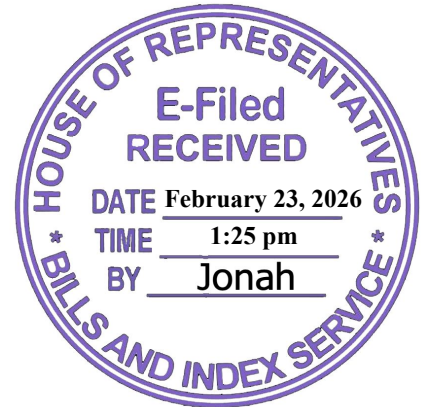


Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City, Metro Manila

TWENTIETH CONGRESS
First Regular Session

HOUSE BILL NO. 7922



Introduced by:

HON. CHRISTOPHERSON "COCO" M. YAP

EXPLANATORY NOTE

Reliable and affordable internet is no longer a luxury, it is a basic need for learning, work, business, healthcare, and everyday participation in society. Yet many Filipinos still suffer from slow speeds, dropped connections, and unclear or misleading service promises. This hurts productivity, deepens the digital divide, and holds back national growth. People deserve to know what they are paying for and to receive internet service that actually works.

This bill addresses these problems by setting clear minimum standards for internet quality, using one fair and nationwide way to measure performance, and making results public in a form people can easily understand. It strengthens consumer rights by requiring truthful service claims, better customer support, and clear remedies when providers repeatedly fail to deliver. At the same time, it ensures fairness by giving service providers due process before any penalties are imposed.

By making internet performance measurable, transparent, and enforceable, this measure promotes accountability and healthy competition based on service quality, not just advertising. It also supports the expansion of internet services to unserved and underserved areas through reasonable and time-bound rules. Simply put, this bill helps ensure that Filipinos get the internet service they pay for and need to fully participate in a modern digital economy.

In view of the foregoing, **ug sa ngalan sa SERBISYONG TINUORAY**, the undersigned respectfully requests the immediate passage of this measure.


CHRISTOPHERSON "COCO" M. YAP
Representative, Second District of Southern Leyte

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HOUSE BILL NO. 7922

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HON. CHRISTOPHERSON “COCO” M. YAP

AN ACT
ESTABLISHING MINIMUM QUALITY OF SERVICE STANDARDS,
MEASUREMENT, TRANSPARENCY, AND END-USER PROTECTIONS FOR
INTERNET ACCESS 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 the “*Internet Service Quality Standards Act*.”

SECTION 2. Declaration of Policy. — The State recognizes the vital role of communication and information in nation building and shall promote consumer welfare by ensuring the quality, reliability, security, and interoperability of telecommunications facilities and services. The State shall adopt measurable and transparent quality of service standards for internet access services, ensure regular monitoring and publication of service performance, and provide effective redress for end users, consistent with due process and fair competition.

SECTION 3. Definition of Terms. — For purposes of this Act, the following terms are defined:

- (a) **“Internet Access Service”** refers to a service that provides end users the capability to transmit and receive data to and from the internet.
- (b) **“Internet Service Provider (ISP)”** refers to any entity authorized by the National Telecommunications Commission (NTC), whether as a public telecommunications entity or as a registered value-added service provider,

to offer Internet Access Service to the public for a fee, subject to applicable laws on franchises, certificates, and authorizations.

- (c) **“Public Telecommunications Entity (PTE)”** refers to any person, firm, partnership, corporation, government or private, engaged in the provision of telecommunications services to the public for a fee.
- (d) **“Advertised Speed”** refers to the download and upload speeds marketed or represented to end users in offers, service plans, or contracts.
- (e) **“Download Speed”** refers to the rate at which data is transferred from the network to the end user, expressed in bits per second.
- (f) **“Upload Speed”** refers to the rate at which data is transferred from the end user to the network, expressed in bits per second.
- (g) **“Latency”** refers to the time it takes for a data packet to travel from source to destination, expressed in milliseconds.
- (h) **“Jitter”** refers to the variation in latency within the same data flow.
- (i) **“Packet Loss”** refers to the percentage of packets that fail to reach the destination.
- (j) **“Service Availability”** or **“Uptime”** refers to the percentage of time the service is available to the end user, net of outages attributable to the ISP, measured using the methodology prescribed by the NTC.
- (k) **“Unserved and Underserved Areas”** refer to areas identified by the Department of Information and Communications Technology (DICT) based on nationally accepted ICT/broadband coverage indicators and mapping.

SECTION 4. Minimum Quality of Service (QoS) Standards; Truthful Marketing. —

- (a) NTC Standards. — Within six (6) months from the effectivity of this Act, the NTC, in coordination with the DICT and after public consultation, shall prescribe minimum QoS standards for Internet Access Service, which shall include, at a minimum:
 - (i) download speed;
 - (ii) upload speed;
 - (iii) latency;
 - (iv) jitter;

- (v) packet loss; and
 - (vi) service availability.
- (b) Consistency with International and Regional Benchmarks. — The QoS standards shall, at a minimum, be aligned with international best practices and relevant regional network performance indices, and shall be reviewed at least annually. New or updated standards shall take effect at least thirty (30) days after publication.
- (c) Truthful Advertising and Plan Disclosure. — ISPs and PTEs shall not advertise or offer speeds or performance claims that they cannot reasonably and consistently deliver based on network capability and capacity planning. The NTC shall prescribe standard disclosure requirements, including typical performance ranges and material limitations (e.g., time-of-day congestion, data caps, and fair use policies), consistent with consumer protection.
- (d) Initial Minimum Service Levels. — Pending the issuance of the detailed QoS standards under subsection (a) the NTC shall, within six (6) months, prescribe interim minimum service levels for download speed and service availability by area classification, taking into account feasibility, affordability, and consumer welfare. Thereafter, the NTC may adjust these minimum service levels pursuant to subsection (b) but shall not lower consumer protection below the interim levels without clear and published justification based on substantial evidence.
- (e) Special Treatment for Unserved and Underserved Areas. — To encourage expansion, the NTC may adopt phased compliance, time-bound incentives, or calibrated minimum standards for newly served unserved or underserved areas, as identified by the DICT, provided that:
- (i) the terms are transparent;
 - (ii) end users are clearly informed; and
 - (iii) basic consumer remedies under this Act apply.

SECTION 5. Measurement, Monitoring, and Publication. —

- (a) Measurement Methodology. — Within six (6) months from the effectivity of this Act, the NTC, in coordination with the DICT, shall adopt and publish a national methodology for measuring QoS parameters, including rules on: sampling, test frequency, test locations, peak/off-peak definitions, treatment of outages, and data integrity.

- (b) Public Reporting. — The NTC shall monitor and measure ISP/PTE performance on at least a quarterly basis and publish the results on its website in a consumer-readable format and an open-data format, subject to reasonable safeguards for security-sensitive information.
- (c) Independent Monitoring. — The NTC may engage an independent third-party monitoring firm, subject to applicable procurement rules, to assist in performance monitoring.
- (d) Consumer Diagnostic Tool. — The NTC shall require the availability of a secure, consumer-friendly mechanism for end users to run broadband diagnostics and to submit results as part of a complaint, subject to privacy and data protection laws.
- (e) Data Sharing with DICT. — The NTC shall furnish DICT with the raw or sufficiently granular performance datasets necessary for national planning and identification of unserved/underserved areas, subject to reasonable confidentiality and cybersecurity safeguards.

SECTION 6. Responsibilities of the DICT. — The DICT shall:

- (a) Maintain and periodically update a national broadband and ICT assets index and/or mapping system, and publish summaries sufficient to guide public policy and investment;
- (b) Identify and publish the list of unserved and underserved areas for purposes of this Act, and update the same at least annually; and
- (c) Coordinate with the NTC on standards-setting and on policy measures that improve broadband deployment and consumer protection.

SECTION 7. End-User Rights and Minimum Service Standards in Customer Care. — Every end user shall have the right:

- (a) To non-discriminatory internet access service consistent with the minimum QoS standards set by the NTC;
- (b) To clear and accurate disclosures of advertised speed, typical performance, pricing, lock-in period, data caps, and material service limitations;
- (c) To timely correction of billing or prepaid load errors and, where warranted, prompt rebates or refunds consistent with NTC rules;

- (d) To accessible complaints handling channels, including in-person, call, SMS, and online channels; and to a written or electronic reference number and status updates; and
- (e) To terminate service without pre-termination fees, and to receive proportionate refunds of unconsumed prepaid or advance payments, when the ISP/PTE is found by the NTC (or admitted by the provider in a manner prescribed by NTC rules) to have materially and repeatedly failed to meet minimum QoS standards, subject to fair procedures.

SECTION 8. Compliance Orders and Penalties; Due Process. —

- (a) Rectification/Compliance Orders. — The NTC may, *motu proprio* or upon complaint, require an ISP/PTE to rectify non-compliance with QoS standards within a reasonable period set by the NTC, considering the nature and severity of the violation, and may require submission of a corrective action plan;
- (b) Administrative Penalties. — After due notice and hearing, and upon substantial evidence, the NTC may impose administrative penalties for violations of this Act, its IRR, and NTC QoS standards, including fines and other regulatory sanctions within the bounds of existing law and the ISP/PTE's authorization;
- (c) Graduated Enforcement. — The NTC shall provide in the IRR a graduated penalty framework that considers: (i) severity; (ii) duration; (iii) number of affected subscribers; (iv) repeat offenses; (v) good-faith compliance efforts; and (vi) whether the violation occurred in unserved/underserved rollout phases;

SECTION 9. Implementing Rules and Regulations. — Within sixty (60) days from the effectivity of this Act, the NTC, in coordination with the DICT and after public consultation, shall promulgate the implementing rules and regulations (IRR) necessary for the effective implementation of this Act.

SECTION 10. Separability Clause. — If any provision of this Act is declared unconstitutional or invalid, the other provisions not affected shall remain in full force and effect.

SECTION 11. Repealing Clause. — All laws, decrees, orders, issuances or portions thereof, which are inconsistent with the provisions of this Act are hereby repealed or modified accordingly.

SECTION 13. Effectivity. — This Act shall take effect fifteen (15) days after its publication in the *Official Gazette* or in a newspaper of general circulation.

Approved,