

# Smart Enterprise Extension

## July 2020 Package

**PLDT**  **Smart**



Working from home with the “New Normal” setup entails us to secure mobile postpaid, broadband and network plan solutions.

## Benefits of Smart Enterprise Extension Program



Exclusive & discounted offers for your company  
(Package not available in Smart Retail Store)



No Company Liability



Unlimited All-Net Calls at BYOD 300



Non-stop Surf at Infinity Limitless Plan 3500

# PACKAGE - BRING YOUR OWN DEVICE (SIM ONLY)



Bring Your Own Device (No Contract Period)						
Inclusions	<u>BYOD 300</u>	<u>BYOD 500</u>	<u>BYOD 800</u>	<u>BYOD 1000</u>	<u>BYOD 1500</u>	<u>BYOD 2000</u>
Data	2GB	4GB	6GB	10GB	48GB	80GB
Call	Unli All Net, Unli Landline	Unli All Net, Unli Landline	Unli All Net, Unli Landline	Unli All Net, Unli Landline	Unli All Net, Unli Landline	Unli All Net, Unli Landline
Text	Unli All Net	Unli All Net	Unli All Net	Unli All Net	Unli All Net	Unli All Net
Anti-Bill Shock	✓	✓	✓	✓	n/a	n/a

- All-Net = Smart, Sun, TNT, Globe and TM
- Landline = Nationwide excluding special numbers and toll-free
- With Php1,500 Anti Bill Shock feature on top of the plan (60GB capped data after ABS)
- BYODs 1500 and 2000 are inclusive of capped data at 48GB and 80GB respectively, replenished every billing cycle.
- Both regular & probationary employees are eligible to apply.

Smart Bro Data Pro Plans	Plan 499		Plan 999	
	5 GB Data With Anti Bill Shock of up to P1,500 24 Months		13 GB Data With Anti Bill Shock of up to P1,500 24 Months	
DEVICES	One-Time Cashout	Amortization (24 months)	One-Time Cashout	Amortization (24 months)
<b>ROUTERS</b>				
LTE Pocket Wifi	FREE	FREE	FREE	FREE
BIZ LTE SOHO	NOT AVAILABLE IN THIS PLAN		FREE	FREE
<b>TABLETS</b>				
Samsung Tab A 8 with S Pen (2019)	11,900	500	7,000	300
iPad 32GB 6th Gen (Limited Stocks)	16,500	700	11,800	500

- With Php1,500 Anti Bill Shock feature (60GB capped data after ABS)
- Only regular employees are eligible to apply.

# PACKAGE - MOBILE POSTPAID



Handsets are subject to availability.	PLAN 500		PLAN 1000		PLAN 1500		PLAN 2000	
Smart Enterprise Extension Plans 24 Months Contract Inclusions	2GB Data, Unli Call and Text to All Networks, Unli Landline		6GB Data, Unli Call and Text to All Networks, Unli Landline		10GB Data, Unli Call and Text to All Networks, Unli Landline		40GB Data, Unli Call and Text to All Networks, Unli Landline	
HANDESET/DEVICES	Amortization	Total MSF	Amortization	Total MSF	Amortization	Total MSF	Amortization	Total MSF
<b>SAMSUNG</b>								
Samsung A01	FREE	500	FREE	1,000	FREE	1,500	FREE	2,000
Samsung A10s	100	600	FREE	1,000	FREE	1,500	FREE	2,000
Samsung A31	400	900	FREE	1,000	FREE	1,500	FREE	2,000
Samsung A51	500	1,000	100	1,100	FREE	1,500	FREE	2,000
Samsung A71	700	1,200	300	1,300	FREE	1,500	FREE	2,000
Samsung Note10 Lite	1,000	1,500	600	1,600	300	1,800	200	2,200
Samsung Galaxy S20			1,300	2,300	1,000	2,500	800	2,800
Samsung Galaxy S20+			1,500	2,500	1,200	2,700	1,000	3,000
Samsung Galaxy S20 Ultra					1,700	3,200	1,500	3,500
Samsung Z-Flip					2,000	3,500	1,800	3,800

- All-Net = Smart, Sun, TNT, Globe and TM
- Landline = Nationwide excluding special numbers and toll-free
- With Php1,500 Anti Bill Shock feature on top of the plan (60GB capped data after ABS)
- Plan 2000 is inclusive of capped data at 40GB, replenished every billing cycle.
- Only regular employees are eligible to apply.

# PACKAGE - MOBILE POSTPAID WITH HANDSET



Handsets are subject to availability.	PLAN 500		PLAN 1000		PLAN 1500		PLAN 2000	
Smart Enterprise Extension Plans 24 Months Contract Inclusions	2GB Data, Unli Call and Text to All Networks, Unli Landline		6GB Data, Unli Call and Text to All Networks, Unli Landline		10GB Data, Unli Call and Text to All Networks, Unli Landline		40GB Data, Unli Call and Text to All Networks, Unli Landline	
HANDSET/DEVICES	Amortization	Total MSF	Amortization	Total MSF	Amortization	Total MSF	Amortization	Total MSF
<b>APPLE</b>								
iPhone SE 64GB	800	1,300	400	1,400	FREE	1,500	FREE	2,000
iPhone SE 128GB	900	1,400	600	1,600	300	1,800	200	2,200
iPhone SE 256GB			800	1,800	500	2,000	400	2,400
iPhone 11 64GB			1,200	2,200	900	2,400	800	2,800
iPhone 11 128GB			1,300	2,300	1,000	2,500	900	2,900
iPhone 11 256GB					1,300	2,800	1,200	3,200
iPhone 11 Pro 64GB					1,600	3,100	1,500	3,500
iPhone 11 Pro 256GB					2,000	3,500	1,900	3,900
iPhone 11 Pro 512GB					2,500	4,000	2,400	4,400
iPhone 11 Pro Max 64GB					1,900	3,400	1,800	3,800
iPhone 11 Pro Max 256GB					2,300	3,800	2,100	4,100
iPhone 11 Pro Max 512GB					2,700	4,200	2,600	4,600
<b>OPPO</b>								
Oppo A5s	FREE	500	FREE	1,000	FREE	1,500	FREE	2,000
Oppo A9 (2020)	200	700	FREE	1,000	FREE	1,500	FREE	2,000
<b>HUAWEI</b>								
Huawei Y9s	300	800	FREE	1,000	FREE	1,500	FREE	2,000
Huawei Nova 5T	600	1,100	200	1,200	FREE	1,500	FREE	2,000
Huawei P40	1,000	1,500	700	1,700	400	1,900	300	2,300
Huawei P40 Pro			1,400	2,400	1,100	2,600	900	2,900

- All-Net = Smart, Sun, TNT, Globe and TM
- Landline = Nationwide excluding special numbers and toll-free
- With Php1,500 Anti Bill Shock feature on top of the plan (60GB capped data after ABS)

- Plan 2000 is inclusive of capped data at 40GB, replenished every billing cycle.
- Only regular employees are eligible to apply.

# PACKAGE – INFINITY LIMITLESS PLAN 3500



Smart Infinity Plans 24-month contract	Limitless Plan 3500 Non-stop Surf Unli Calls to Smart and Sun 180 minutes All-Net calls to Mobile Networks Unli All-Net Texts	
	HANDSET/DEVICES	One-Time Cashout
Samsung S20 (128GB)	11,000	500
Samsung S20+ (128GB)	15,800	700
Samsung S20 Ultra (128GB)	27,800	1,200
Samsung Galaxy Z Flip (256GB)	35,000	1,500
iPhone 11 (64GB)	FREE	FREE
iPhone 11 (128GB)	4,400	200
iPhone 11 (256GB)	9,600	400
iPhone 11 PRO (64GB)	18,800	800
iPhone 11 PRO (256GB)	28,800	1,200
iPhone 11 PRO (512GB)	41,000	1,800
iPhone 11 PRO MAX (64GB)	26,000	1,100
iPhone 11 PRO MAX (256GB)	35,000	1,500
iPhone 11 PRO MAX (512GB)	42,000	1,800

# EMPLOYEE REQUIREMENTS



Accomplished Service Application Form (SAF)  
**and**  
Signed Subscriber Declaration



Company ID (front and back)  
**and**  
Government ID with Signature



Certificate of Employment with Compensation  
**or**  
1 Month Latest Payslip (if with date hired)

Additional requirements if applicable:

- Delivery at **residence address (should match what's indicated in the SAF)**, provide any of the following:
  - Proof of Billing (POB)
  - Government ID with Signature
  - Barangay Certificate
- Alien Certificate of Recognition (ACR) for foreigners

## **WHAT IS ANTI-BILL SHOCK?**

Anti-Bill Shock (ABS) is a built-in plan feature that automatically protects the subscriber's bill from unwanted excess charges, with a monthly coverage up to Php 1,500, inclusive of the Plan Monthly Service Fee (MSF) for Broadband, and on-top of the MSF for Postpaid, subject to terms and conditions. A standard data rating scheme of Php 0.05/KB is applied once monthly data allocation is fully consumed.

## **NO COME-AND-PAY (CAP) NOTICE FOR SIM ONLY APPLICATIONS**

SIM ONLY applications (New Connect/Retention) will no longer require Come-And-Pay (CAP) Notice. Instead, advanced Monthly Service Fee (MSF/Plan) will be billed above.

**TEMPORARY DELIVERY LEAD TIME  
DUE TO THE CURRENT SITUATION:**

- NCR – 1 to 5 working days
- LUZON – 5 to 10 working days
- VISMIN – 1 to 2 weeks (via sea freight)

# CONTACT US:

Promo Validity: July 31, 2020

FOR NEW APPLICATIONS/FOLLOW UPS/INQUIRIES/RETENTION  
EMAIL: **EnterpriseExtension@smart.com.ph**

FOR AFTERSALES  
EMAIL: **EESupport@smart.com.ph**

# REQUIREMENTS FOR NEW CONNECT AND RETENTION

1

**Commercial Document: signed and duly accomplished Service Application Form (SAF).  
Below are the important notes:**

- a. Please shade if it's New Connect or Retention. If Retention, please indicate the Mobile Identification Number (MIN or the existing mobile number) at the corresponding field.
- b. Preferred handset can be paid either one-time cash-out (OTC) or amortization. Please indicate the amount at the corresponding column.
- c. Please indicate the exact handset model (including the GB capacity as needed).

***\* Inventory Officer will automatically allocate any color if there's no indicated in the SAF.***

- d. SAF should be printed, manually signed and collated in 1 PDF file only. Signature should be identical as the one reflected in the Company/Government ID.
- e. Delivery Address should be indicated if Residence or Office address.

# REQUIREMENTS FOR NEW CONNECT AND RETENTION

2

## Credit Documents:

- a. Copy of Company ID and Government ID with Signature
- b. 1 month latest pay slip reflecting date hired if applicable / Certificate of Employment with Compensation
- c. If preferred delivery address is **residence address** (should match what's indicated in the SAF), please provide any of the following:
  - Government ID with Signature
  - Proof of Billing (POB)
  - Barangay Certificate
- d. Alien Certificate of Registration (ACR) for foreigners

# APPLICATION PROCESS (within 2 to 3 weeks)

## Cut-off period for the submission of email applications:

*Service window: Monday to Friday, 9AM – 6PM*

**1**

*Only email applications with **complete requirements** will be processed. Please send these in **one pdf file** to [EnterpriseExtension@Smart.com.ph](mailto:EnterpriseExtension@Smart.com.ph) within the above-mentioned service window only. Applications with incomplete documents will not be processed.*

**2**

*Any changes while the application is in process will revert its status to credit checking (step 2).*

**3**

*This is applicable only to **New Connect and Retention requests of existing Enterprise Extension clients.***

# APPLICATION PROCESS (within 2 to 3 weeks)

1

**Submission:** Please email the complete requirements to [EnterpriseExtension@Smart.com.ph](mailto:EnterpriseExtension@Smart.com.ph) with subject “<Company> EE: Plan, Subscriber Name”.

2

**Credit Checking:** Applicant will be emailed should there be concerns in the application. SMART Enterprise reserves the right to decline any application based on credit evaluation and computation made cannot be disclosed.

3

**Commercial Validation:** Validation officer creates the SR#. He will email the applicant should there be clarifications in the application.

4

**Inventory:** Preferred handset will be allocated. If no color is indicated in the SAF, inventory officer will allocate what’s available. Note that stocks are fast moving but replenishment is continuous, however ETA is dependent on SMART’s vendors.

# APPLICATION PROCESS (within 2 to 3 weeks)

5

**Come and Pay Notice (CAP Notice):** Provisioning officer will email this to the applicant once preferred handset has been allocated. This contains the 1 month advance payment to be settled – For **New Connect**, these are the one month service fee (MSF/Plan) and handset cash-out/first month amortization. While for Retention, this is the handset cash-out/first month amortization.

The CAP Notice has a validity of fifteen (15) calendar days. Once settled, payment is posted within one to three (1-3) working days, depending on the payment channel which the transaction is made.

Non-payment of the CAP Notice within the said period will automatically forfeit the application.

6

**Delivery Preparation (1-2 days):** Upon posting of payment, the SMART EE Postpaid Kit is prepared at SMART's Warehouse in Metro Manila and then for endorsement to the 3<sup>rd</sup> party courier, WWWExpress.

# APPLICATION PROCESS (within 2 to 3 weeks)

7

**Courier:** WWWExpress' lead time is one to two (1-2) working days for Metro Manila deliveries, and three to seven (3-7) working days for provincial.

- To inquire the WWWExpress Waybill #, you may email the provisioning officer who issued the CAP Notice.
- For package tracking, please check via <http://www.wwwexpress.com.ph>.
- **WWWExpress hotline:** (+632) 879-8888 and (+632) 793-1688
- **WWWExpress email:** [smart@wwwexpress.com.ph](mailto:smart@wwwexpress.com.ph)
- **Delivery time:** 8AM to 6PM
- In case an authorized representative will receive the SMART EE Postpaid Kit from WWWExpress, please prepare an authorization letter and a copy of the applicant's & authorized representative's IDs.

# **HANDSET WARRANTY**

**Applicable only to non-Apple handsets:** if the handset manifested an inherent defect within seven (7) days upon receipt, this is covered by a replacement warranty c/o SMART Enterprise. Please send an email to [EESupport@smart.com.ph](mailto:EESupport@smart.com.ph).

The handset (box and complete accessories) will be arranged for pull-out. Defect/s will be validated by SMART's aftersales support. Once confirmed, a new handset will be issued to the subscriber (timeline is subject to availability of stocks).

**Applicable to all handset brands:** handsets are covered with 1-yr warranty through its Accredited Service Centers (depending on the handset brand).

Unit will be repaired free of charge if due to factory defect. Warranty does not cover customer negligence resulting to physical or internal damage and cosmetic problems. Replacement parts and other fees will be charged accordingly; only labor is free within the first 12 months.

Please email: [EESupport@smart.com.ph](mailto:EESupport@smart.com.ph) to secure mobile certificate which subscriber will present to the Accredited Service Center.