

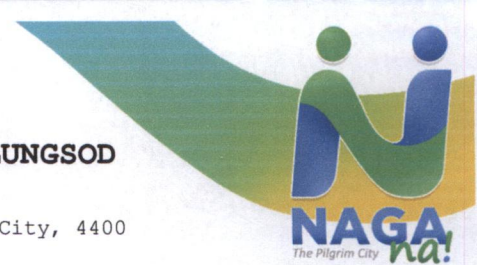


Republics ng Pilipinas  
**TANGGAPAN NG SANGGUNANG PANLUNGSOD**  
**Lungsod ng Naga**

City Hall Compound, J. Miranda Avenue, Naga City, 4400



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205-2980 local 2060



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

- City Councilors -

**HON. GHIEL G. ROSALES**  
**HON. GREGORIO R. ABONAL**  
**HON. ELMER S. BALDEMORO**  
**HON. SALVADOR M. DEL CASTILLO**  
**HON. JOSE B. PEREZ**  
**HON. ANTONIO B. BELTRAN**

**HON. JOSELITO S.A. DEL ROSARIO**  
**HON. MILA S.D. RAQUID-ARROYO**  
**HON. VIDAL P. CASTILLO**  
**HON. JOSE C. RAÑOLA**  
**HON. JESSIE R. ALBEUS**  
**HON. MARY KYLE FRANCINE B. TRIPULCA**

**RESOLUTION NO. 2021-081**  
VVVVVVVVVVVVVVVVVVVVVVVVVVVVVV

**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;

RESOLUTION NO. 2021-081  
Series of 2021

Page - t w o -

**WHEREAS**, it is understandable that telecomm companies suffered losses and infrastructure damage due to the onslaught of three consecutive typhoons that destroyed their poles and cables;

**WHEREAS**, substantial time had elapsed for the needed repair and restoration of the lines;

**WHEREAS**, there is a need to improve on the quality of service delivery of telecommunication companies in the city;

**NOW, THEREFORE**, on joint and collective motion of the 13<sup>th</sup> Sangguniang Panlungsod of Naga;

**BE IT RESOLVED**, as it hereby resolved, to exhort the management of Converge ICT Solutions, Inc., DCTV Fiberhome, Globe Telecom, smart and PLDT Home 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:-

**LET COPIES** of this resolution be furnished His Honor, the City Mayor, for his concurrence, and all concerned telecommunication facilities, including their main offices in Manila, for their information and necessary action.

**UNANIMOUSLY APPROVED.**

Adopted. February 9, 2021

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**WE HEREBY CERTIFY** to the correctness of the foregoing resolution.



**GIL A. DE LA TORRE**  
Secretary to the  
Sangguniang Panlungsod



**GREGORIO RE ABONAL**  
City Councilor

& Acting Presiding Officer

CONCURRED:



**NELSON S. LEGACION**

City Mayor 2/10/2021