



SERVICE NAME:	22. Handling Requests and Complaints of Consumers/Subscribers received through Walk-in, Courier, Facsimile or Electronic Mail	
<p>The Commission acts on:</p> <p>(a) requests for blocking of mobile phone's IMEI (International Mobile Equipment Identity) and SIM (Subscriber Identity Module) due to lost/stolen cellphone units or unblocking of the same;</p> <p>(b) complaints of consumers/subscribers of telecommunications companies such as text scams, unwanted calls/texts and illegal/obscene/threat/other similar text messages; and</p> <p>(c) complaints of consumers/subscribers of telecommunications or broadcast Service Providers (<i>i.e.</i> Cable TV, DTH, etc.) such as billing complaint, poor customer service, poor technical service and fair usage issues.</p>		
Office or Division:	Regional Office - Consumer Welfare and Protection Unit	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
Who may avail:	Individuals, Private and Government Entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Request for blocking of IMEI and SIM of lost/stolen mobile phone		
<p>1. Duly accomplished and notarized AFFIDAVIT OF OWNERSHIP AND LOSS WITH UNDERTAKING [<i>Form No. NTC 1-24</i>]</p> <p><i>Note: The Affidavit of Loss must indicate the IMEI of the mobile phone and/or the SIM to be blocked.</i></p>		NTC Licensing Area Website: ntc.gov.ph
<p>2. Proof of ownership, ANY of the following:</p> <p>2.1 Copy of Official Receipt of the mobile phone</p> <p>2.2 Box of the mobile phone with International Mobile Equipment Identity (IMEI)</p> <p>2.3 Certificate of Purchase issued by the Authorized Seller with the Name of the Purchaser, Date of Purchase and IMEI</p>		Mobile Phone Dealer/Applicant
<p>3. Copy of valid Identification</p> <p>3.1 Any government-issued ID OR Passport</p> <p>3.2 <i>For students</i>, School ID</p> <p>3.3 <i>For cases when ID is not available</i>, Birth Certificate OR NBI Clearance</p>		BIR/Post Office/DFA/SSS/GSIS/ PAG-IBIG/PSA/School/NBI/LTO



B. Handling of Complaints on Text Spam, Text Scam, or Illegal/Obscene/Threat/Other Similar Text Messages	
1. Duly accomplished COMPLAINT FORM [Form No. NTC 1-25]	NTC Licensing Area / Website: ntc.gov.ph
2. Copy of valid Identification 2.1 Any government-issued ID OR Passport 2.2 <i>For students</i> , School ID 2.3 <i>For cases when ID is not available</i> , Birth Certificate OR NBI Clearance	BIR/Post Office/DFA/SSS/GSIS/PAG-IBIG/PSA/School/NBI/LTO
3. <i>If complaint proceeds to administrative case</i> , Copy of duly notarized Complaint	Applicant
C. Handling of Complaints on Services offered by Telecommunications or Broadcast Service Providers	
1. Duly accomplished COMPLAINT FORM [Form No. NTC 1-25]	NTC Licensing Area / Website: ntc.gov.ph
2. Copy of valid Identification 2.1 Any government-issued ID OR Passport 2.2 <i>For students</i> , School ID 2.3 <i>For cases when ID is not available</i> , Birth Certificate OR NBI Clearance	BIR/Post Office/DFA/SSS/GSIS/PAG-IBIG/PSA/School/NBI/LTO
3. Copy of Service Contract, OR Copy of Billing Statement, OR Document indicating services availed by the complainant	Service Provider
4. <i>If complaint proceeds to administrative case</i> , Copy of duly notarized Complaint	Applicant
Supporting Documents for Representative(s)	
1. Authorization letter duly signed by the applicant and valid ID of the authorized representative.	Person being represented



Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Pre – Assessment Stage				
1. Submits application at the Licensing Area 1.1 Receives back the application and NOD	1. Screens/Assesses application as to the completeness of submitted documents 1.1 <i>If incomplete</i> , issues Notice of Deficiency (NOD) and returns the application 1.2 <i>If complete</i> , proceeds to Processing Stage		0.5 Hour	Engr. I, II, III EOD
Processing Stage				
2.1 Receives the AR	2.1 Receives application with the complete requirements/ supporting documents 2.2 Assigns Unique Identification Number (UIN) and issues Acknowledgement Receipt (AR)		1 Hour	Engr. I, II, III EOD
	2.3 Prepares Endorsement Letter		0.5 Hour	Engr. V EOD
	2.4 Endorses application to CWPD - Central Office		22.5 Hours	Engr. I, II, III EOD
	TOTAL	None	24 Hours	