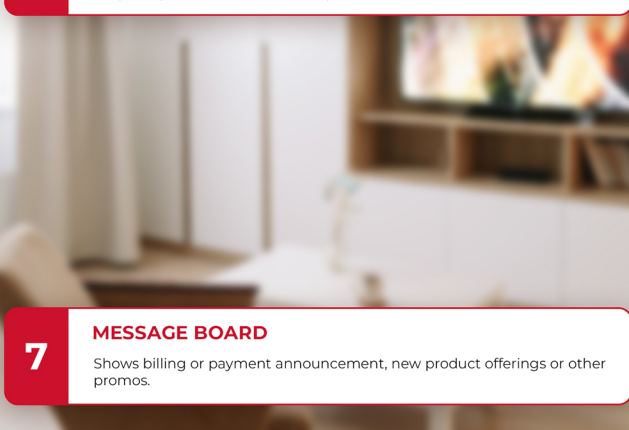
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Previous Charges

- Balance from Previous Invoice** – remaining unpaid balance from previous month's invoice.
- Payments Received** – refers to payments received and posted.
- Credit Adjustments** – These are reductions applied to your invoice due to overpayments, approved rebates, discounts, or billing corrections.
- Value Added Tax (12%)** – refers to VAT attributed to Credit Adjustments.
- Remaining balance from Previous Invoice** – refers to Total Remaining unpaid balance from last month's invoice.

Current Charges refers to fees being billed for this month, separate from any past balances.

- Monthly Service Fees and Other Basic Charges** – refers to this month's invoice comprised of monthly service fees (plan rate) and amortizations on VAS such as WIFI mesh, installation fees, etc.
- Cost of WIFI mesh (6)** – refers to this month's amortization cost or installment cost of VAS (example: WIFI mesh) subscribed on top of the plan (if applicable).
- Plan Subscribed** – refers to this month's invoice on subscribed plan (example: Fiber Unli Plan 7499).



7 **MESSAGE BOARD**

Shows billing or payment announcement, new product offerings or other promos.

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USAGE CHARGES SUMMARY

Usage Charges – refers to the summary of fees for total usage, including NDD and IDD calls and Home VAS.

Usage charges (Non Taxable) – refers to Home VAS (e.g. Netflix) charges.

Usage charges (Vat Exclusive) – refers to sum of Usage charges in NDD including adjustments.

Value Added Tax (VAT) 12% – refers to VAT on usage charges.

Overseas Communications Tax (OCT) 10% – pertains to government-imposed tax on international direct dial (IDD) calls.

Total Amount Due – refers to the total unpaid charges from your previous and current invoice. If the amount appears in parentheses, it indicates a credit balance—no payment is needed, and the amount will be applied to your next invoice.

9 OFFICIAL RECEIPT

A sample receipt for payments received by PLDT.

PLDT INC. – refers to the name and details of the biller.

OR Details – refers to Official receipt details.

Customer's Billing Information – includes customer's name, address, and TIN.

Payment reference – pertains to payment details which include payment transaction number or reference, payment date and amount paid.



PAYMENT INVOICE

PAYMENT INVOICE – shows payment received by PLDT for charges billed prior to the implementation of EOPT (Ease of Paying Taxes Act or Republic Act No. 11976).

PLDT INC. – refers to the name and details of the biller.

PI Details – refers to the details of the payment invoice.

Customer's Billing Information – includes customer's name, address, and TIN.

Payment reference – refers to payment details, including the transaction or reference number, payment date, and the amount paid.

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SALES INVOICE

SALES INVOICE – reflects the full cost of the availed device(s) whether purchased outright or through installment, including a detailed VAT breakdown, as applicable. For device purchased on installment, the corresponding monthly installment amounts will appear as non-taxable charges in subsequent billing invoices.

Customer's Billing Information – includes customer's name, address, and TIN.

Invoice Reference – refers to the details of the invoice, including the invoice number and issuance date.

Invoice Details – summarizes the full cost of availed devices, including total sales (excluding VAT), VAT amount (if applicable) and total amount due.

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OTHER IMPORTANT DETAILS

For other important terms and details about your invoice, please refer to this page.



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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 GOCREEN +space+ area code + telephone number +space+ 10-digit account number +space+ email address and send to 6771 if you are using Smart, TNT or Sun number or 0970 0000 771 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 6771 if you are using Smart, TNT or Sun number or 0970 0000 771 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

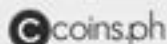
Please allow 30 minutes to 6 hours for payment posting.

PAY EXPRESS online

- 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



ECPay Partners

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



SM Supermalls

- SM Hypermarket
- Waltermart
- Savemore
- Alfamart



Robinson Department Stores



Robinson Supermarkets

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

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



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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