



Office of the President of the Philippines
Commission on Information and Communications Technology
NATIONAL TELECOMMUNICATIONS COMMISSION

MEMORANDUM CIRCULAR

No. 19-12-2004

SUBJECT: 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 inter-operability 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%*
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)	98.5%

* Subject to annual review

"Elevating the Philippines as a leading ICT-driven economy in Asia."

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WIRED TELECOMMUNICATION SERVICES

Direct Exchange Lines

Installation time within ten (10) working days from time the customer has paid the authorized installation rates	95%
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
$$\frac{(\text{Hours in a day} \times \text{Days in a month}) - \text{Network outage time}}{(\text{Hours in a day} \times \text{Days in a month})}$$

System Accessibility – is measured over a period of one (1) month and calculated as

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$$\frac{(\text{Hours in a day} \times \text{Days in a month}) - (\text{Time system is unavailable for connection})}{(\text{Hours in a day} \times \text{Days in a month})}$$

Service Reliability – is measured over a period of one (1) month and calculated as
$$\frac{(\text{Hours in a day} \times \text{Days in a month}) - (\text{Time service is below performance standards})}{(\text{Hours in a day} \times \text{Days in a month})}$$

Bit Error Rate – is measured as the ratio of the number of bits incorrectly received to the total number of bits received.

Latency – is measured by averaging sample measurements taken during a calendar month between Hub Routers. Data collection should be in 5-minute intervals using pings via internet control message protocol.

Mean Time to Repair – is measured as a monthly average of time from inception of trouble ticket until outage is repaired to customer satisfaction as follows:

$$\frac{\text{Total Outage Time (in Hours)}}{\text{Total Number of Trouble Tickets}}$$

PTEs shall submit to the Commission quarterly reports of their service quality using the above format. The report shall be submitted not later than fifteen (15) days after the end of each quarter and shall indicate monthly service quality information.

PTEs that fail to comply with the above-prescribed standards shall be subject to administrative sanctions pursuant to law.

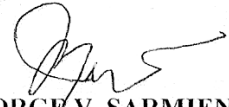
Any circular, memorandum, order or parts thereof inconsistent herewith are deemed repealed, amended or superseded accordingly.

This circular shall take effect fifteen (15) days after publication in a newspaper of general circulation and three (3) certified true copies furnished the UP Law Center.

Quezon City, Philippines, December 9, 2004


KATHLEEN G. HECETA
Deputy Commissioner


RONALD OLIVAR SOLIS
Commissioner


JORGE V. SARMIENTO
Deputy Commissioner

