

EGTA¹ Assistance to the NTC: Finding and Clearing the Bottlenecks

I. Introduction

The Philippines liberalized the telecommunications (telecom) industry in 1993 with the signing of Executive Order (EO) 59² and EO 109³. EO 59 mandated the interconnection of national carriers to foster competition and maximize the use of telecom facilities while EO 109 provided for a service area scheme (SAS), which compelled new industry entrants to install fixed lines in designated areas within five years. These policies were strengthened by the enactment of RA 7925 or the Public Telecommunications Policy Act of the Philippines in 01 March 1995. The law built upon the interconnection mandate set by EO 59 and shortened to three years, the SAS compliance period promulgated by EO 109.

In 1999, the NTC sought technical assistance from EGTA to better implement the country's liberalization policy. The assistance resulted in the drafting of the NTC Management Plan, the assessment of the SAS and the review of the importance of the issuance of CPCN⁴ as an incentive for IGF⁵ and CMTS⁶ operators to comply with their SAS obligations. It also resulted in the issuance of seven Memorandum Circulars (MCs) implementing RA 7925.

This report evaluates the success of these policies in helping improve competition in the telecom industry. It assesses their impact on consumer welfare, specifically in telecom prices and services, and on the Philippine economy in general.

II. Background

The liberalization policy was meant to accelerate the development of the telecom industry. It was clear by 1998 (when carriers were supposed to have fully complied with the SAS), however, that the implementation of the policy

¹ Economic Governance Technical Assistance Program of the USAID. Formerly known as AGILE-Accelerating Growth, Investments and Liberalization with Equity.

² "Prescribing the policy guidelines for compulsory interconnection of authorized public telecom carriers in order to create a universally accessible and fully integrated nationwide telecom network and thereby encourage greater private sector investment in telecommunications."

³ "Policy to improve the provision of local exchange carrier service"

⁴ Certificates of Public Convenience and Necessity (CPCN)

⁵ International Gateway Facilities (IGF)

⁶ Cellular Mobile Telephone Services (CMTS)

was undermined by interconnection problems and the incomplete implementation of the SAS.

1. Interconnection issues curtailed competition. EO 59 and RA 7925, in keeping with international best practice, mandated public mandated public telecommunications entities (PTEs) to interconnect, allowing all consumers to communicate with each other regardless of the carrier where they are subscribed. This was meant to improve competition by reducing the cost of establishing a PTE, and raise efficiency by avoiding the duplication of expensive telecom infrastructure. The NTC found it difficult to implement the policy, however, because the dominant player, PLDT⁷, resisted interconnecting to protect its monopoly power and market share. This interconnection problem was also true in the CMTS market where the dominant player, Globe Telecom, Inc. (Globe), delayed in interconnecting with Smart Communications, Inc. (Smart).

PLDT, being the only PTE prior to liberalization, had the advantage of owning a national telecom infrastructure. This means that all telephone lines in the country during that time (except those in the countryside, which were serviced by smaller PTEs) were supplied by PLDT. For the new PTEs to feasibly enter the market, therefore, they had to connect their lines with the PLDT backbone to allow their clients to contact PLDT subscribers. Without interconnection, subscribers to these new PTEs would find themselves isolated from the main stream of telecom users and would only be able to communicate with subscribers of the same PTE.

BayanTel⁸ claimed that PLDT used this advantage against them to the detriment of the BayanTel business. It claimed that from 1996 to 2000, BayanTel customers were often unable to call a PLDT line. PLDT eventually interconnected with BayanTel but the damage has apparently been done as far as BayanTel is concerned. Many of its consumers who could not wait until the interconnection problem was solved either refused to pay their bills or cut off their subscription from BayanTel completely. During that time, there were reports that BayanTel subscribers could not even call a PLDT customer across the street.

2. Incomplete implementation of SAS undermined consumer welfare. President Ramos issued EO 109 (and later signed RA 7925) to ensure that the development of the telecom industry would benefit the entire country, especially the unserved and underserved regions. Under the SAS¹, EO 109 divided the country into eleven geographical service zones and awarded each zone to one PTE on condition that the PTE would:

⁷ Philippine Long Distance Telephone, Company (PLDT) was founded in November 28, 1928 and is the dominant carrier in the country.

⁸ BayanTel or Bayan Telecommunications, Inc. is the operating arm of Bayan Telecommunications Holdings Corporation (BTHC). BTHC is one of the largest telecom companies that joined the industry after it was liberalized in 1993.

- provide a specific number of local exchange lines in their awarded areas, with priority given to unserved and underserved rural areas;
- target a 10:1 urban to rural deployment ratio; and
- deploy Public Calling Offices (PCOs) at the barangay level in lieu of providing local exchange lines.

According to a study released by the NTC⁹, only 78.7% of the lines committed under EO 109 were installed by the 1988 end of the SAS (*Table 1*). More than half of the PTEs failed to comply because of peace and order (especially in Mindanao) and financial problems (due to the Asian crisis).

Table 1. Line Installation Commitment vs. Lines Installed by 1998

Carrier	Service Area (Regions)	Required	Committed	Installed	% of Lines Installed	
					Required	Committed
DIGITEL	Luzon	300,000	337,932	374,816	100.0	100.0
GLOBE	5 & 11	700,000	705,205	705,288	100.0	100.0
BAYANTEL	6	300,000	341,410	462,509	100.0	100.0
ISLACOM	7 & 8	700,000	701,330	455,438	65.1	64.9
PHILCOM	10	300,000	305,706	71,334	23.8	23.3
PILTEL	9	400,000	417,858	379,413	94.9	90.8
PT&T	4	300,000	300,000	172,314	57.4	57.4
SMART	1 & 3	700,000	700,310	704,073	100.0	100.0
ETPI	2	300,000	300,497	71,357	23.8	23.7
Total		4,000,000	4,110,248	3,386,542	78.7	78.7
PLDT	Nationwide	-	1,254,372	1,274,282	N/A	100.0
Total		4,000,000	5,364,620	4,670,824	100.0	83.7

Source: NTC

None of the PTEs were able to meet the 10:1 urban to rural ratio requirement (Appendix 1). Engr. Edgardo Cabarios, Director of the Common Carrier Department of the NTC, said that the Asian crisis prevented the PTEs from installing more lines in rural areas. To meet their installation commitments, the PTEs opted to install additional lines in urban areas, instead. This resulted in a high number of unused telephone lines in the country. A report released by the ITU¹⁰ in March 2002 found that most of the lines installed by PTEs, were in places where people could either not afford or did not want them. Because subscription rates were also not dramatically reduced, consumers were unable to absorb all the new lines installed through the SAS.

III. EGTA's Technical Assistance Output

The NTC sought EGTA's technical assistance in 1999 to help the Commission better implement EO 59, EO 109 and RA 7925. The assistance began with the drafting of the NTC Management Plan - the roadmap used by NTC in transforming itself from being a regulator to a market facilitator. It led to the

⁹ "Assessment of the Implementation of the Service Area Scheme" prepared with EGTA Assistance

¹⁰ The International Telecommunications Union (ITU) of Geneva, Switzerland released "Pinoy Internet: Philippine Case Study", which studied the extent of information technology (IT) growth in the country.

assessment of the SAS to improve universal access in the country. The technical assistance was focused on four areas of reform: 1) retail and wholesale pricing, 2) frequency management, 3) universal access and 4) accounting system. Seven MCs, in this regard, were issued from 2000 to 2002.

MC Number	Salient Points
Interconnection	
14-7-2000	<p>Main Problem: The rules guiding interconnection in the country were insufficient, and the NTC's legal authority to implement interconnection laws was weak. This made it difficult for the NTC to mandate PTEs to abide by EO 59.</p> <p>MC Solution: The MC established the interconnection framework for the country. This includes the technical details and the procedures for negotiation, arbitration and approval of interconnection agreements. It also empowered the NTC to resolve interconnection related disputes and initiate arbitration proceedings on its own.</p>
09-07-2002	<p>Main Problem: While MC 14-7-2000 resulted in the interconnection of PTEs in 2001, dominant carriers were still able to stifle competition by employing anti-competitive pricing strategies.</p> <p>MC Solution: The MC established the framework for shifting interconnect arrangements from revenue sharing to cost-based pricing. With the principles in place, the NTC could now develop the MC on benchmark charges for interconnect services that the commission would use to resolve interconnection pricing disputes and move towards cost based interconnect pricing.</p>
Universal Access	
6-9-2001	<p>Main Problem: The high cost of services kept households from subscribing to the numerous lines installed under the SAS. This undermined the government's objective of achieving universal access. The low demand also affected PTE profitability especially the newer companies, which invested heavily in the SAS.</p> <p>MC Solution: The MC made telecom access more affordable to consumers. It allowed users to choose a subscription scheme appropriate for their needs and choose whether or not their telephone firm will supply the telephone equipment. It also recognized the need for a price ceiling and an independent analyst to determine the financial details needed for its implementation.</p>
05-05-2002	<p>Main Problem: EO 109 does not apply to enhanced IT services (based on digital technology) because it was issued when technology was predominantly analog. The ambiguous regulatory environment discouraged investments in high-speed networks and connectivity in IT Hub Areas.</p> <p>MC Solution: The MC was issued to encourage competition and to clarify the rules applicable to the provision of enhanced IT services. It set the coverage area (IT Hub Areas) where all PTEs are authorized to offer high-speed networks and connectivity. It also set the services reserved only for PTEs who have primary coverage of these IT Hub Areas.</p>
08-07-2002	<p>The Problem: The depreciation of the Peso raised the cost of providing telecom services in the country. This discouraged PTEs from installing lines to rural areas resulting in the failure of the SAS in raising the urban to rural ratio to 10:1.</p> <p>MC Solution: The MC authorized any entity to install and operate PCOs and Telecenters in the countryside. This allowed smaller firms to offer telecom services in unserved and underserved areas, consistent with the objectives of RA 7925.</p>

MC Number	Salient Points
Efficient Spectrum Use	
11-12-2001	<p>Main Problem: The NTC used to assign frequencies for free, and collected fees only when they were used. This allowed rent seeking as firms squatted on frequencies only to sell them to actual users.</p> <p>MC Solution: The MC made frequency management more efficient by imposing fees based on bandwidth assignment. It created incentives to put bandwidth to use and allowed the government to earn from the process.</p>
Accounting System	
MC 12-05-2000	<p>Main Problem: The NTC found it difficult to monitor the telecom industry after it was deregulated because of the PTEs' inconsistent and disorderly financial reporting. As the industry shifts to cost-based pricing, however, the need to standardize PTEs' financial reporting has become more critical.</p> <p>MC Solution: The MC established the framework for using the uniform system of accounts developed by EGTA. The accounting system would allow the NTC to better monitor telecom charges and regulate industry players.</p>

Source: NTC, EGTA TAMIS

IV. Impact of EGTA's Technical Assistance to NTC

EGTA's technical assistance to the NTC relating to interconnection and universal access encouraged more investments in the telecom industry. This greatly improved the economy and established a firmer foundation to make the telecom industry more competitive. Much more still need to be done, however, to make prices more affordable and to achieve universal service¹¹.

1. **Impact on competition.** Competition has undoubtedly improved because of the liberalization of the telecom industry in 1993, but progress was hampered by interconnection problems. EGTA's technical assistance to the NTC allowed the commission to resolve the interconnection issues and mandate the ten carriers to interconnect their networks. This prevented the dominant carriers from exercising anti-competitive strategies. The impact is more evident in the CMTS market. By mandating the interconnection of Globe and Smart, consumers were empowered to choose which CMTS provider to subscribe causing subscriber base to grow almost eight-fold (787%) from 1998 to 2002.

Ms. Vida Mia Valverde, Executive Director of TUGP¹² said that competition in the landline market also improved because of interconnection as experienced by institutional accounts. Because consumers can now choose

¹¹ Universal access is normally measured based on the telephone density ratio or the number of telephones subscribed per 100 individuals. Universal service, on the other hand, refers to the number of telephones per household. While the goal of achieving universal access relates to reaching as many individuals as possible, the goal of attaining universal service is stricter as it involves reaching the few households without telephone lines.

¹² Technology Users' Group of the Philippines (TUGP), is an organization of the country's large telecom users. It is one of the major consumer groups helping the NTC in policy making.

the PTE they want to subscribe PTEs are forced to become more aggressive in getting these high-volume clients. Some companies are now even able to enter into service level agreements (SLAs), which bind PTEs to a specific quality and price standard. PLDT did not give such commitments before.

2. **Impact on price.** Data from PLDT and feedback from TUGP indicate that prices have begun to drop in response to the issuance of MC 14-07-2000, MC 09-07-2002 and MC 06-09-2001, which simply set the framework for wholesale and retail pricing reforms but do not yet give their implementing details. The reduction in prices appears to have been caused by increased competition among PTEs anticipating the eventual issuance of the MCs' technical details.
 - **Household level.** At the household level, greater competition forced the PTEs to improve their pricing strategies. PLDT, for example, which for the longest time has been charging consumers fixed rates, began offering more affordable telephone services (i.e. Teletipid and Telesulit). As a result, 81,095 consumers switched their subscription from the fixed monthly scheme to the affordable schemes in 2002. Other PTEs have also offered similar products. Globe and Islacom offered their prepaid cards under the Globelines Prepaid brand, while Bayantel launched its Affordacall Prepaid Card.

Prices also improved in the CMTS market. Affordable subscription plans have been offered by SMART and Globe, and more recently by Sun Cellular (the CMTS brand of Digitel) in bids for increased market share. These companies are also giving cheaper bundled packages such as free mobile phones or free mobile phone accessories.

Heightened competition between landline and CMTS providers also resulted in lower prices. PLDT, in its 2002 annual report, said that it lowered its international direct distance (IDD) charges because of increased competition from alternative means of long distance communications, including international text messaging, and because of more inbound calls terminating directly to cellular subscribers.

Impact of competition from CMTS to PLDT

"Effective February 2001, PLDT reduced its IDD rates for retail customers from US\$0.49 per minute for off-peak hours and US\$0.69 per minute for peak hours to a flat rate for retail customers of US\$0.40 per minute applicable to all call destinations at any time and any day of the week. Additionally, in November 2001, PLDT introduced Budget Card, a prepaid call card offering a reduced IDD rate of US\$0.24 per minute for calls to the United States, Canada and Hawaii. Budget Cards are sold in a denomination of P200."

Source: Directly quoted from the 2002 PLDT Annual Report

- **Institutional accounts.** According to TUGP's Ms. Valverde, PTEs are competing for large institutional accounts by offering special reduced rates. Some institutional users are even able to get preferential IDD rates that are much lower than the \$0.20 to \$0.40 per minute market rate. Although reductions in prices can be largely attributed to the liberalization of the industry in 1993, interconnection allowed telecom services to appear homogenous to consumers (because they can easily switch between PTEs), thus diminishing their market power.
3. **Impact on service.** EGTA's assistance to the NTC has helped improve the quality of service provided by PTEs. Much more needs to be done, however, to achieve universal service and to improve telecom service and network quality.
- **Universal Access.** Interconnection has greatly improved telephone access despite the marginal increase in fixed line subscription. The success of the short messaging system (SMS) in the Philippines allowed significant growth in CMTS subscription, which grew by nearly seven-fold (716%) between 1998 and 2002 (*Table 3*).

Table 2. Telephone Density

	Subscribed Lines			Density		
	Fixed	CMTS	Total	Fixed	CMTS	Total
1998	2,512,113	1,733,652	4,245,765	3.44	2.37	5.81
1999	2,892,435	2,849,880	5,742,315	3.87	3.82	7.68
2000	3,061,387	6,454,349	9,515,736	4.01	8.46	12.46
2001	3,315,091	12,159,113	15,474,204	4.26	15.61	19.88
2002	3,310,193	15,383,001	18,693,194	4.17	19.36	23.55

Sources: NTC, ITU, EGTA

This increased total telephone density by 305% from 1998 to 2002. Although data is unavailable at the moment, anecdotal evidence suggests that because CMTS subscribers also include poorer households, the success of the SMS improved universal service as well. Some CMTS providers have been offering purely SMS based products, which are more affordable to households living in the lower income brackets.

- **Service and network quality.** With improved interconnection, PTEs and consumers are no longer complaining about busy signals¹³. This allowed the NTC to be even more aggressive in imposing service quality by issuing MC 07-06-2002¹⁴. Although it was issued without EGTA assistance, the MC would not have been possible if interconnection problems had remained as critical as they were before assistance. The

¹³ Improper or failed interconnection results in busy signals as calls originating from one PTE fail to terminate to a rival PTE.

¹⁴ MC 07-06-2002-Service Performance Standards for the Cellular Mobile Telephone Service

MC prescribed a minimum standard for dropped call rates (5%) and grade of service (7%) among CMTS operators.

According to Ms. Valverde however, service and network quality in the countryside still needs to improve. Some TUGP members still experience poor network quality in their provincial operations, to the detriment of their businesses. This is more pronounced for companies like cement and mining firms operating in mountainous regions, which are major economic drivers of the manufacturing sector.

- **Additional services.** Improved competition forced PTEs to raise their level of service by offering additional services. PLDT, for example, to attract new fixed line subscribers and retain existing ones, has introduced value-added products and services such as Caller ID, which allows subscribers to identify callers by telephone number, and TXT 135, which allows one-way text messaging from PLDT fixed lines to Smart and Piltel GSM handsets. PLDT has also offered other value-added services such as call waiting, call forwarding, conference calling and speed dialing.

In the more competitive CMTS market, Globe and SMART have been issuing loyalty cards targeted to the youth. These loyalty cards allow subscribers to get discounts and free items from partner establishments. CMTS providers have also started to offer higher memory and more advanced subscriber identity module (SIM) cards that give mobile phones internet-like functions.

4. **Impact on the Economy.** EGTA's assistance to the NTC has started to show favorable impact on the economy. Better interconnection of PTEs encouraged competition in the fixed and CMTS markets. Anecdotal evidence suggests that the resulting improvement in the regulatory environment because of the issuance of MC 05-05-2002 and MC 08-07-2002 has started to encourage IT related investments, creating new jobs.
 - **Industry structure.** Prior to the issuance of MC 14-07-2000, MC 09-07-2002 and MC 06-09-2001, SMART subscribers were unable to call (and send SMS messages to) Globe subscribers, which at that time was the dominant player. Interconnection leveled the playing field and by 2002, allowed SMART to compete and surpass Globe's market share (*Appendix 2A*). The CMTS market structure is expected to change further with the entry of Sun Cellular in March 2003. Sun Cellular has reportedly captured about 1.5% of the market and is poised to take 6% of the market within two years.

PLDT's dominance in the fixed line market has grown, however. Consumer frustration over interconnection problems between PLDT and other PTEs created delinquent accounts as consumers either cut off their subscription or refused to pay. This resulted in the reduction of

the respective subscriber bases and market shares of Globe, Bayantel, Islacom, PT&T and ETPI (*Appendix 2B*).

- **Investments and Employment.** IT related investments and jobs have increased because of telecom development resulting from interconnection. Data from the Philippine Economic Zone Authority (PEZA) show a significant increase in the number of firms locating in the country's IT Zones from 1999 to January 2003 (*Appendix 3*). TUGP said that most of these locators are multinational firms, which have decided to set up their Philippine operations when IT services started to improve.

According to Ms. Valverde, because of sharp reductions in dropped calls, international companies are able to locate their backroom operations in the country. Anecdotal evidence also shows that the entry of these firms benefited the labor market as they bring with them higher than average wage rates and international standard personnel development practices.

V. Impact on E-Government

EGTA's assistance to the NTC has already resulted in initial successes in the telecom industry. The most significant of these is the improvement in competition from the issuance of MC 14-07-2000, which empowered the Commission to better manage interconnection. The heightened competition has promoted consumer welfare, especially in the CMTS market, and improved the economy in general. The issuance of MC 09-07-2002 and MC 06-09-2001 also helped in setting the policy for wholesale and retail pricing. To be more effective, however, the NTC may want to take the next step to consolidate the policy and issue the implementation details.

In wholesale pricing, the commission may want to develop the MC on benchmark charges that will complete the shift in interconnect agreements from revenue sharing to the more efficient methodology of cost based pricing. The Commission may also want to proceed with accounting reforms to enhance transparency and make monitoring and regulation easier. In retail pricing, the NTC may want to implement MC 06-09-2001 and hire an independent analyst to help in setting fair and reasonable price ceilings.

The NTC may also want to improve competition further by addressing other issues such as local number portability (LNP) and Voice over Internet Protocol (VoIP). LNP refers to the ability of subscribers to switch local fixed or wireless carriers and still retain the same phone number. According to TUGP, since one of the main issues preventing consumers from switching PTEs is the high logistical costs associated with changing telephone numbers, allowing free or minimal cost LNP would further enhance competition.

According to an EGTA paper¹⁵, VoIP enables users from different parts of the world to engage in international voice conversations without having to pass through (and pay) international gateway facilities. This makes VoIP a viable and cheaper alternative to the current circuit switched phone service. The regulation pertaining VoIP remains contentious, however, as the NTC is still silent on whether or not VoIP could be sold by non-PTEs. The Commission may therefore want to formalize its VoIP policy in order to promote investments in this technology and further improve competition and promote consumer welfare.

¹⁵ Gigo Alampay, Iggy Ramos. Policy Paper: Voice over Internet Protocol.

Appendix 1: SAS Compliance Profile and DOTC Compliance Classification

SAS Compliance Profile

PTE	Service	Compliance			DOTC Compliance
		No. of Lines	Service Area	Urban - Rural Deployment	
DIGITEL	IGF	O	X	X	Substantial Compliance
GLOBE	IGF, CMTS	O	X	X	Substantial Compliance
BAYANTEL	IGF	O	X	X	Substantial Compliance
SMART	IGF, CMTS	O	X	X	Substantial Compliance
PILTEL	CMTS	X	X	X	Substantial Compliance
ISLACOM	IGF, CMTS	X	X	X	Fairly Satisfactory
CAPWIRE	IGF	X	X	X	Fairly Satisfactory
PHILCOM/ MAJORTEL	IGF	X	X	X	Unsatisfactory
ETP/TELETECH	IGF	X	X	X	Unsatisfactory
EXTELCOM	CMTS				Non Compliance

Source: EGTA

Note: O - complied; x - did not comply

Compliance Classification

	Compliance	Characteristic	Penalty
Class 1	Full	Achieved 100% of commitment	(not applicable)
Class 2	Substantial	Achieved at least 80% of commitment	Carrier shall submit a "catch up" plan to ensure full compliance
Class 3	Fairly Satisfactory	Achieved 50% to 79% of commitment	Subject to sanctions
Class 4	Unsatisfactory	Achieved below 50% of commitment	Subject to sanctions
Class 5	Non-Compliance	Non compliance of obligation after 3-year period	Cancellation of Authority

Source: EGTA

Appendix 2. Telecom Industry Market Shares (Fixed line and CMTS Markets)

A. CMTS Market Share (2000 - 2002)

	2000	2001	2002
Extelcom	3.01	1.60	0.19
Globe	39.71	44.46	42.72
Islacom	2.81	1.49	1.18
Piltel	10.18	12.20	11.53
Smart	44.29	40.25	44.37
	100.00	100.00	100.00

Source: NTC 2002 Annual Report

B. Fixed Line Market Share (2000 vs. 2002)

	Subscriber Base		Growth (%)	Market Share (%)	
	2000	2002		2000	2002
DIGITEL	344,368	389,967	13.24	11.24	11.78
GLOBE TELECOM	158,249	134,803	(14.82)	5.16	4.07
ICC / BAYANTEL	219,082	185,506	(15.33)	7.15	5.60
ISLACOM	150,440	73,491	(51.15)	4.91	2.22
MAJOR / PHILCOM	38,539	49,596	28.69	1.26	1.50
PILTEL	59,967	76,716	27.93	1.96	2.32
PT&T / CAPWIRE	50,678	38,573	(23.89)	1.65	1.17
PLDT/SMART	1,818,599	2,092,539	15.06	59.35	63.20
ETPI	21,677	21,242	(2.01)	0.71	0.64
Others	202,788	248,500	22.54	6.62	7.51
Total	3,064,387	3,310,933	8.05	100.00	100.00

Source: NTC 2002 Annual Report, ITU

Appendix 3. Number of Locators/Firms and Employment Per IT Zone

	Locators					Employment				
	1999	2000	2001	2002	2003A	1999	2000	2001	2002	2003A
MEPZ II	-	-	-	2	2	-	-	-	179	179
Carmelray Industrial Park II	-	-	-	1	1	-	-	-	1,975	1,975
Pacific IT Center	-	-	-	5	5	-	-	-	1,668	1,774
GT Tower International	-	-	-	1	1	-	-	-	-	8
Philamlife Building	-	-	-	-	-	-	-	-	-	-
Asia Tower IT Park	-	-	1	1	1	-	-	-	172	206
PBCorn Tower	-	-	-	1	2	-	-	-	110	123
Summit One Office Tower	-	-	1	1	1	-	-	350	458	559
RCBC Plaza	-	1	2	5	5	-	-	13	449	876
Northgate Cyberzone	-	2	4	5	5	-	-	34	57	12
E-Square IT Park	-	-	3	6	6	-	-	11	97	316
Eastwood City Cyberpark	1	8	15	20	23	-	-	804	2,635	2,669
Total	1	11	26	48	52	-	-	1,212	7,800	8,687

Source: PEZA

Notes: A/ As of January 2003

Unit: In Actual Figures