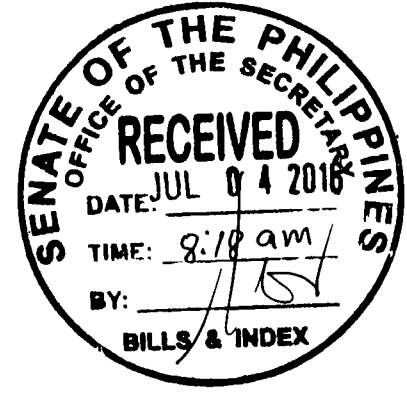


SEVENTEENTH CONGRESS OF THE)
REPUBLIC OF THE PHILIPPINES)
First Regular Session)



SENATE

S. B. No. 227

Introduced by Senator FRANKLIN M. DRILON

**AN ACT ESTABLISHING
TELECOMMUNICATIONS SERVICE STANDARDS**

EXPLANATORY NOTE

The past decade has witnessed the accelerated pace at which technological advances in the telecommunications sector unfold, consequently transforming the face of our economy. The prominence of this industry's role in a country's financial position has been confirmed by numerous research outputs and supported by strong empirical data. Such conclusion is anchored on the premise that mobile telephone usage generates a positive impact on workers productivity, which in turn impacts business productivity through routes such as improved information flows on prices, quantities and quality; reduced travel time and costs; improved efficiency of mobile workers; improved job search and promotion of entrepreneurialism.¹

In the Philippines, gains in productivity that other sectors have been experiencing due to the development in the telecommunications sector collectively pushed our economy to new heights. Thus, this bill seeks to maximize such yields through policies that would foster competition and efficiency in the telecommunications sector. In particular, the proposed measure aims to establish minimum standards of service and performance to govern players in the telecommunications service market. We acknowledge that in the previous Congress, Senator Sergio R. Osmeña III filed this proposed measure.

Hence, the immediate passage of this bill is earnestly sought.


FRANKLIN M. DRILON
Senator

¹ "What is the impact of mobile telephony on economic growth?" by Deloitte LLP, published in GSM Association Report. November 2012.

1 institutional or otherwise occupational in nature, as distinguished from
2 personal or residential.

3 (d) "Busy Hour" - any hour in a day during which the greatest volume of
4 traffic is handled by a local exchange.

5 (e) "Calls" - the attempts of a customer to dial another legitimate telephone
6 number.

7 (f) "Central Office" - an independent switching unit which may provide up
8 to ten thousand (10,000) access lines in a telecommunications system
9 providing service to the general public, having the necessary equipment
10 and operating arrangements for terminating and interconnecting
11 customer lines and trunks only. There may be more than one central
12 office in a building.

13 (g) "Channel" - an electrical circuit for telecommunications between two or
14 more stations or central offices, or path for telecommunications between
15 two or more customers or central offices, furnished in such a manner as
16 the telecommunications utility may elect, whether by wire, radio or a
17 combination thereof, and whether or not by a single physical facility or
18 route.

19 (h) "Class of Service" - a description of telecommunications service furnished
20 a customer which denotes such characteristics as nature of use (business
21 or residential) or type of rate (flat rate, measured rate, or message rate).
22 Classes of service are usually subdivided in "grades", such as individual
23 line, two-party or four-party.

24 (i) "Customer" - any person, firm, partnership, corporation, municipality,
25 cooperative, organization, governmental agency, etc., provided with
26 telecommunications services by a regulated telecommunications utility.

27 (j) "Customer Trouble Report" - any oral or written report or inquiry
28 services relating to a physical defect or difficulty or dissatisfaction with
29 the operation of the utility's facilities. For recording purposes, each
30 report shall be considered separate and distinct even though it may
31 duplicate a previous report or merely follows up a previous report or
32 inquiry.

- 1 (k) "Direct Distance Dial Service" - long distance service in which the
2 customer dials his or her intended called party outside his local service
3 area without the assistance of an operator.
- 4 (l) "Exchange" - a unit established by a telecommunications utility for the
5 administration of telecommunication services in a specified area for
6 which a separate local rate schedule is provided. It may consist of one or
7 more central offices together with associated plant facilities.
- 8 (m) "Exchange Service Area" - the geographical territory served by an
9 exchange, usually embracing a city, town, or barangay and its environs.
- 10 (n) "Flat Rate Service" - local telecommunications service furnished at a
11 fixed recurring charge.
- 12 (o) "Grade of Service" - the classification of a telecommunications channel
13 in accordance with the number of customers served on the line, such as
14 one-party, two-party, four-party, etc.
- 15 (p) "Held Service Order" - an application for establishment or re-grade of
16 service not filled within thirty (30) days after the customer has filed his
17 application, except where the customer requests a later date.
- 18 (q) "Individual Line Service" - a classification of exchange service which
19 provides that only one customer shall be served by the channel
20 connecting the customer's service location with the serving central office.
- 21 (r) "Intercept Service" - a service arrangement provided by the
22 telecommunications utility whereby calls placed to a disconnected or
23 discontinued telephone number are intercepted and the calling party is
24 informed that the called telephone number has been disconnected, or
25 discontinued, or changed to another number, or that calls are being
26 received by another telephone number, etc.
- 27 (s) "Inter-office" - between central offices.
- 28 (t) "Intra-office" - within one central office
- 29 (u) "Local Access Line" - a facility, totally within an exchange, providing a
30 telecommunications channel between a customer's service location and
31 the serving central office or remote switch.
- 32 (v) "Local Calling Area" - the area within which telecommunications service
33 is furnished customers under a specific schedule or exchange rate. A local

1 calling area may include one or more exchange service areas or portions
2 of exchange areas.

3 (w) "Local Measured Service" - a type of local exchange facility to enable a
4 customer to send or receive telecommunications within the local service
5 calling area. This local service calling area may include one or more
6 exchange service areas.

7 (x) "Local Service Charge" - the charge for furnishing facilities to enable a
8 customer to send or receive telecommunications within the local service
9 calling area. This local service calling area may include one or more
10 exchange service areas.

11 (y) "Long Distance Telecommunications Service or Toll Service" -
12 telecommunications service rendered by telecommunications utilities
13 which is furnished between customers in different local service areas at
14 measured rates.

15 (z) "Measured Rate" - usage sensitive charges for telecommunication service
16 which may be based on the number, duration, distance, and time of
17 day/week of messages, or any combination thereof.

18 (aa) "Message" - a completed customer telephone call.

19 (bb) "Message Rate Service" - a form of local measured service under which
20 all originated local messages are measured and charged for, based solely
21 on the number of messages used during the billing period.

22 (cc) "Out of Service" - when there exists a total lack of either incoming or
23 outgoing telecommunications capability.

24 (dd) "Outside Plant" - the telecommunications equipment and facilities
25 installed on, along, over or under streets, alleys, highways or on private
26 rights-of-way between the central office and customer's locations or
27 between central offices.

28 (ee) "Party Line Service" - a grade of local exchange service which provides
29 for a number of customers to be served by the same central office
30 channel.

31 (ff) "Primary Service Order" - an application for voice grade
32 telecommunications service to be provided at a customer location which
33 does not have telecommunications service.

- 1 (gg) "Private Line" - a channel provided to furnish telecommunications
2 service between two or more customer locations and not having
3 connection with central office switching apparatus.
- 4 (hh) "Public Telephone Service" - an individual line service equipped with a
5 coin collecting telephone instrument installed by a telecommunications
6 utility for the usage of the general public in locations where the general
7 public has access to the telephones.
- 8 (ii) "Regrade" - an application for a different class and/or grade of service.
- 9 (jj) "Remote Switch" - a switching unit in a telecommunications system
10 which is completely dependent upon a central office for certain
11 operational functions and for calling outside of its own serving area.
- 12 (kk) "Tariff" - the entire body or schedule of rates, tolls, rentals, charges,
13 classifications and rules approved by the Commission for any authorized
14 telecommunications utility.
- 15 (ll) "Toll Connecting Trunks" - a general classification of channels carrying
16 toll traffic and ordinarily extending between a local central office and a
17 toll office.
- 18 (mm) "Traffic" - telecommunications volume, based on number of calls and
19 duration of messages.

20 RECORDS AND REPORTS

21 SEC. 5. *Location of Records.* - All records required under Section 7 and 8
22 hereof shall be kept within the premises of the utility and made available to the
23 Commission or its duly authorized representatives at any reasonable time upon
24 request.

25 SEC. 6. *Retention Period for Records.* - All records required by these rules
26 shall be preserved for a period of five (5) years or any other period as may be
27 specified by the Commission, except where otherwise permitted by the Commission
28 to dispose of certain specific records.

29 SEC. 7. *Reports.* - Each telecommunications utility shall maintain records of
30 its operations in sufficient details to permit review of its service performance, and
31 such records shall be made available to the Commission upon request. Each incident
32 which adversely affects telecommunications service to a substantial number of
33 subscribers (the smaller of 25% or 1,000 of the subscribers in the local exchange)

1 shall be promptly reported by the utility to the Commission and to the local news
2 media.

3 SEC. 8. *Data to be filed with the Commission* - Each utility shall file with the
4 Commission the following data:

- 5 (a) Tariffs
- 6 (b) Exchange maps
- 7 (c) Accident reports
- 8 (d) Service report expansion plans

9 **METERING, INSPECTION AND TEST EQUIPMENT**

10 SEC. 9. *Provision for Testing*. - The utility shall ensure timely availability and
11 have access to test facilities which will enable it to determine the operating and
12 transmission capabilities of channels and switching equipment, both for routine
13 maintenance and for fault location.

14 SEC. 10. *Meter Reading Interval*. - Billing meters shall be read at intervals
15 closely corresponding with the customer's billing periods.

16 SEC. 11. *Meter and Recording Equipment Testing Facilities*. - Where local
17 measured service is provided, the utility shall provide the necessary facilities,
18 instruments, and equipment for testing its metering or recording equipment. The
19 overall accuracy of the test equipment and test procedures shall be sufficient to
20 enable tests of meters and recording equipment within the requirements of this Act.

21 SEC. 12. *Meter and Recording Equipment Requirements*. - All meters and/or
22 recording devices used to record data and prepare customer's bills shall be in good
23 mechanical and electrical condition, shall be accurately read and shall not involve
24 approximations. All meters and recording devices shall accurately perform the
25 following:

- 26 (a) Message rate service, where timing the length of the message is not
27 involved, the meter and/or recording device shall register the number of
28 completed messages sent by the local access line which it is measuring;
- 29 (b) For local measured and/or toll service where in addition to recording the
30 message it is necessary to time and distance-rate the messages, the
31 recording device shall register the number of messages and the
32 chargeable time involved in each message, applicable distance
33 information, and the local access line originating the message; and

1 (c) Where the recording equipment provides coded information that is used
2 to automatically prepare customer bills, accurate interpretation of such
3 coded information is required and should be guaranteed. Deliberate mis-
4 recording of meter readings to defraud customers shall merit expulsion
5 from utility employment for life, without prejudice to possible suits and
6 claims that aggrieved parties may also file against the
7 telecommunications utility.

8 SEC. 13. *Initial Tests.* - Every billing meter and/or recording device shall be
9 tested for accuracy when it is released for service.

10 SEC. 14. *As-found Tests* - All meters and/or recording devices tested in
11 accordance with this Act for routine maintenance or pursuant to complaints shall be
12 tested in their normal operating locations and wiring modes prior to removal or
13 adjustment.

14 SEC. 15. *Routine Tests.* - The telecommunications utility shall perform
15 periodic testing and maintenance of its controlling channel equipment associated
16 with the meters and/or recording devices to assure the integrity of their operation.
17 Periodic testing and maintenance shall also be performed on meters and recording
18 devices to show accuracy in their operation.

19 SEC. 16. *Request Tests.* - Upon request of any customer, the
20 telecommunication utility shall make a test of any meter and/or recording device
21 related to the billing in question. Such request should not be honored more often
22 than once every three (3) months unless unusual circumstances exist.

23 SEC. 17. *Referee Tests.* - Any customer, by request to the Commission, may
24 have a test of any meter or recording device related to the billing in question,
25 conducted by the telecommunications utility in the presence of a representative of
26 the Commission.

27 SEC. 18. *Test Records.* - A record of all meter and/or recording equipment
28 tests and adjustments and data sufficient to allow checking of the results shall be
29 recorded. Such record shall include the identifying number of the meter and/or
30 recording device, its type, the date and kind of test and the result of each test.

31 **CUSTOMER RELATIONS**

32 SEC. 19. *Rate and Special Charges Information.* - Upon the request of any
33 customer or applicant, the telecommunications utility shall provide an explanation of

1 the rates, charges and provisions applicable to the service furnished or available to
2 such customer or applicant, and shall provide any information and assistance
3 necessary to enable them to obtain the most economical telecommunications service
4 conforming to their stated needs. Applicants for residential telephone service shall be
5 advised as to alternate service available to meet their stated communications
6 requirements. This information may include printed explanations of the alternate
7 services and rates. Correspondingly, the utility shall notify residential customers of
8 any service connection charge to be applied to their bills prior to undertaking any
9 action and shall provide an estimate of the initial billing for basic monthly service
10 (including fractional monthly amounts) plus any other applicable charges.

11 SEC. 20. *Estimate of Special Charges.* - The customer shall be provided with
12 an estimate of the charges where special charges not specifically set forth in a
13 telecommunications utility's tariff are levied on the basis of actual cost for such items
14 as extraordinary construction, maintenance, or replacement costs or expenses,
15 overtime work at the customer's request and special installations, equipment and
16 assemblies.

17 SEC. 21. *Business Offices.* - Business offices shall be staffed to provide
18 customers and others with convenient access to qualified personnel, including
19 supervisory personnel where warranted, to provide information relating to services
20 and rates, accept and process applications for service, explain charges on customer's
21 bills, adjust charges made in error and to generally act as representatives of the
22 telecommunications utility. Qualified personnel shall be instructed to be courteous,
23 considerate, efficient and be available to promptly serve those who contact the
24 business office.

25 SEC. 22. *Customer Billing.* - Bills to customers shall be typed or machine
26 printed, rendered regularly, and shall contain a listing of all charges and the period
27 of time covered by the billing. The local service charges may be shown as a single
28 item even though they include service options for which a monthly flat charge is
29 made. Toll charges, if applicable, shall be itemized and included with the local service
30 bills.

31 In the event of a dispute between the customer and the
32 telecommunications utility on any bill, the utility may require the customer to pay
33 the uncontested portion of the bill to avoid discontinuance of service for

1 nonpayment. The telecommunications utility shall make such investigation as may
2 be appropriate to the particular case, and report the result thereof to the customer.
3 In the event the dispute is not reconciled, the utility shall advise the customer that
4 the customer may make an application to the Commission for review and disposition
5 of the matter.

6 In the event the customer's service is interrupted otherwise than by the
7 negligence or willful act of the customer and it remains out of order for more than
8 twenty-four (24) hours after being reported or found to be out of order, appropriate
9 adjustments shall be automatically made to the customer. For the purpose of
10 administering this requirement, every month is considered to have thirty (30) days.

11 SEC. 23. *Public Information.* - Access to the following information shall be
12 made available at every business office open to the public upon request:

13 (a) Copies of the latest schedule of approved tariffs by the Commission for
14 the utility.

15 (b) Maps showing exchange, base rate area and zone (if applicable)
16 boundaries in sufficient size and detail from which all customer locations
17 can be determined and mileage and/or zone charges quoted.

18 (c) Publicly announced information as to the present and intended future
19 availability of specific classes of service at an applicant's location.

20 (d) Publicly announced information concerning plan for major service
21 changes in the areas served by the business office.

22 (e) Information pertaining to services and rates as proposed in pending
23 tariff or rate change filings.

24 SEC. 24. *Past Due Bill.* - A telecommunications utility shall not consider a
25 customers' bill past due unless it remains unpaid for a period of twenty-five (25)
26 calendar days after the billing date printed on the bill.

27 SEC. 25. *Denial or Discontinuance of Service.* - Unless otherwise stated,
28 the customer shall be notified and allowed a reasonable time in which to comply with
29 the rules before service is discontinued. However, service may be refused or
30 discontinued for any of the following reasons:

31 (a) Without notice, in the event of customer use of telecommunications
32 equipment in such a manner as to adversely affect the

1 telecommunications utility's equipment, the utility's service to others, or
2 the safety of the utility's employees or customers;

3 (b) Without notice, in the event of unauthorized tampering with any
4 facilities or equipment furnished and owned by the utility;

5 (c) For violation of, or noncompliance with, the Commission's regulations
6 governing use of services supplied by telecommunication utilities, or for
7 violation of or noncompliance with the utility's rules or tariffs on file with
8 the Commission;

9 (d) For failure to comply with municipal ordinance or other laws pertaining
10 to use of telecommunications service;

11 (e) For failure of the customer to permit the utility reasonable access to its
12 facilities or equipment;

13 (f) For nonpayment of any amount past due for service and not in *bona fide*
14 dispute; and

15 (g) For failure to satisfy deposit or credit requirements for initial or
16 additional service.

17 SEC. 26. *Insufficient Reasons for Denying or Discontinuing Service.* - The
18 following shall not constitute sufficient cause for denying or discontinuing service to
19 a present or prospective customer:

20 (a) Delinquency in payment by previous occupant at the premises to be
21 served other than a member of the same household;

22 (b) Failure to pay for business service at a different location and a different
23 telephone number;

24 (c) Failure to pay for any amount in *bona fide* dispute before the
25 Commission.

26 SEC. 27. *Complaints and Appeals.* - The telecommunications utility shall fully
27 and promptly investigate and respond to all complaints made by its applicants or
28 customers either directly to it or through the Commission. When requested by the
29 Commission or a Commission representative, the utility shall report the results of its
30 complaint-related investigation.

31 The telecommunications utility shall direct its personnel engaged in initial
32 contact with an applicant or customer in which dissatisfaction with the decision or
33 explanation of such personnel is expressed, to inform the customer of their right to

1 have the problem considered and acted upon by supervisory personnel of the
2 telephone utility. The utility shall further direct such supervisory personnel to
3 provide the name, address, and telephone number of the appropriate office of the
4 Commission to be contacted for further review of an unresolved problem.

5 **DIRECTORIES**

6 **SEC. 28. *Publication of Directories.*** - Telephone directories shall be published
7 at regular intervals, listing the names, addresses and telephone numbers of all
8 customers, except public telephones and telephone service unlisted at the customer's
9 request.

10 The telecommunications utility shall list its customers (except those
11 requesting otherwise) with the directory assistance operator within 72 hours of
12 service connection.

13 Upon issuance, a copy of each directory shall be distributed free of charge to
14 all customers in the local service area served by that directory and a copy of each
15 directory shall be furnished to the Commission.

16 **SEC. 29. *Features of the Directory.*** - The name of the telecommunications
17 utility, an indication of the area included in the directory and the month and year of
18 issue shall appear on the front cover. Information pertaining to the emergency calls
19 such as for police and fire departments shall appear conspicuously in the front part
20 of the directory.

21 The directory shall contain instructions concerning placing local and long
22 distance calls, calls to repair and directory assistance services, and locations and
23 telephone numbers of telecommunications utility business offices as may be
24 appropriate to the area served by the directory. Likewise, the directory shall contain
25 in a prominent manner in the instructional section, notice of the Commission's
26 address and telephone number and the customer's right to bring complaints and
27 inquiries regarding telecommunications service to the Commission.

28 **SEC. 30. *Changes in Listing.*** - Whenever a telephone number is changed after
29 a directory is published, the utility shall intercept all calls to the former number for a
30 reasonable period of time, and give the calling party the new number, provided
31 existing central office equipment will permit, unless the customer directs otherwise.
32 When additions or changes in plant or changes to any other telecommunications
33 utility operations necessitate changing telephone numbers to a group of customers,

1 reasonable notice shall be given to all customers so affected even though the addition
2 or changes may be coincident with a directory issue.

3 **QUALITY OF SERVICE**

4 SEC. 31. *General.* - Each telecommunications utility shall provide
5 telecommunications service to the public in its service area in accordance with its
6 tariffs on file with the Commission. The telecommunications utility shall employ
7 prudent management and engineering practices, including but not limited to, the
8 employment of reliable procedures for forecasting future demand for service,
9 conducting studies, and maintaining records to the end that reasonable margins of
10 facilities and adequate personnel are available with the objective that service will
11 meet the quality standards described herein.

12 SEC. 32. *Traffic Studies.* - Each telecommunications utility shall make traffic
13 studies and maintain records as required to determine that sufficient equipment and
14 adequate operating force are provided at all times including the average busy hour,
15 busy season.

16 SEC. 33. *Public Telephones.* - In each exchange area the telecommunications
17 utility shall provide at least one coin operated telephone available to the public at all
18 hours, prominently located and lighted at night. All public telephones shall be
19 properly maintained and equipped with dialing instructions, a directory, local call
20 price information and appropriate emergency telephone numbers.

21 SEC. 34. *Service Objectives and Surveillance Levels.* - Under this Act,
22 telecommunications utilities are required to meet the following service objectives. It
23 also requires the Commission to set certain surveillance levels that need to be met by
24 the telecommunications utility, such that these will direct the utility to investigate,
25 take appropriate corrective action, and provide a report of such activities to the
26 Commission.

27 Each telecommunications utility shall make regular, periodic
28 measurements to determine the level of service for each item included in this law.
29 Each utility shall provide the Commission or its representatives with the
30 measurements and summaries thereof for any of the items included herein on the
31 request of the Commission or its representatives.

32 (a) Installation of Service

1 (1) Primary Service - All applications shall be served not later than sixty
2 (60) calendar days after date of application. In accordance with
3 the utility's approved construction schedule but not later than two
4 (2) years after the approval of this Act, ninety percent (90%) of the
5 utility's primary service order installations shall be completed
6 within the first thirty (30) calendar days after date of application.
7 The intervals commence with the receipt of application unless a
8 later date is requested by the applicant.

9 (2) Non-primary service. - After application against deposit, all non-
10 primary service orders shall be filled within six (6) months, with
11 ninety percent (90%) of these service orders filled not later than
12 sixty (60) calendar days, after date of application except where the
13 customer formally requests a later date. In the event that the
14 utility is unable to fill such an order, the customer will be advised
15 and furnished the date when it will be available.

16 (b) Operator-Handled Calls. - All operator-handled calls shall be
17 supervised. Calls requiring timing shall be carefully and accurately
18 timed. Each telecommunications utility shall have adequately trained
19 personnel in sufficient numbers to provide an average "operator-
20 answering" performance on a monthly basis, as follows-

21 (1) Ninety percent (90%) of toll and assistance operator calls
22 answered within ten (10) seconds of completed attempt.

23 (2) Ninety percent (90%) of repair service calls, calls to business office
24 and other calls shall be answered within twenty (20) seconds of
25 completed attempt. An "answer" shall mean that the operator or
26 telecommunications utility representative is ready to render
27 assistance and/or ready to accept information necessary to
28 process the call, mere acknowledgement that puts the customer on
29 hold or has been waiting on the line shall not constitute an
30 "answer", until the message of the call is actually and properly
31 received, processed or serviced.

- 1 (c) Local Dial Service. - Sufficient central office and interoffice channel
2 capacity and equipment shall be provided to meet the following
3 requirements during the average busy season, busy hour:
- 4 (1) Dial tone within three (30) seconds on ninety-five percent (95%)
5 of attempted calls and within five (5) seconds on all attempted
6 calls.
- 7 (2) Proper connection of ninety-five percent (95%) of correctly dialed
8 interoffice calls.
- 9 (3) Proper completion of ninety-five percent (95%) of correctly dialed
10 interoffice local calls.
- 11 (4) Direct Distance Dial (DDD) Service. - Engineering and
12 maintenance of the trunk and related switching components in the
13 intertoll network shall be such as to at least achieve the following
14 objectives on properly-dialed calls, during the average busy
15 season, without encountering blockages or equipment
16 irregularities.
- 17 (i) successful connection of ninety-seven percent (97%) of
18 outgoing DDD calls made by customers (outgoing trunks.)
- 19 (ii) successful connection of ninety-seven percent (97%) of
20 incoming DDD calls received by customers (incoming
21 trunks).
- 22 (d) Customer Trouble Report. - Service shall be maintained in such a
23 manner that the monthly frequency of all customer trouble reports,
24 excluding reports concerning non-regulated customer premises
25 equipment, does not exceed ten (10) per one hundred (100) local access
26 lines per month per exchange. For the purpose of administering this
27 requirement, each party line shall be considered to have one local access
28 line.
- 29 (e) Transmission Requirements. - All channel facilities shall meet the
30 generally accepted international design standards and shall conform to
31 the transmission design factors required for meeting service objectives
32 to be set by the Commission and the objectives of direct distance dialing.

1 SEC. 35. *Penalties and Fines.* -The Commission shall impose the following
2 penalties and fines, after due hearing, on each utility company which fails to comply
3 with service standards as required in this Act:

4 (a) For every application in which the utility company fails to provide service
5 as called for in Section 34(a), a penalty of Five Thousand Pesos
6 (P5,000.00) or twice the amount of the subscriber's deposit, whichever is
7 higher, shall be imposed and the utility shall render free basic charge for
8 every full month of delay in provision of the service applied for;

9 (b) For every case in which the utility fails to meet the service objectives as
10 called for in Section 34(b), to (e) above, a penalty of One Thousand Pesos
11 (P1,000.00) shall be levied. The Commission shall establish other
12 penalties and/or fines that it deems appropriate and necessary for the
13 effective provision of quality service.

14 SEC. 36. *Implementing Authority.* - The Commission shall issue such rules
15 and regulations as may be necessary for the economical, efficient and effective
16 implementation of this Act. For the purposes of monitoring compliance with the
17 requirements of the Act, the Commission shall require a monthly reporting of service
18 performance.

19 SEC. 37. *Separability Clause.* - If any provision of this Act is declared
20 unconstitutional or invalid, such parts or portions not affected thereby shall remain
21 in full force and effect.

22 SEC. 38. *Repealing Clause.* - All laws, decrees, executive orders, rules and
23 regulations, or parts hereof inconsistent with the provision of this Act are hereby
24 repealed, amended or modified accordingly.

25 SEC. 39. *Effectivity.* - This Act shall take effect fifteen (15) days after its
26 publication in the Official Gazette or in at least two (2) newspapers of general
27 circulation, whichever comes earlier.

Approved,