

# USER QUICK GUIDE



**LOADXTREME**



YOUR QUICKGUIDE TO  
LOADXTREME TRANSACTIONS

# HOW TO LOAD

Use the following commands and send to your assigned SMS Gateway number:

## 1. OVER-THE-AIR (OTA) 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. INCREMENTAL OTA (PISO-PISO AIRTIME)

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

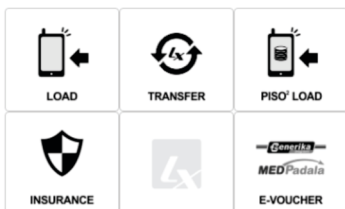
\*Denomination ranges from 20 to 150 pesos. Discount Rate is 8.89% of product denomination.

PISO-PISO OTA TELCO Codes are:  
CHERRY, GLOBE, and ABSCBN (or KAPAMILYA)



## 4. VIA INTERNET ([www.loadxtreme.ph](http://www.loadxtreme.ph))

Quick Access




## OTHER COMMANDS

For balance inquiry, basic changes to your account, and Dealer wallet transfer:

### 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



LX CHGPIK  
5401234567  
123456  
654321

### 2. Inquire Load Wallet Balance\*

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



LX BAL  
5401234667  
654321

### 3. Change your registered address\*

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



LX CHGADDR  
5401234567  
123456  
88-A Kalye St.  
Ciudad City

### 4. Transfer load wallet (Dealers only)

LX<space>TRANSFER<space>TP ID NO. <space>PIK  
<space>LXLOAD<space> AMOUNT<space>  
TU ID NO<space>TU CELLPHONE #

Send LX commands to your Gateway Number.

\*These commands are subject to one (1) LX Load charge.

Transfers of 500 and above are free of charge.

## SMS GATEWAYS

ODD 0922-1000147

EVEN 0922-1000148

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

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



Use ONLY your assigned numbers for your LoadXtreme transactions for faster processing. The assigned numbers are included in system SMS replies.

# LOAD VIA FACEBOOK MESSENGER



**LOADXTREME**

ON **facebook**  
MESSENGER



Send message to any of the following:



[m.me/LXonMessenger](https://m.me/LXonMessenger)  
[fb.com/LXonMessenger](https://fb.com/LXonMessenger)



[m.me/LXonMessenger2](https://m.me/LXonMessenger2)  
[fb.com/LXonMessenger2](https://fb.com/LXonMessenger2)



## ACCOUNT SECURITY



### SECURE YOUR ACCOUNT

Because of the increase in hacker activities, online scams, and phishing websites, we would like to remind you to secure your account, most especially your PIK.

- ❑ **DO NOT** share your PIK to anyone. Your PIK is your password to all your transactions. Not even representatives of LX will ask for your PIK.
- ❑ **DO NOT** use common codes as your PIK such as birthdays, successive or repetitive numbers.
- ❑ **DO NOT** re-use previously used PIKs when changing PIK.
- ❑ **DO NOT** log-on to suspicious or unofficial websites.
- ❑ **DO NOT** entertain non-official messages offering 'rewards' or 'bonuses', etc. These are likely from hackers trying to steal your account details.
- ❑ **AVOID** using other people's cellphone in transacting. If this cannot be avoided, make sure that you delete your command from the Sent items or logs.
- ❑ **AVOID** using public computers as most have keyloggers installed, which can record your activities.
- ❑ **ALWAYS** keep your account information updated. Contact our Hotline when changing registered mobile numbers.
- ❑ **ENABLE** Two Factor Authentication via SMS or LXonMessenger. It will prevent unauthorized access to your account.

# TROUBLESHOOTING YOUR ACCOUNT

## 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, please CALL our Customer Relations Department at 311-3000.

## b TELCO-RELATED DELAYS & TRANSACTION FAILURE

Occasional delays in delivery of SMS and processing of orders may at times be affected by Telco congestion. In such cases, the following applies:

- LoadXtreme shall initially 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 so it is advised that you initially charge your customers for ALL LoadXtreme retail transactions ending final confirmation.
- 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)

LOADXTREME system will reject any SMS command received beyond 30 mins. from the time your command was sent.

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 30 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.

**LOADXTREME APP AVAILABLE FOR DOWNLOAD!**



**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:**

## LX CORPORATION

1905 Galleria Corporate Center, EDSA cor. Ortigas Avenue, Quezon City  
TextCare: 0921-2122191 (SMART), 0905-3787703 (GLOBE), 0943-519-4414 (SUN)  
Telephone No.: 311-3000 [www.loadxtreme.ph](http://www.loadxtreme.ph)  
[www.facebook.com/loadxtreme.official](http://www.facebook.com/loadxtreme.official)