



SUBSCRIPTION CONTRACT

PLDT HOME PLAN SERVICES

1. LANDLINE SERVICE, if applicable:

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2. *PLDT HOME PLAN:

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2.1 SPEED: (Up to)

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2.2 VOLUME ALLOWANCE, if applicable:

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2.3 ACTIVATION FEE/S + INSTALLATION FEE, if applicable:

One-time payment	
Installation	

2.4 LOCK-IN PERIOD:

Note: To begin on the **date of activation**

With Lock-in	Lock in period:
No Lock-In	

*I understand and agree that there may be a corresponding minimum speed and volume allocation for my PLDT Home Plan as indicated in Item No. 2.2; and upon reaching the optimum monthly volume allocation for the account, I have the option to purchase additional monthly volume allowance via www.pldthome.com.

2.5 PROMO, if applicable:

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

2.5.1 PROMO INCLUSIONS, if applicable:

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I understand and agree that my PLDT Home landline and broadband plan (the “PLDT Home Plan/s”) is effective for the minimum lock-in period indicated in item no. 2.4 and subject to the lock-in period/s of the relevant additional subscription/s (the “Add-on”) whether for devices (devices include, but are not limited to, security, entertainment, network, and smart home devices) and/or services (services include, but are not limited to, entertainment, security, productivity, insurance, and mobile apps), Pay TV subscription and/or Video On-Demand (VOD) subscription, and promos availed of, if any, that may require longer lock-in periods. In such case, the lock-in period (the “Minimum Term”) shall be the longest from among the applicable lock-in periods of the PLDT Home Plan and Add-on subscriptions.

3. UPGRADES AND ADD-ONS, if applicable:

I understand and agree that upgrading to a higher value PLDT Home Plan or applying for Add-on subscription is subject to credit validation. Upgrading to PLDT Home Plans may restart the computation of the Minimum Term. I understand that standard activation fees shall be applied for Pay TV subscription whether as Add-on or bundled with my PLDT Home Plan.

Plan Upgrade	
PLDT Home Plan	
Speed (up to)	
Monthly Service Fee	
Lock-In Period, if applicable	
Installation + activation fees, if any	

I understand and agree that my application for any Add-on subscription will be billed above my PLDT Home Plan and is valid only if bundled with a PLDT Home Plan.

Add-on (1)	
Pay TV/VOD/Device	
Monthly Service Fee	
Lock-In Period	
Warranty (PLDT /Manufacturer)	

Add-on (2)	
Pay TV/VOD/Device	

Monthly Service Fee	
Lock-In Period	
Warranty	

Add-on (3)	
Pay TV/VOD/Device	
Monthly Service Fee	
Lock-In Period	
Warranty	

I understand that a one-time payment of the full cost of all Add-on subscriptions and other applicable fees included are required if I avail of a no-lock in plan.

DOWNGRADES

I understand that when downgrading to a lower value PLDT Home Plan and/or Add-on subscription, the applicable fees and charges for such lower value PLDT Home Plan and/or Add-on subscription shall apply. Such downgrading may restart the computation of the Minimum Term based on the longest applicable lock-in period of any of the downgrade inclusions.

Downgrade Fees		
Item	Within Minimum Term	Beyond or No Minimum Term
PLDT Home Plan	Php 500 + re-lock in of term (if applicable) + ¹ Php 2,500 STB (if applicable) + remaining depreciated cost of bundled device/s (if applicable) + outstanding balance (if any)	Php 500 + re-lock in of term (if applicable) + Php 2,500 STB (if applicable) + outstanding balance (if any)
Add-on Device	² Monthly Service Fee (“MSF”) of device X remaining number of months in term	N/A
¹ Add-on Pay TV	Php 500	N/A
³ Add-on VOD	N/A	N/A
Landline Only Service	N/A	N/A

¹ Failure of subscriber to surrender all PLDT Home plan bundled set-up box (STB) in any PLDT Sales and Services Center (SSC) upon disconnection order shall result to the payment of applicable charges for the device not surrendered.
² Add-on Device fees stated above shall apply to all devices except for TVolution Roku which will be charged full cost of the 1* Roku device.
³ Video on Demand (VOD) subscription downgrade shall follow the VOD subscription provider’s downgrade terms.

TERMINATION

Upon termination of my PLDT Home Plan and/or Add-on subscriptions, the following applicable fees and charges shall be applied:

Disconnection Fees		
Item	Within Minimum Term	Beyond or No Minimum Term
PLDT Home Plan	MSF X 3 of current plan + ¹ Php 2,500 STB (if applicable) + remaining depreciated cost of bundled device/s (if applicable) + outstanding balance (if any)	Php 2,500 STB (if applicable) + outstanding balance (if any)
Add-on Device	² MSF of device X remaining number of months in term + outstanding balance (if any)	N/A
¹ Add-on Pay TV	Current Pay TV plan X 3 + Php 2,500 STB X no. of STBs	Php 2,500 STB X no. of STBs (if applicable)
³ Add-on VOD	N/A	N/A
Landline Only Service	MSF X 3 of current plan	N/A

¹ Failure of subscriber to surrender all PLDT Home plan bundled set-up box (STB) in any PLDT Sales and Services Center (SSC) upon disconnection order shall result to the payment of applicable charges for the device not surrendered.
² Add-on Device fees stated above shall apply to all devices except for TVolution Roku which will be charged full cost of the 1* Roku device.
³ VOD subscription termination shall follow the VOD subscription provider’s termination terms.

I further understand that these charges do not foreclose or bar the right of PLDT to resort to other remedies available to it under this Subscription Contract, in law and in equity, including but not limited to remedies granted under Article 315 Swindling (Estafa) of the Revised Penal Code, as applicable.

RELOCATION

I understand and agree that upon request for relocation, a one-time relocation fee shall apply on top of my PLDT Home Plan bill. I understand that in case there is no available Fibr connection in my relocated area, PLDT shall waive the downgrade fee applicable to downgrading from a Fibr plan to non-Fibr plan. I understand that in case there is no PLDT Home service that is available in my relocated area, PLDT shall waive the applicable pre-termination fee upon the disconnection or termination of the PLDT Home service.

TERMS AND CONDITIONS FOR SWITCH AVAILERS

In addition to all applicable terms and conditions, I understand and agree that:

When applicable, the PLDT Home switch offer (“Switch Offer”) is available only to current subscribers of broadband services of other telecommunications providers. The service will be fulfilled upon receipt of the required documents to avail of the offer and upon the requisite approval thereof.

Should I miss one (1) payment on my first three (3) months of subscription, the Switch Offer will automatically be forfeited and consequently, my Switch Offer plan shall revert to the regular plan with its default speed and full rate.

Should my Switch Offer plan get disconnected due to non-payment while I am enjoying the Switch Offer, I understand that I will no longer be able to continue enjoying the availed offer even after I am able to settle my outstanding balance and my subscription is reconnected.

RENEWAL OF SUBSCRIPTION

My PLDT Home Plan may be renewed under a retention plan offered by PLDT. I understand and agree that if I avail of a retention plan or any upgrade offer, the applicable lock-in period shall apply. Unless otherwise provided by an authority or order by the National Telecommunications Commission, PLDT reserves the right to change the PLDT Home Plan's inclusions or features, with notice to the subscriber.

Upon the expiration of the initial Minimum Term, I shall be billed continuously of applicable MSF upon my continued use of my PLDT Home Plan.

OWNERSHIP, SERVICING AND RECOVERY

I understand and agree that:

All devices (devices include, but are not limited to, modem, router, mesh router, SIM, etc.) are owned by PLDT except as otherwise provided herein.

Should the PLDT-owned devices be defective or destroyed without my fault or negligence, upon my request, PLDT shall replace such devices at no additional cost. However, should the devices become defective or destroyed due to my fault or negligence, I shall be obliged to pay PLDT the total device cost of the damaged device/s before PLDT provides a replacement.

For no lock-in plans, devices are deemed subscriber-owned. Should the device/s be defective or destroyed without my fault or negligence within the warranty period, PLDT shall replace the defective device/s at no additional cost upon my request. However, I am obliged to pay for the cost of the device/s if the replacement is made beyond the warranty period.

PLDT will not have any liability whatsoever or be deemed to be in default for any delay or failure to provide service by reason of or arising from occurrences beyond its control, including, without limitation, international system cable faults, natural disasters, acts of government authorities, war or national emergency, accidents, fire, lightning, riots, strikes, lock-outs, or industrial disputes (whether or not involving PLDT's employees), epidemics, or pandemics.

In addition, PLDT shall not be liable for the following incidents involving subscriber-owned devices, which I acknowledge are outside of the scope of service provided by PLDT: (a) the use or inability to use the hardware or firmware of such device/s, or (b) any security-related concerns.

In no event will PLDT be liable for any indirect, incidental, special, or consequential damages, even if PLDT has been advised of the possibility of such claims.

PLDT has the option to recover PLDT-owned devices upon the occurrence of any of the following:

- 1) Disconnection due to non-payment (within or beyond the lock-in period);
- 2) Voluntary disconnection;
- 3) Change of PLDT Home Plan where there is a change in devices;
- 4) PLDT Home Plan downgrades to landline service only;
- 5) Relocation to a non-Fibr area;
- 6) Relocation to an area that cannot support the speed of the PLDT Home Plan being applied for; or
- 7) Other instances that may require recovery of the device/s.

Should any physical damage or defect be seen or found on the devices during recovery, I shall be held liable for such and be charged with the corresponding cost of the devices. PLDT shall charge me with the cost of the device that is not recovered through succeeding Statements of Account until fully settled in line with PLDT's collection process.

Recovery of devices will not apply to no lock-in plan/s and to subscriber-owned devices.

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 PLDT facilities in my given address. In case there are no available PLDT 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 Contract 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 case the in-house wiring at my given 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.
4. For PLDT Home Plan/s with Add-on or bundled Pay TV, I shall refer to the terms and conditions of the Pay TV subscription provider, Signal, provided for in <https://signal.tv/article/219/terms-and-conditions>.
5. For Add-on or bundled VOD, I shall refer and agree to the applicable terms and conditions of the Add-on or VOD subscription/ subscription provider and I further authorize PLDT to charge me with the applicable subscription fee for such Add-on or bundled VOD.
6. For Switch Offer, I shall refer and agree to the applicable terms and conditions of the applicable offer availed of. The applicable terms and conditions of the Switch Offer are found at www.pldthome.com/switch.
7. PLDT reserves the right to suspend or terminate this subscription contract or any part hereof immediately upon notice from a competent authority that the subscribed service is being used in violation of the Anti-Child Pornography Act, as amended or any law. I agree that no refund shall be given in case of termination due to violation of this provision.

By affixing my signature on the space provided below, I (the "Subscriber") confirm that I have read, understood, and agreed to the (i) terms and conditions of this Subscription Contract, concerning my subscription to the PLDT Home Plan; (ii) PLDT Terms & Conditions found at www.pldthome.com/termsandconditions or the attached PLDT Terms & Conditions, if a landline-only subscriber, including any amendments thereof (the "Terms & Conditions"), concerning my subscription to the PLDT Home Plan, as well as to the separate terms and conditions for the Add-on subscriptions, if applicable; and (iii) specific terms and conditions of applicable promos found at www.pldthome.com/termsandconditions or the attached specific terms and conditions of applicable promos, if a landline-only subscriber.

With my conformity:

SUBSCRIBER'S SIGNATURE OVER PRINTED NAME

DATE

CUSTOMER APPLICATION FORM NO.

PLDT REPRESENTATIVE SIGNATURE OVER PRINTED NAME

**MYOWNWIFI ON LAN 2
ADD-ON SUBSCRIPTION OF PLDT HOME FIBER POSTPAID PLAN**

TERMS AND CONDITIONS

By subscribing to and using the MyOwnWiFi on Local Area Network or LAN 2 Service (the "Service") via select and eligible PLDT Home Fiber postpaid subscription plans (which may include plans under PLDT Home Legacy and PLDT Asenso) of PLDT Inc. ("PLDT" or "we"), the PLDT Home Fiber subscriber ("Subscriber") hereby agrees to the following terms and conditions:

1. The Service

- a) The Service allows the Subscriber to have a secondary Wi-Fi connection that is separate from the Subscriber's existing Wi-Fi connection without the need to apply for another PLDT Home Fiber account or modem. The secondary Wi-Fi connection can be dedicated for purposes of working from home or online learning, while the existing Wi-Fi connection can be used for other purposes.
- b) The secondary Wi-Fi connection will be accessed by attaching an additional LAN cable to the Subscriber's existing modem. The Service will include one (1) piece of TP Link Deco M4 or Tenda Nova MW6 Wi-Fi Mesh ("Wi-Fi Mesh") as part of the bundle to allow multiple devices to use the Service.
- c) The Service will provide speed in the secondary Wi-Fi line equivalent to the current PLDT Home Fiber postpaid plan subscription.
- d) Eligible Subscribers will be invited to subscribe to the Service via call-outs by the PLDT Home Telesales and Sales Service Center teams. Subject to existing guidelines, eligible Subscribers will also receive short message service ("SMS"), electronic mail ("e-mail"), or Viber message for information regarding the Service. Subscribers may also visit pldthome.com or call 171 to apply.
- e) The Service is not available to landline only PLDT subscribers.
- f) Available speed will range from twenty five (25) Mbps to four hundred (400) Mbps and can be availed as an add-on subscription to the existing PLDT Home Fiber plan for an additional monthly service fee ("MSF"), to be charged to the same PLDT Home Fiber bill, as shown below:

MYOWNWIFI	25 Mbps	75 Mbps	100 Mbps	200 Mbps	300 Mbps	400 Mbps
Price/Month	P 649	P799	P 849	P 1049	P1149	P 1349
PLDT Home Fiber Legacy Plan	1299	1599	1699 1799 1899	2099 2399		2699 2999
PLDT Home Asenso Plan			1499 1599	2099	2399	

- g) The Service will have a lock-in period of twenty-four (24) months.
- h) The Service will be activated within twenty-four (24) hours after the Subscriber's acceptance of the subscription via call-out. Billing starts immediately upon successful activation of MyOwnWiFi.
- i) The bundled Wi-Fi Mesh will be delivered to the Subscriber's address via courier for free.
- j) Subscribers with outstanding balance, with disputes with regard to the statement of account, or under the Enhanced Credit Arrangement ("ECA") are not qualified to subscribe to the Service.
- k) The access and use of the Service is subject to these terms and conditions. By availing of the Service, the Subscriber acknowledges to have read, understood, and agreed to comply with the terms and conditions of PLDT for the use of this Service. The Subscriber further agrees that his or her access and use of the Service may be subject to such further terms and conditions as may be imposed by PLDT from time to time.

2. Usage

- a. Eligible Subscribers may avail of the Service by accepting the offer to subscribe during the call-out.
- b. Eligible Subscribers may only avail of the same speed as their current base plan for the Service. To illustrate, a subscriber of Plan 2699 with 400 Mbps may avail of the package of 400 Mbps only. The Subscriber may not avail of speed tiers lower or higher than his or her base plan speed.
- c. The bundled Wi-Fi Mesh will be provided with the MyOwnWiFi Service. Delivery is free of charge following this schedule: NCR 1-3 days, Luzon 3-5 days, VisMin 5-8 days. For Outside of the Serviceable Areas: Luzon 7-10 days, VisMin 10-14 days.
- d. Eligible Subscribers may use the Service immediately upon activation by using a LAN cable connected to a single device while waiting for the Wi-Fi Mesh. Upon receipt of the Wi-Fi Mesh, Subscribers may connect multiple devices via a LAN cable connected to the Wi-Fi Mesh and the PLDT Home Fiber modem.
- e. Should the Subscriber wish to buy additional Wi-Fi Mesh, devices are available for purchase at the PLDT Home website subject to credit rules.
- f. Eligible Subscribers may avail of other packages within the Subscriber's credit limit and/or customer credit rating.
- g. The promise of serviceability of thirty percent (30%) minimum speed at eighty percent (80%) of the time applies to the Service.
- h. The Service is configured to work when connected to LAN 2. Should there be concerns on LAN 2 (if defective or if used for Internet Protocol Television or IPTV), the Subscriber must call 171 for assistance.
- i. The Subscriber acknowledges and accepts that he or she accesses and uses the Service at his or her own risk. PLDT shall not be responsible for and does not guarantee the functionality, availability, or continuity of the Service at any time. PLDT shall not be liable or responsible for any damage or loss suffered or incurred by the Subscriber that may arise by reason of or in connection with the provision of the Service or the access or use of the Service by the Subscriber.
- j. For more details about the Service, please call 171.

3. Disconnection

- a. If the PLDT account is categorized as under Call Restriction or provided with Notice of Disconnection in the middle of the subscription, the Subscriber's add-on subscription will still be charged in full.

- b. If a temporarily disconnected PLDT account is permanently disconnected, the add-on subscription will be cancelled automatically.
4. **Cancellation**
- a. Subscribers may cancel their subscription to the Service by calling 171.
 - b. A twenty-four (24)-month lock-in period will be applied to the Service as an add-on subscription. Should the Subscriber cancel the subscription within the lock-in period, he or she must pay the balance of the device cost (device monthly fee x remaining month) and a pre-termination fee equivalent to three (3) months of the MSF.
 - c. If the Subscriber decides to upgrade his or her broadband plan, the Service will still be charged in full and with pre-termination fee if not continued, as may be applicable. Should the Subscriber decide to upgrade his or her broadband plan and continue the Service, the speed of the Service will also be upgraded depending on the upgraded base plan, with the corresponding fee applied. The Service may be upgraded up to 400 Mbps only.
 - d. Should the Subscriber decide to downgrade the Fiber base plan, MyOwnWiFi will also be downgraded subject to a fee.
 - e. Subject to the payment of the applicable pre-termination fee, if the Subscriber opts to cancel the Service in the middle of the subscription, no refund will be processed and usage of the Service is still allowed until the end date of the current subscription.
 - f. After the Subscriber has successfully cancelled his or her subscription to the Service, the Subscriber will receive a notification that the Service has been cancelled from his or her account.
5. **Aftersales**
- a. The Subscriber may call 171 for any aftersales concerns.
The Service may be renewed after the twenty-four (24)-month lock-in period which will include one (1) new Wi-Fi Mesh.
 - b. If the subscription to the Service is renewed, the Subscriber may apply for the renewal of his or her subscription using his or her myHome account.
 - c. If the Subscriber is in the middle of the Service and will relocate to a new address, the subscription will be disconnected and charged in full. Should the Subscriber wish to continue the Service, the Subscriber may still enjoy the Service once PLDT Home Fiber has been installed in the new location provided that the subscription has not yet expired.
 - d. If the Subscriber has exceeded his or her monthly credit limit and still wish to subscribe within the current billing period, the Subscriber may pay for the excess amount to avail of the Service via the PLDT Home payment channels.
 - e. For questions on Wi-Fi Mesh or repair concerns, the Subscriber may call 171.
6. **Use of the PLDT Service**
- By accepting and using the Service, the Subscriber confirms that he or she has read, understood, and agreed to the: (i) terms and conditions of the Service as set out herein; (ii) applicable terms and conditions of the Subscription Contract; and (iii) PLDT terms and conditions for landline and data service found at <https://pldthome.com/termsandconditions>.