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OF THE PHILIPPINES)
First Regular Session)

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SENATE
P. S. Res No. 246

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Introduced by Senator Maria Lourdes Nancy S. Binay

RESOLUTION
DIRECTING THE PROPER SENATE COMMITTEES TO INQUIRE, IN AID OF
LEGISLATION, ON THE REPORTED DELAYS IN TEXT MESSAGE DELIVERY
BY MOBILE COMMUNICATIONS PROVIDERS

WHEREAS, it was reported that Smart Communications, Inc. (Smart), issued an advisory on December 3, 2016 that it is having delays in delivering text messages to Globe subscribers due to technical difficulties in the receiving network¹;

WHEREAS, similarly, on December 3, 2016, Globe Telecom issued a public advisory on its Facebook page clarifying that the delay in text delivery is experienced between the two networks and that it is coordinating with the technical team from the other network to immediately resolve the technical difficulty coming from their end²;

WHEREAS, on its Facebook page, Smart subscribers posted their complaints regarding the delays they were experiencing in sending and receiving text messages on December 3, 2016³;

WHEREAS, subscribers also posted their complaints on other social media sites that there were delays in receiving text messages as well as failing to receive text messages;

WHEREAS, it was only about 9:00pm of December 3, 2016 that the said technical problems were normalized based on the network advisory issued by Smart on its Facebook page last December 3, 2016 at 10:45pm⁴;

WHEREAS, according to Smart, SMS traffic from Smart and Sun to Globe was normalized around 9:00 pm after technical problems in the receiving network were resolved;

WHEREAS, a news report indicated that by the end of 2016 mobile subscribers are expected to reach 117 million⁵;

¹ Manila Bulletin Online, (ADVISORY) Smart-to-Globe text delays, Dec. 3, 2016, <http://news.mb.com.ph/2016/12/03/advisory-smart-to-globe-text-delays-dec-3-2016/>.

² Globe Telecom Facebook Page, <https://www.facebook.com/globeph/photos/a.106835214747.95522.30433734747/10154396972134748/?type=3&theater>.

³ Smart Communications, Inc., Facebook Page, <https://www.facebook.com/SmartCommunications/posts/10154761076157311>.

⁴ Ibid.

WHEREAS, there is a need to protect mobile subscribers and to ensure that appropriate government agencies proactively and continually create a responsive regulatory environment for a viable, affordable, reliable and accessible telecommunications and information infrastructure and services to guarantee the welfare and protection of consumers.

BE IT RESOLVED, AS IT IS HEREBY RESOLVED, by the Senate of the Philippines, directing the proper Senate committees to inquire, in aid of legislation, on the reported delays in text message delivery by mobile communications providers.

Adopted,



MARIA LOURDES NANCY S. BINAY
Senator

⁵ ABS-CBN News Website; <http://news.abs-cbn.com/business/04/09/12/ph-mobile-phone-subscribers-hit-117m-2016>.