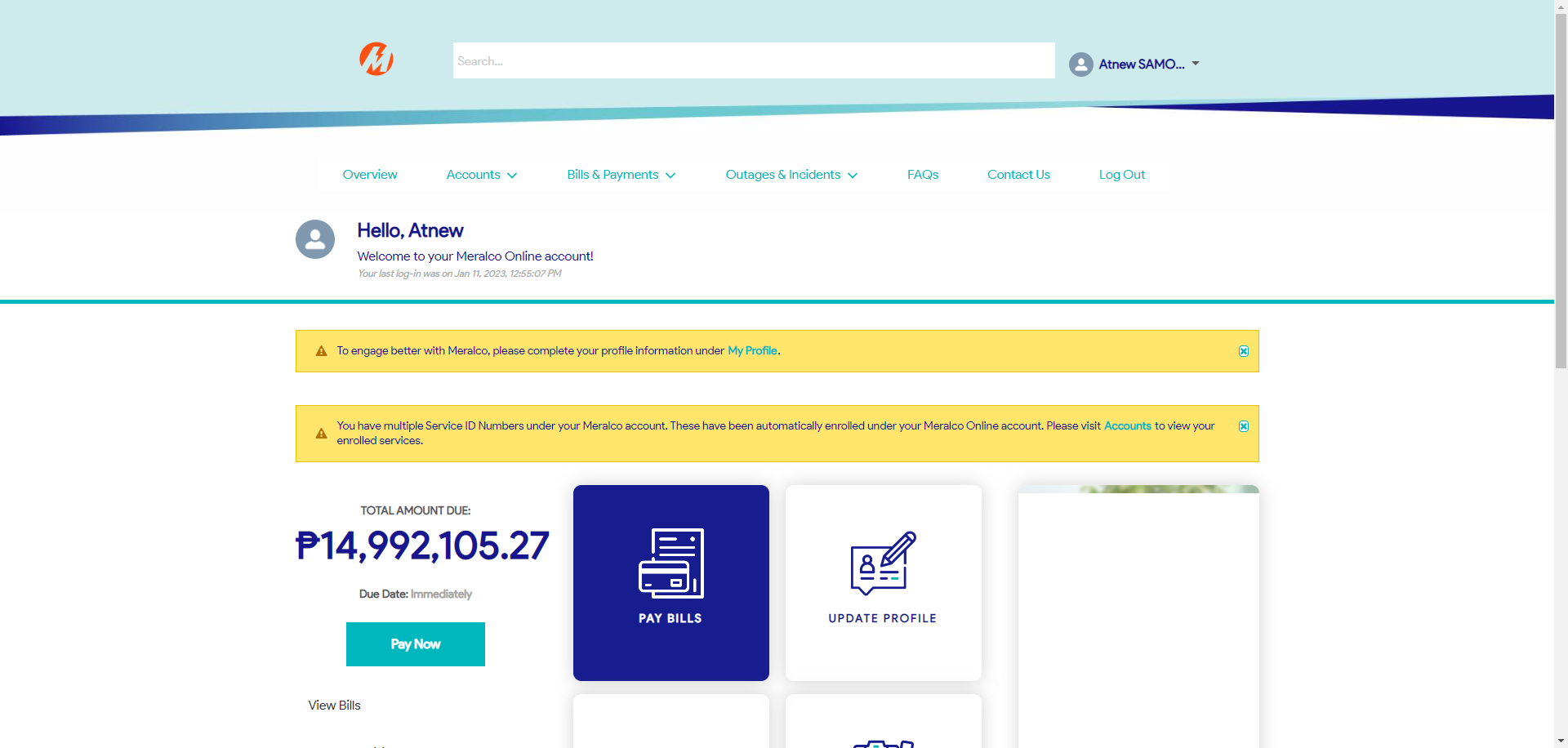
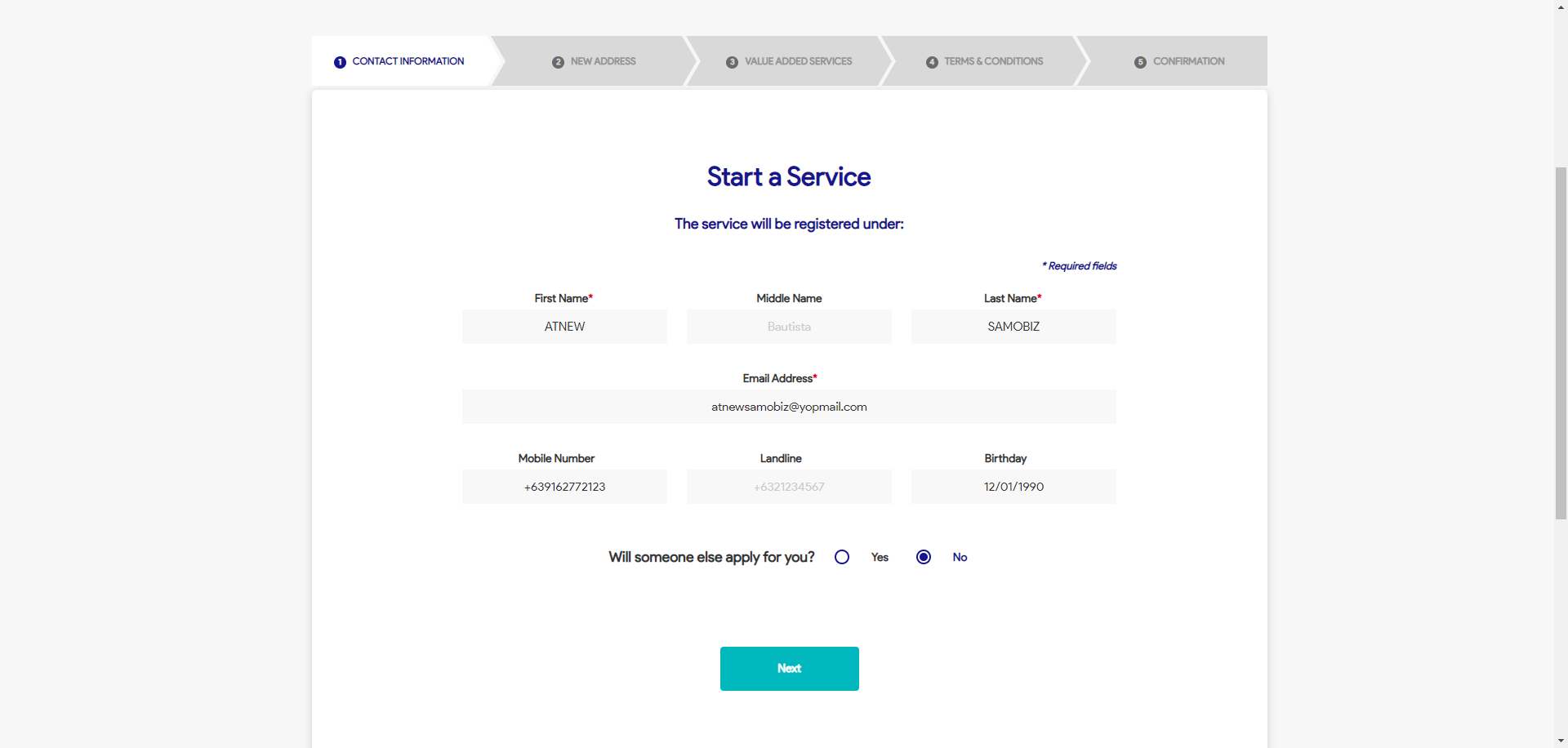
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| TS001 - New Service Application\_Individual - Portal |

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| TC001\_Application for New Service |

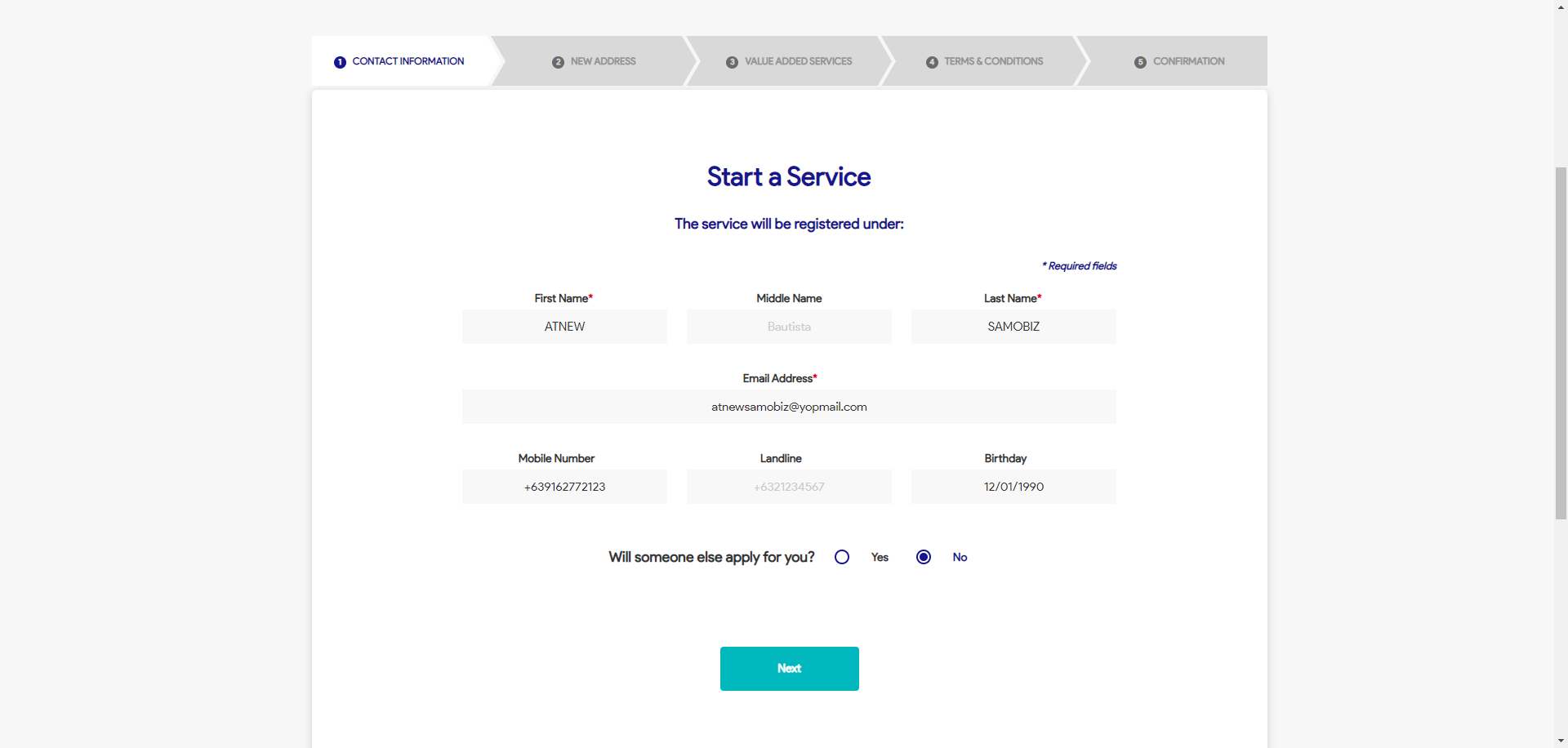
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| Step 1 - Login to Meralco Online |
| User should be logged in to Meralco Online |

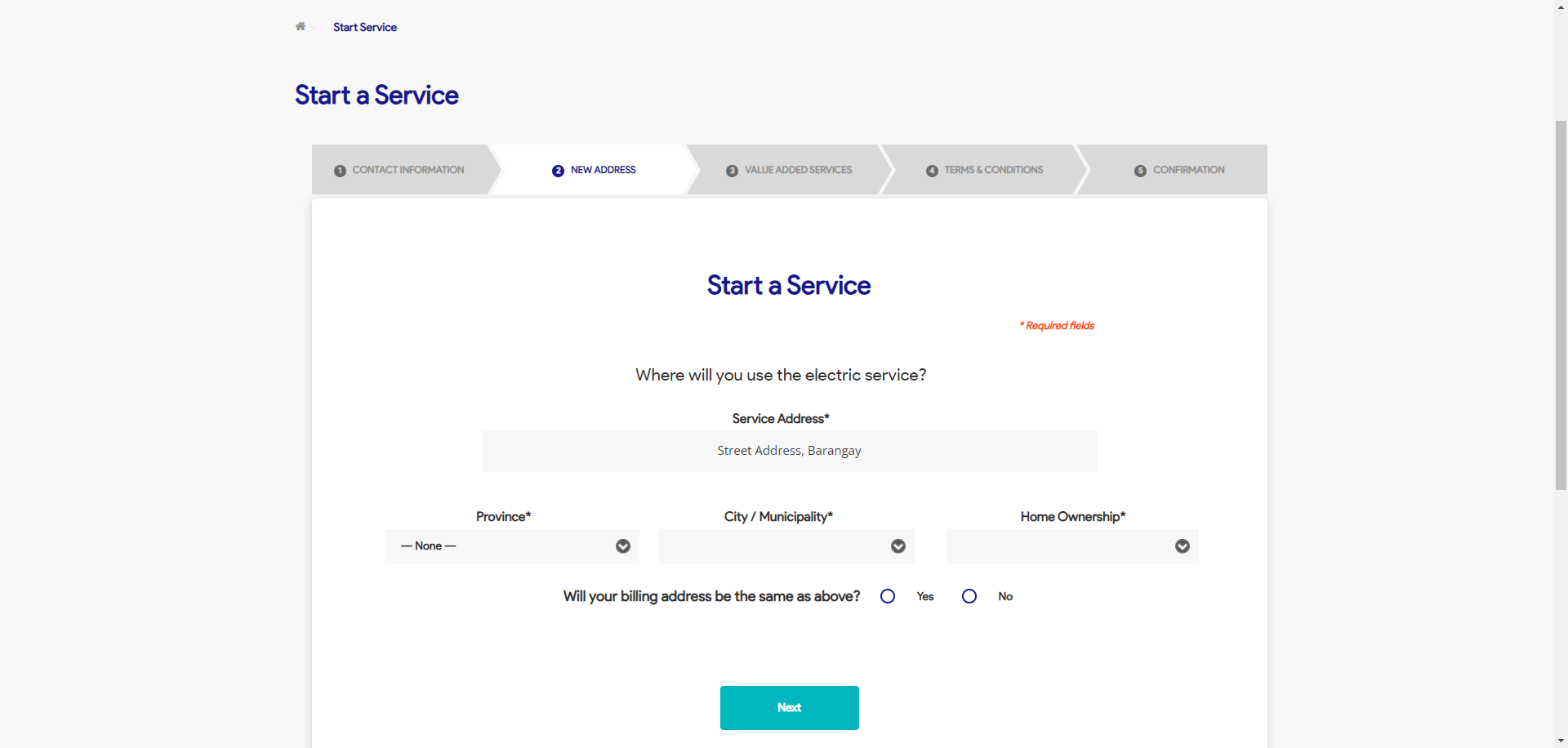


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| Step 2 - Click on Request for a Service tile |
| Start a Service page should be displayed |

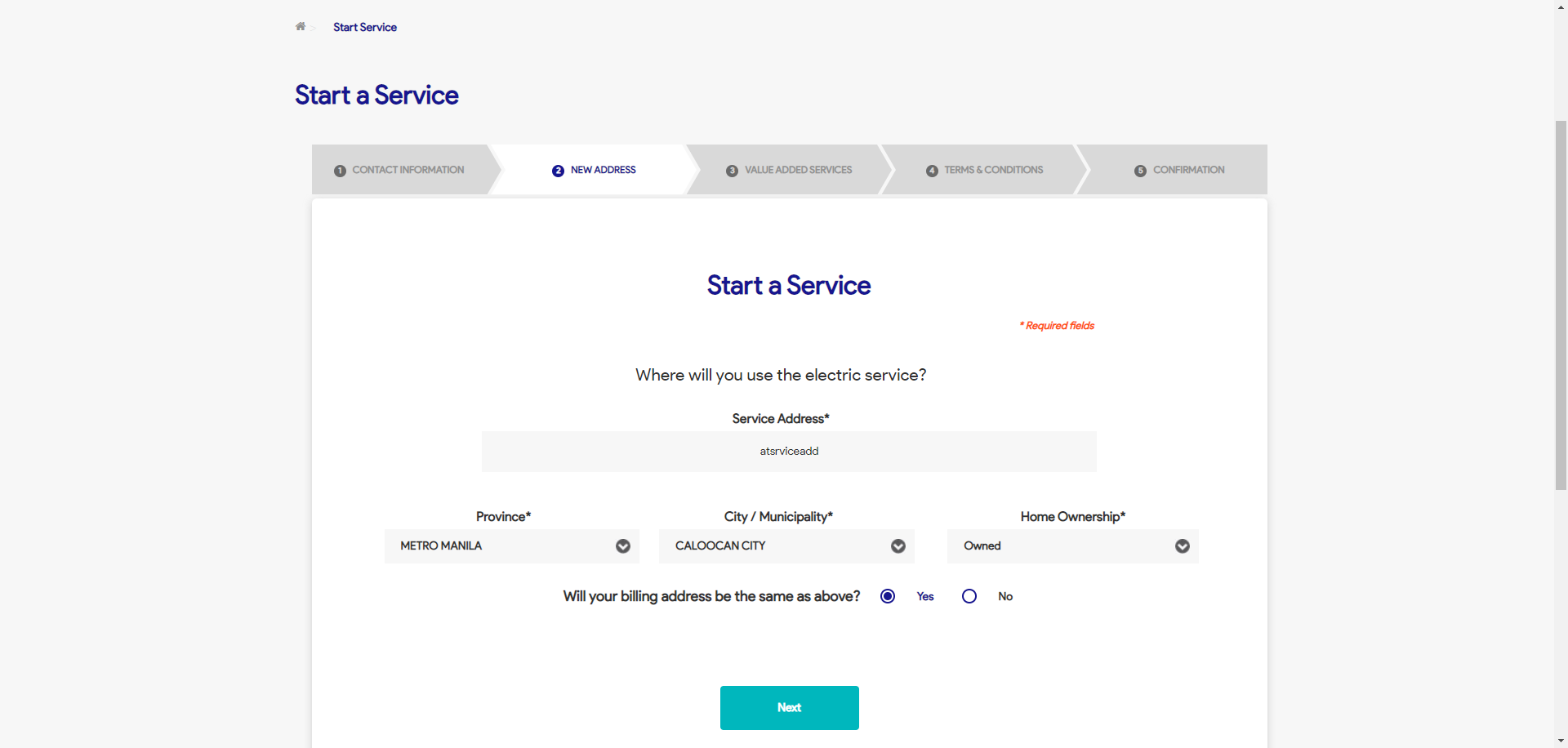


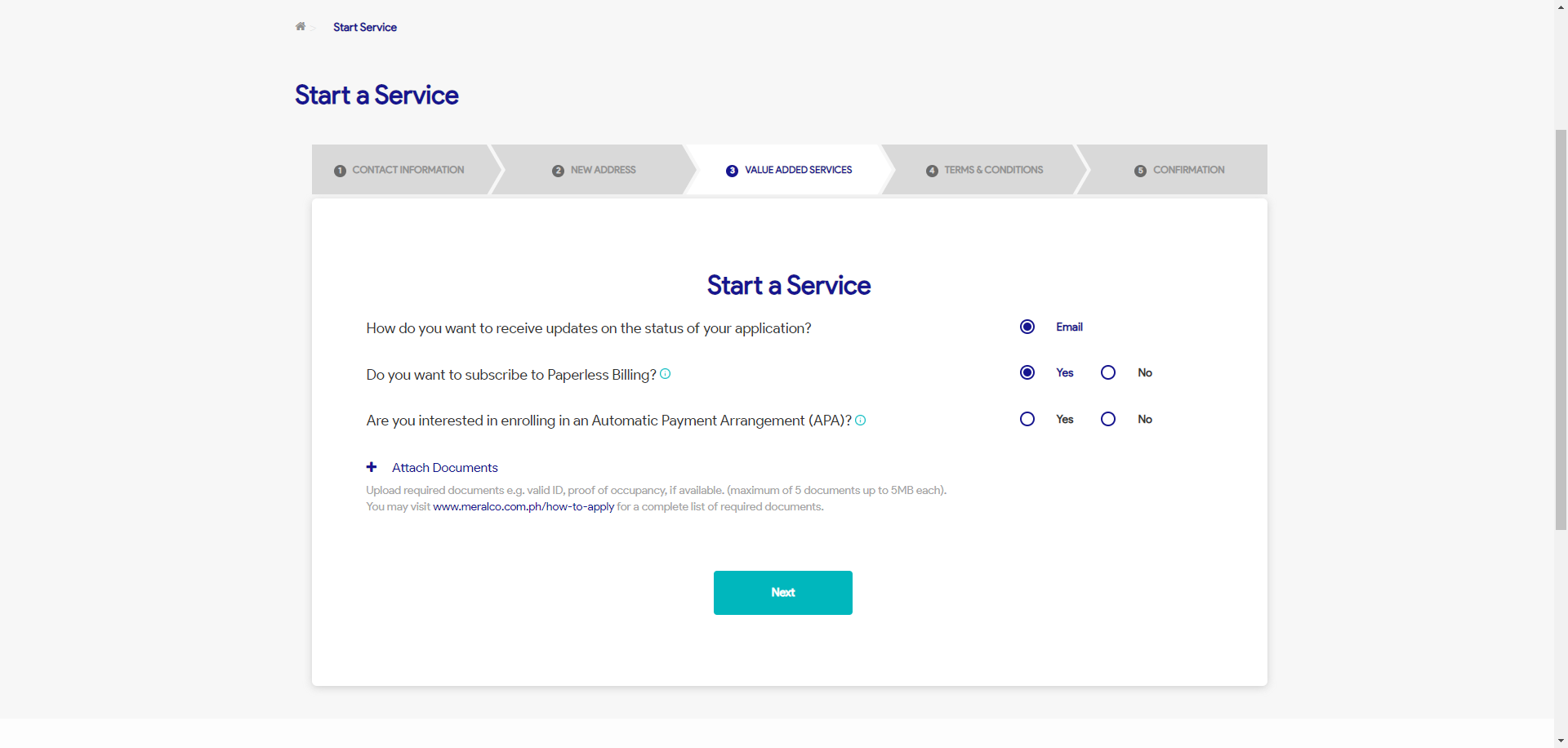
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| Step 3 - Populate all required fields in Contact Information tab > Click Next |
| Fields should be populated; New Address tab should be displayed |



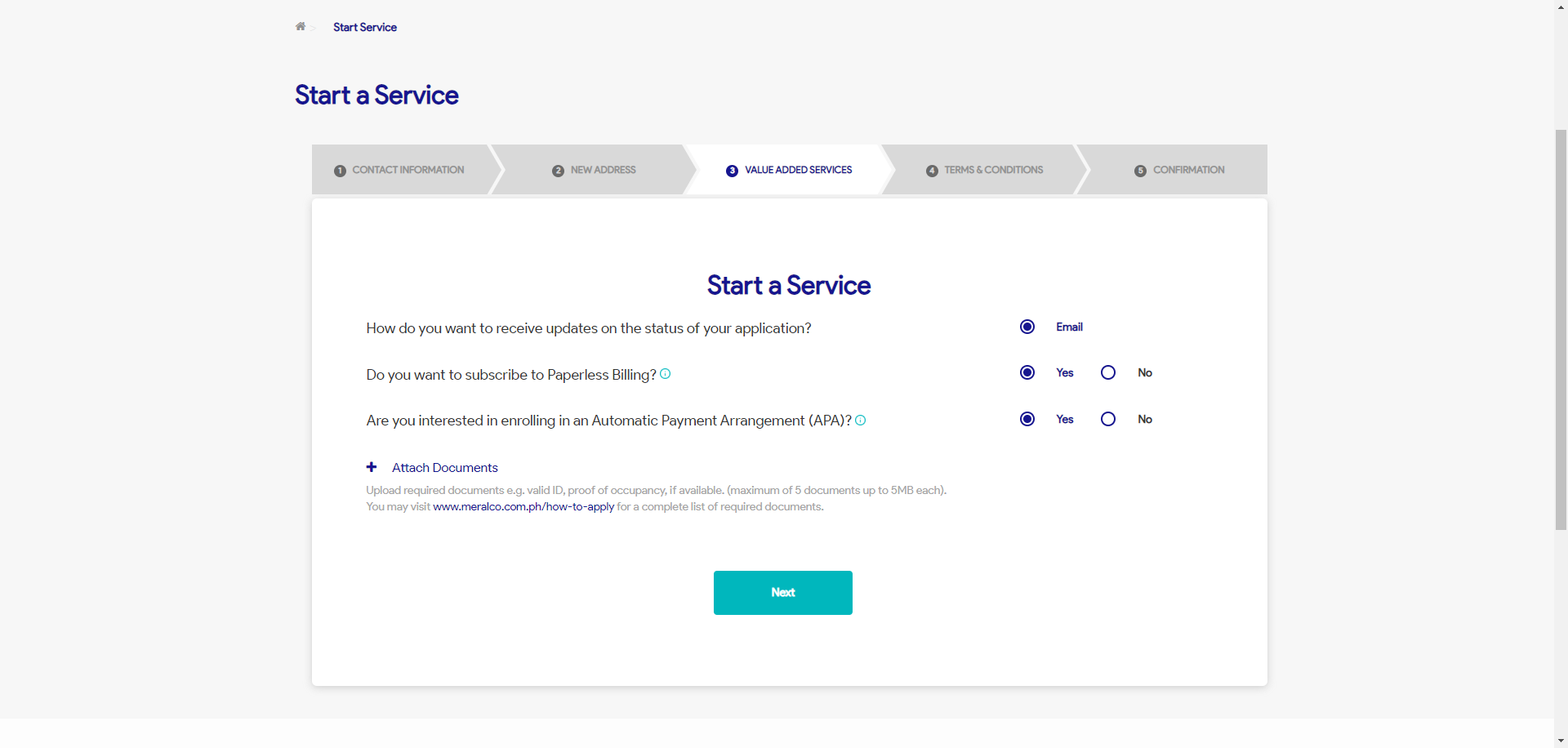


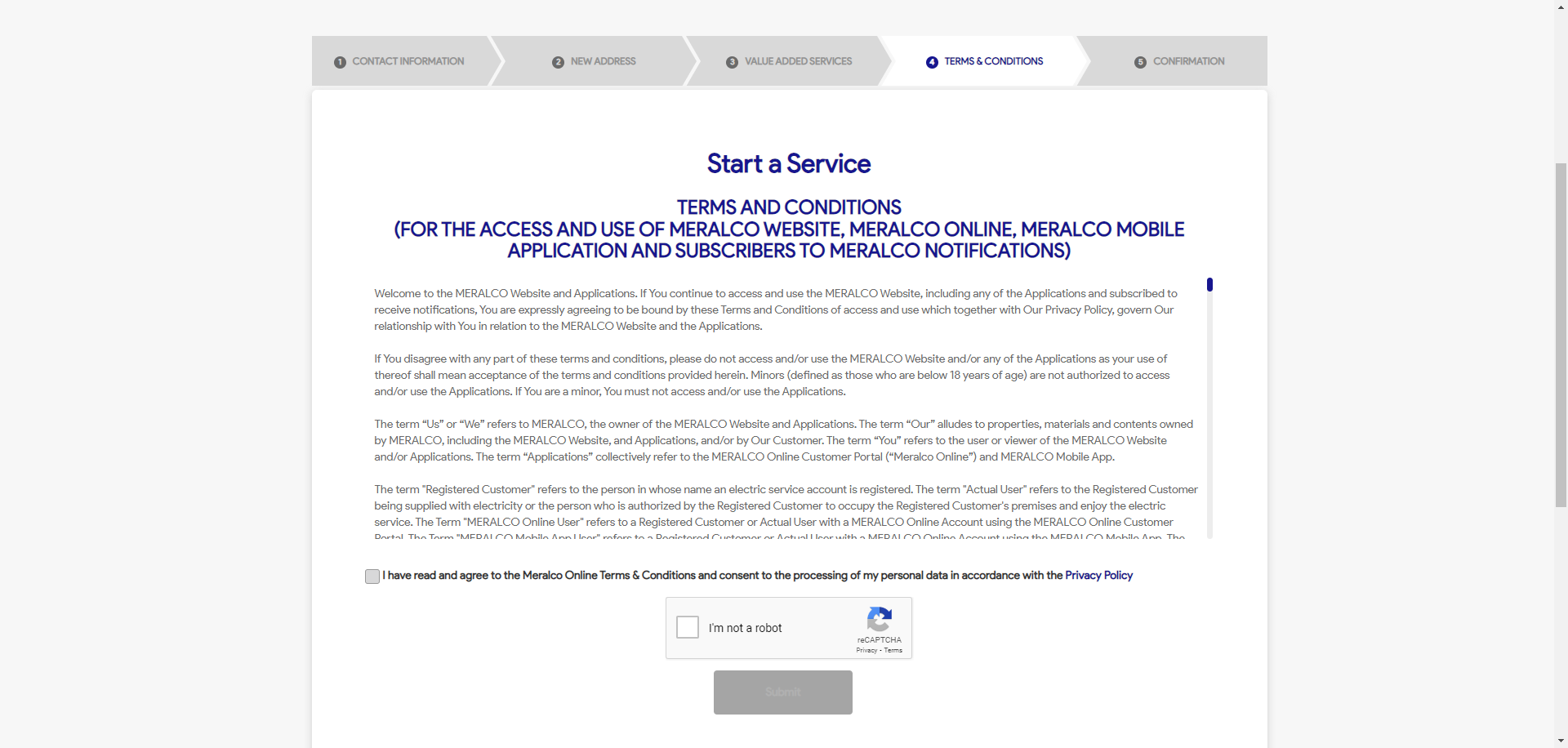
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| Step 4 - Populate the following: Service Address Province City / Municipality Home Ownership Billing Address Indicator |
| Fields should be populated; Value Added Service tab should be displayed |



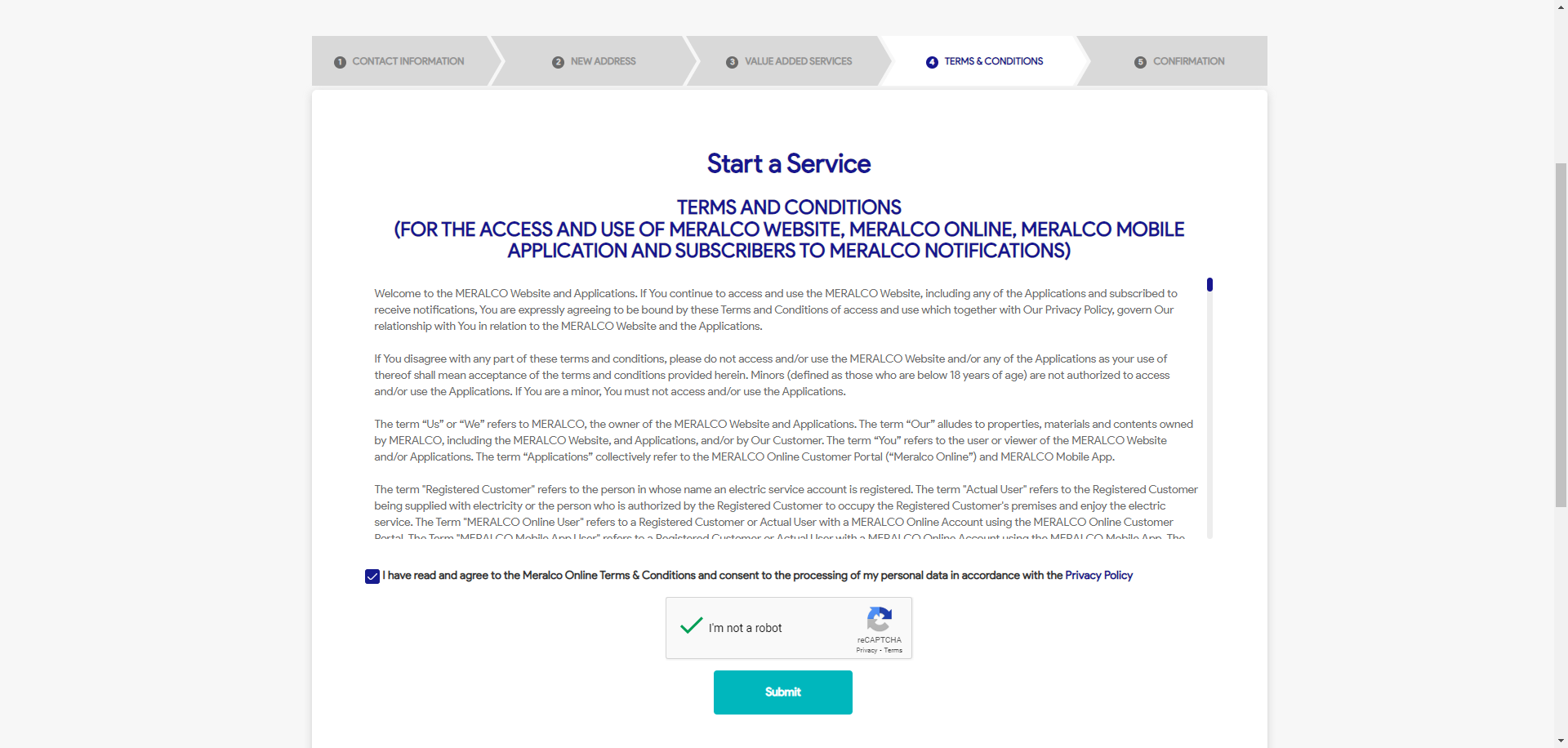


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| Step 5 - Populate the following: Notification indicator AMC indicator Paperless Billing indicator APA indicator > Attach documents > Click Next |
| Fields should be populated; Terms and Conditions tab should be displayed |





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| Step 6 - Tick on I have read and agree to the Meralco Online Terms & Conditions and consent to the processing of my personal data in accordance with the Privacy Policy |
| Submit button should be enabled |



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| Step 7 - Click Submit |
| Confirmation tab should be displayed. Case # should be generated. |

Graphical user interface, text, email, website

Description automatically generated

Passed