1. Limited Warranty

ALCATEL warrants the product to be free from defects in design, material and workmanship at the time of its original purchase by a customer, and for a subsequent period of:
- Twelve (12) months for handset from the date of purchase by the user.
- Six (6) months for original accessories from the date of purchase by the user, including charger, battery (embedded/not embedded), headset, stylus etc.

Below conditions are not covered by the Limited Warranty:
1. Damage resulting from accidents, misuse, abuse, alteration, tampering or failure of the purchaser to follow normal operating procedures outlined in the user manual.
2. Defects or damages due to spillage of food / liquids or wrong usage of electrical supply & voltage.
3. Damage, losses, defects or malfunction as a result of fire, flood or other Acts of God.
4. Normal wear-and-tear, corrosion, rusting or stains.
5. Defects & damage arising from improper testing, operation, demonstration, maintenance, installation, adjustment or any alteration or modification of any kind.
6. Scratches & damage to the outer surface areas and externally exposed parts that are due to normal customer use.
7. If any part or parts of the product are replaced with a part or parts not supplied or approved by ALCATEL or the product has been dismantled or repaired by any unauthorized party other than ALCATEL Authorized Service Center (Hereinafter “ASC”).
8. Any product which has its serial number removed or tampered.
9. Warranty card is being altered, defaced or erased in any manner whatsoever.
10. Installed applications not supplied by ALCATEL, personal data in the product.
11. Personal password forgotten by the user in relation to access of Google security account

2. DOA, DAP, Normal Warranty & Out Warranty

- **Dead on Arrival (DOA):** Refers to dealer/distributor stock with functional defect emanated during unboxing, testing and demonstration with end user.

  **Criteria:**
  - The product must be confirmed defective by Authorized Service Center
  - The product must be complete including the packaging & accessories
  - The product must be in good “as new” condition
  - The IMEI number of the product and the packaging must be identical
  - The defect description of the product must be properly identified
  - The dealer documentation must be retraceable
  - The product validated as DOA must not exceed six (6) months from date of delivery from factory or local distributor.
  - No multiple scratches

- **Defective after Purchase (DAP):** Functional defect that arise within 7 days from date of purchase by user.

  **Criteria:**
  - The product must be confirmed defective by Authorized Service Center
  - The product must be complete including the packaging & accessories
  - The product must be in good “as new” condition
  - The IMEI number of the product and the packaging must be identical
  - The defect description of the product must be properly identified
  - No damage must be identified as contrary to the normal wear and tear, e.g. water damage, drop damage, improper handling, traces of misuse
• Supported by any original end user proof of purchase
• Must not exceed seven (7) days from date of purchase

➢ Normal Warranty: Functional defect that arise within 12 months from date of purchase by end user.

• The product must be confirmed defective by Authorized Service Center
• Supported by any original end user proof of purchase
• No damage must be identified as contrary to the normal wear and tear, e.g. water damage, drop damage, improper handling, traces of misuse

➢ Out Warranty: Functional defect that arise beyond 12 months from date of purchase by end user.

Steps of handling DOA, DAP, Normal Warranty & Out-Warranty Repair

A. How to handle DOA concern:

1. Dealer to fill up the “Request for Pick up Form and send an email to Alcatel Customer Care Service (CCS) c/o alex.gino-gino@tcl.com and Max.Kong@tcl.com.” ( refer Request for Pick up Form to Appendix B )
2. CCS acknowledge the email request then facilitate the pick up request via courier.
3. Dealer must attach transmittal document with the unit upon pick up by courier.
4. Upon receiving, Alcatel ASC will validate the defect and advise dealer if the claim is valid.
5. Alcatel Service Center will send the replacement unit to the dealer via courier. Invalid DOA unit will be returned to dealer.
6. Any replacement follow up must be escalated to Alcatel Customer Care.

B. How to handle DAP Concern:

Option 1: Require end user to bring the unit and any proof of purchase to the Alcatel ASC for technical evaluation.
- ASC explain the unit issue, if the end user is willing to have the unit to be repaired, ASC will fix it accordingly.
- If the end user want unit replacement, ASC will provide Service Report and inform end user to go back to dealer to negotiate for unit replacement.
  ▪ If the dealer provided unit replacement to the end user, dealer may collect the defective returned unit with complete set then request unit replacement to Alcatel.
  ▪ Dealer to fill up the “Request for Pick up Form and send an email to Alcatel Customer Care Service ( CCS) c/o alex.gino-gino@tcl.com and Max.Kong@tcl.com.” ( refer form to Appendix B )
  ▪ CCS acknowledge the email request then facilitate the pick up request via courier.
  ▪ Dealer must attach transmittal document and copy of ASC Service Report with the unit upon pick up by courier.
  ▪ Alcatel Service Center will send the replacement unit to the dealer via courier.
  ▪ Any replacement follow up must be escalated to Alcatel Customer Care.
Option 2: If there’s no existing ASC available in the area to perform technical evaluation, dealer may receive the defective unit with complete set from end user.

- Dealer to fill up the “Request for Pick up Form and send an email to Alcatel Customer Care Service (CCS) c/o alex.gino-gino@tcl.com and Max.Kong@tcl.com.” (refer form to Appendix B)
- CCS acknowledge the email request then facilitate the pick up request via courier.
- Dealer must attach transmittal document and copy of proof of purchase with the unit upon pick up by courier.
- Upon receiving, Alcatel ASC will validate the defect and advise dealer if the claim is valid.
- Alcatel Service Center will send the replacement unit to the dealer via courier.
- If found invalid DAP, ASC will call end user to inform about unit status. Inquire if end user is willing to have the unit repair or return the unit back to dealer.
- CCS will update dealer on progress of the DAP status.
- Any replacement follow up must be escalated to Alcatel Customer Care.

*Utilize standard spiel to manage end user expectation (refer to Appendix C)

C. How to handle Normal Warranty & Out-warranty Repair concern:

Option 1: Request end user to bring the defective unit direct to ASC and advise to bring the copy of Proof of Purchase to Alcatel ASC

Option 2: Request end user to bring the defective unit and a copy proof of purchased to appointed Collection Point*. Collection Point will facilitate sending of defective unit to ASC Main Office

Option 3: If there’s no existing ASC/Collection Point available in the area, dealer may collect the defective unit from end user.

- Dealer to fill up the “Request for pick up Form and send an email to Alcatel Customer Care Service (CCS) c/o alex.gino-gino@tcl.com and Max.Kong@tcl.com.” (refer form to Appendix B)
- Alcatel acknowledge the email request then perform booking to execute the pick up.
- Use the dealer transmittal document when sending the unit to service center.
- Alcatel Service Center perform diagnosis and repair. Any repair concern, ASC will take responsibility of informing the end user.
- After repair completion, repaired unit will be sent back to the dealer via courier.
- Upon receiving the repaired unit, dealer must inform the end user.
- Any repair follow up must be escalated to Alcatel Customer Care.

*refer to Appendix A list of ASC and Collection Point
A. DOA Pick & Delivery Process

B. DAP Pick-up and Delivery Process

C. Walk-In, Normal Warranty & Out Warranty Repair
3. Service Turn Around Time
   Normal Warranty Repair TAT (Walk-In): 2 hours to 1 day (Level 1)
   2-3 days (Level 2)
   *Subject to parts availability
   DOA & DAP Unit replacement: 7 days
   *TAT counting start from replacement unit confirmation from ASC

4. ALCATEL Authorized Service Center Main Office
   Company Name: CITYLIGHT TELECOM CENTRE
   Address: Unit 102 Jafer Place Bldg., # 19 Eisenhower St., North Greenhills, San Juan City,
   Metro Manila
   Telephone: +632 7224307/7224064
   Contact Person : Lenie Dela Cruz

   For the updated ASC list,

   Please refer to Appendix A : List of ALCATEL Service Center as of September 25, 2018
   Visit our Web support: http://www.alcatel-mobile.com/ph/company/contactus
   Inquire to Alcatel Service Hotline (Toll Free): 1-800-11102520

5. ALCATEL Customer Care Service (CCS) contact persons

<table>
<thead>
<tr>
<th>ALEX GINO-GINO</th>
<th>MAX KONG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Technical Support Engineer</td>
<td>Customer Care Manager</td>
</tr>
<tr>
<td>Mobile No: 0977872 5888</td>
<td>Email : <a href="mailto:Max.Kong@tcl.com">Max.Kong@tcl.com</a></td>
</tr>
<tr>
<td>Landline : (02) 689 7184</td>
<td></td>
</tr>
<tr>
<td>Email : <a href="mailto:alex.gino-gino@tcl.com">alex.gino-gino@tcl.com</a></td>
<td></td>
</tr>
</tbody>
</table>

6. Declaration
   A Thirty (30) days prior written notice to Dealers, amend, vary or cancel this Service Policy.
## Appendix A: List of Service Center and Collection Point (as of September 25, 2018)

<table>
<thead>
<tr>
<th>Station Name</th>
<th>City</th>
<th>Address</th>
<th>Hotline</th>
<th>Manager Name</th>
<th>Station Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>CITYLIGHT TELECOM CENTRE MAIN OFFICE GREENHILLS</td>
<td>SAN JUAN</td>
<td>UNIT 102 JAHER PLACE BLDG. NO. 19 EISENHOWER ST. GREENHILLS, SAN JUAN CITY</td>
<td>632-7224307 / 632-7224064 / 63927-4126263</td>
<td>Jaime / Alonna / Charlie</td>
<td>ASC</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM SAN LAZARO</td>
<td>MANILA</td>
<td>3RD FLR. 365 SM CITY SAN LAZARO, F. HUERTAS ST., STA. CRUZ MANILA</td>
<td>632-2440974</td>
<td>Jelifer Talisic / Jackielou Chua</td>
<td>ASC</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM MARIKINA</td>
<td>MARIKINA</td>
<td>UNIT 124 G/F CYBERZONE, SM CITY MARIKINA, TAYUG KALUMPANG, MARIKINA CITY</td>
<td></td>
<td>Lucy Arroyo</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE BICUTAN</td>
<td>PARANAQUE</td>
<td>A004 L/G BLDG. A SM BICUTAN, DOÑA SOLEDAD AVE., BRGY. DON BOSCO, PARAÑAQUE CITY</td>
<td>632-7810934</td>
<td>Jonalyn Basas / Ismael Salarda</td>
<td>ASC</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE FARMERS CUBAO</td>
<td>QUEZON CITY</td>
<td>SPACE 02064 3RD FLOOR, NEW FARMERS PLAZA BRGY.SOCORRO CUBAO Q.C</td>
<td>632-4217072</td>
<td>Jhoann Sanidad</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM STA. MESA</td>
<td>QUEZON CITY</td>
<td>C17 CYBERZONE, SM CITY STA. MESA AURORA BLV. COR. ARANETA, DOÑA IMELDA, Q.C</td>
<td>632-7425869</td>
<td>Anna Marie Ubaldio</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE ANTIPOLO</td>
<td>ANTIPOLo</td>
<td>3RD FLOOR UNIT 4, VICTORY PARK AND SHOP, M.L.L.QUEZON SAN ISIDRO ANTIPOLO CITY</td>
<td>63921-3583394</td>
<td>Rina / Ana Marie Oreta</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM SOUTHMALL</td>
<td>LAS PIÑAS</td>
<td>371 SM SOUTHMALL, ALABANG ZAPOTE ROAD, ALMANZA UNO, LAS PIÑAS CITY</td>
<td>632-7759031</td>
<td>Menchie Garrido</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM MEGAMALL</td>
<td>MANDALUYONG</td>
<td>KC 408 4TH FLR. BLDG. B, SM MEGAMALL ORTIGAS, J. VARGAS AVE., MANDALUYONG CITY</td>
<td>632-8613368</td>
<td>Ryson Jamilla</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE QUIAPO - ISETANN</td>
<td>MANILA</td>
<td>L3005 ISETANN COMPLEX, CM RECTO, QUIAPO MANILA</td>
<td>632-7346473</td>
<td>Noemi Ogabang</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE FAIRVIEW</td>
<td>QUEZON CITY</td>
<td>L316 CYBERZONE SM CITY FAIRVIEW QUIRINO H-WAY CORNER REGALADO AVE. BRGY GREATER LAGRO NOVALICHES Q.C</td>
<td>632-4191988</td>
<td>Angelica Flo</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE FISHERMALL</td>
<td>QUEZON CITY</td>
<td>4/F-12 FISHERMALL 42 GEN. LIM ST., QUEZON CITY</td>
<td>632-7757754 / 63975-7739531</td>
<td>Mary Grace Pin</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM CITY NORTH</td>
<td>QUEZON CITY</td>
<td>TECH KIOSK # 12 SM CITY NORTH EDSA, NORTH AVE., COR. EDSA, QUEZON CITY</td>
<td>632-4751337</td>
<td>Princess Esto / Lianne Marbella</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM VALENZUELA</td>
<td>VALENZUELA</td>
<td>311A SM CITY VALENZUELA, BRGY. KARHUATAN, VALENZUELA CITY, M. M.</td>
<td>63935-8449455</td>
<td>Mylene Ilames</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE LAOAG</td>
<td>LAOAG</td>
<td>#13 J.P. RIZAL ST., BRGY 14, LAOAG CITY</td>
<td>6377-6070882 / 6377-3000128</td>
<td>Edna Domingsil / Hilda Sanchez</td>
<td>ASC</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE DAGUPAN</td>
<td>DAGUPAN</td>
<td>3RD FLR NEPOMALL, ARELLANO ST. DAGUPAN CITY</td>
<td>6375-540-0228</td>
<td>Herley Torres / Mia</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM MARILAO BULACAN</td>
<td>BULACAN</td>
<td>2ND FLR. 292A &amp; 292B SM MARILAO, KM 21, BRGY. IBAYO, MC ARTHUR HIGHWAY,</td>
<td>63917-5230050</td>
<td>Ginalyn Bautista / Jenny rose Bulla</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM CABANATUAN</td>
<td>CABANATUAN</td>
<td>C 24 SM CABANATUAN, MAHARLIKA HIGHWAY, BRGY.</td>
<td>63917-5363769</td>
<td>Rudyn Orbita</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SAN FERNANDO</td>
<td>PAMPANGA</td>
<td>CZ K138 GROUND FLR. SM CITY PAMPANGA, SAN JOSE CITY OF SAN FERNANDO, PAMPANGA</td>
<td>632-7365728</td>
<td>Edith Guevarra</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM BACOOR</td>
<td>CAVITE</td>
<td>CZ 313 SM CITY BACOOR, HABAY II, BACOOR, CAVITE</td>
<td>63917-8146542</td>
<td>Emil Chua</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM LUCENA CITY</td>
<td>LUCENA</td>
<td>3RD LEVEL CYBERZONE, SM CITY LUCENA DALAHICAN RD. COR. MAHALIKA HIGHWAY IBABANG DUPAY, LUCENA CITY</td>
<td>6342-7107073</td>
<td>Cresha Arellano/Marek</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE SM SAN MATEO</td>
<td>RIZAL</td>
<td>CZ 24 SM CITY SAN MATEO, BRGY. AMPID I, SAN MATEO RIZAL</td>
<td>632-9563846</td>
<td>Devine Gameng</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE STA. LUCIA MALL CAINTA</td>
<td>RIZAL</td>
<td>2ND FLR. PHASE 1, STA. LUCIA EAST GRAND MALL, CAINTA RIZAL</td>
<td>632-6972996</td>
<td>Hazel Mazada</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE DIGIWORX BACOLOD</td>
<td>BACOLOD</td>
<td>LITA GAMBOA BLDG. LOT.2 BLK3 DOOR # 6 LOCARNO STREET, CIRCUMFERENTIAL ROAD, BRGY. VILLAMONTE, BACOLOD CITY</td>
<td>6334-7077046</td>
<td>Peter</td>
<td>CP</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE ILOILO CITY</td>
<td>ILOILO</td>
<td>RM 123 MARYMART MALL CENTRE III VALERIA ST., ILOILO CITY</td>
<td>6333-3383505</td>
<td>Liezel Abella</td>
<td>CP</td>
</tr>
<tr>
<td>JUNREX CEBU</td>
<td>CEBU</td>
<td>G/F METRO AYALA, AYALA CENTER, CEBU</td>
<td>06332-4151483 / 2329311/ 0929-6741384</td>
<td>Ria</td>
<td>ASC</td>
</tr>
<tr>
<td>CITYLIGHT TELECOM CENTRE CDO</td>
<td>CAGAYAN DE ORO</td>
<td>GROUND FLR, SOUTH PROMENADE LIMKETKAI MALL, CAGAYAN DE ORO CITY</td>
<td>6388-8568811</td>
<td>Reychel Salingay</td>
<td>ASC</td>
</tr>
<tr>
<td>RDA DAVAO</td>
<td>DAVAO</td>
<td>SPACE 11A CITY TRIANGLE COMMERCIAL CENTER ROXAS ST. COR CM RECTO AVE. DAVAO CITY</td>
<td>9365739968 / 321-5636</td>
<td>Rodjun Cajera</td>
<td>ASC</td>
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Appendix B: Pick-up Form

<table>
<thead>
<tr>
<th>No.</th>
<th>Model</th>
<th>IMEI</th>
<th>Complaint Defect</th>
<th>Unit Physical Condition</th>
<th>Accessories Condition</th>
<th>Remark</th>
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<tr>
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</tbody>
</table>

Appendix C: Dealer spiel for the collection of defective unit from end user

- We will be receiving your unit together with the copy of purchase. (Let customer fill up the Pick up Form)
- We will request with Alcatel to pick up this unit. The lead time of pick up may take around 1 to 2 days.
- The expected service center repair Turn around Time is 2 days from date of receiving the unit. There will be delay if the spare part is not available, a waiting period of 2-3 weeks to complete the repair.
- You will be informed once the repaired unit is already with us and ready for claim