



REPUBLIC OF THE PHILIPPINES
NATIONAL TELECOMMUNICATIONS COMMISSION
NTC Building, BIR Road, East Triangle, Diliman, Quezon City
Email: ntc@ntc.gov.ph; website: <http://www.ntc.gov.ph>

MEMORANDUM ORDER NO. 006-09-2022

TO: ALL MOBILE PHONE MANUFACTURERS, DISTRIBUTORS AND DEALERS

SUBJECT: MOBILE PHONE SOLUTIONS AGAINST TEXT SCAMS

DATE: 14 September 2022

In the interest of the service and pursuant to the mandate of the National Telecommunications Commission (NTC) to establish and prescribe rules, regulations, standards specifications, as provided under Executive Order (EO) No. 546, series of 1979, and other applicable laws, the NTC met with representatives of mobile phone manufacturers, distributors and dealers on 13 September 2022 to discuss measures to protect mobile phone users from text scams.

The representatives of mobile phone manufacturers, distributors and dealers stated that their mobile phones have various features that can protect users from text scams, e.g. blocking of unknown numbers and/or diverting scam messages to folders similar to email spam folders.

Based on the foregoing, the NTC hereby directs the representatives of mobile phone manufacturers, distributors and dealers to implement the following measures to inform the public of these protective mobile phone features through various means, such as, but not limited to:

1. Mobile phone manufacturers, distributors and dealers shall provide directions to their mobile phone users on how to block texts from mobile numbers not in their contact lists and how to create a spam folder in their inboxes. These directions shall be disseminated through the manufacturer's websites and social media accounts (i.e. Facebook, Instagram, etc.);
2. Mobile phone manufacturers, distributors and dealers shall put up posters in their physical stores to educate their mobile phone buyers on how to use, enable or activate the text blocking, spam folder and other similar features in their phones; and
3. Mobile phone manufacturers, distributors and dealers shall include in each new mobile phone package an insert or leaflet containing directions on how to use, enable or activate the text blocking, spam folder and other similar features in their phones.

The above measures shall be implemented within fifteen (15) days from the issuance of this Memorandum Order and thereafter shall form part of the mandatory requirements for type

approval/acceptance and related permits for customer premises equipment, particularly mobile phone products filed before the Commission.

For strict compliance.



GAMALIEL A. CORDOBA
Commissioner