

## PAPERLESS BILLING SYSTEM

The Philippine Telegraph & Telephone Corporation (PT&T) hereby adopts and implements the Paperless Billing System (“PBS”) in accordance with the following terms and conditions and subject to the rules and regulations issued by the National Telecommunications Commission (NTC) and other applicable government agencies.

The PBS shall allow PT&T’s subscribers to receive electronic statements of account (“E-SOA”) at no additional costs, whether through the subscriber’s registered email address or other authorized online platforms.

Existing subscribers may opt to receive an E-SOA in lieu of paper bills by registering to the PBS. PT&T shall notify its existing subscribers of the implementation of the PBS through any one of the following means:

- a. Voice calls from PT&T representatives;
- b. SMS from PT&T representatives;
- c. Mail to subscriber’s registered address; or
- d. E-mail to subscriber’s registered e-mail address.

New residential subscribers shall automatically be enrolled in the PBS and they may opt to receive paper bills at any time during the term of the Subscription Agreement. New corporate subscribers may opt to receive an E-SOA in lieu of or in addition to paper bills at any time during the term of the Subscription Agreement.

### 1. Procedure for Registration.

- a. Existing subscribers may register to the PBS by accomplishing the *E-bill Registration Form* on the PT&T Website.
- b. The subscriber is required to provide one (1) current and valid email address (“Designated Email Address”).
- c. For existing corporate subscribers, the Designated Email Address should be a company e-mail address.
- d. A back-up or secondary email address may also be provided by the subscriber.
- e. Only the subscribers or their authorized representatives shall be allowed to process their enrollment to the PBS.
- f. Upon registration, the subscriber shall receive a system-generated message on its Designated Email Address which shall contain instructions for confirming the Designated Email Address provided by the subscriber.
- g. After confirmation, the registration shall be subject to the verification and approval of PT&T. A subscriber shall be notified within one (1) business day through the Designated Email Address once its registration to the PBS has been approved or if the registration has been denied. The grounds for denial of registration shall be stated in the notice.

### 2. Effectivity of Registration. Registration to the PBS shall become effective upon approval of PT&T. Existing subscribers will receive their E-SOA on the second billing period from the date of approval of the registration and paper bills will no longer be delivered by PT&T.

3. Use of E-SOA.
  - a. PT&T shall send the E-SOA to the Designated Email Address of the Subscriber within 5 working days after every billing cutoff. A billing notification will be sent via sms after the E-SOA is sent to the Designated Email Address.
  - b. E-SOAs shall be password protected to ensure the security of the subscriber's account and information. Once accessed by the subscriber, the E-SOA may be downloaded and printed by the subscriber at any time.
  - c. The subscriber shall be responsible for monitoring its receipt of the E-SOAs.
  - d. Subscriber shall promptly inform PT&T should it fail to receive or access the E-SOA. PT&T shall not be liable for loss or damage arising from subscriber's failure to receive the E-SOA or failure to access the Designated Email Address.
  
4. Presumption of Receipt
  - a. The subscriber is presumed to have received the E-SOA unless the subscriber notifies PT&T of the non-receipt thereof within five (5) days from the scheduled delivery of the E-SOA.
  - b. Non-receipt of the E-SOA shall not suspend the running of the prescribed period to pay if the subscriber does not notify PT&T of such non-receipt within the 5-day period. The subscriber is obliged to pay the amount due on or before the due date. In case of delivery failure, PT&T will resend the E-SOA to the subscriber's designated secondary email address, if any.
  - c. The Designated Email Address shall be deemed authorized to receive the E-SOA and other notices which PT&T may send regarding the subscriber's billing and payment, unless the subscriber notifies PT&T of any change therein in accordance with the procedure indicated in this policy.
  
5. Change of Designated Email Address
  - a. Subscribers may request to change their Designated Email Address by sending an email to [crm@ptt.com.ph](mailto:crm@ptt.com.ph) or by calling the PT&T customer service hotline. Only subscribers or their duly authorized representatives may process the change of the Designated Email Address.
  - b. The request shall be subject to the verification and approval of PT&T.
  - c. Subscribers shall be notified within one (1) business day if the request for change has been approved or denied. The grounds for denial of the request shall be stated in the notice.
  - d. Changes shall take effect on the second billing period from the date of approval of the request.
  
6. Request to Receive Paper Bills
  - a. Subscribers may, at no additional costs, choose to receive both paper bills and E-SOA or paper bills only by filling out the E-Form on the PT&T website.
  - b. Requests shall be subject to the verification and approval of PT&T. Only requests from the subscriber or its authorized representative shall be processed by PT&T.
  - c. Subscribers shall be notified within one (1) business day if the request has been approved or denied.
  - d. The Subscriber shall receive paper bills on the second billing period from the date of PT&T's approval of the request.

7. Accurate and Complete Information

- a. It is the subscriber's responsibility to ensure that all information it provided in the E-Forms are accurate and complete.
- b. Any dispute regarding the subscriber's registration to the PBS and discrepancies in the E-SOA shall be resolved in accordance with PT&T's procedure on dispute resolution.

8. Amendments

- a. PT&T may modify these Terms at any time, and such modifications shall be effective immediately upon posting of the modified Terms at the PT&T official website.
- b. The subscriber is advised to regularly check PT&T's website to become aware of any modifications or amendments to the PBS.



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