

SUN TODO IDD TAWAG FREQUENTLY ASKED QUESTIONS

1. What is Sun Todo IDD Tawag ?

Sun Todo IDD Tawag offers special IDD rates to select destinations abroad. It allows you to call your loved ones abroad at affordable IDD rates.

Available to all Sun Prepaid subscribers. It is also available to all FLP/Easy line subscribers.

2. What are the special rates of this IDD load?

Sun Todo IDD Tawag rates:

P2.00/min	US (Main), Canada, Hong Kong, Singapore, China, Guam and Hawaii
P5.00/min	Australia, Malaysia, South Korea, Taiwan, Macau, Brunei, Thailand, India and Northern Marianas
P8.00/min	Japan, Italy, Bahrain and Kuwait
P10.00/min	Saudi Arabia, UAE , UK, Indonesia, Spain and France

3. How much is Sun Todo IDD Tawag?

Sun Todo IDD Tawag is available in 4 denominations:

- P300 valid for 60 days
- P100 valid for 30 days
- P50 valid for 15 days
- P20 valid for 5 days (available via call card only)

4. How can I load the Sun Todo IDD Tawag?

1. Via call card
2. Via Xpress load
3. Via Load Conversion (Text TODOIDD 50/ TODOIDD 100/ TODOIDD300 and send to 247)

5. How can I check the balance of my Sun Todo IDD Tawag load?

You can check your balance by dialing *221# and press send to receive a text confirmation.

*Note: Sun Todo IDD Tawag load is reflected as
<The credit in your special account is XXX peso valid until XXXX>*

6. Do I need to dial/text any prefixes/codes before I can enjoy the special rates?

No prefixes/codes to dial you just need to load Sun Todo IDD Tawag into your account.

To make an IDD call, dial 00 + country code + area code + phone number

**Instead of "00" you can also use "+"*

E.g.

- (00) (1) (415) (8451254)
- (+) (1) (415) (8451254)

7. Where can I buy Sun Todo IDD Tawag?

Sun Todo IDD Tawag is available in all Sun Shops and authorized retail outlets nationwide.

8. How much will I be charged if I made IDD calls to other destinations not included in Sun Todo IDD Tawag countries?

You will be charged the applicable IDD rate for that country. IDD call will be charged in your regular load balance.

9. If I have existing IDD Top 10 load (IDD Top 10 card, soft PIN purchase, IDD Xpress load) and I loaded Sun Todo IDD Tawag, which will be consumed first?

Your IDD 10 load will be consumed first.

10. If I'm a Sun Call & Text International Sim subscriber then I loaded Sun Todo IDD Tawag how much will I be charged for my IDD calls?

If you made an IDD call to Sun Todo IDD Tawag countries you will be charged the corresponding Sun Todo IDD Tawag rates (P2,P5,P8, P10). If your Sun Todo IDD Tawag load is already consumed then your succeeding IDD calls will be charged the applicable IDD rate for that destination.

11. Do I need to maintain a specific amount/balance in my account to enjoy the Sun Todo IDD Tawag rates?

No minimum load is required. You just need to load Sun Todo IDD Tawag to enjoy the affordable IDD rates to select destinations abroad.

12. Can I use Sun Todo IDD Tawag when I'm abroad ?

If you are on roaming, you cannot use the Sun Todo IDD Tawag.

13. If I still have unused IDD Top 10 card can I still use it to call the IDD 10 countries?

Your IDD Top 10 call card is still valid and can be used to make IDD calls to Top 10 Countries. The IDD rate of US10c per minute will still apply.

14. Can I "(re)load" the card?

No, the card is not re-loadable.

15. Are the special IDD rates also available to postpaid subscribers?

Sun Todo IDD Tawag rates is also available to postpaid subscriber. To enjoy 30 days of low IDD rates, just text TODO100 and send to 247. Promotional offer only.