

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



JAN 29 2018

SENATE
P.S.R. No. 595

RECEIVED BY: ASV

Introduced by: Senator Paolo Benigno "Bam" A. Aquino IV

RESOLUTION DIRECTING THE SENATE COMMITTEE ON SCIENCE AND TECHNOLOGY TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON THE CAPACITY AND READINESS OF THE DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (DICT) AND OTHER RELEVANT GOVERNMENT AGENCIES AND REGULATORS TO IMPLEMENT RULES AND REGULATIONS PROTECTING PREPAID MOBILE CREDIT CONSUMERS

WHEREAS, Republic Act No. 10844, or the *Department of Information and Communications Technology Act of 2015*, mandates the DICT to provide oversight over agencies governing and regulating the ICT sector and ensure consumer protection and welfare;

WHEREAS, data from the Department of Trade and Industry (DTI) indicates that there are approximately One Hundred Thirty (130) Million mobile phone subscribers in the country at the end of 2016, of which approximately only three percent (3%) are under postpaid subscriptions according to the National Telecommunications Commission (NTC);

WHEREAS, the DICT inked Joint Memorandum Circular No. 05-12-2017 with the NTC and the DTI on December 20, 2017, extending the validity of prepaid mobile credits to one (1) year effective on January 5, 2018;

WHEREAS, the DICT issued a directive granting a six-months extension on the implementation of the one-year load expiration for denominations below Three Hundred Pesos (PHP 300.00) to allow telecommunications service providers to adjust systems and capacity for the seamless implementation of prepaid credit expiration across all denominations;

WHEREAS, the threat to hard-earned prepaid mobile credits of a significant majority of mobile users remains amid perennial reports of consumer complaints on the disappearance of prepaid mobile credits, including mischarges, hidden charges, and errors in opt out mechanisms;

WHEREAS, DTI and NTC are both mandated to protect consumers of prepaid mobile credits, and it is imperative that coordination between these two agencies are clarified to sufficiently facilitate and address consumer complaints related to prepaid mobile credits;

WHEREAS, there is a need to ensure that our government agencies and regulators are equipped with the systems, equipment, and technical capacity to ascertain the compliance of telecommunications service providers, and to respond to consumer complaints related to the abrupt expiration or disappearance of prepaid mobile credits;

NOW, THEREFORE, BE IT RESOLVED, as it is hereby resolved by the Senate of the Philippines to direct the Senate Committee on Science and Technology to conduct an inquiry, in aid of legislation, on the capacity and readiness of the Department of Information and Communications Technology (DICT) and other relevant government agencies and regulators to implement rules and regulations protecting prepaid mobile credit consumers.

Adopted,

A handwritten signature in black ink, reading "Bam Aquino". The signature is written in a cursive, flowing style.