

**[NTC MEMORANDUM CIRCULAR NO. 07-08-2004,
August 06, 2004]**

**RULES AND REGULATIONS GOVERNING THE REPAIR, SERVICING
AND MAINTENANCE OF MOBILE PHONES**

Pursuant to the provisions of the Radio Control Law, Act No. 3846, as amended, Executive Order No. 546, and Republic Act 7925, the following rules and regulations governing the repair, servicing and maintenance of mobile phones units in the Philippines, are hereby promulgated.

1. Purpose

The primary purpose of this Circular is to enable the Commission to monitor and control the repair, servicing and maintenance of mobile phone units, parts and accessories thereof, in the interest of the public.

2. Definition of Terms

2.1 Commission - National Telecommunications Commission

2.2 Mobile Phone - a handheld radio communications device employing cellular mobile telephone system (CMTS) popularly referred to as cellular phones or cell phones, and similar technologies, capable of transmitting and receiving voice, data, and other multimedia services by means of radio waves.

2.3 Mobile Phone Service Center (MPSC) - a person or entity engaged in the repair, servicing or maintenance of mobile phones units, parts and accessories thereof.

2.4 Mobile Phone Service Center Permit (MPSCP) - a permit issued by the Commission authorizing the holder thereof to engage in the repair, servicing or maintenance of mobile phone units, parts and accessories thereof.

2.5 Unauthorized Servicing - any service rendered to alter the International Mobile Equipment Identity (IMEI) number or code of any mobile phone units.

3. General Provisions

3.1 No person shall engage in the business of an MPSC without first securing the necessary permit from the Commission. If an MPSC has branches, all of its branches shall be covered by a separate permit.

3.2 No MPSC shall keep an inventory of mobile phone units, parts and accessories thereof, acquired from any unauthorized or illegal source. For the purpose of this Circular, an illegally acquired mobile phone shall include, among others, the lost or stolen mobile phones and mobile phones not type-approved/type-accepted by the Commission.

3.3 All existing centers or establishments doing repair, servicing and maintenance of mobile phone units prior to the promulgation of this Circular, shall within thirty (30) days from effectivity of this Circular, apply and secure the required permit to be an authorized Mobile Phone Service Center (MPSC). Failure to do so, shall subject any person or entity operating any center or establishment to closure and the imposition of appropriate fines until the required permit is secured.

3.4 Existing and duly accredited radio repair shops pursuant to existing rules shall inform the Commission in writing within thirty (30) days from the effectivity of this Circular that they shall engage in the repair, servicing and maintenance of mobile phones. Henceforth, all accreditation permits of radio repair shops shall include the repair, servicing and maintenance of mobile phones.

3.5 No MPSC shall accept requests for unblocking of blocked SIM cards and for the alteration of IMEI by any means.

4. Operating Guidelines for Authorized MPSCs

4.1 All holders of a Permit to operate an MPSC shall in the conduct of their respective activities in repair, servicing or maintenance of mobile phones, strictly comply with the provisions of this Circular and other existing radio laws, rules and regulations.

4.2 All MPSCP holders shall not accept for repair, servicing or maintenance mobile phone units, parts and accessories thereof, that come from any unauthorized or illegal source. The MPSCP holder shall secure from the Commission updated list of blocked IMEI at the start of each month.

4.3 An MPSC shall not have in its possession or inventory any equipment and/or software program used for altering the IMEI code or number of any mobile phone units.

4.4 An MPSC shall not keep an inventory of mobile phone units, parts or accessories thereof, acquired from illegal source.

4.5 An MPSC shall not advertise and/or offer to the public the servicing, repair and maintenance of mobile phone units without any permit or