

# FAQs

FOR NEW LUDECOPLUS PLANS SUBSCRIBERS		
1	What is a LudecoPlus Plan?	LudecoPlus Plan is a value-added service of LUDECO that offers internet with cable TV for your endless home entertainment experience. With this bundled plan, you get to enjoy seamless internet connectivity while having fun watching your favorite TV channels.
2	What are the LudecoPlus subscription plans?	<p><b>LudecoPlus 1700</b> Up to 100 Mbps   Internet + Cable TV (60+ Channels) P1,700.00/month</p> <p><b>LudecoPlus 2700</b> Up to 200 Mbps   Internet + Cable TV (60+ Channels) P2,700.00/month</p> <p><b>LudecoPlus 3700</b> Up to 300 Mbps   Internet + Cable TV (60+ Channels) P3,700/month</p>
3	How do I subscribe to this service?	<ul style="list-style-type: none"> <li>○ You must be a resident of San Fernando and San Juan, La Union.</li> <li>○ For new applications, the following prerequisite requirements must be submitted:               <ul style="list-style-type: none"> <li>○ 1 Valid ID (with picture and signature)</li> <li>○ Proof of Billing (not more than 2 months old)</li> <li>○ Accomplished and signed application form &amp; checklist</li> </ul> </li> </ul>
4	How much do I initially pay when I avail this service?	<ul style="list-style-type: none"> <li>○ You need to pay the following:               <ul style="list-style-type: none"> <li>○ One-time Installation charge (OTC) of P3,000</li> <li>○ One Month Advance (OMA) monthly service fee of the plan you wish to subscribe to.</li> </ul> </li> </ul> <p><i>Note: For subscription under a promo activity, applicable rates shall apply based on the promo mechanics.</i></p>
5	What is the lock-in period if I subscribe to this service?	Upon subscription, you will have a 24-month lock-in period.

FOR EXISTING SUBSCRIBERS WITH MORE THAN 1 YEAR INTERNET SUBSCRIPTION		
1	What is a LudecoPlus Plan?	LudecoPlus Plan is a value-added service of LUDECO that offers internet with cable TV for your endless home entertainment experience. With this bundled plan, you get to enjoy seamless internet connectivity while having fun watching your favorite TV channels.
2	I am a LUDECO internet subscriber, I want to change my internet subscription to LudecoPlus. How much is my new monthly service fee?	<ul style="list-style-type: none"> <li>○ There will be a top-up of P200 on your existing monthly service fee. e.g. Plan 1500 (internet subscription) + P200 (Add-on: Cable TV) = P1,700/month</li> <li>○ Your new monthly service fee will be reflected on your next billing invoice.</li> </ul>
3	Do I still need to pay the one-time installation fee?	<ul style="list-style-type: none"> <li>○ No. This is a <b>FREE INSTALLATION</b> for LUDECO subscribers with <b>more than 1 year</b> of internet subscription.</li> <li>○ Settle the One Month Advance (OMA) of P200.00</li> </ul>
4	What are the requirements when I switch to LudecoPlus plan?	<ul style="list-style-type: none"> <li>○ Must be a LUDECO internet subscriber with <b>more than 1 year</b> of internet subscription (applicable only in the areas of San Juan and San Fernando)</li> <li>○ Updated in monthly payments in the last 2 months prior to the application</li> <li>○ Must submit the following: <ul style="list-style-type: none"> <li>○ Accomplished and signed application form &amp; checklist</li> </ul> </li> </ul>
5	What is the lock-in period if I subscribe to this service?	Upon subscription, you will have a 24-month lock-in period.

FOR EXISTING SUBSCRIBERS WITH LESS THAN 1 YEAR INTERNET SUBSCRIPTION		
1	What is a LudecoPlus Plan?	LudecoPlus Plan is a value-added service of LUDECO that offers internet with cable TV for your endless home entertainment experience. With this bundled plan, you get to enjoy seamless internet connectivity while having fun watching your favorite TV channels.
2	I am a LUDECO internet subscriber, I want to change my internet subscription to LudecoPlus. How much is my new monthly service fee?	<ul style="list-style-type: none"> <li>○ There will be a top-up of P200 on your existing monthly service fee. e.g. Plan 1500 (internet subscription) + P200 (Add-on: Cable TV) = P1,700/month</li> <li>○ Your new monthly service fee will be reflected on your next billing invoice.</li> </ul>
3	Do I still need to pay the one-time installation fee?	<ul style="list-style-type: none"> <li>○ You need to pay the following: <ul style="list-style-type: none"> <li>○ One-time Installation charge (OTC) of P3,000</li> <li>○ Settle the One Month Advance (OMA) of P200.00</li> </ul> </li> </ul> <p><i>Note: For subscription under a promo activity, applicable rates shall apply based on the promo mechanics.</i></p>
4	What are the requirements when I switch to LudecoPlus plan?	<ul style="list-style-type: none"> <li>○ Must be a LUDECO internet subscriber with <b>less than 1 year</b> of internet subscription (applicable only in the areas of San Juan and San Fernando)</li> <li>○ Updated in monthly payments in the last 2 months prior to the application</li> <li>○ Must submit the following: <ul style="list-style-type: none"> <li>○ Accomplished and signed application form &amp; checklist</li> </ul> </li> </ul>
5	What is the lock-in period if I subscribe to this service?	Upon subscription, you will have a 24-month lock-in period.

CABLE TV SUBSCRIPTION ONLY		
1	What is a LUDECO Cable TV?	A value-added service of LUDECO that offers cable TV service only with 60+ channels.
2	I'm not a LUDECO internet subscriber, can I subscribe to your Cable TV only?	Yes. You can avail our cable TV service.
3	How much is the monthly service fee for LUDECO Cable TV service plan?	The monthly service for LUDECO Cable TV plan is P650.00.
4	How much do I initially pay when I avail this service?	<ul style="list-style-type: none"> <li>○ You need to pay the following: <ul style="list-style-type: none"> <li>○ One-time Installation charge (OTC) of P3,000</li> <li>○ One Month Advance (OMA) of P650.00</li> </ul> </li> </ul>
5	How do I subscribe to this service?	<ul style="list-style-type: none"> <li>○ You must be a resident of San Fernando and San Juan, La Union.</li> <li>○ For new applications, the following prerequisite requirements must be submitted: <ul style="list-style-type: none"> <li>○ 1 Valid ID (with picture and signature)</li> <li>○ Proof of Billing (not more than 2 months old)</li> <li>○ Accomplished and signed application form &amp; checklist</li> </ul> </li> </ul>
6	What is the lock-in period if I subscribe to this service?	Upon subscription, you will have a 24-month lock-in period.