

**LEGAL BRANCH**  
**Consumer Welfare and Protection Division**

**SERVICE NAME:**            **Handling of Complaint of Services provided by**  
**A. Telecommunication Service Providers**  
**B. Value Added Service Providers**  
**C. Cable TV Service Providers**

**Requirements:**

1. Duly accomplished Complaint Application Form
2. Copy of duly notarized Affidavit of Complaint
3. Copy of valid identification
  - 3.1 Any Government issued ID
  - 3.2 For Students, Students School ID
4. Copy of Service Contract or Copy of Billing Statement or Document indicating services availed by the Complainant
5. For Representative(s), Authorization Letter duly signed by the applicant and valid ID of the authorized Representative.

**Procedure: (Walk-in, Fax, Mail or Electronic Message)**

1. Submit duly accomplished Complaint Application Form together with the supporting documents stated above to the CWPD
2. CWPD Personnel checked and analyze the completeness of the documents received and forward the same to the Service Providers Complained and act in 5-10 working days.
3. Complainants are advised to inform CWPD personnel about the status of the complaint.