

By checking the following, I affirm I have declared correctly/understood the items stated below:

- My current internet provider is \_\_\_\_\_
- My internet application is for the following:
  - Browsing
  - Online gaming
  - Video streaming
  - Email
  - VOIP
  - Others \_\_\_\_\_
- The number of concurrent users/work station/electronic gadgets that will access the service I will subscribe to:
  - 1 – 3
  - 4 – 7
  - 8 – 10
  - Others \_\_\_\_\_ (please specify)
- The service will be used for:
  - RESIDENTIAL use
  - BUSINESS use
  - Others \_\_\_\_\_ (please specify)

*Note: home-based, online jobs/shops and internet cafes are considered businesses*
- Plan upgrades are allowed subject to the adjustment in fees for the upgraded service. However downgrades are not permitted unless pre-termination fees are settled according to following formula: Pre-termination Penalty = (Monthly Service Fee x Remaining Months)
- Temporary service disconnection is not allowed.
- Your first bill will be pro-rated if your activation date does not fall on the first of the month. Pro-ration may also occur if you choose to upgrade your plan and if the implementation date does not fall on the first day of the month.
- The billing period is always the previous month's based on the due date (e.g. if due date is Feb 15, then the bill period of the bill in question, is Jan 1-31)
- Pro-rated amounts less than 500 will be carried over to the next full bill. Example: Plan 1500, Activation date: Aug. 27, 2022, Pro-rated period bill: Php 250, Next bill: Sep 1-30 (full month), Pro-rated + full month (Sep) = Php 1,750, Due date/Last day to pay: Oct 15, 2020
- Online payment is an available payment option.
- Disconnected/overdue accounts will be charged:
  - 60 days of non-payment will lead to automatic equipment pull out Php 3,000
- Php 3,000 Installation Fee must be settled before installation
  - In the event, a refund is requested (and approved) arising from a cancelled application, P1000 will be deducted from your installation fee once our technicians/installers have already made a visit.
- 1 valid (not expired) IDs are mandatory requirements for your application.
- Proof of Billing is a mandatory requirement (Utility Bill).
- Our installation staff are not authorized to accept payment and charge fees. Please pay at authorized payment centers only.
- Email, mobile number, and FB Messenger (if available) are mandatory contact information for billing, data verification, data modification, and handling complaints. Such email and mobile number will be recorded as the PRIMARY contact information of the Subscriber. Further, the subscriber (owner of the account) may provide SECONDARY contact information, if there's any.
- The emails, mobile numbers, and FB Messenger provided by the Subscriber (both Primary and Secondary) are the **ONLY** authorized contact information that will be acknowledged and accepted by LUDECO. Our representatives will ask for these information when needed.
- Email and mobile numbers are mandatory contact information for bill sending and announcement.
- There is a minimum lock-in/contract period of two (2) years, during which time, LUDECO will be allocating/reserving resources for the service you are subscribed to. In the event of pre-termination, fees will be applied for the remaining months. Your contract will be automatically renewed according to your original contract period if we do not receive any written termination advice before the end of the contract term.
- Average speed of 80% with a minimum speed of 30% at 80% reliability.
- Speed tests are best conducted wired. There should be no concurrent users and activity running.
- Wi-Fi coverage inside your house is affected by wall thickness, line of sight, and distance to the router (the closer the better).
- Our Customer Service Support is 24/7.
- Tech Support is available from 8AM to 5PM.
- The modem sticker includes the basic troubleshooting guide and support contact information. Do not detach the sticker.
- The router username and password will be provided upon activation of the account.
- It is recommended to connect to an AVR to protect the circuitry of your modem.
- To prevent configuration issues, do not attempt to move the equipment once it has been installed or change cable and port pairing.
- Available drop fiber is limited to 200 meters. In excess of 200 meters, additional charges will apply.
- Free Coax cable is up to 10 meters only. In excess of 10 meters, additional charges of Php 30 per meter will apply.
- We want to give all LUDECO Customers a fair opportunity to enjoy our network. Hence, the implementation of a Fair Use Policy that's designed to reduce the speeds of users responsible for generating large volumes of traffic on the network, which greatly impacts the service we offer to other paying customers. Users (account for less than 3%) likely to be affected by the Fair Use Policy are those who use peer-to-peer applications to download large files, use their non-commercial subscription for commercial purposes, or stream videos heavily on a daily basis. These activities use up a huge portion of network bandwidth, affecting customers like you.
- Application form terms and conditions apply (read details at the back).

My signature below signifies that I fully understand what is written in this checklist.

Subscriber / Authorized Representative  
Name and Signature

Date Signed

DATA PRIVACY ACCEPTANCE

By accepting the Terms and Conditions for the use of LA UNION DIGITAL EVOLUTION COMPANY INC. (LUDECO) products and services, I agree to the collection, processing, use of my Personal Information in accordance with the Data Privacy Act of 2012 that will enable LA UNION DIGITAL EVOLUTION COMPANY INC. (LUDECO) to provide me with my desired LA UNION DIGITAL EVOLUTION COMPANY INC. (LUDECO) product or service.

Specifically, my data will be accessed during the application process in order for LA UNION DIGITAL EVOLUTION COMPANY INC. (LUDECO) to schedule installation and activate my account. When I am billed, when my payments are posted, when I request onsite or after-sales support, when I receive advisories or need to be contacted and for other account-related concerns, LA UNION DIGITAL EVOLUTION COMPANY INC. (LUDECO) will likewise need to refer to/use my registered personal information.

Subscriber / Authorized Representative  
Name and Signature

Date Signed