



DITO Telecommunity Corporation

DITO Home 5G Postpaid Service Application Form

SAF No. _____

☐ New Application ☐ Additional Line

| Plan | Plan Inclusions | Contract Period | Advanced Payment for 1st Month |
|---------------------------------|---|-----------------|--------------------------------|
| <input type="checkbox"/> ₱990 | • Data Allocation: 200GB/month • 30-day Prime Video subscription | 24 Months | ₱990 |
| <input type="checkbox"/> ₱1,490 | • UNLIMITED DATA • 30-day Prime Video subscription | 24 Months | ₱1,490 |

Subscriber Information

Account Holder's Name*: (Mr./Mrs./Ms.) _____ Date of birth: _____ (MM/DD/YYYY)

Surname First Name Middle Name

Mother's Maiden Name*: _____

Occupation*: _____ Employer: _____

Type of ID Presented*: _____ ID Number*: _____ Landline Tel. No: _____

Primary Mobile Number*: _____ Primary Email*: _____

Secondary Mobile/Contact No*: _____ Alternative Email: _____

Address

Registered Address/Installation Address Billing Address ☐ Same as Registered Address Billing E-mail address*
(House/Unit #, Building*, Street*, Barangay*, City*, Province*, Zip Code*) (House/Unit #, Building*, Street*, Barangay*, City*, Province*, Zip Code*)

Preferred Installation Date & Time* _____

Payment Details

Method of payment* ☐ Credit/Debit Card ☐ Cash ☐ Bank Transfer ☐ Others _____

Account Information (To be filled out by DITO Representative)

| | | | | | |
|-------------------------|--|-----------------|--|-------------------|--|
| DITO Home 5G No. | | 5G CPE IMEI No. | | First Bill Date | |
| Service Activation Date | | | | Bill Cut Off Date | |

* These fields are mandatory

| Account Validation Record (For internal use only) | | | | | |
|---|--|-----------|--|-------------------|--|
| Date of Validation | | Validator | | Validation Status | |
| Remarks: | | | | | |

| Declarations |
|---|
| <p><input type="checkbox"/> I agree and understand that the personal data I've provided will be processed according to DITO's Data Privacy Statement for the DITO Home 5G Service (the "Service").</p> <p><input type="checkbox"/> I further agree and understand that, once I have become a subscriber or customer of this Service, my personal data will now be processed according to DITO's General Data Privacy Statement.</p> <p>I agree to receive my monthly electronic statement of account (eSOA) at the billing e-mail address provided herein.</p> <p>Customer Signature: _____</p> <p>Please note that purchase of Customer Premises Equipment ("CPE") made with the DITO Home 5G Postpaid Service Application Form is subject to the Supplemental Terms and Conditions below.</p> <p>The CPE will be installed to the Installation Address by the date specified by DITO. However, date quoted by DITO Telecommunity Corporation ("DITO") for delivery of the CPE is estimate only.</p> |

Customer Signature & Date

On behalf of DITO Telecommunity Corporation (name, designation)

Supplemental Terms and Conditions

1. Introduction
 - 1.1. These Supplemental Terms and Conditions for DITO Home 5G Postpaid (the "Agreement"), together with the Subscription Terms and Conditions (<https://dito.ph/terms-and-conditions>), contain the most current and applicable terms and conditions that apply to the subscription of the DITO Home 5G Postpaid Service (the "Service").
 - 1.2. Subscriber acknowledges that he is fully aware of this Agreement and, on placing any subscription for the Service, Subscriber agrees to be bound by and accept this Agreement.
 - 1.3. DITO Telecommunity Corporation ("DITO") may amend the Agreement from time to time. Any changes shall take effect when they are posted. As Subscriber is bound by the Agreement, Subscriber should periodically review the contents of the Agreement.
2. Device and Equipment
 - 2.1. The images of the Customer Premises Equipment ("CPE") are for illustrative and reference purposes only. Although DITO has made efforts to display the colors accurately, DITO cannot guarantee that display of the colors of Subscriber's devices utilized for the purpose of the subscription to the Service accurately reflect the color of the relevant CPE. The CPE delivered to the Subscriber may vary slightly from those images published by DITO. The packaging of the CPE may vary from that shown by DITO.
 - 2.2. The product information in relation to the CPE is provided by the CPE manufacturer. DITO will make reasonable efforts to ensure such product information is accurate, however, DITO shall not be held liable for any claims in relation to the accuracy or completeness of such information.
 - 2.3. All risk in the CPE shall pass to Subscriber upon successful delivery and installation of the CPE to the delivery address designated by the Subscriber, regardless of whether Subscriber is the actual recipient signing receipt of the delivery.
 - 2.3.1. Subscriber shall keep the CPE in good condition and shall use the CPE only for its intended purpose.
 - 2.3.2. Damage to or loss of the CPE due to Subscriber's fault or negligence shall not excuse the Subscriber from paying the Monthly Service Fee (MSF) and other charges associated with the Service.
 - 2.3.3. In case of theft or loss of the CPE, Subscriber may notify DITO via the Customer Service Hotline, help ticket via the DITO App, e-mail or through the DITO Experience Store. In such case, DITO, in its sole discretion, may temporarily disconnect or suspend the Service for a period of up to thirty (30) days upon the request of Subscriber. Subscriber shall pay for all outstanding usage charges prior to the time the loss is reported. The Contract Period shall then be extended to a period equal to the period of temporary disconnection or suspension.
 - 2.4. Title and ownership of the CPE shall only pass to Subscriber after the completion of the Contract Period and payment of all outstanding fees to DITO for the Service.
3. Subscriber Warranty
 - 3.1. Subscriber represents and warrants that:
 - 3.1.1. Subscriber is at least 18 years of age and is legally capable of entering into binding contracts.
 - 3.1.2. Subscriber is availing the Service in the capacity as an end-user.

- 3.1.3. Subscriber is able to provide valid and correct personal and payment information on the DITO Home 5G Service Application Form, including correspondence e-mail address, billing address, delivery address, name, contract number, and any other information reasonably required in order for DITO to process the subscription.
4. Broadband Service
- 4.1. The DITO Home 5G Postpaid Service delivers up to 500Mbps internet speed with an average speed of 55Mbps and a minimum speed of 3Mbps at 80% service reliability.
- 4.2. Once the monthly data allocation of a DITO Home 5G Postpaid Plan is fully consumed, Subscriber will no longer be able to enjoy the Service until the next data replenishment based on the Subscriber's billing cycle or until Subscriber loads a DITO Home 5G Postpaid Booster Promo.
5. Product Warranty
- 5.1. The CPE shall be covered by a product warranty on all parts throughout the Contract Period. This warranty shall be granted only to the account holder of the subscription
- 5.2. Subscriber may avail of the product warranty at select DITO Experience Stores (NCR: Glorietta, Greenhills, Robinsons Galleria, SM Manila, SM North, SM Megamall, SM Southmall, Udenna Tower; Cebu: Robinsons Galleria Cebu, SM City Cebu).
- 5.3. To avail of this product warranty, Subscriber must show proof that he/she is the account holder of the subscription by presenting the official receipt or a copy of Subscriber's signed DITO Home 5G Postpaid Service Application Form, and a valid I.D.
- 5.4. The product warranty shall be forfeited if the CPE is altered, repaired, or otherwise tampered with and/or is used or subjected to the unintended usage of a product of its nature.
- 5.5. All product Information or any other details set out by DITO in relation to the CPE and Service are provided "as is" and DITO and/or its affiliates makes or gives no condition, representation or warranty as to the accuracy, completeness, currency, correctness, reliability, integrity, quality, fitness for purpose or originality of any part of the CPE and the Service, and, to the fullest extent permitted by applicable Laws, all implied warranties, conditions or other terms of any kind are hereby excluded.
6. Delivery and Installation
- 6.1. Where applicable, Subscriber shall allow DITO personnel or any of its designated contractors to enter Subscriber's to inspect, test, service, modify, repair, or replace the CPE during any reasonable time of day or as may be scheduled by DITO and the Subscriber.
- 6.2. All dates quoted by DITO for delivery and/or installation of the CPE are estimates only.
- 6.3. DITO shall install the CPE to the address Subscriber specifies in the DITO 5G Home 5G Postpaid Service Application Form.
- 6.4. DITO shall not be liable if the installation of the CPE is delayed or unsuccessful due to any of the following reasons: (a) incorrect delivery or contract information is provided by the Subscriber, (b) no one is available at the delivery address provided by the Subscriber, (c) fault due to the third-party contractor, or (d) any other circumstances outside the reasonable control of DITO, including the occurrence of a fortuitous event.
7. Term
- 7.1. The Agreement shall take effect from the date the Service is activated by DITO and shall be effective throughout the Contract Period as stated in the DITO Home 5G Postpaid Service Application Form. Upon lapse of the Contract Period, this Agreement shall be deemed automatically renewed on a monthly basis until terminated in accordance with this Agreement.
- 7.2. Unless otherwise provided in this Agreement, Subscriber shall not terminate the Service before the end of the Contract Period nor downgrade to a lower plan during the same period without the prior approval of DITO. In case of pre-termination, Subscriber shall pay the pre-termination fee (PTF) calculated as follows:
$$\text{Pre-termination Fee (PTF)} = \text{MSF} \times \text{remaining number of months in the Contract Period}$$
8. Plan Upgrade/Downgrade
- 8.1. DITO shall have sole discretion in approving any request for upgrade or downgrade of the Subscriber's Postpaid Plan.
- 8.2. If Subscriber's plan upgrade/downgrade is approved by DITO, the corresponding adjustment in rates and fees shall take effect in the subsequent billing cycle.
9. Deposit
- 9.1. DITO may require the Subscriber to pay a deposit of such amount as may be determined by DITO as a guarantee for the payments in relation to the Service. The deposit shall not bear any interest.
- 9.2. Without prejudice to DITO's rights to recover amounts due from the Subscriber, DITO may, at its sole discretion, offset the deposit against any amount payable by the Subscriber in relation to the Service, or forfeit the deposit if the Subscriber is in breach of the Agreement.
- 9.3. After deduction of all amounts due from the Subscriber, DITO shall refund the remaining deposit, if any, to the Subscriber within sixty (60) days from Subscriber's written request. Any unclaimed deposit for period of one (1) year from the termination of this Agreement shall be forfeited in favor of DITO.
10. Credit Limit
- 10.1. Subscriber shall be assigned a credit limit by DITO. This credit limit shall be the basis for the maximum recurring and additional charges for the Service.
- 10.2. DITO shall have the sole discretion in revising Subscriber's credit limit. DITO may, from time to time, review Subscriber's credit limit and revise the same subject to further terms and conditions as DITO deems fit. In such case, DITO shall notify Subscriber of such change. If Subscriber refuses an increase in the credit limit, Subscriber shall inform DITO immediately, otherwise, Subscriber shall be deemed to have accepted the same.
11. Billing
- 11.1. Subscriber agrees to receive the Electronic Statement of Account (eSOA) at the e-mail address indicated in the DITO Home 5G Postpaid Service Application Form. If Subscriber wishes to request for paper billing, Subscriber may do so by informing DITO of the request via the 185 contact center hotline, or by filing a help ticket on the DITO App.
- 11.2. The Subscriber may view, download, and save the eSOA using a phone, tablet, or computer (PC / laptop). Should there be any changes on the Subscriber's email address, Subscriber shall promptly notify DITO thereof by calling the 185 DITO hotline or filing a Help Ticket on the DITO App. Using the DITO App, the Subscriber may also view, download, and save the eSOA using a compatible phone or tablet. To enable this feature, the Subscriber must register his/her account in the DITO App.
- 11.3. As soon as the SOA is available, DITO shall send a notification to the DITO App, and via SMS to the registered mobile number of the Subscriber. For security purposes, the eSOA is password protected. The instruction on how to input the password shall be included in the e-mail sent by DITO. A link will be provided in the SMS. Clicking the link on the SMS will open a page on the phone or tablet of the Subscriber. A one-time PIN (OTP) shall be sent via SMS. After entering the OTP, the Subscriber will be able to view, download and save the eSOA. Should there be any changes on the Subscriber's mobile number, Subscriber shall notify DITO thereof by calling the 185 DITO hotline or by filing a help ticket on the DITO App.
- 11.4. For billing-related inquiries or complaints, Subscriber may contact DITO via the 185 DITO hotline, DITO Experience Stores, or file a help ticket on the DITO App within thirty (30) days from receipt of the relevant SOA. Subscriber's failure to file an inquiry or complaint within said period shall be deemed an acceptance of the accuracy and correctness of the bill, making it final and conclusive on the Subscriber. DITO shall respond to Subscriber's billing queries or resolve Subscriber's billing complaint within reasonable time. Subscriber

understands and agrees that DITO, in responding to such queries and in resolving complaints, DITO relies on its records which Subscriber acknowledges and agrees to be correct and conclusive.

12. Payment

12.1. Subscriber shall pay the entire amount billed on or before the due date specified in any payment notification, bill or any other notice sent by DITO. Subscriber's failure or refusal to pay, in whole or in part, any outstanding charges by due date shall entitle DITO to exercise the right to suspend or terminate the Service.

12.2. Subscriber may pay his/her bill through any DITO accredited payment channels or through any DITO Experience Stores. DITO is not bound to honor payments made to persons or entities or at places not authorized by DITO to receive payments on its behalf. If Subscriber opts to pay his/her bill via direct debit from an identified account, by credit card, or by check, and the payment is not fulfilled or honored for any reason not attributable to DITO, DITO may charge Subscriber a penalty fee and/or a late payment fee.

12.2.1. Subscriber's payments shall be applied as follows: late payment fee, billings in arrears, if any, and current billing.

12.2.2. In case of overpayment, the excess amount shall be used to offset any outstanding charges, fees, costs, or any other sum due from the Subscriber. If the Service has been terminated in accordance with the terms of this Agreement, Subscriber must notify DITO of the overpayment and the refund for such overpayment shall be in accordance with DITO policies.

12.2.3. Any deficiency in the payment made by Subscriber, whether in full or in part, shall not affect the right of DITO to impose and collect penalties or pursue legal remedies as a result of Subscriber's late payment, incomplete payment, or non-payment of the Subscriber's bill. In the event Subscriber fails and continues to fail to pay the outstanding bill, DITO may engage the services of a collection agency or institute legal proceedings against Subscriber to recover the money owed by Subscriber, and DITO may seek to collect recovery fee and/or other reasonable costs and legal fees.

13. Termination or Disconnection of the Service

13.1. Without prejudice to the Subscription Terms and Conditions, DITO may suspend or terminate this Agreement for any of the following reasons:

13.1.1. Subscriber breaches any of its obligations under this Agreement.

13.1.2. Subscriber fails to promptly pay any of the amounts due under this Agreement. If the Subscriber has more than one account, DITO shall have the right to terminate any or all accounts of the Subscriber.

13.1.3. Subscriber provides incorrect, false, or incomplete information.

13.1.4. Subscriber exceeds the credit limit.

13.2. After the lapse of the Contract Period, Subscriber may terminate the Agreement by giving DITO at least thirty (30) days' written notice prior to the intended date of termination, and upon payment of all outstanding charges.

13.3. During the Contract Period, the Subscriber may also terminate this Agreement at any time by giving DITO at least thirty (30) days' written notice. The termination shall become effective only upon settlement of all outstanding charges, including the payment of a pre-termination fee.

13.4. Depending on the circumstances, the Service may be extended upon Subscriber account reconnection after temporary disconnection, based on the number of days the account was temporarily disconnected.

14. Assignment

14.1. Subscriber shall not transfer his/her rights and obligations under this Agreement without DITO's prior written consent.

14.2. DITO may assign, novate, or transfer all or part of its rights and obligations under this Agreement upon notice to Subscriber (which may include advertisements, statements, letters, by posting on our website or such other forms as DITO deems appropriate).

CONFORME:

Name and Signature of Customer & Date

RELEASED BY:

Name and Signature of Installer