



Outlook

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**FW: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]**

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From Gaylee Anne Bal <gaylee@smarter.com.ph>

Date Thu 8/14/2025 9:16 AM

To acbuenafior@pldt.com.ph <acbuenafior@pldt.com.ph>; Enterprise Care <enterprisecare@pldt.com.ph>

Cc Nikko Rey Santos <nikko@smarter.com.ph>; Meliann Catriz <meliann@asi.com.ph>

Hi Ms. Ara,

Good day,  
I'm looping you into this email thread for your reference.  
Thank you.

Regards,  
Gaylee

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**From:** Gaylee Anne Bal <gaylee@smarter.com.ph>

**Date:** Wednesday, August 13, 2025 at 2:45 PM

**To:** Enterprise Care <enterprisecare@pldt.com.ph>

**Cc:** Nikko Rey Santos <nikko@smarter.com.ph>, Meliann Catriz <meliann@asi.com.ph>

**Subject:** RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi Enterprise Care,

Do we have an update on this?  
Thanks.

Regards,  
Gaylee

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**From:** Gaylee Anne Bal <gaylee@smarter.com.ph>

**Date:** Wednesday, August 13, 2025 at 12:04 PM

**To:** Enterprise Care <enterprisecare@pldt.com.ph>

**Cc:** Nikko Rey Santos <nikko@smarter.com.ph>, Meliann Catriz <meliann@asi.com.ph>

**Subject:** Re: FW: RE: FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi Jan,

Please confirm receipt of our request at your earliest convenience.  
We need to have our line reinstated as soon as possible, as we are currently losing clients who are calling this number.

Thank you for your prompt attention.

Best regards,  
Gaylee Bal

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**From:** Gaylee Anne Bal <gaylee@smarter.com.ph>  
**Date:** Tuesday, August 12, 2025 at 2:47 PM  
**To:** Enterprise Care <enterprisecare@pldt.com.ph>  
**Cc:** Nikko Rey Santos <nikko@smarter.com.ph>, Meliann Catriz <meliann@asi.com.ph>  
**Subject:** Re: FW: RE: FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi Jan,

Can we proceed first with 0287272727?  
Please process it now and please let us know how we will proceed with the payment.  
Kindly check attached file for your reference.  
Thanks.

Regards,  
Gaylee Bal

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**From:** Gaylee Anne Bal <gaylee@smarter.com.ph>  
**Date:** Tuesday, August 12, 2025 at 1:35 PM  
**To:** Enterprise Care <enterprisecare@pldt.com.ph>  
**Subject:** Re: FW: RE: FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi,

Do we need to sign a form per number?  
Or we can do one form for numbers that we want to install.  
Thanks.

Regards,  
Gaylee

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**From:** Enterprise Care <enterprisecare@pldt.com.ph>  
**Date:** Monday, August 4, 2025 at 3:18 PM  
**To:** Gaylee Anne Bal <gaylee@smarter.com.ph>  
**Subject:** RE: FW: RE: FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Ms. Bal:

We hope you are doing well and staying safe. We are reaching out once again to provide a follow-up regarding your reconnection via new installation under Account Numbers 0246345473, 0246345589, 0246345740, and 0070786605.

We have received feedback from our assigned support team, and we wish to inform you that the following vanity numbers are currently available for selection:

- 0286333939
- 0286889999
- 0286969999
- 0287272727

Each vanity number carries a fee amounting to ₱10,000.00.

To proceed, please confirm if you are amenable to the stated charge. If so, we respectfully request that you complete the attached PLDT Telephone Number Reservation Form to facilitate and expedite the next steps. Kindly return it through this email thread for further assistance.

We truly appreciate your continued patience and understanding.

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/28/2025, 5:47 PM

**To:** gaylee@smarter.com.ph

**Subject:** RE: FW: RE: FW: RE: FW: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Ms. Bal:

We are sorry for the delay in getting back to you. We are reaching out once again to provide another update regarding your reconnection via new installation under Account Numbers 0246345473, 0246345589, 0246345740, and 0070786605.

We have received feedback from our assigned team. Please be informed that the following numbers are currently available for vanity selection:

- 0286333939
- 0286889999
- 0286969999
- 0287272727

Each vanity number is subject to a fee amounting to ₱10,000.00.

Kindly confirm if you are amenable to proceeding with this charge so we may initiate the necessary steps. If you agree, we respectfully ask that you complete the attached PLDT Telephone Number Reservation Form to facilitate and expedite the process of your request. We sincerely value your patience.

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/26/2025, 4:26 PM

**To:** gaylee@smarter.com.ph

**Subject:** RE: FW: RE: FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear Ms. Bal:

We are reaching out once again to provide another update regarding your request for reconnection via new installation under Account Numbers 0246345473, 0246345589, 0246345740, and 0070786605. It has been re-endorsed to the assigned team for expedited handling.

We value your ongoing patience throughout this process. Please be assured that we remain fully committed to delivering a timely and effective resolution.

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/26/2025, 4:14 PM

**To:** eprssm-nomgt@pldt.com.ph

**Subject:** FW: RE: FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear EPRSSM Number Management Team:

We are reaching out once again to kindly follow up on your assistance in confirming whether the Service ID numbers listed below are currently under quarantine. If so, we respectfully ask a pencil reservation in relation to the client's request for reconnection via new installation.

Company Name	Billing Account Number	Service ID Number
ASI.COM.PH	0246345473	0286333939
	0246345589	0286889999

	0246345740	0286969999
AUTOMATION & SECURITY INC.	0070786605	0287272727

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Forwarded Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/23/2025, 12:57 PM

**To:** gaylee@smarter.com.ph

**Subject:** RE: FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear Ms. Bal:

We would like to provide you with an update on your request for reconnection via new installation. Please be advised that we have once again endorsed your concern to the assigned team to ensure prompt assistance for Account Numbers 0246345473, 0246345589, 0246345740, and 0070786605.

We sincerely appreciate your continued patience and understanding. Rest assured that we remain dedicated to addressing your concern promptly and effectively.

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/23/2025, 12:54 PM

**To:** eprssm-nomgt@pldt.com.ph

**Subject:** FW: RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear EPRSSM Number Management Team:

We are reaching out once again to kindly follow up on your assistance in confirming whether the Service ID numbers listed below are currently under quarantine. If so, we respectfully ask a pencil reservation in relation to the client's request for reconnection via new installation.

Company Name	Billing Account Number	Service ID Number
ASI.COM.PH	0246345473	0286333939
	0246345589	0286889999
	0246345740	0286969999

AUTOMATION & SECURITY INC.	0070786605	0287272727
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Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Forwarded Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/21/2025, 12:51 PM

**To:** gaylee@smarter.com.ph

**Subject:** RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Ms. Bal:

We just wanted to share a quick update on your reconnection request via new installation. We have made another endorsement to the appropriate team to ensure prompt assistance for Account Numbers 0246345473, 0246345589, 0246345740, and 0070786605. Your patience means a lot to us, and we are committed to resolving this as smoothly and quickly as we can.

Thank you.

Respectfully,

**MARK JOSEPH VIRAY**

PLDT Enterprise Care

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/18/2025, 3:27 PM

**To:** gaylee@smarter.com.ph

**Subject:** RE: FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Ms. Bal:

We are reaching out to give an update regarding your request for reconnection via new installation. Please be informed that we have made another endorsement to the assigned team to ensure that further assistance for Account Numbers 0246345473, 0246345589, 0246345740, and 0070786605 is provided promptly. We truly appreciate your continued patience. Rest assured that we are fully committed to resolving your concern as swiftly and efficiently as possible.

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/18/2025, 2:57 PM

**To:** gadelacruz@pldt.com.ph

**Subject:** FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Mr. Dela Cruz:

May we kindly request your credit approval regarding the client's reconnection via new installation? Please refer to the details below for your review and consideration.

SFDC Case Number: 06397828

Company Name: ASI.COM.PH

Billing Account Number: 0246345589

Customer Account Number: 605123163

Service ID Number: 0286889999

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Forwarded Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/18/2025, 2:50 PM

**To:** eprssm-nomgt@pldt.com.ph

**Subject:** FW: RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear EPRSSM Number Management Team:

We are reaching out once again to kindly follow up on your assistance in confirming whether the Service ID numbers listed below are currently under quarantine. If so, we respectfully ask a pencil reservation in relation to the client's request for reconnection via new installation.

Company Name	Billing Account Number	Service ID Number
ASI.COM.PH	0246345473	0286333939
	0246345589	0286889999
	0246345740	0286969999
AUTOMATION & SECURITY INC.	0070786605	0287272727

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Forwarded Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/15/2025, 3:39 PM

**To:** gadelacruz@pldt.com.ph

**Subject:** RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Mr. Dela Cruz:

We appreciate your response and continued assistance.

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Original Message -----

**From:** DELA CRUZ, Glenn Bryan A. [gadelacruz@pldt.com.ph]

**Sent:** 7/14/2025, 3:22 PM

**To:** enterprisecare@pldt.com.ph

**Subject:** RE: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi EC Team,

Fyrp.

Customer Name	Quote ID#/ BA# [Kenan Offline]	CREDIT REMARKS
Asi.Com.Ph Inc	0246345473	Ok to Proceed reconnection via new Install on BA# 0246345473 under CASE# 06397828
Asi.Com.Ph Inc	0246345740	Ok to Proceed reconnection via new Install on BA# 0246345740 under CASE# 06397828



Thanks!

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**From:** Enterprise Care <enterprisecare@pldt.com.ph>  
**Sent:** Monday, 14 July 2025 2:26 pm  
**To:** DELA CRUZ, Glenn Bryan A. <gadelacruz@pldt.com.ph>  
**Subject:** FW: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear Mr. Dela Cruz:

May we kindly request your credit approval regarding the client's reconnection via new installation under SFDC Case Number: 06397828? Please refer to the details below for your review and consideration.

Company Name	Billing Account Number	Service ID Number
ASI.COM.PH	0246345473	0286333939
	0246345740	0286889999
	0246345740	0286969999

Thank you.

Respectfully,  
**JAN BENEDICT CLAUDIO**  
PLDT Enterprise Care

----- Forwarded Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]  
**Sent:** 7/14/2025, 1:57 PM  
**To:** [eprssm-nomgt@pldt.com.ph](mailto:eprssm-nomgt@pldt.com.ph)  
**Subject:** FW: RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear EPRSSM Number Management Team:

We are reaching out to kindly follow up on your assistance in confirming whether the Service ID numbers listed below are currently under quarantine. If so, we respectfully ask a pencil reservation in relation to the client's request for reconnection via new installation.

Company Name	Billing Account Number	Service ID Number
ASI.COM.PH	0246345473	0286333939
	0246345740	0286889999
	0246345740	0286969999
AUTOMATION & SECURITY INC.	0070786605	0287272727

Thank you.

Respectfully,

**JAN BENEDICT CLAUDIO**

PLDT Enterprise Care

----- Forwarded Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/11/2025, 1:14 PM

**To:** [eprssm-nomgt@pldt.com.ph](mailto:eprssm-nomgt@pldt.com.ph)

**Subject:** RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear EPRSSM Number Mgt Team:

A gentle follow-up, please, to check whether the telephone numbers listed below are still under quarantine. We would appreciate your confirmation so we can proceed accordingly.

TELEPHONE NUMBER
0286333939
0286889999
0286969999
0287272727

Thank you.

Respectfully,

**JENNIFER ISIDRO**

PLDT Enterprise Care/BOH

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/9/2025, 11:53 AM

**To:** [eprssm-nomgt@pldt.com.ph](mailto:eprssm-nomgt@pldt.com.ph)

**Subject:** RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear EPRSSM Number Mgt Team:

This is a gentle follow-up to check whether the telephone numbers listed below are still under quarantine. We would appreciate your confirmation so we can proceed accordingly.

TELEPHONE NUMBER
0286333939
0286889999
0286969999
0287272727

Thank you.

Respectfully,

**JENNIFER ISIDRO**

PLDT Enterprise Care/BOH

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 7/5/2025, 2:18 PM

**To:** [eprssm-nomgt@pldt.com.ph](mailto:eprssm-nomgt@pldt.com.ph)

**Subject:** RE: BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Dear EPRSSM Number Mgt Team:

May we kindly follow up if the telephone numbers listed below are still under quarantine?

TELEPHONE NUMBER
0286333939
0286889999
0286969999
0287272727

Thank you.

Respectfully,

**JENNIFER ISIDRO**

PLDT Enterprise Care/BOH

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 6/9/2025, 12:21 PM

**To:** [eprssm-nomgt@pldt.com.ph](mailto:eprssm-nomgt@pldt.com.ph)

**Subject:** BOH AFTERSALES MONITORING\_ASI.COM.PH and AUTOMATION & SECURITY INC\_RECONNECTION VIA NEW INSTALL [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear EPRSSM Number Mgt Team:

Could you confirm whether the telephone numbers listed below are still under quarantine?

TELEPHONE NUMBER
0286333939
0286889999

0286969999

0287272727

Thank you.

Respectfully,

**JENNIFER ISIDRO**

PLDT Enterprise Care

----- Original Message -----

**From:** Enterprise Care [enterprisecare@pldt.com.ph]

**Sent:** 6/9/2025, 12:11 PM

**To:** [gaylee@smarter.com.ph](mailto:gaylee@smarter.com.ph)

**Cc:** [nikko@smarter.com.ph](mailto:nikko@smarter.com.ph); [consumer.protection@dict.gov.ph](mailto:consumer.protection@dict.gov.ph); [information@dict.gov.ph](mailto:information@dict.gov.ph); [meliann@asi.com.ph](mailto:meliann@asi.com.ph)

**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Ms. Bal:

We sincerely apologize for the delayed response and regret any inconvenience this may have caused. Kindly find the details below for your reference.

ACCOUNT NUMBER	TELEPHONE NUMBER	REMARKS
0246345473	0286333939	To move forward with your request, kindly provide a letter of request signed by the authorized signatory along with a valid ID.  Additionally, please note that the process will involve a new installation with a refresh contract, and there may be a possible change of telephone number.  Could you also confirm if you agree to the reconnection fee charge of Php1, 500.00 per line?
0246345589	0286889999	
0246345740	0286969999	
0070786605	0287272727	

Thank you.

Respectfully,

**JENNIFER ISIDRO**

PLDT Enterprise Care/BOH

----- Original Message -----

**From:** Gaylee Anne Bal [gaylee@smarter.com.ph]

**Sent:** 4/30/2025, 10:09 AM

**To:** [t-rppenalba@pldt.com.ph](mailto:t-rppenalba@pldt.com.ph); [enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)

**Cc:** [nikko@smarter.com.ph](mailto:nikko@smarter.com.ph); [consumer.protection@dict.gov.ph](mailto:consumer.protection@dict.gov.ph); [information@dict.gov.ph](mailto:information@dict.gov.ph); [meliann@asi.com.ph](mailto:meliann@asi.com.ph)

**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi all,

I'm following up on the reconnection request submitted on March 30, 2025. It has now been over a month, and we have yet to receive a clear update or resolution.

Could you please provide a status update at your earliest convenience? Delays of this nature reflect poorly on the level of service being provided.

Looking forward to your prompt response.

Best regards,  
Gaylee

---

**From:** Gaylee Anne Bal <[gaylee@smarter.com.ph](mailto:gaylee@smarter.com.ph)>

**Sent:** Monday, 28 April 2025 1:07 pm

**To:** Enterprise Care <[enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)>; [t-rppenalba@pldt.com.ph](mailto:t-rppenalba@pldt.com.ph)

**Cc:** Nikko Rey Santos <[nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)>; Meliann Catriz <[meliann@asi.com.ph](mailto:meliann@asi.com.ph)>

**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi All,

It has been two weeks since our last conversation, and we are eager to hear any updates you might have. Could you kindly provide us with the current status at your earliest convenience?

We hope it will not be necessary to escalate this matter to higher management to facilitate a resolution.

Thanks.

Regards,

Gaylee

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**From:** Enterprise Care <[enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)>

**Sent:** Sunday, 13 April 2025 4:13 pm

**To:** Gaylee Anne Bal <[gaylee@smarter.com.ph](mailto:gaylee@smarter.com.ph)>; [t-rppenalba@pldt.com.ph](mailto:t-rppenalba@pldt.com.ph)

**Cc:** Nikko Rey Santos <[nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)>; Meliann Catriz <[meliann@asi.com.ph](mailto:meliann@asi.com.ph)>

**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

**Dear Ms. Bal:**

We apologize for the delay in processing your request. Please be advised that we will endorse your request for reconnection to your assigned relationship manager for proper handling and assistance. Rest assured that this will be handled accordingly.

**Dear Mr. Penalba:**

We are seeking your kind assistance and feedback on the client's request for reconnection via new install, please. Kindly see the attached proof of payment and the table below for your reference.

Account Number	Account Names	Service ID Numbers
0246345473	ASI.COM.PH	0286333939
0246345589		0286889999
0246345740		0286969999
0070786605	AUTOMATION & SECURITY INC	0287272727

Thank you.

Respectfully,

**ANALYN C. TAGBACULA**

PLDT Enterprise Care

----- Original Message -----

**From:** Gaylee Anne Bal [gaylee@smarter.com.ph]  
**Sent:** 3/27/2025, 9:55 AM  
**To:** [enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)  
**Cc:** [meliann@asi.com.ph](mailto:meliann@asi.com.ph); [nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)  
**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Hi PLDT Enterprise Team,

2<sup>nd</sup> follow-up.

May I know if do we have an update here?  
Thanks.

Regards,  
Gaylee

---

**From:** Gaylee Anne Bal  
**Sent:** Wednesday, 26 March 2025 6:37 pm  
**To:** Enterprise Care <[enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)>  
**Cc:** Nikko Rey Santos <[nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)>; Meliann Catriz <[meliann@asi.com.ph](mailto:meliann@asi.com.ph)>  
**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Hi PLDT Enterprise,

What is your turn-around-time to reply?  
Thanks.

Regards,  
Gaylee

---

**From:** Gaylee Anne Bal  
**Sent:** Wednesday, 26 March 2025 10:36 am  
**To:** 'Enterprise Care' <[enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)>  
**Cc:** Nikko Rey Santos <[nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)>; Meliann Catriz <[meliann@asi.com.ph](mailto:meliann@asi.com.ph)>  
**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlXJ-xX5jQ:: ]

Hi PLDT Enterprise,



I wanted to follow up to check if there are any updates on this. I haven't received a response yet.

I've submitted all the required documents as requested. Please let me know if anything else is needed.  
Looking forward to your update.

Thanks.

Regards,  
Gaylee

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**From:** Gaylee Anne Bal <[gaylee@smarter.com.ph](mailto:gaylee@smarter.com.ph)>  
**Sent:** Tuesday, 25 March 2025 5:46 pm  
**To:** Enterprise Care <[enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)>  
**Cc:** Nikko Rey Santos <[nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)>  
**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Hi Team,

Please see attached payment slip for Acct # 0070786605, Tel No: (02)87272727

Thanks.

Regards,  
Gaylee

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**From:** Enterprise Care <[enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)>  
**Sent:** Thursday, 20 March 2025 9:17 pm  
**To:** Gaylee Anne Bal <[gaylee@smarter.com.ph](mailto:gaylee@smarter.com.ph)>  
**Cc:** Nikko Rey Santos <[nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)>  
**Subject:** RE: Request for re-installation [ thread::C6qjC7fnMxe5iZlxJ-xX5jQ:: ]

Dear Ms. Bal:

Thank you for raising your reconnection request. Kindly see the table below for your reference.

Account Names	Account Numbers	Telephone Numbers	Remarks
ASI.COM.PH	0246345473	0286333939	<p>For us to assist you on your reconnection request, kindly provide the following:</p> <ol style="list-style-type: none"> <li>1. Letter of request (with company letterhead) or email request (using company email) from the authorized representative</li> <li>2. If LOR does not contain company letterhead or email request not using company email (i.e. Gmail, Yahoo, etc.), secure valid ID of the authorized representative</li> </ol>
	0246345589	0286889999	
	0246345740	0286969999	
AUTOMATION & SECURITY INC	0070786605	0287272727	Please be advised that based on our records, the account was temporarily disconnected due to an unpaid balance of Php117,300.77. Kindly settle the unpaid bills and provide us with proof of payment for us to process the reconnection of your service.
UNITED SAFETY TECHNOLOGY DISTRIBUTION (USTDI), INC.	0323395667	0288055881	Kindly be informed that the service is active in our system. May we

			verify if the service is properly working on your end?
-	-	0277388989	The telephone numbers provided is not viewable in our system, may we verify the exact PLDT account number or any reference number for further checking?

Thank you.

Respectfully,

**ANALYN C. TAGBACULA**

PLDT Enterprise Care

----- Original Message -----

**From:** Gaylee Anne Bal [gaylee@smarter.com.ph]

**Sent:** 3/20/2025, 6:43 PM

**To:** [enterprisecare@pldt.com.ph](mailto:enterprisecare@pldt.com.ph)

**Cc:** [nikko@smarter.com.ph](mailto:nikko@smarter.com.ph)

**Subject:** Request for re-installation

Hi Team,

Good day!

I hope you're doing well. My name is Gaylee from **UNITED SAFETY TECHNOLOGY DISTRIBUTION (USTDI), Inc.** and **ASI.COM.PH, Inc.**

We recently noticed that several telephone lines for three different companies have been disconnected. Could you kindly provide guidance on the process for reconnection or reapplying for these lines?

	A	C	F	H	I
	Number	Account Name	Account #	Date of permanently disconnection	Balance
2	(02)773-88989				
3	8633-3939	ASI.COM.PH, Inc	0246345473	March 23, 2022	0
4	8688-9999	ASI.COM.PH, Inc	0246345589	March 23, 2022	0
5	8696-9999	ASI.COM.PH, Inc	0246345740	April 28, 2022	0
6	8727-2727	Automation and Security, Inc.	0070786605	June 27, 2023	117k
7	8805-5881	USTDI	0323395667	recon Nov 25, 2024	0.02
8	09167272727				

Additionally, we would like to confirm if we have a dedicated account manager whom we can coordinate with regarding this matter.

Looking forward to your response. Thank you for your assistance!

Regards,  
Gaylee Bal  
Finance, Uniti Group

thread::C6qjC7fnMxe5iZlxJ-xX5jQ::

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*The information in this electronic message is privileged and confidential, intended only for use of the individual or entity named as addressee and recipient. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person), you may not copy, use, disseminate or deliver this message. In such case, you should immediately delete this e-mail and notify the sender by reply e-mail. Please advise immediately if you or your employer do not consent to Internet e-mail for messages of this kind. Opinions, conclusions and other information expressed in this message are not given, nor endorsed by and are not the responsibility of PLDT unless otherwise indicated by an authorized representative of PLDT independent of this message.* 