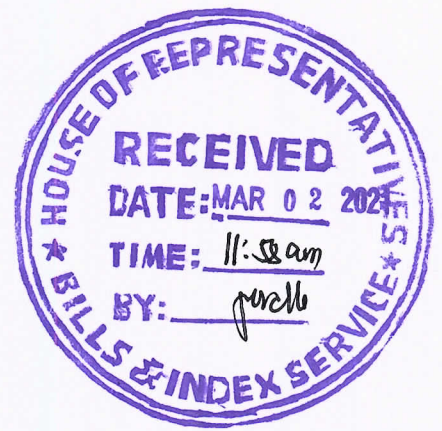


Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

EIGHTEENTH CONGRESS
Second Regular Session



HOUSE BILL NO. 8848

Introduced by: CONG. "KUYA" JOSE ANTONIO R. SY-ALVARADO

EXPLANATORY NOTE

The current global situation shown us clearly that internet is no longer a luxury but a basic necessity. It has become vital for our everyday lives. For some, it gives opportunities to work, to study, to engage with government, and to exercise political freedoms, and for some, it is the only way they can keep in touch with their friends and family.

There have been many complaints regarding disruption in services and poor connection. But despite this, subscribers are still made to pay for services not enjoyed and consumed. This measure aims to require internet service providers to provide rebates and payment adjustment whenever they fail in delivering fair and quality services.

Thus, the immediate passage of this bill is earnestly sought.

CONG. "KUYA" JOSE ANTONIO R. SY-ALVARADO
Representative
First District of Bulacan

Republic of the Philippines
HOUSE OF REPRESENTATIVES
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EIGHTEENTH CONGRESS
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HOUSE BILL NO. 8848

Introduced by: CONG. "KUYA" JOSE ANTONIO R. SY-ALVARADO

AN ACT
MANDATING INTERNET SERVICE PROVIDERS TO GIVE REBATES AND
PAYMENT ADJUSTMENT FOR THEIR INTERRUPTED AND POOR SERVICES

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 "*Lingkod Internet Rebates Act*"

SECTION 2. Rebates. Internet Service Provider (ISP) who failed to deliver their promised services shall refund/repay and/or adjust payment schedule for consumers/subscribers affected by the disruption or poor connection. The rebate should be in the form of cash or similar instrument that could be readily available for use by the subscriber.

ISP shall, upon request by an individual subscriber, refund to the said subscriber the full amount that will correspond to the number of days the services were not consumed and caused inconvenience. Provided; that the one who is responsible for the trouble or problem on the poor or no internet connection is the ISP. If the problem is on the subscriber, then there shall be no rebates.

SECTION 3. Direct and Indirect Effects. ISP shall also refund/repay for any direct and indirect effects of their poor services such as work-related situations and other subscription that requires internet connection.

SECTION 4. Implementing Rules and Regulations. Within sixty (60) days from the effectivity of this Act, the Department of Trade and Industry and the Department of Information and Communications Technology, in consultation with the other relevant government agencies and stakeholders, shall issue necessary rules and regulations to implement the provisions of this Act.

SECTION 4. Repealing Clause. All laws, decrees, orders, issuances or portion thereof, which are inconsistent with the provisions of this Act are repealed or modified accordingly.

SECTION 5. Effectivity. This Act shall take effect fifteen (15) days after its publication in two (2) newspapers of general circulation.

Approved, 

