

End User Authorization Form

Please select an update request:

- Register and Authorize End User
- Update OTP arrangement

Part 1: Register and Authorize End User

1. As the Account Owner/Subscriber, I agree that I will not, without Service Provider's (Globe/Innove/Bayan) prior written consent, allow Registered End-User below or any person to share in the use and benefits of the Service or of this Agreement, whether for consideration or not.

2. I hereby authorize the Registered End-User to do the transactions on the account pursuant to Annex 1 hereof (Please see Annex 1 below for the complete list).

I hereby authorize Mr./Ms./Mrs. _____,

First Name

Middle Name

Last Name

of legal age, as the Registered End-User of my account with account number _____. I authorize the said Registered End-User to transact regarding that account on my behalf. Details of the Registered End-User:

- A. **Address:** _____
- B. **DOB (MM/DD/YYYY):** _____
- C. **Relationship:** _____
- D. **Mother's Maiden Name:** _____
- E. **Contact Number:** _____
- F. **Government Issued ID:**
- a. *Type:* _____
- b. *Number:* _____

Terms and Conditions

1.) The account owner provides authority to and allows the end user to transact all allowable transaction types found in Annex 1, on behalf of the account owner. All other terms and conditions stated in the Application Form/ Subscription Agreement which the account owner has previously signed shall continue to be in full force and effect even on the transactions that the end user is allowed to make.

2.) Fees and charges incurred under my account (data charges, account usages, etc) shall be payable by me as the Account Owner/Subscriber even if (a) I did not, in fact, authorize its use;(b) I am unable to access the Service at a given time due to no fault of Globe. Further, the Service Provider reserves the right to charge the Account Owner/Registered Subscriber any rate adjustment on the effective date of NTC approval. The Service Provider may require the Account Owner/Subscriber to make a deposit or to make interim good-faith payments such as, for example, deposits for equipment, in case of unusually high use of the Service, or in case the Account Owner/Subscriber wants to activate roaming for mobile services.

3.) The account owner is the only party that can terminate the subscription and negotiate the terms and conditions of the subscription. The end-user does not have any authority to negotiate on behalf of the account owner unless there is proper documentation that designates the end user to do the transaction on his/her behalf.

4.) While the allowable transactions listed below in Annex 1 can be requested by the registered end-user, the signature of the account owner and additional documents will be needed as required by the applicable policies governing the transactions requested, i.e. Plan Renewal and Change SIM.

I confirm that I have read and understood the above statements in this document and I agree to comply with them including future amendments thereof. I understand that Service Provider reserves the right to change the Terms & Conditions stated herein without prior notice.

I agree to the Terms and Conditions applicable to the Registered End-User program by the Service Provider.

Terms and Conditions

These Terms and Conditions specific to the *Registered End-User* supplement the provisions of the Postpaid Subscription Agreement. In the event of any conflict or inconsistency between the provisions of the Postpaid Subscription Agreement and these Terms and Conditions, the provisions of the Registered End-User Terms and Conditions specified here shall prevail. All other terms and conditions of the Postpaid Subscription Agreement not otherwise inconsistent with these Terms and Conditions shall remain binding and effective. In the event that the Account Owner / Subscriber has a Registered End-User nominated in the account, the Registered End-User will have the right to do certain allowable transactions under the Postpaid Subscriber Agreement.

The Account Owner/ Subscriber shall nominate only one Registered End-User who is of legal age to do certain transactions pursuant to Annex 1 (See Annex 1 below for details). Note that there are certain transactions that are allowed and not allowed to be done by the Registered End-User. Please ensure to read Annex 1 carefully before nominating a Registered End-User. To avail of *this program*, the Account Owner/ Subscriber simply needs to nominate their Registered End-User by providing the required details as indicated in item no. 2 of this consent form and shall agree with these Terms and Conditions. In any event that the Account Owner requests for a change in their nominated Registered End-User, Service Provider will honor the request and it will supersede any prior agreements.

I agree to the collection and use of the data that I have provided to the Service Provider through this **Consent Form** for purposes of assigning a Registered End-User. I understand that the collection and use of this data, which may include personal information and sensitive personal information, shall be in accordance with the [Data Privacy Act of 2012](#) and the [Privacy Policy](#) of Service Provider.

Annex 1. Account transaction limitations for Registered End-User (Assignee)

The Registered End-User (Assignee) can only perform the ALLOWABLE transactions indicated below:

LIST OF ALLOWABLE TRANSACTIONS			
Account Information Inquiry (Non Personal)	Change Billing Address	Fund / Balance Transfer	Reconnection via Ordering
Account Information Inquiry (PII & Sensitive) (YES for Assignee Information)	Change Billing Email Address	Handset Repair	Retrieve PUK (Allowed for subscription only under end user's name)
Additional Line Application Status - Active (If assignee is registered in CRM and doing a follow-up)	Change Boosters	Handset Replacement	Rewards Inquiry
Bill Adjustment	Change Number	Hold Credit Action	Roaming / IDD Activation
Bill Explanation (MSF, OTC, Payment details, call, text, share- a-load details)	Change Plan	New Line Application Status - Active (If assignee is registered in CRM and doing a follow-up)	SIM Activation
Bill Inquiry (Amount to pay, due date, cut off, last payment, bill period)	Change SIM (Replacement)	Payment Via Auto-Charge - Enrollment/Modification /Unenrollment	Spending Limit Amount Modification (SSL)
Bill Refund	Content Provisioning / Deprovisioning	Payment Via Auto-Charge - Inquiry	Spending Limit Type Modification
Bill Resend	Device Unlocking	Plan Renewal	Temporary Disconnection (Customer Initiated)
Change Bill Cycle	Extraction of Data/Usage (release of document)	Promise-to-Pay	Value Added Services
Change Bill Delivery Mode	Follow-up Inquiry	Reconnection via FA Restore	

LIST OF NOT ALLOWABLE TRANSACTIONS	
Account Termination	Change Other Contact Info (Contact Number, Contact Email Address)
Additional Line Application Status - Not Active	Increase/Decrease Credit Limit (CSL)
Change Data Privacy Settings (Opt in / Opt Out & Delegation)	Increase/Decrease Credit Limit (FASL)
Change Name / Birthdate / Mother's Maiden Name	Reactivation of Terminated Account
Change of Ownership	Special Instructions

Part 2. Update OTP Arrangement

Globe Telecom, Inc.'s ("Globe") One-Time Pin (OTP) Functionality aims to protect and secure your personal information when you transact at any of our official channels so you can proceed with your request from our network.

Customers with single accounts normally receive the OTP at their sole mobile number. On the other hand, customers with multiple subscriptions under a single account receive the OTP at the mobile number for which the transaction is being made.

Through this form, customers who own multiple subscriptions under a single account will now have the sole option of deciding which mobile number will be able to receive the OTP following the terms and conditions below:

1. By default, the OTP is sent to the mobile number for which the transaction is being made.
 2. Account owners can choose to update the OTP setup for the postpaid mobile numbers under his/her account.
 3. Registered end-users, unregistered end-users, and unauthorized persons are not allowed to request any changes to the OTP arrangement of the account.
 4. An OTP cannot be assigned or sent to a postpaid number that doesn't belong to the same account owner or to a prepaid mobile number.
 5. Globe representatives will only ask for an OTP as long as an account-related request has been initiated by the Globe customer. If the customer suspects that his/her account security has been compromised, the customer shall immediately inform Globe about it, through its official channels.
 6. When making account-related requests, an account owner may choose to opt-out from receiving OTPs altogether by requesting this through Globe's official channels or by visiting a Globe store.
- I would like to retain the default setup.
- I would like to remove the current OTP setup for my account number XXXXXXXX. With this option, I understand and agree that all mobile numbers under my account will no longer receive an OTP when I transact at any Globe customer care channel.
- I would like to update the OTP arrangement of the mobile numbers below for my account number XXXXXXXX.

Additional information, if any: _____

	Transacting mobile number (Please use the 09xxxxxxxx format)	Mobile number that will receive the OTP (Please use the 09xxxxxxxx format)
a		
b		
c		
d		
e		
f		
g		
h		
i		
j		

I acknowledge that I have read, understood and agreed to the aforementioned terms and conditions of the One-Time Pin (OTP) Functionality. I hereby hold Globe free and harmless from any liabilities or claims as a result of the use of all OTP requests issued to the designated mobile number above.

Signature of the Subscriber: _____

Date: _____

Name of Globe Telecom representative: _____

Date received by Globe Telecom Representative: _____