Republics ng Pilipinas
TANGGAPAN NG SANGGUNIANG PANLUNGSOD
Lungsod ng Naga
City Hall Compound, J. Miranda Avenue, Naga City, 4400
www.naga.gov.ph /sp@naga.gov.ph
205-2980 local 2060

HON. CECILIA B. VELUZ-DE ASIS
- City Vice Mayor & Presiding Officer

- City Councilors -

HON. GHIEL G. ROSALES	**HON. JOSELITO S.A. DEL ROSARIO**
HON. GREGORIO R. ABONAL	**HON. MILA S.D. RAQUID-ARROYO**
HON. ELMER S. BALDEMORO	**HON. VIDAL P. CASTILLO**
HON. SALVADOR M. DEL CASTILLO	**HON. JOSE C. RAÑOLA**
HON. JOSE B. PEREZ	**HON. JESSIE R. ALBEUS**
HON. ANTONIO B. BELTRAN	**HON. MARY KYLE FRANCINE B. TRIPULCA**

RESOLUTION NO. 2021-081
VVVVVVVVVVVVVVVVVVVVVV

RESOLUTION EXHORTING CONVERGE ICT SOLUTIONS, INC., DCTV FIBERHOME, GLOBE TELECOM, SMART AND PLDT HOME IN NAGA CITY TO IMPROVE ON THE QUALITY OF SERVICE DELIVERY, PARTICULARLY INTERNET SERVICES AND PROACTIVELY ENGAGE IN CUSTOMER CARE AND SUPPORT BY ESTABLISHING MANNED 24-HOUR SERVICE HOTLINES TO FACILITATE SPEEDY ACTION ON COMPLAINTS FROM SUBSCRIBERS:-

On joint and collective motion

WHEREAS, with the COVID-19 pandemic still at hand, the academe resorted to distance learning mode of instruction to safeguard the health of students and teachers from the risks of the virus, and abide by the community quarantine protocol being implemented;

WHEREAS, distance learning mode of instruction requires teachers to facilitate learning through two(2) medium-the modular and the online approach of teaching, with the latter requiring the use of varied online platforms for the holding of online classrooms and submission of requirements;

WHEREAS, aside from the academe, businesses also resorted to 'work-from-home' scheme to likewise abide by the community quarantine protocol;

WHEREAS, with the online classes and work from home scheme now being the new normal, the use of internet facility has become a basic necessity to every home;

WHEREAS, numerous and pestering complaints from disgruntled customers have been received by the local government of Naga, through the Sangguniang Panlungsod-ranging from poor quality of internet service being provided, to slow and inefficient customer service;

WHEREAS, poor quality of internet service had been causing delays in the day-to-day service delivery, as well as disruptions in the activities of establishments and institutions relying heavily upon the internet;