



REPUBLIC OF THE PHILIPPINES
NATIONAL TELECOMMUNICATIONS COMMISSION
NTC Building, BIR Road, East Triangle, Diliman, Quezon City
Email: ntc@ntc.gov.ph; website: <http://www.ntc.gov.ph>

MEMORANDUM CIRCULAR NO. 03-04-2018

SUBJECT: GUIDELINES ON ELECTRONIC BILLING (E-BILLING)

WHEREAS, Section 9, Art. XVI (General Provisions) of the 1987 Philippine Constitution provides that “The State shall protect consumers from trade malpractices and from substandard or hazardous products”;

WHEREAS, Republic Act No. 7394 otherwise known as the “**Consumer Act of the Philippines**” was enacted to empower consumers and promote their general welfare with the following objectives - Protection against hazards to health and safety; Protection against deceptive, unfair and unconscionable sales acts and practices; Provision of information and education for sound choice by consumers; Provision of adequate rights and means of redress; and Representation of Consumers in social and economic policy formulation;

WHEREAS, Republic Act No. 7925 otherwise known as “**Public Telecommunications Policy Act of the Philippines**”, outlines the responsibilities of the National Telecommunications Commission which includes, among others, the promotion of consumers welfare by facilitating access to telecommunications services whose infrastructure and network must be geared towards the needs of individual and business user and protection of consumers against misuse of a telecommunications entity's monopoly or quasi-monopolistic powers by, but not limited to, the investigation of complaints and exacting compliance with service standards from such entity;

WHEREAS, Republic Act No. 8792, otherwise known as “**Electronic Commerce Act of 2000**”, the State recognizes the vital role of information and communications technology (ICT) in nation-building; the need to create an information-friendly environment which supports and ensures the availability, diversity and affordability of ICT products and services; the primary responsibility of the private sector in contributing investments and services in telecommunications and information technology; the need to develop, with appropriate training programs and institutional policy changes, human resources for the information technology age, a labor force skilled in the use of ICT and a population capable of operating and utilizing electronic appliances and computers; its obligation to facilitate the transfer and promotion of technology; to ensure network security, connectivity and neutrality of technology for the national benefit; and the need to marshal, organize and deploy national information infrastructures, comprising in both telecommunications network and strategic information services, including their interconnection to the global information networks, with the necessary and appropriate legal, financial, diplomatic and technical framework, systems and facilities;

WHEREAS, pursuant to Commonwealth Act No. 146 otherwise known as the “**Public Service Act**”, as amended, the National Telecommunications Commission (NTC) is vested with the power to fix just and reasonable standards, classifications, regulations, practices, measurements or services to be furnished, imposed, observed and followed thereafter by any public service;

