

IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

BILLING CYCLE AND DUE DATE

Subscription fees are billed for the current month period as indicated in your Statement of Account. You need to settle the “Total Current Bill” within the Due Date, which is twenty-five (25) days after statement generation. Otherwise, you may experience service interruption. If your due date falls on a Saturday, Sunday or a Holiday, payment should be made on or before the last working day prior to the due date.

PAYMENT POSTING

Posting of payment takes 2-3 business days.

CHANGE IN OWNERSHIP, ADDRESS AND CONTACT DETAILS

Please notify CIGNAL TV of any change in account ownership, billing address, email address and telephone numbers. Otherwise, it is presumed that all information is valid and all communication including your monthly statements are duly received.

PRO-RATA FEES

These are proportional charges from activation date to your first Statement Date.

OTHER FEES

Pre-termination fees, pay-per-view and other charges are charged to the account whenever applicable.

RECONNECTION

You may request for account reconnection after settlement and posting of the “Total Amount Due.” A reconnection fee of Php100.00 will be charged to the account to effect reconnection.

HOW TO READ YOUR BILL

Account Number: The fixed number assigned to the subscriber. This number should always be used when paying or inquiring on your account thru any of the Cignal payment channels or Cignal customer touchpoints.

Subscription Plan: Subscribed postpaid package plan

Statement Date: Date of bill generation

Billing Period: Period of service being billed

Previous Charges: Total amount due from the previous month's bill and payments received before Statement Date

Current Charges: All current charges, which may include:

- Pro-rata Charges: Proportional fees from installation date to Statement date
- Current Subscription Charge: Fee for the current billing period

Payment Due Date: Date to settle previous and current charges to avoid service interruption.

Total Amount Due: Sum of the previous and the current charges which must be paid on or before the payment due date.

Note: Credit or “CR” under amount due refers to overpayment on the bill for the billing period.

PAYMENT CHANNELS

CIGNAL ONLINE BILLS PAYMENT

Pay your bills through your Credit Card. Accepts Visa, Mastercard and JCB cards for one-time payment transactions and monthly auto-debit arrangement. Visit <https://mycignal.ph/>.

OVER THE COUNTER

BDO ♦ Metrobank ♦ RCBC ♦ Security Bank ♦ Union Bank ♦ China Banking Corporation ♦ China Bank Savings ♦ Robinsons Bank ♦ Landbank ♦ Eastwest Bank ♦ AUB

ATM

BDO ♦ BPI Express Teller ♦ RCBC ♦ Union Bank ♦ Robinsons Bank ♦ Eastwest Bank

ONLINE BANKING

BDO ♦ BPI ♦ China Banking Corporation ♦ Metrobank ♦ RCBC ♦ Security Bank ♦ Union Bank ♦ Landbank ♦ Robinsons Bank ♦ PSBank ♦ Eastwest Bank ♦ AUB

MOBILE BANKING

BDO ♦ BPI ♦ Metrobank ♦ Landbank of the Philippines ♦ Union Bank of the Philippines ♦ Unified Products and Services ♦ Robinsons Bank ♦ RCBC ♦ PSBank ♦ AUB

AUTO DEBIT PAYMENT

BPI ♦ Metrobank ♦ China Banking Corporation ♦ RCBC

ALTERNATIVE PAYMENT CHANNELS

7-11 Branches ♦ Bayad Center ♦ Cebuana Lhuillier ♦ ECPay ♦ Maya ♦ SM Department Stores ♦ SM Malls ♦ SM Hypermarket ♦ Savemore ♦ Unified Products and Services

OTHERS

BPI Express Phone 89-100



Scan to view the available Payment Channels

QUESTIONS ABOUT THE BILL

CIGNAL TV should be notified of any bill dispute within twenty-one (21) days from Statement Date. If no dispute is reported within the said period, the bill shall be deemed correct and final. Full payment of the undisputed portion of the Statement must be made on or before the Statement Due Date. Any disputed amount resolved in favor of the subscriber shall be adjusted in the next statement. Any disputed amount determined to be payable to Cignal shall be due within seven (7) days from resolution of the dispute. Otherwise, your account will be subject to disconnection.

SERVICE INTERRUPTION

1. PROGRAMMING DOWNGRADE: Programming will be limited to local free-to-air channels if you fail to pay your account five (5) days after the due date.
2. DISCONNECTION: All free-to-air and subscription-based channels will be inaccessible if you fail to pay your account fifteen (15) days after due date.

For disputed accounts which are determined to be payable to Cignal in line with the above procedure, service will be downgraded or disconnected if the amount due is not paid within seven (7) days after resolution of the dispute. Upon downgrade or disconnection, the outstanding balance shall be deemed due and demandable and must be paid immediately without need of further demand.

Accounts with unpaid balances may be endorsed to a collection agency and charged with interest, collections or litigation fees and applicable pre-termination charges.

PAYMENT INSTRUCTIONS

1. Present your Statement of Account when paying your bill. If Statement is not available, fill-out any applicable payment information slip and provide the following:
 - a. Account Number
 - b. Account Name
 - c. Amount to be paid
 - d. Other information required by the payment channel
2. Check payments should be payable to “CIGNAL TV Inc.” Indicate your Cignal Account Number at the back of the check.
3. To ensure correct posting of payments through Cignal TV Inc.’s accredited payment channels, please verify details indicated in the proof of payment.
4. Payments for your monthly bills should be through Cignal TV Inc.’s accredited payment channels only. Cignal TV, Inc. is not obliged to honor, and shall not be held liable for any uncredited/unposted payment made to a non-accredited payment channel.

Payment Reminder: Previous charges must be fully paid IMMEDIATELY and current charges must be fully paid ON or BEFORE the DUE DATE indicated on the bill to prevent service interruptions.

CONTACT US

Facebook: <https://www.facebook.com/cignal>

Webchat: <https://care.mycignal.ph/>

Website: <https://mycignal.ph/>

Text : 4681-8-222 (Smart/Sun/TnT)
0919-1600-122 (Other Providers)

Call : Greater Manila Area:
02-88-888-222
Provincial Toll-Free:
#88-222

Please include the following details in your message:

- a. Account Number
- b. Full Name (as it appears on the bill)
- c. Contact Numbers

To inquire your balance via SMS:

Type CIGNAL<space> BILL<space> ACCOUNT NUMBER and send to 5353.

** Available for SMART and SUN subscribers. Php1.00 per request applies.*

