

[NTC MEMORANDUM ORDER NO. 07-07-2011, July 15, 2011]

MINIMUM SPEED OF BROADBAND CONNECTIONS

WHEREAS, the 1987 Constitution fully recognizes the vital role of communications in nation building and provides for the emergence of communications structures suitable to the needs and aspirations of the nation;

WHEREAS, the promotion of competition in the telecommunications market is a key objective of Republic Act No. 7925 (RA 7925, for brevity), otherwise known as The Public Telecommunications Policy Act of the Philippines, which mandates that "a healthy competitive environment shall be fostered, one in which telecommunications carriers are free to make business decisions and interact with one another in providing telecommunications services, with the end in view of encouraging their financial viability while maintaining affordable rates";

WHEREAS, RA 7925 further defines the role of the government to "promote a fair, efficient and responsive market to stimulate growth and development of the telecommunications facilities and services";

WHEREAS, RA7925 mandates the National Telecommunications Commission (Commission) to promote and protect the consumers of public telecommunications services;

WHEREAS, it has been observed that the service providers are offering broadband/ internet connections specifying only the maximum speed;

WHEREAS, customers/subscribers/users have the right to be informed of the quality of the broadband/internet connection service being provided;

WHEREAS, fixed, fixed wireless and mobile broadband/internet access differ in transmission characteristics;

WHEREAS, mobile broadband/internet access suffer from signal fading more than toed and fixed wireless broadband/ internet access;

NOW THEREFORE, pursuant to RA 7925, Executive Order (EO) No. 546 series of , and in order to maintain and foster fair competition in the telecommunications industry and promote and protect the rights of broadband service customers/subscribers/user, tne National Telecommunications Commission (the Commission/NTC, for brevity) hereby Promulgates the following rules:

1. Broadband service providers shall specify the minimum broadband/internet connection speed and service reliability and the