

**[NTC MEMORANDUM CIRCULAR NO. 19-12-2004,
December 09, 2004]**

**SERVICE PERFORMANCE STANDARDS FOR INTERNET ACCESS
SERVICES AND WIRED TELECOMMUNICATIONS SERVICES**

WHEREAS the growth and development of telecommunications services is essential to the economic development, integrity and security of the Philippines;

WHEREAS the National Telecommunications Commission (Commission) is mandated by law to ensure quality, safety, reliability, security, compatibility and interoperability of telecommunications facilities and services in conformity with standards and specifications set by international radio and telecommunications organizations to which the Philippines is a signatory;

WHEREAS, in order to protect the interest of the consumers the Commission shall exact from public telecommunications entities compliance with service standards;

WHEREAS, quality of service performance comparable to neighboring countries is required to make the Philippines globally competitive;

THEREFORE, the Commission pursuant to RA7925 (Public Telecommunications Policy Act of 1995) and EO546 series of 1979 hereby prescribes, for strict compliance by the PTEs, the following

SERVICE PERFORMANCE STANDARDS

INTERNET ACCESS SERVICES

Network Availability	99%
System Accessibility	
Dial-up Access	80%80%*
Leased-line Access	99%
Service Activation Time from date of request for Activation if facilities are existing:	
Dial-up Access (for existing fixed line Subscribers)	within (1) working day
Leased-line Access	15 to 30 days
Bandwidth Throughput (Committed Info Rate that Must be delivered to Customer)	
* Subject to annual review	98.5%

WIRED TELECOMMUNICATION SERVICES

Direct Exchange Lines

Installation time within ten (10) working days from time	95%
The customer has paid the authorized installation rates	
Waiting time	1 month

Faults fixed

Within 24 hours	90%
Within 48 hours	95%

Interconnection

Grade of Service per point of interconnection regardless of type of traffic	99%
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Billing

Response to billing inquiries/complaints within 5 working days	100%
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Local & International Leased Circuits

Service reliability	99.5%
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Leased Circuit Requirements

Bit Error Rate (BER)	10 ⁻⁸
Latency for direct circuits only	(international) - 250 ms or less (local) - 60 ms or less
Mean time to Repair (MTTR)	95% in 24 hrs.

The prescribed standards for leased circuits shall apply to PTEs with control on said leased circuits.

The following terms as used in this circular shall mean:

Network Availability - is measured over a period of one (1) month and calculated as: