

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

TWENTIETH CONGRESS
First Regular Session



COMMITTEE REPORT NO. 23

Submitted by the Committee on Information and Communications Technology on
November 25, 2025

Re : House Bill No. **178**

Recommending its approval in consolidation with House Bills Numbered 649, 1652, 3019, 4389, 5318, and 5423.

Sponsors : Representatives Marlesa "Doc Marly" Hofer-Hasim and Miguel Luis R. Villafuerte

Mr. Speaker:

The Committee on Information and Communications Technology to which were referred House Bill No. 178, introduced by Reps. Marlesa "Doc Marly" Hofer-Hasim and Claudine Diana D. Bautista-Lim, entitled:

**"AN ACT
MANDATING PUBLIC TELECOMMUNICATIONS ENTITIES AND
INTERNET SERVICE PROVIDERS TO INSTITUTE AN AUTOMATIC
REFUND MECHANISM FOR SERVICE OUTAGES AND DISRUPTIONS,
PROVIDING PENALTIES FOR VIOLATIONS THEREOF"**

House Bill No. 649, introduced by Reps. Tobias "Toby" M. Tiangco, Maria Cristina C. Angeles, and Noel "Bong" N. Rivera, entitled:

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

House Bill No. 1652, introduced by Rep. Cheeno Miguel D. Almario, entitled:

**“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”**

House Bill No. 3019, introduced by Rep. Salvador A. Pleyto, entitled:

**“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”**

House Bill No. 4389, introduced by Reps. Bryan B. Revilla, Lani Mercado-Revilla, and Ramon Jolo B. Revilla III, entitled:

**“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”**

House Bill No. 5318, introduced by Rep. Reynante U. Arrogancia, entitled:

**“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”**

and House Bill No. 5423, introduced by Rep. Jernie Jett V. Nisay, entitled:

**“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”**

has considered the same and recommends that the attached House Bill No. 178, entitled:

**“AN ACT
MANDATING PUBLIC TELECOMMUNICATIONS ENTITIES AND
INTERNET SERVICE PROVIDERS TO INSTITUTE AN AUTOMATIC
REFUND MECHANISM FOR SERVICE OUTAGES AND DISRUPTIONS,
PROVIDING PENALTIES FOR VIOLATIONS THEREOF”**

be approved in consolidation with House Bills Numbered 649, 1652, 3019, 4389, 5318, and 5423 with Representatives Marlesa "Doc Marly" Hofer-Hasim, Tobias "Toby" M. Tiangco, Cheeno Miguel D. Almario, Salvador A. Pleyto, Bryan B. Revilla, Lani Mercado-Revilla, Ramon Jolo B. Revilla III, Reynante U. Arrogancia, Jernie Jett V. Nisay, Miguel Luis R. Villafuerte, Noel 'Bong' N. Rivera, Ziaur-Rahman "Zia" Alonto Adiong, Patrick Michael D. Vargas, Maria Angela S. Garcia, Richelle Singson, Emmanuel L. Iway, Tsuyoshi Anthony "Hori" G. Horibata, Niko Raul S.J. Daza, Antonino B. Roman III, Roman T. Romulo, Nathaniel M. Oducado, Jose Manuel "JM" F. Lagdameo, Sonny "SL" L. Lagon, Adrian E. Salceda, Karen Hope F. Garcia, Maria Vanessa "Vanvan" C. Aumentado, RN, Rebecca Maria Alcantara Ynares, Jan "Atty. JP" Padiernos, Eulogio "Leo" R. Rodriguez, Atty. Miro S. Quimbo, Ann Matibag, Renee Louise M. Co, Ma. Nina Francesca P. Lacson, Claudine Diana D. Bautista-Lim, and Maria Cristina C. Angeles, as authors thereof.



Respectfully submitted,

MIGUEL LUIS R. VILLAFUERTE

Chairperson

Committee on Information and

Communications Technology

THE HONORABLE SPEAKER
HOUSE OF REPRESENTATIVES
Quezon City

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

TWENTIETH CONGRESS
First Regular Session

HOUSE BILL NO. 178

(In consolidation with House Bills Numbered 649, 1652, 3019, 4389, 5318, and 5423)

Introduced by Representatives Marlesa "Doc Marly" Hofer-Hasim, Tobias "Toby" M. Tiangco, Cheeno Miguel D. Almario, Salvador A. Pleyto, Bryan B. Revilla, Lani Mercado-Revilla, Ramon Jolo B. Revilla III, Reynante U. Arrogancia, Jernie Jett V. Nisay, Miguel Luis R. Villafuerte, Noel 'Bong' N. Rivera, Ziaur-Rahman "Zia" Alonto Adiong, Patrick Michael D. Vargas, Maria Angela S. Garcia, Richelle Singson, Emmanuel L. Iway, Tsuyoshi Anthony "Hori" G. Horibata, Niko Raul S.J. Daza, Antonino B. Roman III, Roman T. Romulo, Nathaniel M. Oducado, Jose Manuel "JM" F. Lagdameo, Sonny "SL" L. Lagon, Adrian E. Salceda, Karen Hope F. Garcia, Maria Vanessa "Vanvan" C. Aumentado, RN, Rebecca Maria Alcantara Ynares, Jan "Atty. JP" Padiernos, Eulogio "Leo" R. Rodriguez, Atty. Miro S. Quimbo, Ann Matibag, Renee Louise M. Co, Ma. Nina Francesca P. Lacson, Claudine Diana D. Bautista-Lim, and Maria Cristina C. Angeles

AN ACT
MANDATING PUBLIC TELECOMMUNICATIONS ENTITIES AND INTERNET SERVICE PROVIDERS TO INSTITUTE AN AUTOMATIC 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 “Automatic Refund for Internet
2 and Telecommunications Services Outages and Disruptions Act.”

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

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

9 a. *Fortuitous event* refers to either an “act of God” or natural occurrences, such as
10 floods, typhoons, storms, earthquakes and the like; or an “act of man”, namely
11 riots, strikes, wars, governmental prohibitions, robbery, theft, sabotage,

1 cyberattacks, deliberate destruction, or accidental damage to telecommunications
2 facilities by third parties and the like;

3 b. *Internet* refers to the biggest global computer network providing a wide variety of
4 information and communication facilities, consisting of interconnected networks
5 using standardized communication protocols;

6 c. *Internet access* refers to the process of connecting to the internet using personal
7 computers, laptops, or mobile devices by users;

8 d. *Internet service provider (ISP)* refers to a public telecommunications entity (PTE)
9 or value-added service (VAS) provider duly authorized by or registered with the
10 National Telecommunications Commission (NTC) that provides users or other
11 entities with data connection allowing internet access through physical transport
12 infrastructure, and such access is necessary for internet users to reach content
13 and service on the internet, and for content providers to publish or distribute
14 materials online;

15 e. *Public telecommunications entity or PTE* refers to any person, firm, partnership or
16 corporation, government or private, engaged in the provision of
17 telecommunications services to the public for a fee; and

18 **SEC. 4. Coverage.** – All PTEs, including ISPs in the Philippines shall be covered by
19 this Act.

20 **SEC. 5. Network Maintenance.** – In the conduct of their necessary network
21 maintenance to sustain or update their services, whether minor or major, the services
22 provided by PTEs and ISPs may not be available. Thus, the planned repairs and
23 improvements or the scheduled network maintenance carried out from time to time by
24 PTEs and ISPs, which should be notified at least 48 hours in advance and which shall not
25 exceed a cumulative duration of 48 hours in a month, shall not be deemed as service
26 outage. Likewise, the unscheduled maintenance or the emergency network maintenance
27 where a repair is needed to an internet equipment or facility that suffered from unexpected
28 breakdown or change in condition, shall not be considered as service outage.

29 **SEC. 6. Automatic Refunds for Internet and Telecommunications Service**
30 **Outages and Interruptions.** – PTEs, including ISPs, shall, on a pro-rated basis, provide a
31 refund credit to a customer, or adjust a customer's bill, who was adversely affected by an
32 internet service outage or interruption for an aggregate period of twenty-four (24) hours or
33 more, within a month, except when the reason for such outage is due to network
34 maintenance, a fortuitous event, or acts of third party or subscriber.

1 The concerned PTEs and ISPs shall apply an automatic bill adjustment, without need
2 for consumer to initiate request, after a standard process but shall not preclude the
3 consumer from filing a complaint to the appropriate administrative or quasi-judicial agency
4 for disputes regarding refund or bill adjustment amount.

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

7 **SEC. 7. Penalties.** – Any PTE or ISP who fails to comply with any of the provisions of
8 this Act, the NTC may, *motu proprio* or upon complaint of any interested party, in the
9 appropriate administrative or quasi-judicial process, and in accordance with due process,
10 shall impose the following penalties:

- 11 a) A fine of not less than Fifty thousand pesos (₱50,000.00) but not more than Two
12 hundred thousand pesos (₱200,000.00) for each count of violation; and
- 13 b) For repeated violations, aside from fine, revocation or cancellation of the license,
14 registration or franchise of the PTEs or ISPs, whichever applies, including the
15 waving of any pre-termination fees of affected subscribers and timely
16 disbursement of any remaining credits from excessive downtime.

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

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

24 **SEC. 10. Separability Clause.** – If any provisions or part of this Act, or the
25 application thereof to any person or circumstance, is held unconstitutional or invalid, the
26 remainder of this Act shall not be affected thereby.

27 **SEC. 11. Effectivity.** – This Act shall take effect fifteen (15) days after its
28 publication in the *Official Gazette* or in a newspaper of general circulation.

29 *Approved,*

FACT SHEET

House Bill No. 178

(In consolidation with House Bills Numbered 649, 1652, 3019, 4389, 5318, and 5423.)

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

Introduced by: REPRESENTATIVES MARLESA "DOC MARLY" HOFER-HASIM, TOBIAS "TOBY" M. TIANGCO, CHEENO MIGUEL D. ALMARIO, SALVADOR A. PLEYTO, BRYAN B. REVILLA, LANI MERCADO-REVILLA, RAMON JOLO B. REVILLA III, REYNANTE U. ARROGANCIA, JERNIE JETT V. NISAY, MIGUEL LUIS R. VILLAFUERTE, NOEL 'BONG' N. RIVERA, ZIAUR-RAHMAN "ZIA" ALONTO ADIONG, PATRICK MICHAEL D. VARGAS, MARIA ANGELA S. GARCIA, RICHELLE SINGSON, EMMANUEL L. IWAY, TSUYOSHI ANTHONY "HORI" G. HORIBATA, NIKO RAUL S.J. DAZA, ANTONINO B. ROMAN III, ROMAN T. ROMULO, NATHANIEL M. ODUCAO, JOSE MANUEL "JM" F. LAGDAMEO, SONNY "SL" L. LAGON, ADRIAN E. SALCEDA, KAREN HOPE F. GARCIA, MARIA VANESSA "VANVAN" C. AUMENTADO, RN, REBECCA MARIA ALCANTARA YNARES, JAN "ATTY. JP" PADIERNOS, EULOGIO "LEO" R. RODRIGUEZ, ATTY. MIRO S. QUIMBO, ANN MATIBAG, RENEE LOUISE M. CO, MA. NINA FRANCESCA P. LACSON, CLAUDINE DIANA D. BAUTISTA-LIM, AND MARIA CRISTINA C. ANGELES

**Committee Referral: COMMITTEE ON INFORMATION and
COMMUNICATIONS TECHNOLOGY (Primary)
Committee Chairperson: REP. MIGUEL LUIS R. VILLAFUERTE**

OBJECTIVES:

- To improve the quality of service offered by public telecommunications entities (PTEs) and internet service providers (ISPs) and to ensure that subscribers get the most out of their subscription.
- To promote the rights of the end-users to reliable internet service and to ensure accurate billing for the services.

KEY PROVISIONS:

- Mandates the PTEs and the ISPs to provide a refund credit to the end-user on a pro-rated basis or to adjust the bill of the customer who has experienced an internet service outage or disruption for an aggregate period of at least twenty-four (24) hours within a month, except when the outage is due to a scheduled maintenance which should be notified 48 hours prior to the scheduled maintenance and should not exceed cumulative total of 48 hours in a month, a fortuitous event, or acts of third party or subscriber;
- Mandates the PTEs and the ISPs to automatically apply a bill adjustment without need of demand from the subscriber, after a standard process but shall not preclude the consumer from filing a complaint to the appropriate administrative or quasi-judicial agency for disputes regarding refund or bill adjustment amount;
- Authorizes the National Telecommunications Commission (NTC) to impose a fine of not less than Fifty thousand pesos (₱50,000.00) but not more than Two hundred thousand pesos (P200,000.00) for each count of violation; and
- Authorizes the NTC, in case of repeated violations aside from fines, to revoke or cancel the license, registration or franchise of the PTEs or ISPs, whichever applies, including the waving of any pre-termination fees of affected subscribers and timely disbursement of any remaining credits from excessive downtime.

RELATED LAWS:

- Republic Act No. 7925 (Public Telecommunications Policy Act of the Philippines)
- Republic Act No. 7394 (Consumer Act of the Philippines)