ANNEX “B”

REGIONAL OFFICE NO. \_IX\_\_\_

MONTH OF \_MAY. 2025

**SUMMARY RESULTS OF SURVEY(NTC-Pagadian)**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| BROADCAST/CABLE TV/DTH Provider | | | | | | | | | | |
|  | KISMET CATV | | GSAT | | UNIQUE CATV | | MARGOS VISION CATV | | CIGNAL | |
| CRITERIA | YES | NO | YES | NO | YES | NO | YES | NO | YES | NO |
| 1. Reception / Signal Satisfaction |  |  | 3 |  |  |  |  |  | 1 |  |
| 1. Fairness and Reasonability of Service Rate |  |  | 3 |  |  |  |  |  | 1 |  |
| 1. Satisfaction on Service Providers Response to Inquiries/Complaints |  |  | 3 |  |  |  |  |  | 1 |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| TELECOMMUNICATIONS SERVICE | | | | | | | | |  | |
|  | SMART | | GLOBE | | TNT | | TM | | DITO | |
| CRITERIA | YES | NO | YES | NO | YES | NO | YES | NO | YES | NO |
| 1. Reception / Signal Satisfaction | 8 |  | 5 |  | 2 |  | 1 |  | 2 |  |
| 1. Fairness and Reasonability of Service Rate | 8 |  | 5 |  | 2 |  | 1 |  | 2 |  |
| 1. Satisfaction on Service Providers Response to Inquiries/Complaints | 8 |  | 5 |  | 2 |  | 1 |  | 2 |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| INTERNET SERVICE PROVIDERS | | | | | | | | |
|  | PLDT | | GLOBE | | KISMET CATV | | BUUG CATV | |
| CRITERIA | YES | NO | YES | NO | YES | NO | YES | NO |
| 1. Quality of Service Satisfaction | 4 |  | 2 |  |  |  |  |  |
| 1. Fairness and Reasonability of Service Rate | 4 |  | 2 |  |  |  |  |  |
| 1. Satisfaction on Service Providers Response to Inquiries/Complaints | 4 |  | 2 |  |  |  |  |  |

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