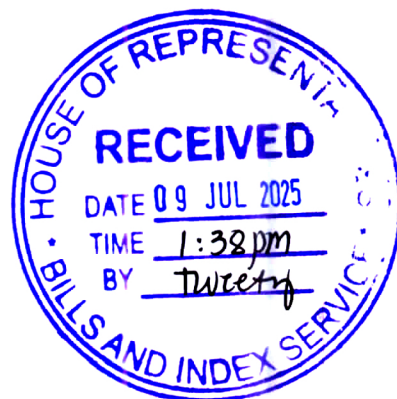




Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City
TWENTIETH CONGRESS
First Regular Session



HOUSE BILL NO. **1652**

Introduced by **REPRESENTATIVE CHEENO MIGUEL D. ALMARIO**

EXPLANATORY NOTE

In this modern age where being connected on the internet is the norm, it is important for the State to ensure that its citizens will have a reliable and affordable internet service. To access the internet, a user must choose between a prepaid or a postpaid service. However, it has become common here in the Philippines for the users to experience connectivity issues. Connectivity issues, although may not be prevented altogether, shall be minimized by the Internet Service Providers (ISP). One of the ways to do this is by instituting a system mandating mandatory refund for proportional to the time when ISPs cannot deliver on their contractual obligations to the users.

Recently, on June 20, 2025, internet users of a popular ISP experienced connectivity issues around 3:56 p.m. The issue was supposedly fixed only around 6:30 p.m. of the same day.¹ While there are laws which protects the consumers from this kind of problem, the consumers would rather not pursue a legal action because it will be a tremendous hassle on their part.

This bill seeks to protect the consumers by giving them an automatic refund for the time when they could not access the internet. This bill also seeks to institute justice against ISPs by preventing them from profiting over their incompetence or negligence.

Hence, the passage of this bill is earnestly sought.


CHEENO MIGUEL D. ALMARIO
Representative
2nd District, Davao Oriental

¹ PLDT, Smart subscribers report issues with internet service. 20 June 2025, <https://www.abs-cbn.com/news/technology/2025/6/20/pldt-smart-subscribers-report-issues-with-internet-service-1726>.



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HOUSE BILL NO. **1652**

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AN ACT

MANDATING PUBLIC TELECOMMUNICATIONS ENTITIES AND INTERNET SERVICE PROVIDERS TO INSTITUTE A REFUND MECHANISM FOR SERVICE OUTAGES AND DISRUPTIONS, PROVIDING PENALTIES FOR VIOLATIONS THEREOF

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

1 **SECTION 1. Short Title.** – This Act shall be known as “Refund for Internet and
2 Telecommunications Services Outages and Disruptions Act.”
3

4 **SEC. 2. Declaration of Policy.** – The State recognizes the vital role of information
5 and communications technology in nation building. The State shall implement measures
6 to provide for regulations on internet and telecommunications services offered by public
7 telecommunications entities (PTEs) and internet service providers (ISPs) and ensure that
8 the interest and welfare of its people and the consuming public are protected and upheld.
9

10 **SEC. 3. Definition of Terms.** – As used in this Act:

- 11 a. Fortuitous event refers to either an “act of God” or natural occurrences, such
12 as floods, typhoons, storms, earthquakes and the likes; or an “act of man”, such
13 as riots, strikes, wars, governmental prohibitions, robbery, theft, sabotage,
14 cyberattacks, deliberate destructions, or accidental damage to
15 telecommunications facilities by third parties and likes;
16 b. Internet refers to the biggest global computer network providing a wide
17 variety of information and communication facilities, consisting of
18 interconnected networks using standardized communication protocols;
19 c. Internet Access refers to the process of connecting to the internet using
20 personal computers, laptops, or mobile devices by users;
21 d. Internet Service Provider (ISP) refers to a public telecommunications entity
22 (PTE) or value-added service (VAS) provider duly authorized by or registered
23 with the National Telecommunications Commission (NTC) that provides users
24 or other entities with data connection allowing internet access through

- 1 physical transport infrastructure, and such access is necessary for internet
2 users to access content and service on the internet, and for content providers
3 to publish or distribute materials online;
- 4 e. Network maintenance refers to any process, whether minor or major, that is
5 deemed necessary to sustain or update the services. This is further categorized
6 as “scheduled” and “emergency”. The services provided may not be available
7 during periods of maintenance, thus:
- 8 i) Scheduled network maintenance refers to planned repairs and
9 improvements carried out from time to time by PTEs and ISPs and
10 shall not be deemed as service outage or disruption; and
- 11 ii) Emergency network maintenance refers to unscheduled
12 maintenance where a repair is needed to an internet equipment or
13 facility that suffered from unexpected breakdown or change in
14 condition.
- 15 f. Public Telecommunications Entity or PTE refers to any person, firm,
16 partnership or corporation, government or private, engaged in the provision
17 of telecommunications services to the public for a fee; and
- 18 g. Scheduled network maintenance refers to planned repairs and improvements,
19 carried out from time to time by PTEs and ISPs, which are notified at least 48
20 hours in advance and which shall not exceed a cumulative duration of 48 hours
21 per month, shall not be deemed as service outage;

22
23 **SEC. 4. Coverage.** – All Public Telecommunication Entities (PTEs), including
24 internet service providers (ISPs) in the Philippines shall be covered by this Act.

25
26 **SEC. 5. Refunds for Internet and Telecommunications Service Outages and**
27 **Interruptions.** - PTEs, including ISPs, shall, on a pro-rated basis, provide a refund credit
28 to a customer, or adjust a customer’s bill, who was adversely affected by an internet
29 service outage or interruption for an aggregate period of twenty-four (24) hours or more,
30 within a month, except when the reason for such outage is due to scheduled maintenance
31 which should be notified 48 hours prior to the scheduled maintenance and should not
32 exceed 48 hours in a month, a fortuitous event, or acts of third party or subscriber.

33
34 The PTEs and ISPs concerned shall apply a bill adjustment, automatically, without
35 need of demand from the subscriber, after a standard process but shall not preclude the
36 consumer from filing a complaint to the appropriate administrative or quasi-judicial
37 agency for disputes regarding refund or bill adjustment amount.

38
39 The refund credit granted under the circumstances mentioned supra, shall
40 likewise be granted to customers subscribing to a service on a pre-paid basis.

41
42 **SEC. 6. Penalties.** – The NTC may, motu proprio or upon complaint of any
43 interested party, in the appropriate administrative or quasi-judicial process, and in
44 accordance with due process:

- 45
46 a) Impose a fine of not less than Fifty thousand pesos (₱50,000.00) but not more
47 than Two hundred thousand pesos (₱200,000.00) for each count of violation;
48 and

1 b) For repeated violations, aside from fine, revocation or cancellation of the
2 license, registration or franchise of the PTEs or ISPs, whichever applies,
3 including then waving of any pre-termination fees of affected subscribers and
4 timely disbursement of any remaining credits from excessive downtime.

5
6 **SEC. 7. Implementing Rules and Regulations.** – Within sixty (60) days from the
7 effectivity of this Act, the NTC shall, in coordination with the Department of Information
8 and Communications Technology, and other concerned agencies, promulgate the rules
9 and regulations necessary to ensure the effective implementation of this Act.

10
11 **SEC. 8. Repealing Clause.** – All laws, presidential decrees, executive orders,
12 proclamations, rules and regulations, or any part thereof, which are inconsistent with the
13 provisions of this Act are hereby repealed or modified accordingly.

14
15 **SEC. 9. Separability Clause.** – If any provisions or part of this Act, or the
16 application thereof to any person or circumstance, is held unconstitutional or invalid, the
17 remainder of this Act shall not be affected thereby.

18
19 **SEC. 10. Effectivity Clause.** – This Act shall take effect fifteen (15) days from its
20 publications in the Official Gazette or in a newspaper of general circulation.

21
22 Approved,
23
24
25
26