

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City, Metro Manila

TWENTIETH CONGRESS
First Regular Session

HOUSE BILL NO. 4389



Introduced by Representatives Bryan B. Revilla, Lani Mercado-Revilla, and Ramon Jolo B. Revilla III

EXPLANATORY NOTE

The impacts of the COVID-19 pandemic to work cannot be understated. To this day, it continues to transform the way traditional workspaces are regulated and navigated by employers and employees alike. Like the rest of the world, remote work has emerged as a popular trend in the Philippines in recent years, ranking in the top 10 fastest growing remote hubs globally in 2023 and 2024.¹

To facilitate this ongoing surge for remote work, there is a need to broaden public access to high-speed and reliable internet connectivity. According to recent data from Ookla, a global connectivity intelligence firm, the Philippines ranks 65th globally for mobile internet speeds and 58th for fixed broadband as of February 2025.² While our internet performance has steadily improved over the past two years, it still lags in comparison to regional leaders in Singapore, Thailand, Malaysia and Vietnam.³

For its part, the Department of Information and Communications Technology (DICT), is implementing the National Broadband Plan (NBP), a large-scale initiative to expand broadband access. The program focuses on deploying fiber broadband networks and wireless technology to improve internet speed and affordability.⁴

This bill aims to protect consumers from sudden and prolonged disruptions and outages in internet service and further incentivize internet service providers to improve their services by mandating them to provide refunds to customers who were adversely affected by an internet service outage or interruption for an aggregate period of twenty-four (24) hours or more, within a month, except when the reason for such outage is due to scheduled maintenance.

In view of the foregoing, passage of this measure - which was approved on Third and final reading in the 19th Congress - is earnestly sought.

¹ <https://remotify.ph/remote-work-statistics-2025/>

² <https://www.bworldonline.com/special-features/2025/04/09/665138/the-philippines-sees-steady-gains-in-internet-connectivity/>

³ *Ibid.*

⁴ *Ibid.*



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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
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
6 measures to provide for regulations on internet and telecommunications services
7 offered by public telecommunications entities (PTEs) and internet service providers
8 (ISPs) and ensure that the interest and welfare of its people and the consuming public
9 are protected and upheld.
10

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

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

1 access content and service on the internet, and for content providers to publish
2 or distribute materials online;

3 (e) Network maintenance refers to any process, whether minor or major, that is
4 deemed necessary to sustain or update the services. This is further categorized
5 as “scheduled” and “emergency”. The services provided may not be available
6 during periods of maintenance, thus:

7 (i) Scheduled network maintenance refers to planned repairs and
8 improvements carried out from time to time by PTEs and ISPs and shall
9 not be deemed as service outage or disruption; and

10 (ii) Emergency network maintenance refers to unscheduled maintenance
11 where a repair is needed to an internet equipment or facility that suffered
12 from unexpected breakdown or change in condition.

13 (f) Public Telecommunications Entity or PTE refers to any person, firm, partnership
14 or corporation, government or private, engaged in the provision of
15 telecommunications services to the public for a fee; and

16 (g) Scheduled network maintenance refers to planned repairs and improvements,
17 carried out from time to time by PTEs and ISPs, which are notified at least 48
18 hours in advance and which shall not exceed a cumulative duration of 48 hours
19 per month, shall not be deemed as service outage.

20
21 **SEC. 4. Coverage.** – All Public Telecommunication Entities (PTEs), including internet
22 service providers (ISPs) in the Philippines shall be covered by this Act.

23
24 **SEC. 5. Refunds for Internet and Telecommunications Service Outages and**
25 **Interruptions.** – PTEs, including ISPs, shall, on a pro-rated basis, provide a refund
26 credit to a customer, or adjust a customer’s bill, who was adversely affected by an
27 internet service outage or interruption for an aggregate period of twenty-four (24) hours
28 or more, within a month, except when the reason for such outage is due to scheduled
29 maintenance which should be notified 48 hours prior to the scheduled maintenance
30 and should not exceed 48 hours in a month, a fortuitous event, or acts of third party or
31 subscriber.

32
33 The PTEs and ISPs concerned shall apply a bill adjustment, automatically, without
34 need of demand from the subscriber, after a standard process but shall not preclude
35 the consumer from filing a complaint to the appropriate administrative or quasi-judicial
36 agency for disputes regarding refund or bill adjustment amount.

37
38 The refund credit granted under the circumstances mentioned supra, shall likewise be
39 granted to customers subscribing to a service on a pre-paid basis.

40
41 **SEC. 6. Penalties.** – The NTC may, motu proprio or upon complaint of any interested
42 party, in the appropriate administrative or quasi-judicial process, and in accordance
43 with due process:

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

47 (b) For repeated violations, aside from fine, revocation or cancellation of the
48 license, registration or franchise of the PTEs or ISPs, whichever applies,
49 including the waving of any pre-termination fees of affected subscribers and
50 timely disbursement of any remaining credits from excessive downtime.

1
2 **SEC. 7. Implementing Rules and Regulations.** – Within sixty (60) days from the
3 effectivity of this Act, the NTC shall, in coordination with the Department of Information
4 and Communications Technology, and other concerned agencies, promulgate the
5 rules and regulations necessary to ensure the effective implementation of this Act.
6

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

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

15 **SEC. 10. Effectivity Clause.** – This Act shall take effect fifteen (15) days from its
16 publications in the Official Gazette or in a newspaper of general circulation.
17

18 *Approved,*