

**[NTC MEMORANDUM ORDER NO. 03-06-2009,
June 30, 2009]**

**SERVICE PERFORMANCE STANDARDS FOR THE CELLULAR
MOBILE TELEPHONE SERVICE**

WHEREAS, Sec. 5(a) of RA 7925 mandates the Commission to ensure quality, safety, reliability, security, compatibility and inter-operability of telecommunications facilities and services in conformity with standards and specifications set by the international radio and telecommunications organizations to which the Philippines is signatory;

WHEREAS, Sec. 5(e) of RA 7925 mandates to Commission to promote consumer's welfare by facilitating access to telecommunications services whose infrastructure and network must be geared towards the needs of individual and business users;

WHEREAS, MC No. 07-06-2002 prescribes the service performance standards for the cellular mobile telephone service (CMTS);

WHEREAS, Sec. 4 of MC No. 07-06-2002 provides that "CMTS operates are encouraged to improve the grade of service (GOS) by 1% and drop call rate (DCR) by 1% every two (2) years until the GOS is 4% and the DCR is 2%;

WHEREAS, since six (6) years have already elapsed from the promulgation Memorandum Circular No. 07-06-2002, the GOS and DCR should have improved by 3% each;

WHEREFORE, the Commission, by virtue of the powers vested upon it by law, does hereby prescribe the following standards:

Grade of Service (GOS) :	4% or 4 lost calls for every 100 call attempts
Drop Call Rate (DCR) :	2% or 2 dropped calls for every 100 calls

All existing memoranda, circulars, rules and regulations inconsistent with the provisions of this memorandum circular are hereby repealed or amended accordingly.

This Memorandum Order shall take effect fifteen (15) days following the completion of its publication in the Official Gazette or in a newspaper of general circulation in the Philippines; Provided, that at least three (3) certified copies thereof be filed with the University of the Philippines Law Center.

Adopted: 30 June 2009

(SGD.) RUEL V. CANOBAS
Commissioner