



REPUBLIC OF THE PHILIPPINES  
**NATIONAL TELECOMMUNICATIONS COMMISSION**  
NTC Building, BIR Road, East Triangle, Diliman, Quezon City 1104  
Email: [ntc@ntc.gov.ph](mailto:ntc@ntc.gov.ph); website: <http://www.ntc.gov.ph>

MEMORANDUM ORDER NO. 04-12-2018

**SUBJECT: UNINTERRUPTED TELECOMMUNICATIONS SERVICES  
DURING THE HOLIDAY SEASON**

Pursuant to Republic Act No. 7925, Executive Order No. 546 series of 1979 and Commonwealth Act No. 146 (Public Service Act), as amended and in order to ensure uninterrupted telecommunications services during Christmas and New Year Season, the National Telecommunications Commission hereby ORDERS all public telecommunication entities to strictly comply with the following:

1. All type of service offerings including internet/broadband access service offerings shall not exclude December 25, 2018 and January 1, 2019.
2. All necessary network adjustments and maintenance should be undertaken to ensure that the networks are ready to accommodate the expected increase in traffic during the Christmas and New Year Season.
3. Sufficient operations and maintenance personnel shall be deployed to ensure 99.9999% network availability and reliability.

This ORDER shall take effect immediately.

Quezon City, Philippines, 18 December 2018

  
**GAMALIEL A. CORDOBA**  
Commissioner

  
**EDGARDO V. CABARIOS**  
Deputy Commissioner

  
**DELILAH F. DELES**  
Deputy Commissioner

