



**REPUBLIC OF THE PHILIPPINES**  
**NATIONAL TELECOMMUNICATIONS COMMISSION**

Regional Office No. VII

**PROCEDURES IN HANDLING: DISPUTED BILLING CHARGES; POOR  
QUALITY OF SERVICE; MISSING BALANCE**

**WHERE TO FILE THE COMPLAINT?**

**I. HELP DESK CENTER**

Complainant files a complaint at the designated help desk where the complaint is being initially assessed by any members of the committee to check the veracity of the complaint filed that may warrant the filing of the complaint.

**II. OFFICIAL EMAIL ADDRESS**

Complainant may also file the complaint through our official email address @ [ntc\\_vii@yahoo.com](mailto:ntc_vii@yahoo.com) stating among others the nature of the complaints and attachments of documents, if needed.

**III. FILED AT THE OTHER GOVERNMENT AGENCIES (DTI)**

**AFTER FILING WHAT'S NEXT**

**I. FILED AT HELP DESK**

Complainant fills up the **COMPLAINT FORM SHEET** briefly stating the nature of the complaints (with attachments if needed) and duly administered by any members of the committee and forward the same to the receiving clerk for docketing and forward it to the Regional Director for his information and endorsement to the legal officer for the preparation of a NOTICE for Mediation. After duly signed by the Regional Director, the Legal Officer shall inform the complainant of the scheduled mediation. The Notice shall be sent to the concerned TELCO's. (The Legal Officer and or any members of the committee has the option to call the attention of the manager or head of their wireless center and inform them of the complaint. If they could resolve the complaint at hand at their own level prior to the scheduled Mediation meeting with the complainant, then they shall submit to the office an official written document stating among others the action taken of the complaint and the complainant is fully satisfied of its action taken, only then the complaint is considered closed).

**II. FILED THROUGH E-MAIL**

The e-mail received shall be duly stamped received for docketing by the receiving clerk and forwarded it to the Regional Director which in turn endorses the document to the Legal Officer for further verification of the complaint filed. If the complaint is lacking of any other documents, then, the Legal Officer may inform the complainant through its contact number or write an e-mail informing the complainant to submit needed documents.

If the complaint filed is complete, then the Legal Officer shall prepare the NOTICE for Mediation. After duly signed by the Regional Director, the Legal Officer shall inform the complainant of the scheduled mediation. The Notice shall be sent to the concerned TELCO's. (The Legal Officer and or any members of the committee has the option to call the attention of the manager or head of their wireless center and inform them of the complaint. If they could resolve the complaint at hand at their own level prior to the scheduled Mediation meeting with the complainant, then they shall submit to the office an official written document stating among others the action taken of the complaint and that the complainant is fully satisfied of its action taken, only then the complaint is considered closed).

### **III. FILED AT OTHER GOVERNMENT AGENCIES (DTI)**

Endorsement letter coming from other government shall be received by the receiving clerk and shall be forwarded to the Legal Officer for further verification of the complaint filed. If the complaint is lacking of any other documents, then, the Legal Officer may inform the complainant through its contact number or write an e-mail informing the complainant to submit needed documents. If the complaint filed is complete, then the Legal Officer shall prepare the NOTICE for Mediation. After duly signed by the Regional Director, the Legal shall inform the complainant of the scheduled mediation. The Notice shall be sent to the concerned TELCO's. (The Legal Officer and or any members of the committee has the option to call the attention of the manager or head of their wireless center and inform them of the complaint. If they could resolve the complaint at hand at their own level prior to the scheduled Mediation meeting with the complainant, then they shall submit to the office an official written document stating among others the action taken of the complaint and that the complainant is fully satisfied of its action taken, only then the complaint is considered closed).

### **MEDIATION PROCESS**

The complainant shall be given first to air the grievances and the concerned TELCO's shall be given the opportunity to give solution to the complaint and if it is acceptable to the complainant, then the Legal Officer shall let the complainant and the concerned TELCO's sign the agreement..Then the complaint is considered close.