



Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
Tanggapan ng Pangalawang Kalihim

**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.



**Office of the Undersecretary for Administration (OUA)**

*[Administrative Service (AS), Information and Communications Technology Service (ICTS), Disaster Risk Reduction and Management Service (DRRMS), Bureau of Learner Support Services (BLSS), Baguio Teachers Camp (BTC), Central Security & Safety Office (CSSO)]*

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- ✓ 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 30days 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 one 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](mailto: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 DEL B. PASCUA**  
 Undersecretary



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