

**SUN IDD BUNDLE
FREQUENTLY ASKED QUESTIONS
October 3, 2011**

1. What is Sun IDD Bundle?

Sun IDD Bundle is a promo that offers free 10 IDD minutes per month for 3 months to existing and newly signed up Sun postpaid subscribers.

Free minutes are only applicable to 7 destinations: ***US (Main), Canada, Hong Kong, Singapore, China, Guam and Hawaii.***

2. Who can avail of this promo?

All existing and newly activated postpaid subscribers except (SBW, Easy Line and Fixed Load Plan subscribers)*

*Note: In order to enjoy the free minutes, subscriber must have a current status and should have an open IDD service.

3. When can postpaid subscribers start enjoying their free calls?

a. New subscribers can start enjoying their free minutes upon activation, provided they did not disable their IDD service on the day of application. Otherwise, the subscriber will be treated as an existing subscriber if he requests for IDD service after activation of account – Thus, subscriber must wait for a text notification on his next billing cycle stating that he can already enjoy his free IDD minutes.

*Note: New subscribers activated on December 31, 2011 can use the free minutes until March 31, 2012.

b. Existing subscribers can start enjoying their free minutes starting October 3, 2011. Subscribers will receive a text notification stating that they can already use their free IDD minutes. Effectivity date is based on their billing cycles as shown below:

BILLING PERIOD	EFFECTIVITY DATE FOR 10 FREE MINUTES
Oct 3-Nov 2	October 3
Oct 5-Nov 4	October 5
Oct 7-Nov 6	October 7
Oct 10-Nov 9	October 10
Oct 15-Nov 14	October 15
Oct 17-Nov 16	October 17
Oct 20-Nov 19	October 20
Oct 22-Nov 21	October 22
Oct 28-Nov 27	October 28
Oct 1 - 31	October 01

4. How can subscriber make a call?

To make an IDD call, subscriber needs to dial “00” or “+” <country code> <area code> <phone number>

5. Can the subscriber use the free minutes to call several destinations?

Yes, subscriber can use the free minutes to call several destinations included in the promo.

6. What if subscriber goes beyond the free 10 IDD minutes?

Regular IDD rates will apply and shall be added to the monthly bill.

7. What happens if the subscriber fails to use their free minutes (in a billing cycle) will it be transferred to the next billing cycle?

No, all free IDD minutes allocated for a given billing cycle should be consumed within that period. Otherwise, free minutes will be forfeited.

8. What if subscriber is delinquent (not current) or becomes delinquent within the promo period?

Delinquent subscribers have barred outgoing calls, hence they cannot use their free minutes. They must settle their unpaid bills first*

*Note: Unused minutes will be forfeited. The 3 months will automatically start on October 3, 2011 (for existing subscribers).

Example: EXISTING SUBSCRIBER

Period	October	November	December	Remarks
Subscriber A	Delinquent (10 minutes will be forfeited)	Current (10 free minutes)	Current (10 free minutes)	Subscriber can only use the free 10 minutes for 2 months (2 nd and 3 rd month)
Subscriber B	Current (10 free minutes)	Delinquent (10 minutes will be forfeited)	Current (10 free minutes)	Subscriber can only use the free 10 minutes for 2 months (1 st and 3 rd month)
Subscriber C	Delinquent (10 minutes will be forfeited)	Delinquent (10 minutes will be forfeited)	Delinquent (10 minutes will be forfeited)	Subscriber can no longer use the free minutes

9. What if the subscriber does not have an IDD service?

a. Individual subscribers can request for IDD activation via hotline or Sun Shop, activation will be based on CL approvals.

b. Corporate lines: Only authorized signatories/corporate account representatives can request for the IDD service of their corporate lines.

10. Can subscriber use the free minutes to call other countries?

No, the free minutes are only applicable to 7 destinations: *US (Main), Canada, Hong Kong, Singapore, China, Guam and Hawaii*

11. How can subscriber check remaining free minutes?

Subscriber must keep track of free minutes on his own.

12. When is the promo period?

Promo period is from September 28 to December 31, 2011