DEPED SIM CARD AND CONNECTIVITY LOAD PROGRAM

To: Schools Division Superintendents

1. On August 12, 2021, the Office of the Undersecretary for Administration issued Office Memorandum No. OUA MEMO 00-0821-0098 re: the implementation of the DepEd SIM Card and Connectivity Load Program.

2. The attached OUA MEMO discusses the total data allocation that will be loaded per month to all the SIM Cards that are being used by the employees. It must be noted that employees must disregard the message shown in the Gigalife app and SMS balances since it is tailor-fit and customized to Learning Delivery.

3. An exclusive DepEd Hotline (#DEPED or #33733) has been set up exclusively for DepEd SIM Card recipients ONLY and is not supporting any other Smart Subscriber. For Signal Coverage concerns, dial #33733 then press 1, or email DepEdcare@deped.gov.ph, or report to the IT Coordinator in the SDO or RO for immediate report in DepEd Care.

4. DepEd Officials and personnel who have existing communication allowances or subscriptions shall no longer be eligible to be recipients of the DepEd Sim Card and Connectivity Load program, unless they will give up their existing subscriptions/allowances while using the SIM Card. A localized process flow (Annex A) regarding this matter is attached for reference.

5. For immediate dissemination and compliance.

TOLENTINO G. AQUINO
Director IV

Encls: OUA MEMO 00-0821-0098
Reference: OUA MEMO 00-0821-0098
To be indicated in the Perpetual Index
under the following subjects:

Connectivity Load  DepEd Sim Cards

AD-AMS/rrnb/RegionalMemorandum-SIMCardsProgram
August 13, 2021

DepEd Region 1: Built on character; empowered by competence.
Department of Education
Republic of the Philippines
Office of the Regional Director
Region |
OUA MEMO 00-0821-0098
MEMORANDUM
12 August 2021

For: Regional Directors
Schools Division Superintendents
Regional and Division Supply Officers
Regional and Division IT Officers
All PSDSes, Principals and School Heads
All Others Concerned

Subject: DEPED SIM CARD AND CONNECTIVITY LOAD PROGRAM

For everyone's information and guidance, all are advised of the following –

For the initial implementation of the DepEd Subscriber Identity Module (SIM) Card and Connectivity Load Program:

- Prior to August 3, 2021, the data allocation of 4GB/usage received in July 2021 by the 277,381 DepEd SIM cards are Smart freebies loaded at no cost to DepEd
- Prior to August 25, 2021, the data allocation of 4GB/usage received in by the rest of the SIM cards prior to August 25 are Smart freebies loaded at no cost to DepEd
- The first cycle of regular monthly load starts on the following dates:
  ✓ August 3, 2021 - for the 277,381 DepEd SIM cards that have started using connectivity loads in July 2021
  ✓ August 25, 2021 - for the rest of the DepEd SIM cards

For the regular and full implementation of the DepEd SIM Card and Connectivity Load Program:

- There will be a total of 102GB to be divided in monthly cycle rations of 34GB.
- The 34GB monthly load is designed to be loaded as follows:
  ✓ 1GB per day (x 30days) as Daily Data Access specific for eLearning Apps and whitelisted/zero-rated DepEd Apps, to ensure optimum usage for Study Applications. The Daily Data Access of 1GB per day is provided to ensure that each recipient of load will be able to access relevant Study Applications, required to fulfill the daily data needs of each DepEd SIM card recipient.
✓ An additional 4GB as per month loaded on cycle date Open Data Access on top so teachers can access other Apps online.

- The 34GB monthly load is not loaded as a 1-day dump to avoid potential overuse/abuse, and to ensure teachers daily data access for the whole month.

- Solid analytics consumption data shows that 1GB per day for 30 days for eLearning apps + whitelisted or zero rated DepEd apps plus 4GB open access for other apps is more than enough.

- While the 34GB will be loaded every month for the next three months, unused data do not expire for the next year from date of activation or first use. The unused data are rolled over, after the third month, for the next month or days until they are all consumed, provided they will be utilized before their expiration after one year. **Please disregard the message shown in the Gigalife app and SMS balances**, since DepEd Package is tailor-fit and customized to Learning Delivery, different from what is offered to the public. We have requested Smart to reconfigure the app for DepEd requirements.

- The unused load will be rolled-over after the third month and will be loaded in the same manner of 1GB load limit per day for the next month or days until they are all consumed, provided they will be utilized before their expiration after one year.

- An Exclusive DepEd Hotline (#DEPED or #33733) has been set up exclusively for DepEd SIM Card recipients ONLY and is not supporting any other Smart Subscriber. This is to ensure that all concerns from each DepEd SIM Card recipient are dealt with in a timely and efficient manner.

- For Signal Coverage concerns, dial #33733 then Press 1, or email DepEdcare@deped.gov.ph, or report to the SDO IT Coordinator so they can report it to DepEdCare. SDO IT Coordinators will then send to DepEdCare email a file of all affected DepEd SIM mobile number (MIN or Mobile Identification Number) including their locations (nearest landmark, School and/or Barangay, Municipality, Province) so that Smart Network Teams may be mobilized for immediate assessment/isolation/resolution.

- **DepEd officials and personnel who have existing communications subscriptions or allowances shall no longer be eligible to be recipients of the DepEd SIM Card and Connectivity Load Program**, unless they give up their existing subscriptions/allowances while using the DepEd SIM card. In case the same officials have already received and actually used the DepEd SIM Card without giving up their existing subscriptions/allowances, they must report the matter and surrender the SIM card to the SDO IT Coordinator so they can report the same to DepEdCare. SDO IT Coordinators will then send to DepEdCare email a file of all affected DepEd SIM mobile number (MIN or Mobile Identification Number) including their locations/schools/offices so that Smart can cancel the affected DepEd SIM Card. The surrendered SIM cards shall be turned over to ICTS at the Central Office.

- The DepEd SIM cards are DepEd and GOVERNMENT PROPERTIES. Any unauthorized use will be reported, and the recipients shall be delisted.

Please be guided accordingly.

ALAIN D. PASCUAL
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