

COMPLAINTS ON TEXT MESSAGE (TEXT SPAM, TEXT SCAM, ILLEGAL/OBSCENE TEXT MESSAGE, THREATS AND OTHER RELATED ITEMS)

- REQUIREMENTS** :
- For Walk-in:**
1. Duly accomplished complaint form.
 2. Mobile phone unit containing the text message(s) or spam(s) and mobile phone number of the message sender for verification.
 3. Two (2) valid IDs (at least one government issued ID).

For Mail, Fax and Email:

1. Duly accomplished complaint form. (*Complaint on Text Message / Complaint on Text Spam*), available at the NTC Region 1 Website (region1.ntc.gov.ph)
2. Screen shot copy of the complained text message(s) or spam(s) together with the mobile phone number of the message sender for verification.
3. 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 up and submit the corresponding complaint form; 2. Present the mobile phone unit containing the message(s) or spam(s) complained of together with the mobile phone number of the message sender for verification. 3. Present two (2) valid IDs (at least one government issued ID). <p>For Mail, Fax and Email:</p> <ol style="list-style-type: none"> 1. Secure and accomplish a copy of the Complaint on Text Message or Complaint on Text Scam form, available at the NTC Region 1 Website (region1.ntc.gov.ph) 	<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>2. Submit a screen shot copy of the text message or spam complained of. The copy must show the date and time the message or spam was received together with the mobile phone number of the message or spam sender.</p> <p>3. Submit two (2) valid IDs (at least one government issued ID).</p> <p>For Mail: send to NTC Region 1, 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 complaints 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><u>For e-mail:</u> Ms. Marie N. Cariaga</p>
2	<p>The Complaints are endorsed to the NTC Central Office - Consumer Welfare and Protection Division every Friday or the last working day of the week.</p>	<p>Ms. Marie N. Cariaga</p>
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>

NOTE:

1. Text Spam Messages from content providers are subject to NTC Memorandum Circular No. 04-07-2009 dated July 7, 2009.
2. Complaints on Text Scam are automatically reported by NTC Central Office - Consumer Welfare and Protection Division to the concerned Telecommunication Company for the blocking of the SIM Card of the text scam offender.