

COMPLAINT ON SERVICES PROVIDED BY PUBLIC TELECOMMUNICATION ENTITIES (PTES) / CATV COMPANIES AND OTHER SERVICE PROVIDER

REQUIREMENTS

1. Accomplished complaint form available at NTC Region 1 Website (region1.ntc.gov.ph) or may file a formal written complaint
2. Supporting documents/evidence or proof of claim such as contract, billing statement, etc.;
3. Authorization letter if complainant is not the account holder

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

PROCESSING TIME Five (5) to Ten (10) working days

Step	Procedure	Office/Person Responsible
1	<p>For Walk-in:</p> <ul style="list-style-type: none"> ❖ Accomplish and submit the complaint form and other requirements together with evidence and/or proof of claim. <p>For Mail, Fax and Email:</p> <ul style="list-style-type: none"> ❖ Accomplish and submit the complaint form and other requirements together with evidence and/or proof of claim; or ❖ Submit a formal written complaint to the NTC-RO1. <p>For Mail: send to NTC Region1, Airport Compound, Brgy. San Francisco, San Fernando City, La Union</p> <p>For Fax: Send to <u>(072) 607-5656</u></p> <p>For E-mail: Send to ntc.ilocosregion@ntc.gov.ph</p> <p>NOTE: Clients may likewise send their complaint 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: <u>(02)921-3251 / (02)926-7722</u></p>	<p>a. Receiving and Recording of Complaint:</p> <p>Atty. Wyndel P. Albano Ms. Marie N. Cariaga</p>

Step	Procedure	Office/Person Responsible
2	If the service provider has not acted upon the complaint within ten (10) days from notice thereof, the complaint is thereafter endorsed to the NTC Central Office - Consumer Welfare and Protection Division for appropriate action.	a. Endorsement to NTC Central Office - Consumer Welfare and Protection Division: <u>Atty. Wyndel P. Albano</u> b. Signatory: <u>Dir. Danilo O. Cuenca</u>

NOTE:

On May 7, 2015, NTC and DTI entered into a Memorandum of Agreement (MOA) defining responsibilities in the delineation of mandates in the area of handling administrative complaints against Telecommunications companies. Under the MOA, the responsibilities of each party are as follows:

A. DTI shall handle complaints involving the following:

- a. Warranty;
- b. Misleading Advertisement;
- c. Defective Products;
- d. Fraudulent Sales Promo;
- e. Deceptive Sales Practice;
- f. Other complaints akin to the foregoing.

B. NTC Shall handle complaints involving the following:

- a. Poor Service (Technical and Customer Service);
- b. Billing Problem;
- c. Fair Use Policy;
- d. Denial of Subscription Plan Application;
- e. Text Spams;
- f. Text Scam;
- g. Other complaints akin to the foregoing.