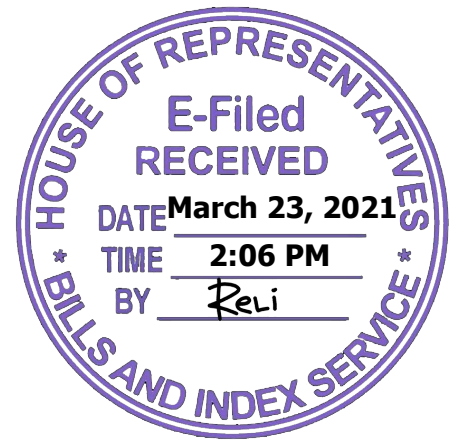


Republic of the Philippines  
**HOUSE OF REPRESENTATIVES**  
Quezon City

EIGHTEENTH CONGRESS  
**Second Regular Session**

HOUSE BILL NO. **9137**



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Introduced by **HON. JOY MYRA S. TAMBUNTING**

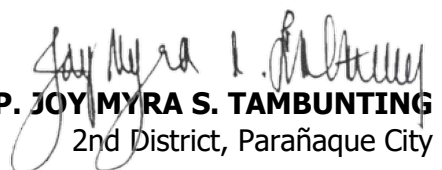
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**EXPLANATORY NOTE**

With most employees shifting to telecommuting, students to blended learning and private entities incorporating the use of digital technologies in their day-to-day operations, internet and cellular connectivity have been increasingly becoming vital parts of almost all transactions in our lives. The quality of service offered by service providers to date, however, remain poor and riddled with service outages, disruptions, and interruptions.

Considering the importance of this service, it is the duty of the State to take actions towards improving the quality of service offered by service providers, and to ensure that subscribers get the most of their subscriptions. This measure shall amend Republic Act No. 7925 or the Public Telecommunications Policy Act of the Philippines, to require public telecommunication entities and internet service providers to institute a refund mechanism to their subscribers (both pre-paid and postpaid) who have experienced service outages, disruptions and interruptions.

On behalf of the people of Parañaque City's Second District, and for the common good of the Filipino people, the approval of the said measure is earnestly sought.

  
**REP. JOY MYRA S. TAMBUNTING**  
2nd District, Parañaque City

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**AN ACT**  
**AMENDING REPUBLIC ACT NO. 7925, OTHERWISE KNOWN AS THE "PUBLIC TELECOMMUNICATIONS POLICY ACT OF THE PHILIPPINES", BY REQUIRING PUBLIC TELECOMMUNICATIONS ENTITIES AND INTERNET SERVICE PROVIDERS TO INSTITUTE A REFUND MECHANISM FOR SERVICE OUTAGES AND DISRUPTIONS**

*Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:*

**SECTION 1. Short Title.** – This Act shall be known as "Refund for Internet and Telecommunications Service Outages and Disruptions Act."

**SECTION 2.** A new Section 20-A is hereby added to Republic Act No. 7925, otherwise known as the "Public Telecommunications Policy Act of the Philippines", to read as follows:

**SECTION 20-A. REFUNDS FOR INTERNET AND TELECOMMUNICATIONS SERVICE OUTAGES AND INTERRUPTIONS. - (A) PUBLIC TELECOMMUNICATIONS ENTITIES, INCLUDING INTERNET SERVICE PROVIDERS (ISPS), SHALL, ON A PRO-RATED BASIS, PROVIDE A REFUND CREDIT TO A CUSTOMER, OR ADJUST A CUSTOMER'S BILL, WHO HAS EXPERIENCED A SERVICE OUTAGE OR DISRUPTION FOR AN AGGREGATE PERIOD OF TWENTY-FOUR (24) HOURS OR MORE - WITHIN A MONTH. THE ISPS AND PUBLIC TELECOMMUNICATIONS ENTITIES CONCERNED SHALL NOT REQUIRE THE CUSTOMER TO TAKE ANY ACTION IN ORDER TO RECEIVE A REFUND CREDIT OR BILL ADJUSTMENT UNDER THIS SECTION. - (B) THE REFUND CREDIT GRANTED UNDER THE CIRCUMSTANCES MENTIONED ABOVE SHALL LIKEWISE BE GRANTED TO CUSTOMERS SUBSCRIBING TO A SERVICE ON A PRE-PAID BASIS.**

**SECTION 3. Repealing Clause.** – All laws, presidential decrees, executive orders, proclamations, rules and regulations, or any part thereof, which are inconsistent with the provisions of this Act are hereby repealed or modified accordingly.

**SECTION 4. Separability Clause.** – If any provision or part of this Act, or the application thereof to any person or circumstance, is held unconstitutional or invalid, the remainder of this Act shall not be affected thereby.

**SECTION 5. Effectivity Clause.** – This Act shall take effect fifteen (15) days from Its publication in the Official Gazette or In at least two (2) newspapers of general circulation.

*Approved,*