PLDT Home

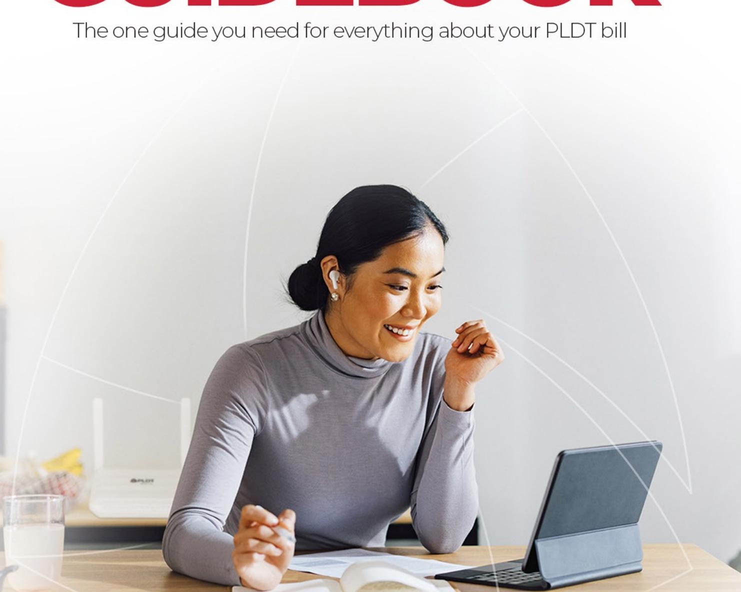
If you need further assistance, visit the PLDT Home Support Page at **pldthome.com/support** or connect with us through

PLDT Cares
@PLDT_Cares
171

PLDT Home

THE BILLING GUIDEBOOK

The one guide you need for everything about your PLDT bill



GET TO KNOW YOUR BILL

PLDT INC.
Ramon Cojuangco Bldg, Makati Ave., Makati City 1200
VAT Registered TIN: 000-488-793-00000

Page 1 of 6

BILLING INVOICE

1MKCAB0056 / 022 / 000001 FIBR / 0213756406

JUAN DELA CRUZ
UNIT 00000 THREE SALCEDO PLACE CONDO, TORDESILLAS ST SALCEDO VILLAGE, BGY BEL-AIR MAKATI CITY METRO MANILA 1MKCAB0056 MAKATI CITY

BILLING INFORMATION (1)

Billing Invoice	: 0213756406
Invoice Date	: May 12, 2024
Account Number	: 0247895086
Telephone Number	: 0285443304
Customer TIN	: No TIN provided

INVOICE SUMMARY (2)

Previous Charges
Balance from Previous Invoice 8,258.00
Less: Payments Received - Thank You! (16,692.55)
Less: Credit Adjustments (168.00)
Remaining Balance from Previous Invoice (8,602.55)

Current Charges
Monthly Service Fee and Other Basic Charges 25,125.99
Usage Charges 810.56
Total Current Charges 25,936.55
Please pay on or before June 5, 2024

Thank you for keeping your account current. We value your continued patronage.

DUE DATE:	AMOUNT DUE:
	(8,602.55)
June 5, 2024	25,936.55
TOTAL AMOUNT DUE	17,334.00

(3) This invoice is provided as we update our system to comply with the Ease of Paying Taxes (EOPT) Act. It includes an Official Receipt as proof of your payment and acts as supporting documentation.

(4) Breakdown on Current Charges and Adjustments

VATABLE SALE:	6,635.08
ZERO-RATED SALE:	0.00
EXEMPT SALE:	0.00
OCTABLE SALE:	146.61
NON-TAXABLE CHARGES:	13,176.00
VAT:	796.20
OCT:	14.66
TOTAL:	25,768.55

PAY EXPRESS online
SCAN & PAY

Go Paperless at pldthome.com/paperless-billing

PAYMENT STUB (5)

Subscriber's Name: JUAN DELA CRUZ
Address: UNIT 00000 THREE SALCEDO PLACE CONDO, TORDESILLAS ST SALCEDO VILLAGE, BGY BEL-AIR MAKATI CITY M
Account Number: 0247895086 —Please present this number when paying
Telephone Number: 0285443304
Invoice Date: May 12, 2024

DUE DATE:	AMOUNT DUE:
	(8,602.55)
June 5, 2024	25,936.55
TOTAL AMOUNT DUE	17,334.00

Payment Reminder: Previous Charges must be fully paid IMMEDIATELY and Current Charges must be fully paid ON or BEFORE THE DUE DATE indicated on this invoice to prevent service interruptions. For check payments, please make checks payable to PLDT INC. Indicate Account Number, Full Name, and Contact Number at the back of the check.

1 BILLING INFORMATION

Invoice Number – A specific invoice number for your billing period, required for BIR compliance.
Invoice Date – The starting date of your billing period.
Account Number – A unique 10-digit number that is used as reference when paying your invoice and for other aftersales concerns.
Telephone Number – The assigned number for your landline service.
Customer TIN – Your Tax Identification Number issued by BIR.

2 INVOICE SUMMARY

Previous Charges – This section shows the summary of your previous invoice.
Remaining Balance from Previous Invoice – The remaining balance of your previous month's total amount due less total payments and adjustments (if any) that is due immediately.
Current Charges & Total Current Charges – This section shows the summary of your amount to be paid for the current billing period. It is the total of Monthly Service Fee (MSF), usages and other charges inclusive of taxes, as applicable.
Due Date – This is the last day to settle the Total Amount Due. Any payment made after the due date may be treated as delayed and may lead to service restriction or disconnection.
Amount Due – The unpaid charges from the previous and for the current month invoice.
Total Amount Due – This refers to the total unpaid charges from your previous and current invoice. If the amount appears in parentheses, it indicates a credit balance—no payment is needed, and the amount will be applied to your next invoice.

3 MESSAGE BOARD

Shows billing or payment announcements, product advertisements and other promotions.

4 BREAKDOWN OF CURRENT CHARGES AND ADJUSTMENTS

Shows the tax breakdown of current charges and adjustments.

5 PAYMENT STUB

Contains payment-related information for your account.

Invoice Date: May 12, 2024 | Account Number: 0247895086 | Page 2 of 6

INVOICE DETAILS (6)

Previous Charges
Balance from Previous Invoice 8,258.00
Less: Payments Received - Thank You! (16,692.55)
Regular Payment - May. 1, 2024 (16,692.55)
Less: Credit Adjustments (168.00)
Adjustment of Fiber Unli Plan 7499 *Voice (150.00)
Value Added Tax (VAT) - 12% (18.00)
Remaining Balance from Previous Invoice (VAT Inclusive) (8,602.55)

Current Charges
Monthly Service Fee and Other Basic Charges
02-8544 3304 - Service fee for the period of May 12-Jun 11, 2024
Cost of Wifi 6 Mesh 927.00
Fiber Unli Plan 7499 6,695.54
Monthly Service Fee for 02-8544 3304 7,622.54
One-time Fees / Credits (for new service availed)
02-8544 3304
Cost of Equipment: D-Link 16,700.00
One-time Fees for 02-8544 3304 16,700.00
Device and Equipment Cost (Non Taxable) 17,627.00
Monthly Service Fee and Other Charges (VAT Exclusive) 6,695.54
Value Added Tax (VAT) - 12% 803.45
Total Monthly Service Fee and Other Basic Charges (VAT Inclusive) 25,125.99

Usage Charges
Usage Charges for 02 - 8544 3304
National Direct Dial

Date	Time	Duration	From Place	To Number	To Place	Amount
Apr 05 2023	02:38:11 PM	3:00	Pldt - Paranaque City	0286872232	Pldt - Pasay City	13.65
					Subtotal	13.65

Usage Charges for 02 - 8544 3304
International Direct Dial

Date	Time	Duration	From Place	To Number	To Place	Amount
Apr 02 2023	02:06:10 AM	6:00	Pldt - Paranaque City	0014755860222	United States Of America	104.72
Apr 09 2023	02:12:10 AM	2:24	Pldt - Paranaque City	006567660222	Singapore	41.89
					Subtotal	146.61

Usage Charges for 02 - 8544 3304 160.26

(7) Simply send a text message to get help for your most common billing concerns!

Type PLDTHOMEBILL and send to 0970-0000-171

- Request for a copy of invoice
- Check balance
- How to pay via PayMaya
- How to pay via GCash
- How to pay via Pay Express Online

This service is open to all networks and free for PLDT, Smart, TNT, Globe and TM.

6 INVOICE DETAILS

Previous Charges
Balance from Previous Invoice – remaining unpaid balance from previous month's invoice.
Payments Received – refers to payments received and posted.
Credit Adjustments – These are reductions applied to your invoice due to overpayments, approved rebates, discounts, or billing corrections.
Value Added Tax (12%) – refers to VAT attributed to Credit Adjustments.
Remaining Balance from Previous Invoice – refers to Total Remaining unpaid balance from last month's invoice.

Current Charges refers to fees being billed for this month, separate from any past balances.
Monthly Service Fees and Other Basic Charges – refers to this month's invoice comprised of monthly service fees (plan rate) and amortizations on VAS such as WIFI mesh, installation fees, etc.
Cost of WIFI mesh (6) – refers to this month's amortization cost or installment cost of VAS (example: WIFI mesh) subscribed on top of the plan (if applicable).
Plan Subscribed – refers to this month's invoice on subscribed plan (example: Fiber Unli Plan 7499).

7 MESSAGE BOARD

Shows billing or payment announcement, new product offerings or other promos.

Invoice Date: May 12, 2024 | Account Number: 0247895086 | Page 3 of 6

Usage Charges for FPK02-122024-53191 (8)
HOME VAS

Usage Type	Description	Date/Time	Amount
NETFLIX (Non Taxable)	Premium Subscription	Apr 04 2023, 02:47:38 AM	549.00
		Subtotal	549.00

Usage Charges for FPK02-122024-53191 624.89
Usage Charges (Non Taxable) 549.00
Usage Charges (VAT Exclusive) 236.15
Value Added Tax (VAT) - 12% 10.75
Overseas Communication Tax (OCT) - 10% 14.66
Total Usage Charges (VAT Inclusive) 810.56

TOTAL AMOUNT DUE 17,334.00

OFFICIAL RECEIPT (9)

PLDT INC.
PLDT BOAC SALES AND SERVICE CENTER
Quezon Street Bgy. Isok Boac Marinduque
Contact # CUSTOMER SERVICE HOTLINE 171
VAT Reg TIN : 000-488-793-173

OR No. PQGOR057318062
OR Date 05/01/2024

Received From: JUAN DELA CRUZ
Address: UNIT 00000 THREE SALCEDO PLACE CONDO, TORDESILLAS ST SALCEDO VILLAGE, BGY BEL-AIR MAKATI CITY METRO MANILA 1MKCAB0056
Customer TIN: No TIN provided

Payment Reference	Date	Amount Paid
PQGOR057318062	05/01/2024	16,692.55

Acknowledgement Certificate No.: AC_126_102024_000683
Date Issued: 10/21/2024
Series Range: PQGOR000000000-PQGOR999999999

THIS DOCUMENT IS NOT VALID FOR CLAIM OF INPUT TAX

8 USAGE CHARGES SUMMARY

Usage Charges – refers to the summary of fees for total usage, including NDD and IDD calls and Home VAS.
Usage charges (Non Taxable) – refers to Home VAS (e.g. Netflix) charges.
Usage charges (Vat Exclusive) – refers to sum of Usage charges in NDD including adjustments.
Value Added Tax (VAT) 12% – refers to VAT on usage charges.
Overseas Communications Tax (OCT) 10% – pertains to government-imposed tax on international direct dial (IDD) calls.
Total Amount Due – refers to the total unpaid charges from your previous and current invoice. If the amount appears in parentheses, it indicates a credit balance—no payment is needed, and the amount will be applied to your next invoice.

9 OFFICIAL RECEIPT

A sample receipt for payments received by PLDT.
PLDT INC. – refers to the name and details of the biller.
OR Details – refers to Official receipt details.
Customer's Billing Information – includes customer's name, address, and TIN.
Payment reference – pertains to payment details which include payment transaction number or reference, payment date and amount paid.

Invoice Date: May 12, 2024 | Account Number: 0247895086 | Page 4 of 6

PAYMENT INVOICE (10)

PLDT INC.
PLDT MAKATI SALES AND SERVICE CENTER, Ramon Cojuangco Bldg
100 Legaspi St., corner Dela Rosa Street, Makati City
Contact # CUSTOMER SERVICE HOTLINE 171
VAT Reg TIN : 000-488-793-00000

PI No.: PKNPI000001048
PI Date: 05/01/2024

Received From : JUAN DELA CRUZ
Address : UNIT 00000 THREE SALCEDO PLACE CONDO, TORDESILLAS ST SALCEDO VILLAGE, BGY BEL-AIR MAKATI CITY METRO MANILA 1MKCAB0056
Customer TIN: No TIN provided

Payment Reference	Date	Vatable*	VAT	OCTable**	OCT	Tax Exempt***	Zero Rated	Total
	05/01/2024	7,223.21	866.79	0.00	0.00	0.00	0.00	8,090.00
	Total (Php)	7,223.21	866.79	0.00	0.00	0.00	0.00	8,090.00

Acknowledgement Certificate No.: AC_126_102024_000683
Date Issued: 10/21/2024
Series Range: PKNPI000000001 - PKNPI999999999

Unit Cost:
Quantity:
Nature of Service: Telecommunications

The Payment Invoice is issued in compliance with the Ease of Paying Taxes (EOPT) Act. It serves as a valid document for claiming of input tax.

*Refers to charges subject to 12% Value Added Tax or VAT (e.g., domestic calls)
**Refers to charges subject to 10% Overseas Communication Tax or OCT instead of VAT (e.g., IDD)
***Refers to charges which are neither subject to VAT nor OCT

10 PAYMENT INVOICE

PAYMENT INVOICE – shows payment received by PLDT for charges billed prior to the implementation of EOPT (Ease of Paying Taxes Act or Republic Act No. 11976).
PLDT INC. – refers to the name and details of the biller.
PI Details – refers to the details of the payment invoice.
Customer's Billing Information – includes customer's name, address, and TIN.
Payment reference – refers to payment details, including the transaction or reference number, payment date, and the amount paid.

PLDT INC.
Ramon Cojuangco Bldg, Makati Ave., Makati City 1200
VAT Registered TIN: 000-488-793-00000

Invoice Date: May 12, 2024 | Account Number: 0247895086 | Page 5 of 6

SALES INVOICE (11)

Customer: JUAN DELA CRUZ
Address: UNIT 00000 THREE SALCEDO PLACE CONDO, TORDESILLAS ST SALCEDO VILLAGE, BGY BEL-AIR MAKATI CITY METRO MANILA 1MKCAB0056
TIN:
Contact Person: JUAN DELA CRUZ

No.: PKSI000015699
Date: 03/31/2025

PARTICULARS	QUANTITY	UNIT PRICE	TOTAL DISCOUNT AMOUNT	AMOUNT
Cost of Equipment: D-Link	1	16,700.00	0.00	16,700.00
Cost of Wifi 6 Mesh	1	7,416.00	0.00	7,416.00
Cost of Wifi 6 Mesh	1	7,416.00	0.00	7,416.00
Cost of Wifi 6 Mesh	1	7,416.00	0.00	7,416.00

VATable Sales	34,774.79
Zero-Rated	0.00
VAT-Exempt Sales	0.00
Total Sales (Net of VAT)	34,774.79
VAT	4,173.21
Total Sales (VAT Inclusive)	38,948.00
Non-Taxable Charges	0.00
Creditable Withholding Tax	0.00
Total Amount	PHP 38,948.00

Acknowledgement Certificate: AC_126_102024_000683
Date Issued: 10/21/2024
Series Range: PKSI000000001 - PKSI999999999

THIS IS A SYSTEM GENERATED STATEMENT OF ACCOUNT. SIGNATURE IS NOT REQUIRED.

11 SALES INVOICE

SALES INVOICE – reflects the full cost of the availed device(s) whether purchased outright or through installment, including a detailed VAT breakdown, as applicable. For device purchased on installment, the corresponding monthly installment amounts will appear as non-taxable charges in subsequent billing invoices.
Customer's Billing Information – includes customer's name, address, and TIN.
Invoice Reference – refers to the details of the invoice, including the invoice number and issuance date.
Invoice Details – summarizes the full cost of availed devices, including total sales (excluding VAT), VAT amount (if applicable) and total amount due.

Invoice Date: May 12, 2024 | Account Number: 0247895086 | Page 6 of 6

(12) IMPORTANT INFORMATION | CONTACT US | PAYMENT CHANNELS | PAYMENT REMINDERS

- Check payments should be payable to "PLDT INC.". Indicate your Name, Account Number and Contact Details at the back of the check. Please allow three (3) working days for clearing of check payments.
- To ensure correct posting of payments made through PLDT's accredited payment channels, please double check the account details indicated in the proof of payment.
- Please allow two (2) banking days for payment posting made thru banks, credit and debit card payments.

NOTE: Sales person/technicians are not authorized to receive payment for your monthly invoices. PLDT is not obliged to honor, and shall not be held liable for any uncredited/unposted payment made to said person.

12 OTHER IMPORTANT DETAILS

For other important terms and details about your invoice, please refer to this page.

PAPERLESS BILLING

What are the benefits of paperless billing?

- **Convenient** – Get notified when your bill is ready for viewing
- **Eco-Friendly** – Reduce paper usage for a greener future
- **Clutter-Free** – Organize your old and new bills digitally

Where can I view my bill?

SMS
As soon as your bill is available online, an SMS containing your bill summary will also be sent to you.
Text BALANCE <space> area code + telephone number and send to 8171 if you are using Smart or TNT number or 0970 0000 171 for other networks

Email
An email about your bill summary, with a PDF copy of your bill, will be sent every month to your registered email address. Just open the PDF attachment and enter your 10-digit account number to view the details of you current bill

Chat
Chat with us on Facebook Messenger just search PLDT Cares to get started and look for the verified badge

PLDT myHome account
Your current bill and billing statements for the past 12 months can be found through my.pldthome.com

Be sure to update your mobile number and email address if there have been any changes. It is important to always keep them updated so you won't miss your bill notifications and other important announcements.

To update your contact information, send us an email at pldtbilling@pldt.com.ph

WHY DO I HAVE PROPORTIONAL CHARGES ON MY BILL

Proportional charges may appear on your bill because of the following:

1 Your request for an upgrade, downgrade, relocation or migration of service was completed

- Your bill may reflect proportional charges from the date when your new service is activated plus your regular monthly service fee.
- Your next bill will reflect the full monthly service fee.

Example:
Your current account availed a plan upgrade that was activated on the 10th of the month. Your statement date is every 20th until the 19th of the following month. The proportional charges you will receive will be based on your new activation date (the 10th of the month) up to your statement date cut-off (the 19th of the next month).

2 Your account has been reconnected from temporary disconnection

- Your bill may reflect proportional charges from the date when your account was reconnected plus your regular monthly service fee.
- Your next bill will reflect the full monthly service fee.

Example:
Your current account was reconnected after a temporary disconnection on the 10th of the month. Your statement date is every 20th until the 19th of the following month. The proportional charges you will receive will be based on your reconnection date (the 10th of the month) up to your statement date cut-off (the 19th of the next month).

WHERE CAN I PAY MY BILL?

Pay at these payment channels with near real-time posting

Please allow 30 minutes to 6 hours for payment posting.

PAY EXPRESS online
- Link in the SMS bill
- "Pay Now" button found on the eSOA
- Using the QR code printed on your bill
- Chat with us on PLDT Home Messenger
- Log in at my.pldthome.com

paybox
Pay&Go
bayad
- Bayad Online
- Bayad App

maya
ShopeePay
GCash
coins.ph
GrabPay
M LHUILLIER
CEBUANA LHUILLIER

Pay at these accredited payment centers

Please allow 30 minutes to 6 hours for payment posting.

Bayad Centers
- 7-Eleven
- eBiz
- PetNet
- RNet
- USCC
- Norkis
- Capital Pawnshop
- Villarica Pawnshop
- Palawan Pawnshop
- Palawan Express Pera Padala

ECPay Partners
- Gaisano Grand Malls
- LCC Malls
- NCCC Department Stores
- NCCC Supermarket
- TrueMoney
- Global Access
- RD Pawnshop
- Prince Hypermart

Robinson Department Stores

Robinson Supermarkets

SM Supermalls
- SM Hypermarket
- Waltermart
- Savemore
- Alfamart

This list was updated as of July 2025.
Payment channels may change without prior notice.
For the complete list of accredited payment channels, go to pldthome.com/paymentcenters

WHERE CAN I PAY MY BILL?

Pay at these accredited channels

Please allow two (2) banking days for payment posting

Over-the-Counter banking
- Metrobank
- Banco De Oro (BDO)
- Security Bank
- Country Bank
- EastWest Bank
- Bank of Commerce
- RCBC
- Equicom Savings Bank
- Robinsons Bank
- Philippine National Bank (PNB)
- China Banking Corporation
- UnionBank of the Philippines
- Development Bank of the Philippines

Phone Banking
- RCBC
- BancNet
- Security Bank
- Philippine National Bank (PNB)
- China Banking Corporation
- UnionBank of the Philippines
- Bank of the Philippine Islands (BPI)

ATM
- Robinsons Bank
- BancNet
- Security Bank
- Bank of Commerce
- Philippine National Bank (PNB)
- UnionBank of the Philippines
- Bank of the Philippine Islands (BPI)

Pay at these accredited channels

Please allow two (2) banking days for payment posting

Online Banking
- RCBC
- BancNet
- Metrobank
- Banco De Oro (BDO)
- EastWest Bank
- PSBank
- Robinsons Bank
- Philippine National Bank (PNB)
- Bank of the Philippine Islands (BPI)
- UnionBank of the Philippines
- Security Bank

Auto-Charge
- RCBC
- HSBC
- Metrobank
- Banco De Oro (BDO)
- Security Bank
- EastWest Bank
- Equicom Savings Bank
- UnionBank of the Philippines

This list was updated as of July 2025.
Payment channels may change without prior notice.
For the complete list of accredited payment channels, go to pldthome.com/paymentcenters