

SUN TODO IDD FOR SUN POSTPAID SUBSCRIBERS FREQUENTLY ASKED QUESTIONS

1. What is SUN TODO IDD subscription?

- The SUN TODO IDD subscription allows Sun postpaid subscribers to enjoy discounted IDD rates valid for 30 days via P100 consumable load*

DISCOUNTED IDD RATES:

DESTINATION	REGULAR RATE	SUN TODO IDD RATE
US (MAIN)	\$0.10	PHP2.00
CANADA	\$0.10	
HONG KONG	\$0.10	
SINGAPORE	\$0.10	
CHINA	\$0.10	
GUAM	\$0.10	
HAWAII	\$0.30	
AUSTRALIA	\$0.30	PHP 5.00
MALAYSIA	\$0.10	
SOUTH KOREA	\$0.30	
TAIWAN	\$0.30	
MACAU	\$0.10	
BRUNEI	\$0.10	
THAILAND	\$0.10	
INDIA	\$0.30	
NORTHERN MARIANAS	\$0.30	
JAPAN	\$0.30	PHP 8.00
ITALY	\$0.30	
BAHRAIN (new rate)	\$0.30	
KUWAIT (new rate)	\$0.30	
SAUDI ARABIA	\$0.30	PHP 10.00
U.A.E.	\$0.30	
U.K.	\$0.30	
INDONESIA (new rate)	\$0.30	
SPAIN (new rate)	\$0.30	
FRANCE (new rate)	\$0.30	

***Note:** Upon consumption of the P100 load, SUN TODO IDD rates will still apply for the remaining days of the 30-day validity period.

Illustration:

SUBSCRIPTION	CONSUMPTION OF PHP100	IDD USAGE	EXPIRATION	
SCENARIO	On Day 1, Sub X subscribes to SUN TODO IDD	On Day 2, Sub X uses the entire P100 consumable load to call Hong Kong	From Day 3 to Day 30 Sub X makes 10-minute call to Hong Kong	On Day 30, the SUN TODO IDD subscription expires
IDD RATE	IDD rate to Hong Kong becomes PHP2.00/minute (regular rate is PHP4.30/minute)	IDD rate to Hong Kong is PHP2.00/minute	IDD rate to Hong Kong is still PHP2.00/minute	IDD rate to Hong Kong reverts back to PHP4.30/minute
CHARGES	PHP100 added to Monthly Service Fee	No additional charges	PHP20.00 (PHP2.00x10min) to be added on IDD usage charges	No additional charges

2. Who can avail of this promo?

- All Sun postpaid subscribers (except SBW, Easy Line and Fixed Load Plan subscribers) that fit the following criteria:
 - **Criteria for subscription:**
 - a. Subscriber is on current and active status during the promo period
 - b. Must not exceed 70% of subscriber's credit limit prior to subscription
 - c. Ageing status: 0-30 days
 - d. Subscriber must have IDD service*

*Note: SUN TODO IDD subscription via SMS will also serve as permission from the subscriber to auto activate his IDD service

3. How can subscriber avail of the promo?

- To subscribe, just text TODO100 and send to 247
- The P100 consumable load will be charged on top of the subscriber's Monthly Service Fee (VAT inclusive)

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. What if the subscriber does not have IDD service?

a. Individual subscribers - SMS subscription to SUN TODO IDD will also serve as permission from the subscriber to auto activate his IDD service, except for corporate accounts

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

6. How will the subscriber know that the subscription was successful?

- Subscriber shall receive an SMS notification from Sun Cellular stating that SUN TODO IDD subscription was successful with the date of expiration

7. What if subscriber calls other destinations not included in the SUN TODO IDD promo?

- Regular rates will apply for IDD calls to other destinations not included in the SUN TODO IDD promo

8. How can subscriber check balance of the P100 consumable load?

- Subscriber must keep track of the P100 consumable load on his own or call the Sun Hotline: 200 to check IDD usages to date

9. Is the duration of the SUN TODO IDD subscription dependent on the billing cycle of the subscriber?

- No, the 30-day validity period is not dependent on the billing cycle of the subscriber. The SUN TODO IDD subscription may extend up to the next billing cycle.

Illustration:

SUN TODO IDD Subscription		October billing cycle			November billing cycle		
		Day 1-10	Day 11-20	Day 21 to Day 30	Day 1-10	Day 11-20	Day 21 to Day 30
Scenario 1	Postpaid user without TODO IDD Subscription	Rate is PHP4.30/min to the U.S. (Main)			Rate is PHP4.30/min to the U.S. (Main)		
Scenario 2	Postpaid user subscribes to TODO IDD on Day 1 of billing cycle	Rate becomes PHP2/min to the U.S. (Main)			Rate reverts back to \$.10/min to the U.S. (Main)		
Scenario 3	Postpaid user subscribes to TODO IDD on Day 11 of billing cycle	Rate is PHP4.30/min to the U.S. (Main)	Rate becomes Php2/min to the U.S. (Main)		Rate is PHP4.30/min to the U.S. (Main)		

10. When is the promo period?

- Promo period is from October 26, 2011 to December 31, 2011. Per DTI-NCR 7937&9221, Series of 2011

11. What if subscriber has free IDD minutes from the SUN IDD Bundle Promo?

Charging scheme as follows:

- a. Free IDD minutes
- b. Consumption of P100 SUN TODO IDD consumable load
- c. Usage on top of P100 consumable load (SUN TODO IDD rates will apply until the 30-day validity period has expired)

12. What number can subscribers call if they have inquiries or problems regarding the promo?

- Subscribers can call the Sun Hotline: 200 (mobile) or (02) 395-8000 (landline) for more details