

BLOCKING OF LOST / STOLEN MOBILE PHONE UNIT

REQUIREMENTS

: For Walk-in:

1. Duly accomplished Affidavit of Ownership and Loss with Undertaking.
2. Proof of ownership
 - a) Mobile phone/unit box containing the IMEI; or
 - b) Purchase Receipt indicating the IMEI; or
 - c) Owner's Certificate; or
 - d) In the absence of any proof of ownership: Police Report indicating the IMEI.
3. Proof of Identity: Two (2) valid IDs (at least one government issued ID).

For Mail, Fax and Email request for blocking:

1. Duly accomplished and **notarized** request form. (*Affidavit of Ownership and Loss with Undertaking*), available at the NTC Region 1 Website (region1.ntc.gov.ph)
2. Scanned copy of proof of ownership
 - a) Mobile phone/unit box containing the IMEI; or
 - b) Purchase Receipt indicating the IMEI; or
 - c) Owner's Certificate; or
 - d) In the absence of any proof of ownership: Police Report indicating the IMEI.
3. Proof of Identity: Two (2) valid IDs (at least one government issued ID).

AVAILABILITY OF SERVICE: Monday – Friday 8:00AM – 5:00PM

PROCESSING TIME Three (3) to Five (5) Working days

Step	Procedure	Office/Person Responsible
1	<p>For Walk-in:</p> <ol style="list-style-type: none"> 1. Fill out a request for blocking form (Affidavit of Ownership and Loss with Undertaking). 2. Submit any of the following Proof of ownership: <ol style="list-style-type: none"> a. Mobile phone/unit box containing the IMEI; or b. Purchase Receipt indicating the IMEI; or c. Owner's Certificate; or d. In the absence of any proof of ownership: Police Report indicating the IMEI. 3. Proof of Identity: Present two (2) valid IDs (at least one government issued ID). <p>For Mail, Fax and Email request for blocking:</p> <ol style="list-style-type: none"> 1. Send a copy of the accomplished and notarized request form. (<i>Affidavit of Ownership and Loss with Undertaking</i>), available at the NTC Region 1 Website (region1.ntc.gov.ph) 2. Submit a scanned copy of any of the following proof of ownership: <ol style="list-style-type: none"> a. Mobile phone/unit box indicating the IMEI; or b. Purchase Receipt indicating the IMEI; or c. Owner's Certificate; or d. In the absence of any proof of ownership: Police Report indicating the IMEI. 3. Proof of Identity: Submit two (2) valid IDs (at least one government issued ID). <p>For Mail: send to NTC Region 1, Airport Compound, Brgy. San Francisco, San Fernando City, La Union</p> <p>For Fax: Send to (072) 607-5656</p> <p>For E-mail: Send to ntc.ilocosregion@ntc.gov.ph</p> <p>NOTE: Clients may likewise send their request for blocking directly to the National Telecommunications Commission – Consumer Welfare and Protection Division, BIR Road, East Triangle, Diliman, Quezon City.</p> <p>For email: consumer@ntc.gov.ph</p> <p>For Fax: (02)921-3251 / (02)926-7722</p>	<p>Receiving and verification of requirements:</p> <p><u>For Walk-in:</u> Atty. Wyndel P. Albano Ms. Marie N. Cariaga</p> <p><u>For mail & fax:</u> Atty. Wyndel P. Albano Ms. Marie N. Cariaga</p> <p><u>For e-mail:</u> Ms. Marie N. Cariaga</p>

Step	Procedure	Office/Person Responsible
2	The requests for blocking are endorsed to the NTC Central Office - Consumer Welfare and Protection Division every Friday or the last working day of the week.	Ms. Marie N. Cariaga
3	<p>Clients may verify the result of the blocking via phone call to the NTC Central Office - Consumer Welfare and Protection Division using the following contact details:</p> <p><u>(02) 921-3251 / (02) 926-7722</u></p>	<p>NTC Central Office - Consumer Welfare and Protection Division</p> <p>Mr. Victor Gusto Mr. Jay Tomogsoc Ms. Jorgeous Sumido Ms. Rosemarie Arceo Ms. Flora Anacay</p>