

**[ NTC MEMORANDUM CIRCULAR NO. 13-6-00,  
June 16, 2000 ]**

**BILLING OF TELECOMMUNICATIONS SERVICES**

Pursuant to RA 7925, EO 546 series of 1979 and Act No. 146, Public Service Act, as amended and in order to promote the welfare of the consuming public, the following rules and regulations on the billing of telecommunications services are hereby promulgated.

**A. Billing Statements**

1. Monthly billing statements (MBS) shall be received by the subscribers/customers not later than thirty (30) days from the end of each monthly billing cycle.
2. If the MBS is received beyond the period specified in Section A.1 but not beyond 180 days from the end of the monthly billing cycle, the subscriber/customer shall be allowed to pay the monthly bill within the following period:
  - a. Within ten (10) days from receipt of the MBS if the delay is one (1) month or less;
  - b. Within twenty (20) days from receipt of the MBS if the delay is more than one month but less than two (2) months;
  - c. Within two (2) months from receipt of the MBS if the delay is more than two (2) months but less than four (4) months;
  - d. Within four (4) months from receipt of the MBS if the delay is more than four (4) months but less than six (6) months

The public telecommunications entity (PTE) shall not disconnect the service within said period. PTE includes the duly registered value added service providers.

3. If the MBS is received 180 days or beyond from the end of the monthly billing cycle as determined by the Commission, the Commission shall impose sanction against the PTE pursuant to law that may include the consideration of the bill having been paid.
4. Sections A.1 to A.3 shall refer to all local and national long distance calls, outgoing international paid calls, and home country direct calls.

5. For incoming international collect calls, the subscribers/customers shall be allowed to pay the bills within the period equivalent to one half the number of days when the call was received up to the time the billing statement was received. The PTE shall not disconnect the service within this period.
6. For subscribers/customers of PTEs whose bill is computed every quarter, the subscribers/customers are entitled to receive the quarterly billing statement (QBS) not later than one (1) month from the end of the quarterly billing cycle. If the QBS is received beyond thirty (30) days from the end of the quarterly billing cycle, the subscriber/customer can pay the bill within the period specified in Section A.2(a to d). The PTE shall not disconnect the service within the period specified. For failure of the PTE to deliver the QBS within 180 days from the end of the quarterly billing cycle as determined by the Commission, the Commission shall impose sanction against the PTE pursuant to existing laws which may include the consideration of the bill having been paid.
7. In billing subscribers/customers the measurement of the pulse shall commence after the B-party (called party) sends the answer back signal, e.g. the B-party lifts the phone from the cradle. This provision shall apply to all calls including calls between interconnected networks.
8. There shall be no charge for calls that are diverted to voice mailbox, voice prompts, recorded messages and other similar facility that are within the network of the PTE excluding the customer premises equipment except customers who sign up for the service.
9. All charges shall be itemized in the billing statements.

## B

### **Sale and Use Of Prepaid Cards**

1. PTEs shall ensure that the customers of their prepaid SIM cards are properly identified and their addresses verified through the presentation of valid identification cards such as drivers licenses, passports, Professional Regulations Commission certificates of registration IDs. If the sale of the prepaid SIM cards is done through agents, PTEs should see to it that their agents submit to them the verified names and addresses of the prepaid SIM cards customers within twenty four (24) hours from date and time of purchase.
2. Ninety (90) days after the effectivity of this circular, prepaid cards including SIM cards used to access any authorized telecommunications services of the duly authorized PTE shall be valid for at least two (2) years from date of first use. Holders of prepaid SIM cards shall be given forty five (45) days from the date the prepaid SIM card is fully consumed but not beyond two (2) years and forty five (45) days from date of first use to replenish the SIM card otherwise, the SIM card shall be rendered invalid. The validity of an invalid SIM card, however, shall be installed upon request by the customer at no additional charge except the presentation of a valid prepaid card.