



**1.0. OBJECTIVE**

1.1 To standardize all mobile postpaid related process and concern.

**2.0 SCOPE**

2.1 All CVM Finance and Credit Corporation Mobile Postpaid accounts from:

- 2.1.1 Application
- 2.1.2 Termination
- 2.1.3 Upgrade
- 2.1.4 Issue Reporting

**3.0. DEFINITION OF TERMS**

- 3.1 TELCO – May refer to; Telephone company, a provider of telecommunications services, such as telephony and data communications.
- 3.2 Provider – A company that provides and/or offers access to Telco services such as Smart, Globe, & PLDT.

**4.0 POLICY**

**4.1 APPLICATION**

4.1.1 Subscription of mobile postpaid plan that will be used as a communication and productivity tool.

- 4.1.1.1 Data gathering
- 4.1.1.2 Plan inquiry
- 4.1.1.3 MIS recommendation
- 4.1.1.4 Submission of requirements
- 4.1.1.5 Acknowledgement
- 4.1.1.6 Processing of Request
- 4.1.1.7 Preparation and Configuration
- 4.1.1.8 Deployment
- 4.1.1.9 Documentation

**4.2 UPGRADE**

4.2.1 Retention or upgrade to latest plan and requirement in order to cope with newest communication and productivity needs.

- 4.2.1.1 Data gathering
- 4.2.1.2 Eligibility checking
- 4.2.1.3 MIS Recommendation
- 4.2.1.4 Request for upgrade/renewal
- 4.2.1.5 Acknowledgement
- 4.2.1.6 Processing of Request
- 4.2.1.7 Completion of Request
- 4.2.1.8 Documentation

**4.3 TERMINATION**

4.3.1 Disconnect the expired and unused mobile postpaid accounts of either sim only or with handset. This will prevent expenses due to unwanted bills.

- 4.3.1.1 Data gathering
- 4.3.1.2 Request termination
- 4.3.1.3 Eligibility Checking
- 4.3.1.4 Acknowledgement and Processing
- 4.3.1.5 Completion of Request
- 4.3.1.6 Documentation

**4.4 ISSUE REPORTING**

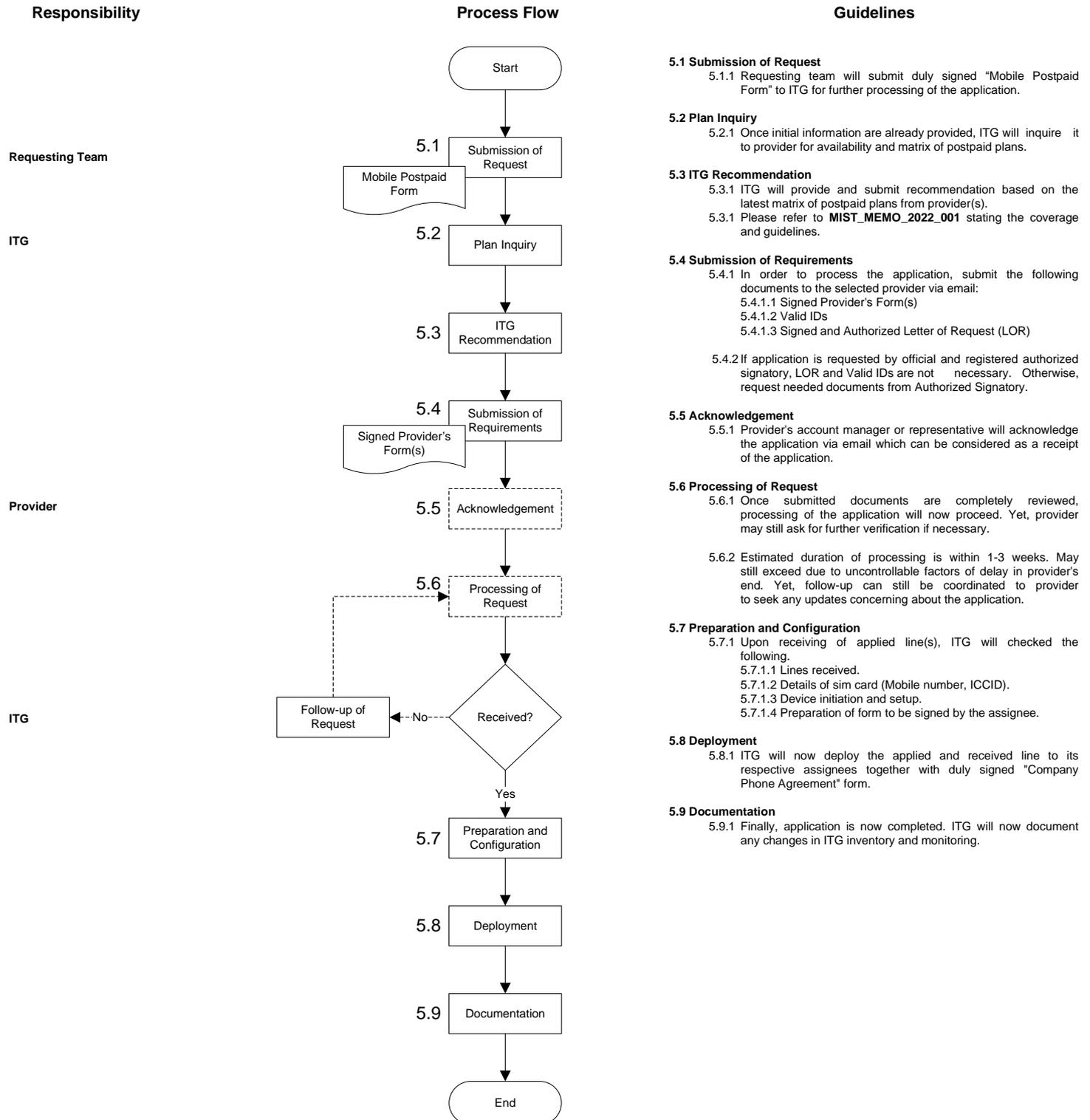
4.4.1 All mobile postpaid related concern must be addressed as soon as possible time to minimize inconvenience to the account holder

- 4.4.1.1 Report issue to MIS
- 4.4.1.2 Assessment
- 4.4.1.3 Checking of payment
- 4.4.1.4 Report Issue to ISP
- 4.4.1.5 Acknowledgement and processing
- 4.4.1.6 Closure of reported issue

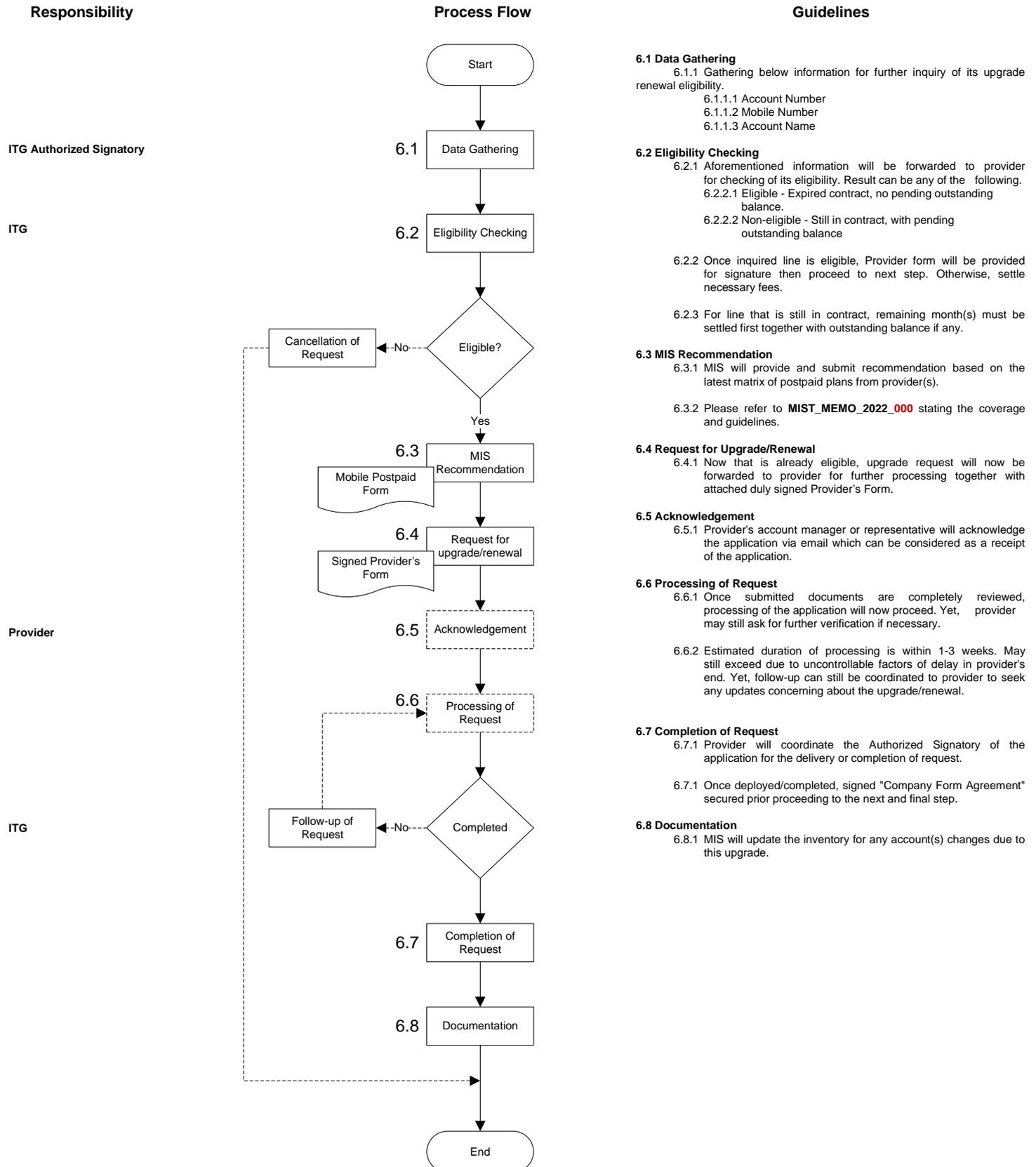
**4.5 TURN AROUND TIME**

4.5.1 Two (2) to Three (3) weeks upon completion of required documents submitted.

5.0 GUIDELINES



6.0 GUIDELINES



7.0 GUIDELINES

Responsibility	Process Flow	Guidelines
ITG Authorized Signatory	<pre>                     graph TD                         Start([Start]) --&gt; 7.1[7.1 Data Gathering]                         7.1 --&gt; 7.2[7.2 Request for Termination]                         7.2 --&gt; 7.3[7.3 Eligibility Checking]                     </pre>	<p><b>7.1 Data Gathering</b>                      7.1.1 Gathering below information for further inquiry of its termination eligibility.                      7.1.1.1 Account Number                      7.1.1.1 Mobile Number                      7.1.1.1 Account Name</p> <p><b>7.2 Request for Termination</b>                      7.2.1 Gathered information will be forwarded and requested to provider for termination inquiry and to check its eligibility of said request.</p> <p><b>7.3 Eligibility Checking</b>                      7.3.1 Aforementioned information will be forwarded to provider for checking of its eligibility. Result can be any of the following.                      7.3.1.1 Eligible - Expired contract, no pending outstanding balance.                      7.3.1.2 Non-eligible - Still in contract, with pending outstanding balance</p>
Provider	<pre>                     graph TD                         7.4[7.4 Acknowledgement and Processing]                     </pre>	<p>7.3.2 Once inquired line is eligible, Provider form will be provided for signature then proceed to next step. Otherwise, settle necessary fees.</p> <p>7.3.3 For line that is still in contract, remaining month(s) must be settled first together with outstanding balance if any.</p> <p><b>7.4 Acknowledgement and Processing</b>                      7.4.1 Once line is eligible for termination, Authorized Signatory will confirm to the provider that they may start processing the termination.                      7.4.2 Billing will be suspended once it is completely terminated. Authorized Signatory must validate the final billing prior further processing of the payment.</p>
ITG	<pre>                     graph TD                         7.4[7.4 Acknowledgement and Processing] --&gt; 7.4D{7.4 Completed?}                         7.4D -- No --&gt; FollowUp[Follow-up of Request]                         FollowUp -.-&gt; 7.4D                         7.4D -- Yes --&gt; 7.5[7.5 Completion of Request]                         7.5 --&gt; 7.6[7.6 Documentation]                         7.6 --&gt; End([End])                     </pre>	<p><b>7.5 Completion of Request</b>                      7.5.1 Provider will provide an update that requested line is completely terminated</p> <p><b>7.6 Documentation</b>                      7.7.1 ITG will update the inventory for any account(s) changes due to this termination. Terminated line will be tagged as "Terminated/Inactive/Suspended".</p>

8.0 GUIDELINES

Responsibility

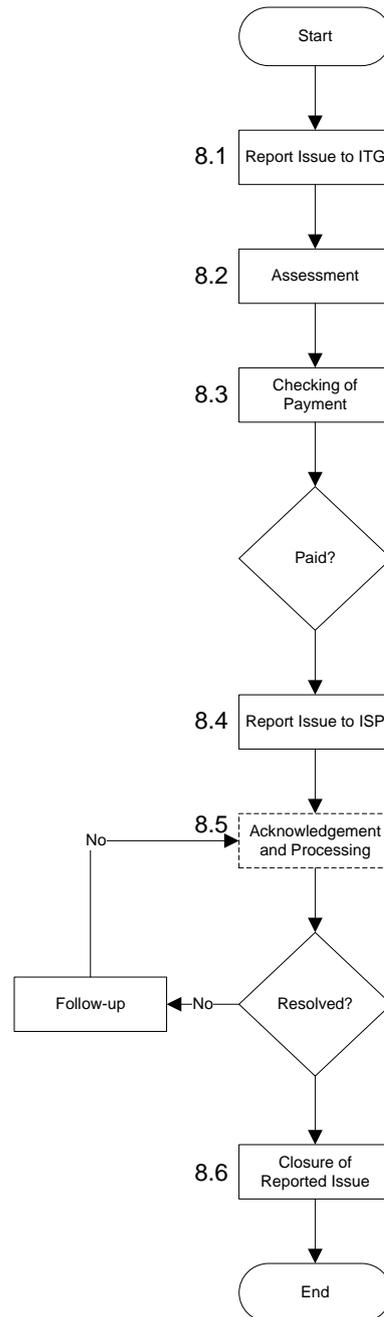
Process Flow

Guidelines

ITG Authorized Signatory

Provider

ITG



**8.1 Data Gathering**

8.1.1 Report to ITG about the mobile postpaid related concern(s) through any of the following means.

8.1.1.1 Phone call/text

8.1.1.1 Messaging App(s) - Skype/Viber/Messenger

**8.2 Assessment**

8.2.1 ITG will first assess the specific concern, if issue can't be resolved through basic troubleshooting, proceed to next step.

**8.3 Checking of Payment**

8.3.1 Account will be checked if payments are up to date. Otherwise, settle necessary fees.

8.3.2 For settlement of billing, please refer to the billing process of FAST.

**8.4 Report Issue to ISP**

8.4.1 Concern will now be forwarded to provider for reconnection or further resolution.

**8.5 Acknowledgement and Processing**

8.5.1 Provider will provide an update once account is already lifted/active which is to be checked by the Authorized Signatory from the Assignee.

**8.6 Closure of Reported Issue**

8.6.1 Once reported issue is completely resolved, monitoring will now be updated for any changes.

**9.0 FORMS**

- 9.1 Company Phone Agreement – ITG-2018-F-002.1-B
- 9.2 Mobile Postpaid Form – ITG-2022-F-011-A

**10.0 AUTHORIZED SIGNATORIES**

No.	FORM	SCOPE	SIGNATORIES
10.1	Company Phone Agreement	Received By Prepared By Noted By	Receiver ITG Specialist Immediate Superior (Receiver)
10.2	Mobile Postpaid Form	Requested By Approved By Recommending FST Approval Received By Processed By	Immediate Superior (Requestor) Team Head (Requestor) ITG Team Head FST Team Head ITG Specialist Telco Authorized Signatory's

**11.0 SANCTIONS :** Non-compliance on this policy shall be subject to sanction in accordance with the employee code of conduct.

**12.0 EFFECTIVITY :** This policy will take effect on June 1, 2023

**13.0 ACKNOWLEDGEMENT TO COMPLY AND IMPLEMENT**

This is to acknowledge that we:

- 13.1 Reviewed the policies and procedure herein;
- 13.2 Agree with contents hereof; and
- 13.3 Commit to strictly implement these policies and procedures.

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