



☐ New Customer

☐ Customer Records Update

BUSINESS CUSTOMER INFORMATION FORM (BCIF)

To be filled out by the Customer clearly and in ALL CAPITAL letters.
Place an "X" in the boxes that apply.

BASIC CUSTOMER INFORMATION

Registered Business Name:	Main Telephone No./Trunkline:
Store/Shop/Outlet Name/Trade Name (if applicable):	Website:
Former Corporate Name (If applicable):	
Business Address:	
Billing Address (if different from Business Address):	
Business Ownership:	<input type="checkbox"/> Private <input type="checkbox"/> Government
Tax Profile:	<input type="checkbox"/> VAT Exempt / Zero - Rated <input type="checkbox"/> VAT-Registered
SEC Registration No. / DTI Business Name No.:	Company TIN:
Industry Type:	

Bill / eSOA Recipient/s

First Name, Middle Name & Last Name	Designation	Contact Number/s	Email Address/es
1.			
2.			

Finance Officer

First Name, Middle Name & Last Name	Contact Number	Email Address

AUTHORIZED SIGNATORY INFORMATION

First Name, Middle Name & Last Name	Designation	Contact Number/s	Email Address/es
1.			
2.			
3.			

ID Presented:

☐ PRC License ID No. _____

☐ Passport ID No. _____

☐ Other: _____

☐ Driver's License ID No. _____

☐ SSS / GSIS ID No. _____

ID No. _____

ORGANIZATION DATA

Type of Business (Please select only one)	<input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation / Cooperative / One Person Corporation
Date of Registration:	No. of Employees:

FOR CORPORATION - Key Officer/s

Name and Designation (First Name, Middle Name & Last Name)	Contact Number/s	Email Address/es
1.		
2.		
3.		

FOR PARTNERSHIP - Partners

Name and Designation (First Name, Middle Name & Last Name)	Contact Number/s	Email Address/es
1.		
2.		
3.		

FOR SOLE PROPRIETORSHIP - Business Owner

Name of Owner:	Date of Birth:	Personal TIN No.:
Home Address:		
Telephone No.:	Mobile No.:	Email Address:

BILL DELIVERY AGREEMENT

I/WE ACKNOWLEDGE THAT MY ACCOUNT WILL BE AUTOMATICALLY ENROLLED IN PAPERLESS BILLING THROUGH THE EMAIL ADDRESS I PROVIDED ABOVE.

I/We acknowledge that PLDT/SMART/ePLDT shall send us our e-statement within 8-10 calendar days after the Bill Date via e-mail through the email address I/we specified in this form. PLDT/SMART/ePLDT is deemed to have validly sent, and the bill shall be deemed received at the email address I/we provided PLDT/SMART/ePLDT. I/We agree to hold PLDT/SMART/ePLDT free and harmless from any liability for my/our failure to receive the bill despite it being sent to my/our email address. By agreeing to receive my/our bill via email, I/we understand that I/we will no longer receive a printed copy of my/our bill. Should I/we opt to receive a printed copy of my/our bill, I/we will course the request through any of the following channels: For PLDT - PLDT Hotline by dialing 177, PLDT Enterprise Facebook, pldtent_cares Twitter account or by emailing enterprisescare@pldt.com.ph. For SMART- Smart Corporate Hotline by dialing #888 or by emailing EnterpriseSupport@smart.com.ph (for Postpaid) or EnterpriseBro@smart.com.ph (for Broadband). For ePLDT - by emailing epldtcreditandcollections@epldt.com.

I/We hereby declare that all the above information are true and correct to my/our own knowledge. I/We hereby authorize PLDT/SMART/ePLDT to verify any of the above given information from whatever source it may consider appropriate. Any misrepresentation on the above information shall constitute a just cause for the rejection of my application or the termination of my contract with the Company. By signing this BCIF electronically, digitally or by hand, I/we confirm that this BCIF shall be deemed an original, whether executed on paper or electronically, and all of which together shall constitute one and the same document. I/We agree that (i) the electronic copy of this BCIF shall have the same force and effect as if a paper original of this BCIF has been delivered and signed using a handwritten signature, (ii) I/we intend to be bound by my/our electronic signatures on this BCIF, and (iii) hereby waive any defense to the enforcement of this BCIF based on its electronic form.

Please fill out within the box:

<div></div> <div>Print Name of Authorized Signatory</div>	<div></div> <div>Signature of Authorized Signatory</div>	<div></div> <div>Designation of Authorized Signatory</div>	<div></div> <div>Date</div>
For multiple Authorized Signatories:			
<div></div> <div>Print Name of Authorized Signatory</div>	<div></div> <div>Signature of Authorized Signatory</div>	<div></div> <div>Designation of Authorized Signatory</div>	<div></div> <div>Date</div>
<div></div> <div>Print Name of Authorized Signatory</div>	<div></div> <div>Signature of Authorized Signatory</div>	<div></div> <div>Designation of Authorized Signatory</div>	<div></div> <div>Date</div>

TO BE FILLED OUT BY PLDT/SMART/ePLDT AUTHORIZED SALES PERSONNEL		
DOCUMENTARY REQUIREMENTS		
Reference documents based on the type of business (Corporation, Partnership, Sole Proprietorship)		
CORPORATION	PARTNERSHIP	SOLE PROPRIETORSHIP
<div>1. Accomplished Business Customer Information Form and signed General Privacy Notice</div> <div>2. Corporate Secretary Certificate or Notarized Board Resolution (indicating name of authorized signatory to sign/transact business with PLDT/SMART/ePLDT in behalf of the company)</div> <div>3. BIR Certificate of Registration 2303</div> <div>4. Copy of valid Govt ID of Authorized Signatory with affixed signature. Valid ID's: Passport, Driver's License, SSS, GSIS, TIN, PRC License (any 1)</div>	<div>1. Accomplished Business Customer Information Form and signed General Privacy Notice</div> <div>2. Notarized Authority from the Partners (indicating the authorized signatory to sign/transact business with PLDT/SMART/ePLDT in behalf of the partnership).</div> <div>3. BIR Certificate of Registration 2303</div> <div>4. Copy of valid Govt ID of Authorized Signatory with affixed signature. Valid ID's: Passport, Driver's License, SSS, GSIS, TIN, PRC License (any 1)</div>	<div>1. Accomplished Business Customer Information Form and signed General Privacy Notice</div> <div>2. Business or Mayor's Permit / Barangay Business Clearance</div> <div>3. BIR Certificate of Registration 2303</div> <div>4. Copy of valid Govt ID of Owner/Authorized Signatory with affixed signature. Valid ID's: Passport, Driver's License, SSS, GSIS, TIN, PRC License (any 1)</div>
ADDITIONAL REQUIREMENTS FOR CORPORATION/PARTNERSHIP/SOLE PROPRIETORSHIP, IF APPLICABLE		
<div>1. NTC Certificate of Registration (For Internet Service Providers, Cable TV Operators, Broadcast Networks, Telecom Companies, Value Added Services and Content Providers)</div> <div>2. Tax Exemption Certificate (For companies situated in ECOZONES, PEZA, SUBIC, and CLARK registered entities, qualified Embassies and respective qualified diplomats, Foreign administrations, Board of Investments (BOI) and other companies claiming for tax exemption).<div><div>Additional documents for Tax Exemption are as follows:</div><div><div>VAT zero-rating Certification issued by the Investment Promotion Agencies (IPA) (current year).</div><div>Certificate of Registration (COR) issued by the BIR having jurisdiction over the head office/branch/freeport/ecozone location where the goods and/or services are to be delivered.</div><div>COR issued by the concerned IPA stating all registered ecozone location.</div><div>A sworn affidavit executed by the REE-buyer, stating that the goods and/or services are directly and exclusively used for the production of goods and/or completion of services to be exported or for utilities and similar costs, the percentage of allocation be directly and exclusively used for the production of goods and/or completion of services to be exported.</div></div></div></div>	<div>3. SEC Articles of Incorporation for One Person Corporation (OPC) / SEC Articles of Partnership</div> <div>4. Latest SEC General Information Sheet (GIS)</div> <div>5. SEC Form F-104/F-108 for Foreign Corporation (in lieu of Articles of Incorporation)</div> <div>6. Proof of Billing Address, any utility bills. (Only required if billing address is different from the business address and site address)</div> <div>7. Special Power of Attorney - if the document/conforme is not signed by the business owner</div>	
ADDITIONAL REQUIREMENTS FOR GOVERNMENT AGENCIES		
<div>1. Executive Order or Republic Act stating the creation of the particular agency</div>	<div>2. Appointment papers and copy of valid Govt ID of Authorized Signatory with affixed signature</div>	
<div>3. General Order [for military agencies] or Letter of Instruction</div>	<div>4. Certification of Funds or Budget allocation for Communication Expense</div>	
SERVICE REQUEST DETAILS		
TYPE OF SERVICE (Proposed service)	QUANTITY	Estimated Monthly Recurring Charge (MRC) - VAT Exclusive
		PHPUSD
1.		
2.		
		TOTAL =
CERTIFICATION [To be filled out by Authorized Personnel]		
DOCUMENTS TO FOLLOW	Deviation Request [please indicate justification]	
To be submitted on or before:	<div><input type="checkbox"/> Deferment of Document submission (specify)</div> <div><input type="checkbox"/> Bill Above</div> <div><input type="checkbox"/> Reduction of Advance Payment</div>	
<div>I hereby declare and certify that all the above information and documents submitted are validated true and correct. Likewise, I am vouching the authenticity and legal existence of above mentioned customer and that the person who signed the BCIF/Contract/Conforme/Service Application Form is the designated authorized signatory of the said business entity.</div> <div><div><div>Submitted/Vouched by:</div><div><div></div><div>Relationship Manager</div></div><div><div></div><div>Signature</div></div></div><div><div>Noted by:</div><div><div></div><div>Sales Head</div></div><div><div></div><div>Signature</div></div></div><div><div>Date:</div><div></div></div><div><div>Sales Team:</div><div>K&WIN TELECOMMUNICATION TRADING EQUIPMENT</div></div><div><div>Customer Name:</div><div></div></div><div><div>Channel Partner:</div><div>K&WIN TELECOMMUNICATION TRADING EQUIPMENT</div></div><div><div>Enterprise Care:</div><div></div></div></div>		
CERTIFICATION [To be filled out by Authorized Third Party Agent] For SME TIER6 Accounts only		
<div>I hereby declare and certify that the above fields were completed by the customer/authorized representative, and that the supporting documents submitted or attached to this form are complete as required in the Business Customer Information Form.</div> <div><div><div>Submitted by:</div><div><div></div><div>Third-Party Agent (TPA)</div></div><div><div></div><div>Signature</div></div></div><div><div>Noted by:</div><div><div></div><div>Third-Party Agent (TPA) – Team Head</div></div><div><div></div><div>Signature</div></div></div><div><div>Date:</div><div></div></div><div><div>Customer Name:</div><div></div></div></div>		
VER 11 BCIF with DPA and Bill Delivery Agreement (Ver11.3)		

GENERAL PRIVACY NOTICE
CORPORATE SUBSCRIBER DECLARATION
PLDT Enterprise Business Group

The **PLDT Enterprise Business Group** respects your fundamental right to privacy, and we commit to safeguarding the Personal Data you entrust with us. We share with you, in compliance with applicable privacy laws, the general principles that govern how the **PLDT Enterprise Business Group** collects, uses, and shares your Personal Data, as well as our privacy practices.

The **PLDT Enterprise Business Group (“EBG”)** is composed of:

- (1)

PLDT, Inc. ("PLDT") – PLDT offers many services under the Fixed Enterprise category, and leads the go-to-market and operationalization of converged enterprise solutions together with its subsidiaries, SMART and ePLDT. All activities involving Sales, Marketing Communications, and Analytics/Insights are centralized in PLDT.

The PLDT Enterprise Sales Team (composed of PLDT Relationship Managers) is exclusively authorized to sell all Enterprise products, services, and integrated solutions under the PLDT EBG portfolio, pursuant to agreements executed between PLDT, SMART, and ePLDT.
- (2)

Smart Communications Inc. ("SMART") - SMART's Enterprise Wireless Division owns, operates, and manages all Wireless Enterprise Services and Solutions that are sold through PLDT's Relationship Managers.

(3) ePLDT Inc. ("ePLDT") – ePLDT offers Information and Communications Technologies ("ICT") through its suite of multi-cloud and data centers. ePLDT's ICT portfolio includes managed, hybrid, and end-to-end cloud solutions that offer virtual computing and storage resources that are sold through PLDT's Relationship Managers.

As the Authorized Representative for and on behalf of <Full Legal Business Name of Company> (the "Company"), my signature below signifies that:

1.

All information that I have stated in the Business Customer Information Form ("BCIF"), including all supporting documents that I have submitted, are true and correct. I have been authorized by the Company to provide this information and supporting documents to PLDT EBG, through the Company's assigned PLDT Relationship Manager, to facilitate the processing and evaluation of the Company's application for Enterprise Service/s (the "Service/s").
2.

I confirm that the consent of the Company's officers, employees, consultants, and/or authorized representatives' (collectively, the Company's "Personnel") for the sharing of their personal data have been obtained, or that the Company has other lawful basis to collect and share its Personnel's personal data with PLDT, SMART, and/or ePLDT, as may be applicable, for the following purpose/s:

Data Subject	Personal Data	Processing Purpose/s
Authorized Signatory	<div>Complete Name Designation or Position Email Address Landline <u>and</u> Mobile Number</div> <div>Valid Government ID Number which may be any, but not limited to, the following: - Company ID No. - Driver's License ID No. - Passport ID No. - SSS/GSIS ID No</div> <div>Photo of Valid Government ID (Scanned Digital Copy or Physical Photocopy) with <u>Signature</u></div>	<div><ul style="list-style-type: none">Credit Checking to demonstrate business legitimacy and validate position/title of the authorized signatory in the organization.Account Creation and Management, including contract negotiations, finalization, and notarization, and account-related coordination.Service Order Management and Service Fulfillment, including the provision of additional devices or lines.Management of After-Sales Support for Technical and Non-Technical Concerns and Requests, where the Signature of an Authorized Signatory in a Letter of Request is visually compared to the Signature on a Government Valid ID.</div>
Key Officers <i>(Applicable only to Corporations as the business type of the Company)</i>	<div>Complete Name Designation or Position Email Address Landline <u>or</u> Mobile Number</div>	<div><ul style="list-style-type: none">Credit Checking to confirm business legitimacy and validate position/designation within the organization.As Secondary Set of Contacts next to Authorized Signatory and Finance Officer for Credit and Collection activities, contact information will be processed for coordination on pick-up of checks, confirmation of deposits, as well as all concerns related to disputes and bill reconciliation, payment extensions, and more.</div>
Partners <i>(Applicable only to Partnerships as the business type of the Company)</i>	<div>Complete Name Designation or Position Email Address Landline <u>or</u> Mobile Number</div>	
Business Owner <i>(Applicable only to Sole Proprietors as the business type of the Company)</i>	<div>Complete Name <u>Date of Birth</u> Home Address Landline <u>and</u> Mobile Number Email Address</div> <div><i>* If deemed necessary, Proof of Billing Address for other Utility Services may be requested if the Billing Address is different from the Business or Site Installation Address.</i></div>	<div><ul style="list-style-type: none">Credit Checking to demonstrate business legitimacy and validate position/title inside the organization.Account Creation and Management, including contract negotiations, finalization, and notarization, and account-related coordination.Service Order Management and Service Fulfillment, including the provision of additional devices or lines.Management of After-Sales Support for Technical and Non-Technical Concerns and Requests, where the Signature of an Authorized Signatory in a Letter of Request is visually compared to the Signature on a Government Valid ID.</div>
Government Officers <i>(Applicable only to Government Agencies)</i>	<div>Complete Name Designation or Position Email Address Landline <u>or</u> Mobile Number</div>	<div><ul style="list-style-type: none">Credit Checking to confirm business legitimacy and validate position/designation within the organization.</div>
Bill Recipients	<div>Complete Names Email Addresses Landline and/or Mobile Numbers</div>	<div><ul style="list-style-type: none">Automatic enrolment of the email address of Bill Recipients, who have been designated by the Company to receive Electronic Statements of Account (eSOA) for and on behalf of the Company.Coordination of inquiries, disputes, and adjustments to eSOAs received by Bill Recipients.</div>
Finance Officer	<div>Complete Name Email Address Landline and/or Mobile Number</div>	<div><ul style="list-style-type: none">Credit Checking to confirm business legitimacy and validate position/designation within the organizationAs the Primary Contact for Collections, the Finance Officer's contact information will be processed to coordinate the pick-up of checks, the confirmation of deposits, and other matters pertaining to billing disputes, bill reconciliation, payment extensions, and more.</div>

3. I acknowledge that PLDT EBG will verify the identities of the Company's identified Personnel as part of the credit checking and assessment process for the Company's application for Service/s.

In this regard, I understand that PLDT:

- a. Through the Company's assigned PLDT Relationship Manager, may call, send SMS to, or email me and/or any of the Company's identified Personnel to verify the information declared in the BCIF and all supporting documents submitted, or for the completion of application requirements; and
- b. May obtain from other PLDT EBG entities with which the Company may have other active Services, other information (which may include personal data) that may be necessary for the evaluation of the Company's application for Service/s, and for PLDT or the applicable PLDT EBG entity to verify relevant information concerning myself as the Authorized Signatory and/or any of the Company's identified Personnel, as well as the Company's relationship with them.

4. I acknowledge that PLDT, SMART, and/or ePLDT (as may be applicable) shall verify the information and supporting documents submitted through various sources that it may consider appropriate. I understand that any misrepresentation on the information provided shall require further validation and may result in a just cause for the rejection of the Company's application for Service/s, or the termination of the Company's existing contract/s with PLDT, SMART, and/or ePLDT.

5. I acknowledge that PLDT, SMART, and/or ePLDT (as may be applicable) may deny the Company's application for Service/s following credit checking for valid grounds. I acknowledge that my Name, as the Authorized Signatory and Primary Contact Person of the Company, will be linked to the Company's BCIF and retained for five (5) years in the Active Credit List records of PLDT, SMART, and/or ePLDT (depending on the Service/s applied for), or until I or the Company notifies PLDT that I am no longer the Authorized Signatory.

6. In the course of the **Company's service application** and the actual delivery of the Service, I understand that PLDT and/or SMART will use manual, partly automated, and automated processes for operational efficiency. Human intervention is inserted at appropriate phases of the processes to ensure that systems are working properly. In contrast, ePLDT conducts credit checks through manual processes.

7. I acknowledge that PLDT and/or SMART may engage third-party service providers, such as CIBI Information, Inc. ("CIBI"), to facilitate the retrieval of business registration documents in cases where such information is not readily available through official portals of the Securities and Exchange Commission (SEC) or the Department of Trade and Industry (DTI). CIBI is a private credit bureau in the Philippines providing comprehensive information solutions, including credit reporting and business intelligence.

8. If I am a sole proprietor, I acknowledge that my **Full Name and Business Name** will be disclosed to CIBI solely for the purpose of retrieving the required documents. If I am acting as an authorized representative of a Partnership or Corporation, I acknowledge that only the **Business Name** of the company will be disclosed to CIBI for this purpose.

I understand that this process is conducted to ensure the completeness and accuracy of business registration records, in compliance with EBG's due diligence requirements.

9. **For Sole Proprietors, applying for PLDT or SMART Enterprise Services**

a. If I am applying for service as a Sole Proprietor, I acknowledge that PLDT and/or SMART requires the validation of my credit history as part of its evaluation process. To facilitate this, PLDT or SMART will share certain personal data with TransUnion Information Solutions, Inc. ("TU"), a private credit bureau operating in the Philippines, for the purpose of computing my credit score.

- Complete Name
- Address
- ID number and ID Type (driver's license, passport, company ID, etc.)
- Date of Birth
- Phone number and type

I acknowledge that:

- a. TU has sole control of the algorithm it uses to generate my credit score; and
- b. My credit score shall be used by PLDT EBG solely to evaluate my application for the Service.

I acknowledge that the TU credit score is only one of the factors considered in the independent credit evaluation processes of PLDT and SMART. If my TU credit score is low, my application for services may be conditionally approved, subject to an advance payment, a security deposit, or both, as required by the respective company. The amount and type of payment shall be determined based on the TU credit score and other relevant considerations in the credit evaluation.

b. To provide high quality credit reports and scores for its members, TU need to enrich its database. I acknowledge that, as a Sole Proprietor, I have the option to allow PLDT and/or SMART to share the following additional personal data and account data with TU as part of PLDT's and/or SMART's 's monthly contribution as a member of TU's private Credit Bureau:

Personal Data

- Full name (first name and last name)
- ID number, and ID Type (driver's license, passport, company ID, etc.)
- Address and address type (business or residential)
- Date of birth
- Phone number and type (business or residential)

Account Data

- Account number
- Account status (Active, Redirected, Temporary Disconnected, etc.)
- Account activation date
- Latest payment amount
- Credit limit amount
- Outstanding balance
- Interest and fees (if applicable)
- Number of days past due (if applicable)
- Total amount overdue (if applicable)

I understand that all personal data shared by PLDT and/or SMART to TU is done with each party acting as a personal information controller. Hence, all personal data disclosed by PLDT and/or SMART to TU will be governed by TU's Terms and Conditions and Privacy Policy (and not that of PLDT or SMART) to the extent that the processing is solely under the control of TU.

c. For more information, I may refer to www.transunion.ph or contact dataprivacyph@transunion.com in case I have questions or concerns regarding TU's personal data processing purposes and activities and my rights as data subject in relation thereto.

10. I acknowledge that PLDT and SMART employ **optical character recognition ("OCR")** technology to validate the **proof of identification ("POID")** submitted as part of the Company's application process. OCR is capable of extracting and processing relevant details from submitted documents. For sole proprietors, business registration documents may be required in addition to the POID. For partnerships and corporations, OCR may be used to verify the POID of the authorized signatory, ensuring the validity of the representation.

I understand that PLDT and SMART utilize OCR as a security measure to assess the integrity of submitted identification documents and to help prevent unauthorized individuals from misrepresenting themselves as the company's authorized signatory.

11. I acknowledge that PLDT, SMART, and/or ePLDT (as may be applicable) may temporarily park the Company's application for Service/s in cases where:

- a. The Company's preferred Service/s are currently unavailable, especially if network facilities are not in place within the Company's business location/s;
- b. PLDT requires additional supporting documents to be submitted, when the BCIF has incomplete information, or when there are missing supporting requirements; and
- c. In cases of Sole Proprietorship, where the sole proprietor has unpaid balances due for personal PLDT Home subscriptions. I understand that the Company's application for Service/s shall not be processed until all unpaid balances have been settled. If the sole proprietor is unable to settle payment for these unpaid balances, the Company's application for Service/s shall automatically be placed on hold.
- d. I further acknowledge that the Company's assigned PLDT Relationship Manager may contact me for updates or reminders within six (6) months from the time that my Service application is temporarily parked. I understand that PLDT, SMART, and/or ePLDT (depending on the Service/s that are unavailable) may use my parked Service application for one (1) year, solely to be able to

plan for future growth, increase areas of serviceability, and improve the Service/s.

I acknowledge that all Personal Data indicated in the BCIF and related Service Application Forms ("SAF") will be encoded, retained and processed in data processing systems such as Customer Relationship Management systems, Billing Systems, Customer Order Management systems, Customer Problem Management systems, and other Business/ Operations Support Systems of PLDT and of SMART or ePLDT (depending on the Service/s availed) to create and manage the Company's Business Account, and for the fulfillment of the Company's Service Orders.

12. In the event that the Company's application is not approved, I acknowledge that the Company can choose to ask for the return of all information and documents submitted. Should the Company fail to exercise this option within the retention period, PLDT shall proceed to securely delete all information and documents, including any personal data.
13. I acknowledge that PLDT and/or SMART shall enroll the Company's identified Bill Recipients in their respective Electronic Statement of Account (eSOA) Systems. PLDT and/or SMART shall send the Bill or eSOA for all active Service/s within 8-10 calendar days after the Bill Cut-Off Date via electronic mail (email) through the email addresses of the Bill Recipients specified in the BCIF.

I agree to hold PLDT and SMART free and harmless from any liability for our failure to receive the Bill despite it being sent to my or the Bill Recipients' email addresses. By Agreeing to receive our Bill via email, I understand that I will no longer receive a printed copy of the Company's bill. Should the Company opt to receive a printed copy of bill/s, the Finance Officer or I will course this request through any of the following channels:

- a) PLDT Enterprise Hotline, by dialing 177; and
- b) PLDT Enterprise Care, by emailing enterprise@pldt.com.ph.
- c) Smart Enterprise Hotline by dialing #888 ;
- d) Smart Enterprise Email:
 - i) EnterpriseSupport@smart.com.ph (Postpaid),
 - ii) EnterpriseBro@smart.com.ph (Broadband).

14. I acknowledge that there may be instances PLDT where may be required to disclose the personal data of the Company's Personnel as part of its regular business operations and for the provision of its products and services. Personal data of the Company's Personnel may be disclosed to:

- a. *PLDT's service providers, contractors, and professional advisers who help provide and fulfill the Enterprise Service/s.* This includes partner companies, organizations, or agencies, and their sub-contractors. For example: PLDT's Contractors for installation of fixed services and on-site technical works, customer contact centers providing pre- and post-sales hotline operations, and billing and collections; and
- b. *The PLDT EBG entity that provides the Company's active Service/s.* I understand that this is done for the improvement of the Service/s and PLDT EBG's regular business operations. For example: PLDT may share information related to the Company's use of its products and services with SMART and ePLDT, so that the PLDT EBG may jointly create new Enterprise solutions and/or offers that bundle their respective technologies into a single Service.

I acknowledge that a complete list of these third parties may be accessed through <https://pldtenterprise.com/privacy-policy>.

15. I acknowledge that PLDT EBG may process and disclose the personal data of the Company's Personnel to law enforcement and government agencies, in cases when PLDT, SMART, or ePLDT (depending on the Service/s availed) is required to do so for purposes such as:
- a. Assisting public authorities by generating, for instance, statistical insights based on the Company's usage of the PLDT EBG's network and facilities, for public planning for healthcare, disaster management, and other similar initiatives; and
 - b. Compliance with other relevant laws and regulations such as, but not limited to, Cybercrime Prevention Act of 2012, and other applicable lawful orders and processes.

As an independent Personal Information Controller, the Company shall ensure that its data subjects are informed of these personal data disclosures.

16. I acknowledge that PLDT, SMART, and/or ePLDT (depending on the Service/s availed) shall process personal data of the Company's Personnel based on the entity's legitimate interests to function effectively as a business, and that this is only done when such legitimate interests do not override the fundamental rights or freedoms of the Company's Personnel.

Such interests, include, among others:

- a. *The continuous improvement of the PLDT EBG's business and operations.* PLDT EBG analyzes the Company's use of its network and services to facilitate the management of the Company's business account, provide customer care activities, investigate and resolve service-related requests and concerns, monitor the quality and security of its network, train its staff, and plan for future growth.
- b. *The continuous improvement of the PLDT EBG Services.* PLDT EBG may collect, use, process, and analyze how the Company uses the PLDT EBG Services to understand the Company's business needs and preferences better. PLDT's analysis may include maintaining a record of the products and services that the Company avails of {such as the data usage, bandwidth, volume of transactions, call data records, and so on). PLDT also analyzes other activities such as when any of the Company's Personnel voluntarily participate in PLDT EBG's market research initiatives, visit and transact in PLDT or SMART stores, or visit and use any of PLDT Enterprise's websites and mobile apps.

I understand that PLDT EBG does so to serve the Company better, improve the Service for the Company's benefit, and gain a better insight into the kinds of offers that would be relevant to the Company's business needs.

- c. *The management of the Company's digital safety and the security of PLDT EBG's business operations.* PLDT, SMART, and/or ePLDT (depending on the Service/s availed) may process my personal data to conduct IT security operations, manage its assets, ensure my fair use of its products and services, and for business continuity, disaster recovery, and audit purposes.

In pursuit of the above interests, I acknowledge that PLDT EBG's activities include monitoring its network with the assistance of automated tools capable of comparing suspicious data transmissions with known threats to deter cyber-attacks, and detect and prevent fraudulent schemes (i.e., smishing, identity theft, etc.) against PLDT EBG and the Company. During such monitoring, PLDT EBG may analyze traffic data, and as necessary, details relating to the identity, contact information, service usage, device information, and communication content of the Company's Personnel and Service users.

- d. *Business communication about PLDT EBG's portfolio of enterprise solutions.* PLDT processes the contact information of the Company's Personnel to send information about PLDT EBG products and services that may be relevant to the Company's business needs. PLDT may also send the Company invitations to participate in webinars, seminars, and other events such as but not limited to the annual Philippine Digital Convention. All business communication is sent through SMS, voice calls, and emails.

Should I or any of the Company's Personnel wish to be excluded from receiving this business communication from PLDT EBG, we may manage our privacy preferences by emailing our assigned PLDT Relationship Manager.

17. I acknowledge that there are additional ways that PLDT EBG may process the personal data of the Company's Personnel. I understand that these activities are completely optional, and that PLDT EBG will only proceed with the performance of these activities with the express and specific consent of each of the Company's Personnel.

- a. *Business communication from PLDT EBG's business partners.* PLDT processes the contact information of the Company's Personnel to send information about enterprise products and services of PLDT EBG's third-party business partners.

Should I or any of the Company's Personnel consent to these optional activities, we can choose to object to and withdraw our consent from any of these activities at any time by coordinating directly with our assigned PLDT Relationship Manager who shall assist us in updating our consent and contact preferences by securing written documentation of our consent or withdrawal thereof.

18. I acknowledge that PLDT EBG will keep all information pertaining to the Company's Business Account, including all personal data about the Company's Personnel, for as long as the Company continues to

use any of PLDT EBG’s Service/s, and for a maximum of ten (10) years after termination of the last active Service.

19. I acknowledge that I and all of the Company’s identified Personnel are afforded certain rights in relation to our respective personal data under the Data Privacy Act of 2012 (Republic Act No. 10173), and that we are entitled (in the circumstances and under the conditions, and subject to the exceptions, set out in applicable law) to:
- a. Request access to the personal data that PLDT, SMART, and/or ePLDT (as may be applicable) processes;

b. Request a rectification of our personal data;

c. Request the erasure of our personal data;

d. Request the restriction of the processing of our personal data; and

e. Request portability of our personal data.

When the processing of our personal data is based on consent, I acknowledge that I and all of the Company’s identified Personnel have the right to withdraw such consent at any time by reaching out to our assigned PLDT Relationship Manager or by contacting the PLDT, SMART, and/or ePLDT Data Privacy Officer. I understand that this will not affect the lawfulness of the processing that was carried out before we withdrew our consent or PLDT EBG’s right to continue parts of the processing based on legal bases other than our consent. If PLDT, SMART, and/or ePLDT are unable to provide me with another legal basis justifying the processing of my personal data, PLDT, SMART, and/or ePLDT will stop the processing and delete our personal data.

As an independent Personal Information Controller, the Company shall ensure that all identified Personnel are informed of their data subject rights and further information on how PLDT processes personal data as set out in <https://pldtenterprise.com/privacy-policy>.

If I or any of the Company’s identified Personnel believe that our data privacy rights have been violated and—depending on the circumstances—ask for indemnification for damages that I/we may have sustained from such violation, I/we may get in touch with Data Privacy Officers of PLDT, SMART, and/or ePLDT, respectively, through the contact details provided below. In some instances, I understand that PLDT EBG may request for supporting documents or proof before it effects any requested changes to my personal data.

PLDT Inc.
Ramon Cojuangco Building,
Makati Avenue, Makati City, 1200 Philippines
Email: dpoenterprise@pldt.com.ph

Smart Communications Inc.
6799 Ayala Ave., Makati City, 1226, Philippines
Email: dataprivacyoffice@smart.com.ph

ePLDT Inc.
L.V. Locsin Building, Makati Avenue, Makati City
Email: dpo@epldt.com

ACKNOWLEDGEMENT

- ☐ I have read and understood this Corporate Subscriber Declaration, and the purposes for which the personal data of the Company’s Personnel shall be processed. **[REQUIRED]**
- ☐ I allow PLDT EBG to validate the Company’s credit worthiness to determine whether the Company is in good credit standing (i.e., up to date on payments for at least 6 months). **(REQUIRED)**

CONSENT FORM

- ☐ I consent to receive product offers, recommendations, and promotions from PLDT EBG’s third party Business Partners. I understand that this business communication will be sent by PLDT on behalf of these Business Partners. **(OPTIONAL)**
- ☐ **[Applicable to Sole Proprietors Only]** As a **Sole Proprietor**, I consent to the monthly disclosure of my Personal Data and Account Data to TransUnion Information Solutions, Inc., in line with PLDT’s and/or SMART’s contribution as Bureau Members. **(OPTIONAL)**

Signature:

First Name, Middle Name & Last Name

Full Name of
Authorized Signatory:

Designation in Company:

Company Name:

Date Signed: