



Republic of the Philippines  
**NATIONAL TELECOMMUNICATIONS COMMISSION**  
Regional Office No. VII  
Subangdaku, Mandaue City  
Tel. No. 346-0179; Telefax – 422-6822

## **THE NTC SERVICE PLEDGE**

I am a NATELCOM employee,  
I will serve my agency and my countrymen,  
With diligence, integrity, and efficiency.

I will perform my task, motivated by duty  
And by the values of a true servant of  
the people.

I ask God Almighty to bless me,  
With courage and conviction to fulfill this Pledge,  
To build a better NTC,

Where Information and Communication  
Technology (ICT)  
will flourish and prosper.

To sustain nation building and  
Uplift the lives of the Filipino people.

# NTC REGION 7 COMMITMENT TO SERVICE

**We aim to serve you with excellence.**

**Thus we commit:**

1. To provide immediate assistance to our clientele within one hour from the time the grievance/complaint is brought to our attention.
2. To conduct an objective inspection and monitoring of the air lanes to curb illegal users and to clear the air lanes for easier use of legitimate users.
3. To immediately attend to queries pertinent to our office functions and services.
  - a. For walk-in clients - within 5 minutes upon arrival
  - b. For phone in clients - within three (3) rings
  - c. For written query - within three (3) days upon receipt
4. To conduct seminars for prospective radio users will be given within one week upon receipt of a written request.
5. **To provide our clientele with the following in our office:**
  - a. Clear and appropriate signs and directions
  - b. Updated listings of rates of fees, fines and penalties
  - c. Comfortable waiting areas
  - d. Secured premises
  - e. Spacious parking spaces
  - f. Knowledgeable and well informed Officer of the Day.
6. To gather updated demographic profiles of the Region to support the ICT program of the agency.

**We will continuously review our services to be more responsive to your needs.**

**OFFICE HOURS : 8:00 A.M. – 5:00 P.M.  
MONDAY TO FRIDAY**

**Payment of Fees accepted : 8:00 A.M. – 4:00 P.M.**