



1.0. OBJECTIVE

1.1 To standardize all TELCO related process and concern.

2.0 SCOPE

2.1 All CVM Finance and Credit Corporation TELCO accounts from:

- 2.1.1 Application
- 2.1.2 Termination
- 2.1.3 Upgrade
- 2.1.4 Billing
- 2.1.5 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 LOR – Letter of Request
- 3.3 DSL – Digital Subscriber Line
- 3.4 PLDT – Philippine Long Distance Telephone
- 3.5 SOA – Statement of Account
- 3.6 ISP – Internet Service Provider

4.0 POLICY

4.1 APPLICATION

4.1.1 Establish a communication of a new or existing branch to Head Office and vice versa; thru internet or telephony.

- 4.1.1.1 Data gathering
- 4.1.1.2 Request facility check
- 4.1.1.3 Submission of requirements
- 4.1.1.4 Installation
- 4.1.1.5 Testing and checking
- 4.1.1.6 Closure of service order

4.2 UPGRADE

4.2.1 Improve transaction process time by upgrading the bandwidth speed in order to cope with business needs.

- 4.2.1.1 Data gathering
- 4.2.1.2 Request facility check
- 4.2.1.3 Request for upgrade
- 4.2.1.4 Acknowledgement and processing
- 4.2.1.5 Upgrade of service
- 4.2.1.6 Closure of service order

4.3 TERMINATION

4.3.1 Disconnect the expired, unused, upgraded TELCO accounts. This will prevent succeeding billing from accounts that are subject for termination

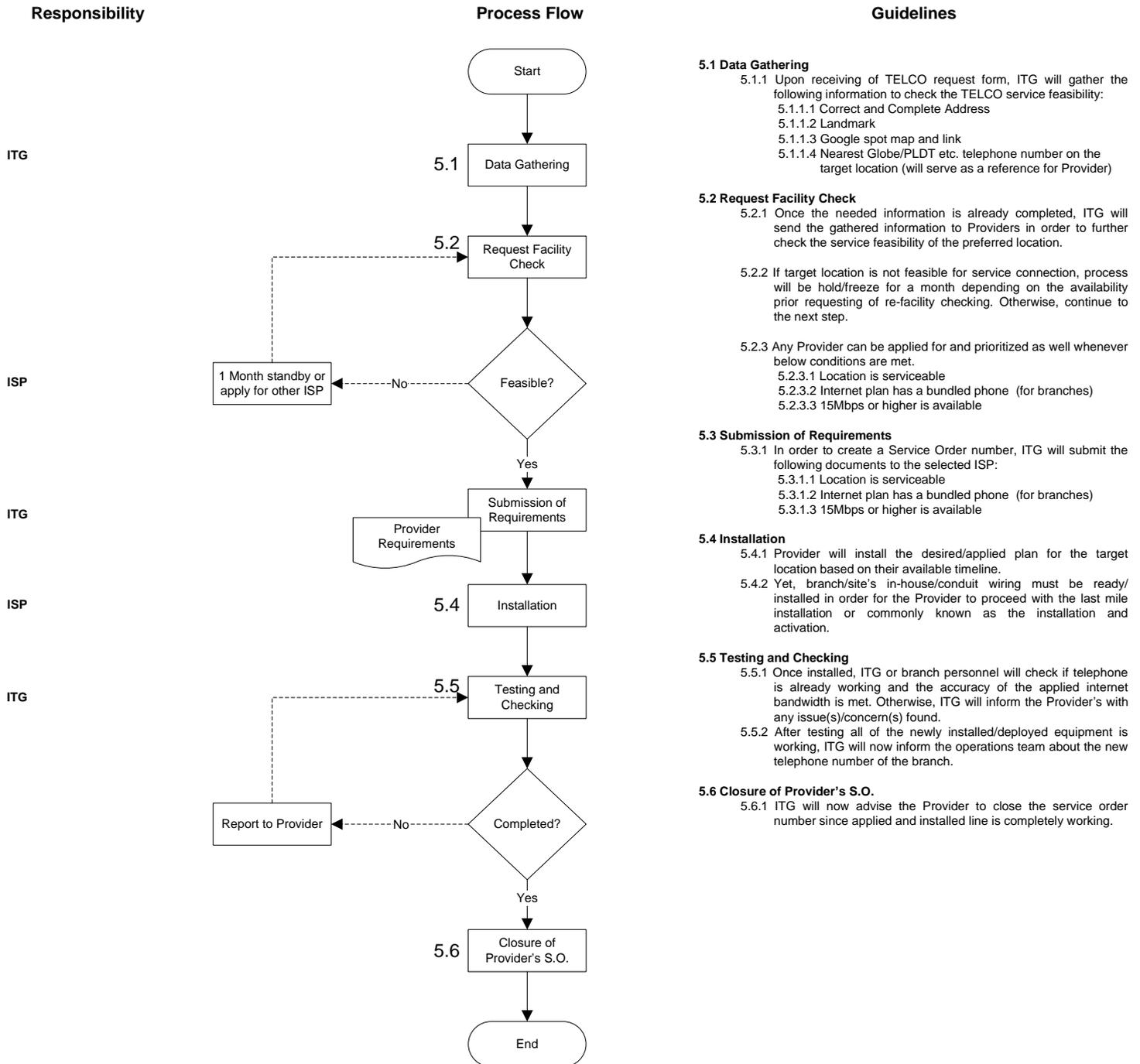
- 4.3.1.1 Data gathering
- 4.3.1.2 Request termination
- 4.3.1.3 Acknowledgement and processing
- 4.3.1.4 Closure of Provider's service order

4.4 ISSUE REPORTING/TELCO CONCERNS

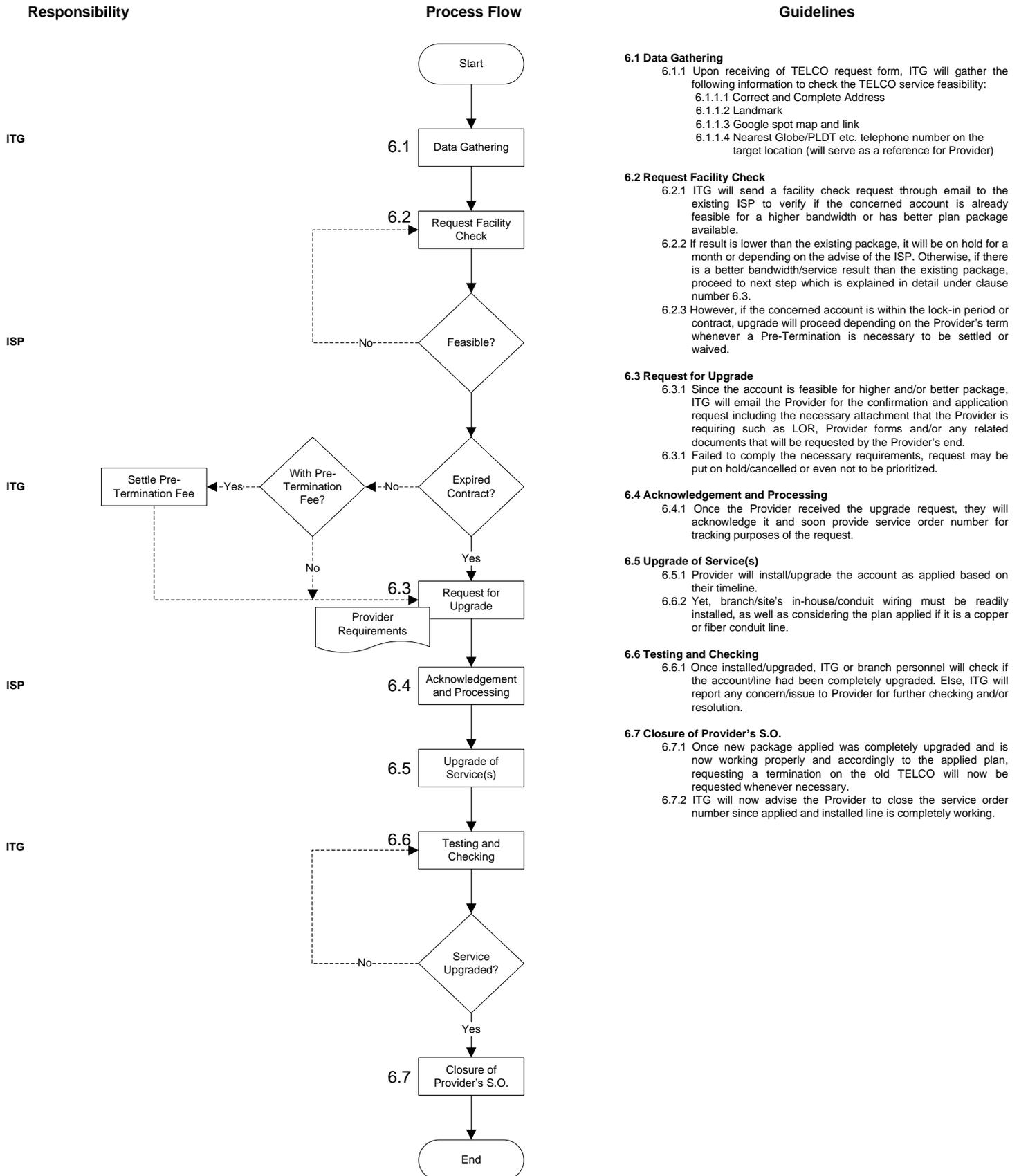
4.4.1 All TELCO related concern must be addressed as soon as possible time to minimize service interruption.

- 4.4.1.1 Perform basic troubleshooting
- 4.4.1.2 Report issue to ITG
- 4.4.1.3 Report issue to ISP
- 4.4.1.4 Closure of reported issue

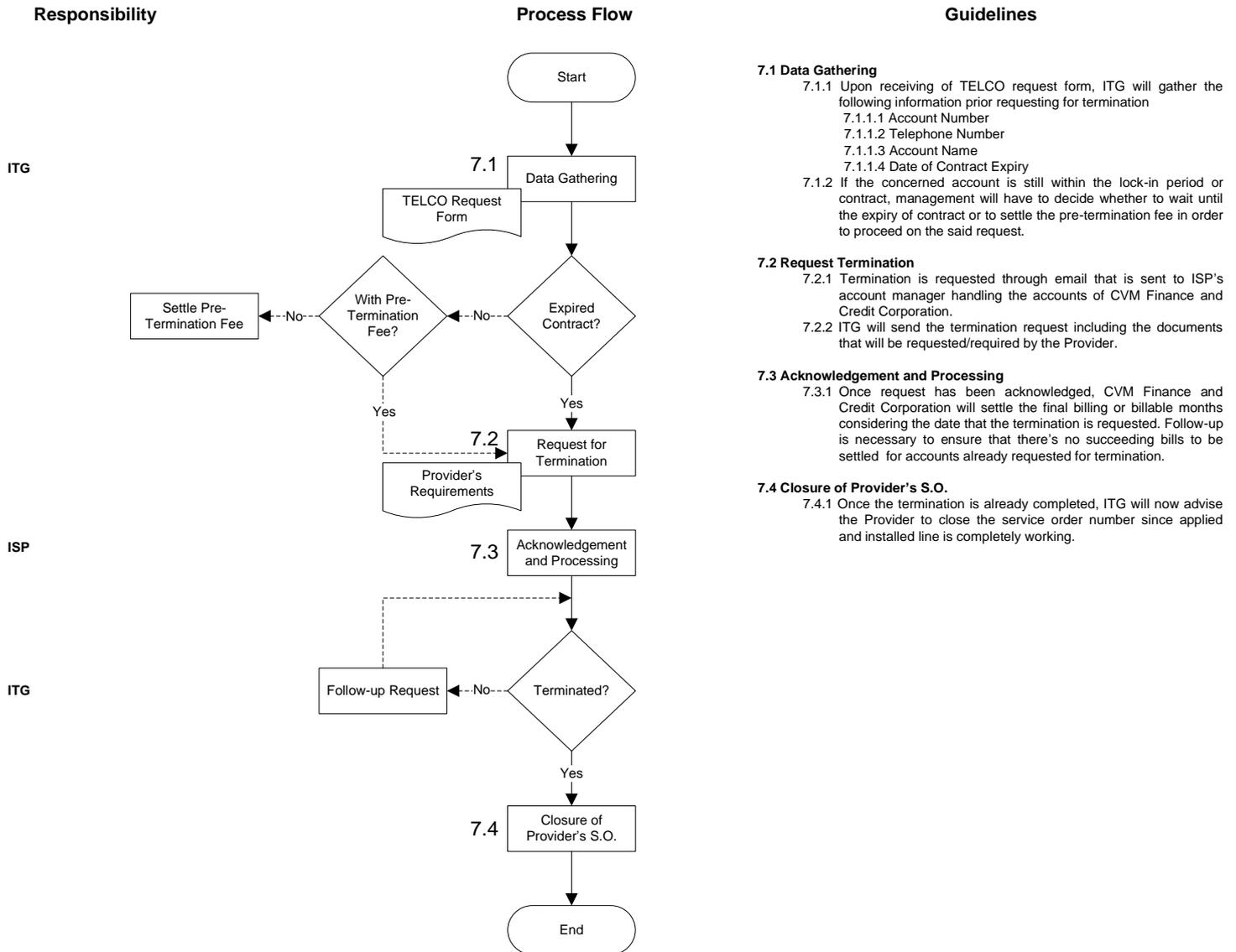
5.0 GUIDELINES



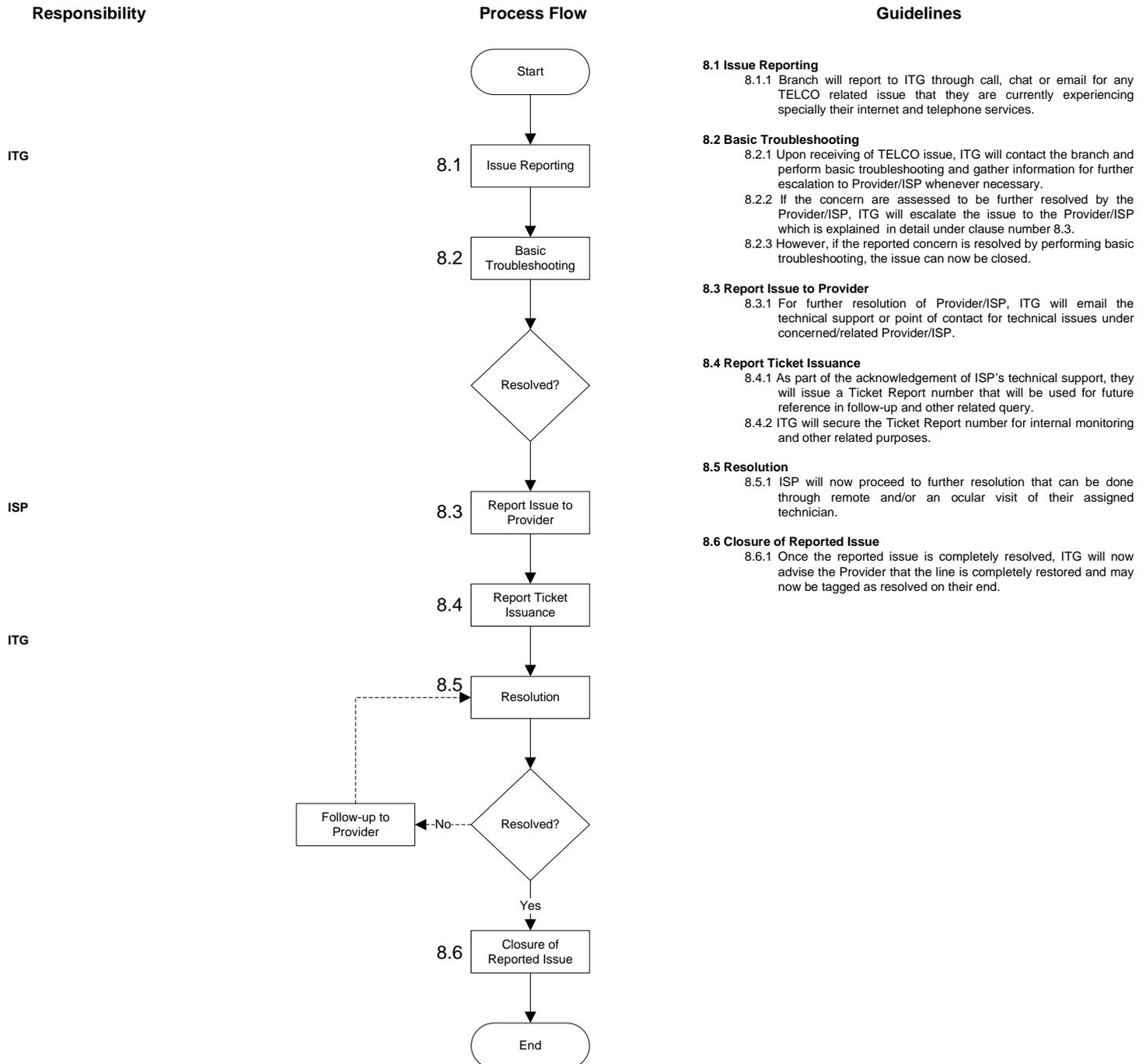
6.0 GUIDELINES



7.0 GUIDELINES



8.0 GUIDELINES



9.0 FORMS

9.1 TELCO Form – MITG-2019-F-011-A

10.0 AUTHORIZED SIGNATORIES

No.	FORM	SCOPE	SIGNATORIES
10.1	TELCO Form	Requested by Noted by Approved by Processed by Approved by Acknowledged by	Requesting Team Immediate Superior Team Head ITG, TELCO Authorized Signatory ITG, Team Head Requesting Team

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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