

Cagayan de Oro City, December 23, 2014

To the CEO of Globe Telecom, Inc.
Mr. Ernest L. Cu
5/F Globe Telecom Plaza
Pioneer corner Madison Streets
1552 Mandaluyong City

Dear Sir Cu,

I was and am a bit amazed that I did not see any reaction my letter to Mr. Gil. B. Genio dated February 3, 2014 of which I sent a copy. I also did not see any reaction to my letter to you (and Mr. Nazareno) dated February 28, 2014 from you, which amazed me more as your major competitor has responded very seriously and professionally. Of course that is your choice, but I would expect a renowned company like Globe responding to customer concerns, especially if they take the effort to send them to the management. And I still have my phone with Globe, but I am considering strongly to move to Smart, were it not that I prefer to keep my phone number for various reasons.

Right now I have two reasons to write you:

1. I would like to know what was or maybe still is the background of the script insertion I found in websites served through the Globe network. I experienced this for quite a long time and I would like to know if the issue is fully taken care of.
2. I feel threatened by your account manager to cut off our Globe/Innove internet connection as according to him 'we are too far and it should have never been installed' and 'it will fail if the access point gets full as it did before'. I can't imagine Globe not being able and/or willing to serve a location that has been served for many years.

I took issue 1, the script insertion through your network very serious, as I believe it damages the trust in the internet industry. This issue has been solved on our connection here, but your account manager was not able or willing to let me know what was the cause and if the issue has been fully solved. As you may or may not know I have been reporting about this on the internet and I would like to close that issue with a confirmation from the management of Globe that it has been fully solved. I also think an apology

to the public and all website owners that run their website on non-secure connections would be applicable.

Issue 2 does not concern me so much as running an internet related company I just prefer to have a backup connection and our SmartBro connection works fine. So I can do without the Globe connection, especially as there are more and more ways to the internet that could serve as a backup option, but I would still prefer to keep it.

What does concern me is that a company like Globe makes statements like 'your connection should have never been installed' and 'it will stop working as the access point gets full'. Of course I understand there are limits, that some locations cannot be served easily and that there are technical limits in radio traffic or something. But what I don't understand is why Globe does not want to continue serving me where it has been proven that the internet just works, as it has worked for many years, except the, what I would call mishap, the beginning of 2014 I wrote to Mr. Genio about in February.

Related to the above I have two questions:

1. Would you be so kind to let me know what the exact reason was for the script insertion, how it was done and if it has been fully solved in all your connections?
2. Would you be so kind to let me know if it is really the official standpoint of Globe that you don't want to serve my location with internet and that over time my connection will degrade and finally will stop as it did before?

The answer to question 1 is important to me so I can stop following up my actions toward e.g. the NBI related to this issue and report to the public that the issue has been taken care of properly. And I guess you can imagine why the answer to question 2 is important to me, as if the answer is yes of course I will minimize my interaction with Globe, in as far as that is possible in a duopoly type of situation as in The Philippines,

Looking forward to your reply,

Kind regards,

Gustaaf Hendrik Ellenkamp
"The Malasag House"
Malasag, Cugman
9000 Cagayan de Oro City