

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

EIGHTEENTH CONGRESS
Third Regular Session

HOUSE BILL NO. 9874



Introduced by **HON. LUIS RAYMUND "LRAY" F. VILLAFUERTE, JR.**

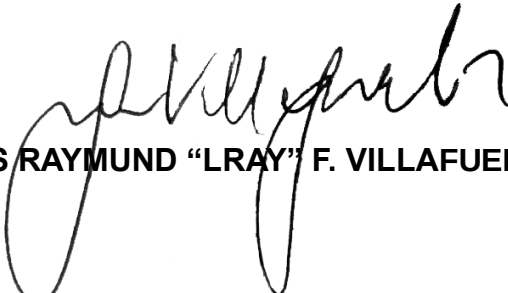
AN ACT
AMENDING REPUBLIC ACT NO. 7925, OTHERWISE KNOWN AS THE "PUBLIC
TELECOMMUNICATIONS POLICY ACT OF THE PHILIPPINES", BY REQUIRING
PUBLIC TELECOMMUNICATIONS ENTITIES AND INTERNET SERVICE
PROVIDERS TO INSTITUTE A REFUND MECHANISM FOR SERVICE OUTAGES
AND DISRUPTIONS

This proposed measure seeks to require Internet Service Providers (ISPs) and Public Telecommunications Entities to provide, on a pro-rated basis, 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.

Internet access is increasingly vital to our daily lives as we adjust to online-based activities such as education, shopping and banking. The quality of our internet connection also directly affects the quality of the things we do online. This is an issue that affects opportunities from students to employees to business owners alike.

This measure seeks to end the unfairness to customers of paying a full month's bill despite the outages they experience. The refund credit or bill adjustment shall be automatically implemented without need of any action or request on the part of the affected customer.

In view of the foregoing, the passage of this bill is earnestly sought.


LUIS RAYMUND "LRAY" F. VILLAFUERTE, JR.

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

EIGHTEENTH CONGRESS
Third Regular Session

HOUSE BILL NO. 9874

Introduced by **HON. LUIS RAYMUND “LRAY” F. VILLAFUERTE, JR.**

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,