

## COMMON PROBLEMS & CONCERNS

### a WRONG COMMANDS

1. Always double check the accuracy of your ID number, PIK, cellphone number & other information.
2. Make sure that the LX command's date format, keyword syntax are correct.  
Example: Correct: LX<space>REG  
Incorrect: LXREG  
LX\_REG

LOADXTREME SERVER WILL NOT PROCESS ANY INCORRECT SMS COMMANDS

### NUMBER BLACKLIST

If you send a total of three (3) erroneous SMS commands, LoadXtreme will blacklist your mobile number. Blacklisted numbers will be ignored until the end of the day or until lifted by Customer Service.

If your number is blacklisted you can:

1. Use another mobile number to complete your transaction.
2. Use the online facility to access your LX account.
3. Call the Customer Relations Department at 311-3000 to request immediate lifting of blacklisted phone number.

### b TELCO-RELATED DELAYS & TRANSACTION FAILURE

Process of requests for electronic loading (OTA: Over-The-Air reload) may at times encounter delays or failures due to the congestion of the Telco services or communication time between LoadXtreme and the Telco.

#### Confirmation

LoadXtreme will inform you if this happens and shall maintain your outstanding load wallet balance pending final confirmation by the Telco OTA system.

The system will deduct the appropriate discounted amount from your load wallet balance once products are confirmed to be successfully delivered.

It is possible that the confirmation will arrive later than the usual.

It is advised that you charge your customers for ALL LoadXtreme retail transactions. If your customer fails to receive the expected prepaid credits from the telco and no deduction has been made to your account after a reasonable amount of time, you may send another LX LOAD command.

### c THE 30-MINUTE RULE (STALE COMMANDS)

Sometimes, delays/congestions of Telco services causes SMS commands to be delayed. The LOADXTREME system will reject any SMS commands received beyond 30 mins. from the time requested.

Example:

Time of SMS command: 2:00pm

Receipt of SMS

by the system: 2:35PM

→ The command will be rejected by LoadXtreme system

### d DUPLICATE/MULTIPLE SMS COMMANDS AND MULTIPLE SAME -COMMAND REQUESTS

Sometimes, Telcos deliver the same message multiple times. For your protection, LoadXtreme will only process the first SMS command it receives if two or more same SMS command is received within 5 minutes of each other.

This is to ensure that you will not be charged erroneously & repeatedly for transactions requested only once.

If you need to send multiple same commands:

Send your 2nd SMS commands after 5 minutes.

OR

Place any alphanumeric character to make your requests 'unique'.



# LOADXTREME

LoadXtreme is the pioneer in innovative prepaid products distribution and marketing. This program utilizes the propriety technology established in June 2003 known as Universal Prepaid Loading System or UPLoads. This proven platform offers 24x7 access to multi-brand prepaid products and services nationwide utilizing automated Short Message Services (SMS) and Internet to receive and fulfill orders for prepaid top-up.

LoadXtreme also revolutionizes electronic Over-the-Air (OTA) reloading for prepaid wireless services by providing a unified fully automated electronic load value dispensing facility for Smart Buddy e-load, Globe AutoloadMax, SUN Xpressload, and ABS-CBN Mobile. With LoadXtreme, you can retail all brands of electronic top-up loads using any mobile phone without the need to use different retailer SIMS!

LoadXtreme is operated by LX Corporation and aims to provide business opportunity to people by employing technology as the means of empowerment.

NOW IS YOUR CHANCE TO BE A LOADXTREME® TECHNOPRENEUR IN YOUR AREA AND ESTABLISH A STABLE FOOTHOLD IN THE CONSTANTLY GROWING MARKET FOR PREPAID AND STORED-VALUE PRODUCTS!

WANT TO TRY OUR TECHNOLOGY FIRST BEFORE BECOMING A TECHNOPRENEUR? BE A TECHNOUSER FIRST!

ASK YOUR NEAREST TECHNOPRENEUR NOW!

FOR MORE INFORMATION, CONTACT:

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## MANAGING YOUR LOADXTREME ACCOUNT

# LOADXTREME



YOUR QUICKGUIDE TO LOADXTREME TRANSACTIONS

# HOW DO I REGISTER AS A TECHNOPRENEUR OR TECHNOUSER

## SMS REGISTRATION

### STEP 1

SCRATCH your registration card to reveal your Subscription Activation Code (SAC).

Your Subscriber Activation No.: 1987654321  
 Your Product Pack Sales Code: 6543210987654321  
 SMS Registration Procedure:  
 Step 1: ID Number and SAC Registration

### STEP 2

SEND your ID number & SAC to the INITIAL LoadXtreme Gateway numbers.

LX<space>REG<space>ID NUMBER  
 <space>SAC<space>BIRTH DATE<space>  
 TELCO CODE<space>FULL NAME



NOTES:  
 1. BIRTH DATE FORMAT should be mm-dd-yyyy.  
 2. Acceptable TELCO codes are SMART, GLOBE, SUN, and ABS-CBN only.

### STEP 3

REGISTER your address and send to gateway number.

LX<space>CHGADDR<space>ID NUMBER  
 <space>PIK<space>COMPLETE ADDRESS



### INITIAL GATEWAY NUMBERS ODD EVEN



0928-522-0815 0928-522-0772



0917-552-2615 0917-552-2616



0922-858-7515 0922-858-7516

If your cellphone number ends with an EVEN number, (0, 2, 4, 6, 8) use the EVEN gateway numbers.

If your cellphone number ends with an ODD number, (1, 3, 5, 7, 9) use the ODD gateway numbers.

### ASSIGNED GATEWAY NUMBER

After registration, you will be assigned a gateway number for your LoadXtreme transactions.

NOTE: Other gateway numbers may serve as back up to your assigned numbers.

## ONLINE REGISTRATION

1 Go to [www.loadxtreme.ph](http://www.loadxtreme.ph)

2 Click "Register now!"

Not a member yet? Register now! ➔

3 Choose Registration via Activation Card.

I already have an Activation Card.  
Register me now! ➔

4 Follow the instructions for registration.

## LOADXTREME HOW To's:

### 1. Change your PIK (Personal Identity Key) Number\*

Regularly change your PIK Number to ensure the security of the account.

LX<space>CHGPIK<space>ID NUMBER  
 <space>CURRENT PIK<space>NEW PIK



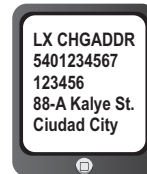
### 2. Inquire Load Wallet Balance\*

LX<space>BAL<space>ID NUMBER  
 <space>PIK



### 3. Change your registered address\*

LX<space>CHGADDR<space>ID NUMBER  
 <space>PIK<space>COMPLETE ADDRESS



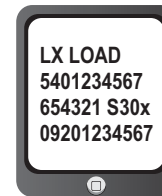
\*Send LX commands to your Gateway Number.  
 \*Use of these command is subject to one (1) LX Load charge.

## How do I sell/order products (via TEXT)?

Use the following commands and send to your assigned Gateway number.

### 1. OVER THE AIR (O-T-A) ELECTRONIC LOADS

LX<space>LOAD<space>ID NUMBER  
 <space>PIK<space>PRODUCT CODE  
 <space>CUSTOMER CELLPHONE #



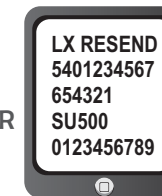
### 2. ELECTRONIC PIN/ePIN (PREPAID CARD PRODUCTS)

LX<space>LOAD<space>ID NUMBER  
 <space>PIK<space>PRODUCT CODE  
 <space>CUSTOMER CELLPHONE #



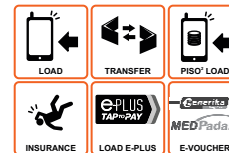
ELECTRONIC PIN/ePIN RESENDING  
 (for deleted or unreceived ePINS only)

LX<space>RESEND<space>ID NUMBER  
 <space>PIK<space>PRODUCT CODE  
 <space>EPIN SERIAL NUMBER



### 3. VIA INTERNET (ONLINE TRANSACTION/WEB LOADING)

thru [www.loadxtreme.ph](http://www.loadxtreme.ph)  
Quick Access



### PRODUCTS AVAILABLE:



### OTHER PRODUCTS:

Pa Piso-Pisong Dagdag\* (for Globe & Touch Mobile subscribers only)

LX<space>OTA<space>ID NUMBER/  
 PIK/TELCO/AMOUNT/  
 CUSTOMER CELLPHONE #



\*Denomination ranges from 20 to 150 pesos. Discount Rate is 8.89% of product denomination.