

# GUIDELINES FOR APPLICATION FOR PERMIT TO IMPORT THRU THE PHILIPPINE NATIONAL SINGLE WINDOW (nsw.gov.ph)

## I. ACCOUNT CREATION

For account creation, please contact the Bureau of Customs – MISTG via email ([mistg-helpdesk@customs.gov.ph](mailto:mistg-helpdesk@customs.gov.ph)) or telephone (+632 8705-6096 to 6099).

## II. CREATION OF NEW APPLICATION

1. Log in to your Account
2. In the NSW dashboard tab, click the button “Create new application”
3. In the “Application Wizard”, please follow the guide below:
  - a. In the tab, “Step 1: Select Form”
    - i. Under “Select Agency” – Please select “National Telecommunications Commission”
    - ii. Under “Select Office/Branch” - Please be guided by *Table 1.1*
    - iii. Under “Select Available Form” - Please be guided by *Table 1.1*
    - iv. Click the “Continue” button
  - b. In the tab “Step 2: Fill-out Form”
    - i. Fill out the application form  
**Note: All items indicated in your invoice should be “completely” declared under their respective category in your application. Please be guided by Table 1.1**
    - ii. Click the “Save” or the “Save Changes” button
  - c. In the tab “Step 3: Payment Details”
    - i. Click the “Continue” button
  - d. Upload Required Documents as indicated in the “Attachments” Table

Attachment Name	Please upload
1. Proforma Invoice	Any form of Invoice (e.g., Commercial, Proforma, or Shipping Invoice)
2. NTC Accreditation (for Traders/Resellers)	Dealer’s Permit or CPE Supplier Accreditation (if applicable)
3. Manufacturers’ Certification of Compliance	Type Approval / Type Acceptance Certificate
4. Technical Aspects - Frequency	Technical Specifications
5. Airway Bill or Packing List	Way Bill or Packing List

Note: Upon uploading a document, a pop-up will appear stating,

*“I do hereby affirm that all electronic submission of documents including all attachments, and provided information are true and correct. I do attest that all information provided are true, complete and in compliance with the RA8792 known as the Philippine E-Commerce Law.”*

Please click the “OK” button.

- e. After uploading the documents, click the “Submit Application” button
- f. A pop-up will appear stating,

“In accordance with CMO No: 12-2012, you must fill BOX 31 on the SAD entry form with the NSW Reference #. Not filing BOX 31 could cause a delay in the release of your shipment.”

Please click the “Submit Application” button.

**REMINDER: ONE INVOICE PER APPLICATION ONLY. MULTIPLE INVOICES IN ONE TRANSACTION/APPLICATION WILL BE REJECTED.**

### Additional Information:

- I. The processing time for an application lodged in the NSW is three (3) working days upon payment of fees.
- II. Online payment is available only for BANCNET Accredited Debit Cards.
  - For the list of Participating Banks, you may check this link:  
<https://www.bancnetonline.com/BancnetWeb/view/goToParticipatingBanksPage.do>
- III. Seven (7) Workflow Stages for an NSW Application:
  - RECEIVED
  - PAYMENT
  - PROCESS
  - AUTHORIZE 1
  - AUTHORIZE 2
  - AUTHORIZE 3 – The issued permit is electronically generated in PDF format.
  - BOC CLEARANCE
- IV. Present the issued permit on/before the arrival date of goods or equipment at the port of entry.

**Table 1.1**

Category of Equipment	Type of Application	Select Office/Branch	Select Available Form
WDN OUTDOOR (e.g., Outdoor Wireless Access Point)	Import Permit	National Office	Application for Permit to Import (Radio Regulations Licensing Department)
RADIO COMMUNICATIONS EQUIPMENT (RCE) (e.g., Marine Radio, RFID Equipment including RFID Cards, Radios for Aircraft Stations)	Import Permit	National Office	Application for Permit to Import (Radio Regulations Licensing Department)
NON-RADIO / ACCESSORIES (for RCE/WDN Outdoor Peripherals)	Certificate of Exemption	National Office	Application for Permit to Import (Radio Regulations Licensing Department)
RADIO COMMUNICATIONS EQUIPMENT – Broadcast Related equipment	Import Permit	National Office	Application for Permit to Import (Broadcast Services Division)
RADIO COMMUNICATIONS EQUIPMENT – Telecommunications related equipment	Import Permit	National Office	Application for Permit to Import (Common Carrier Authorization Department)
WDN INDOOR (e.g., wifi capable equipment, Bluetooth capable equipment)	Import Permit	Quezon City (NCR)	Application for Permit to Import (Customer Premises Equipment)
CUSTOMER PREMISES EQUIPMENT (CPE)	Import Permit	Quezon City (NCR)	Application for Permit to Import (Customer Premises Equipment)
NON-RADIO / ACCESSORIES (CPE/WDN Indoor Peripherals)	Certificate of Exemption	Quezon City (NCR)	Application for Permit to Import (Customer Premises Equipment)
CUSTOMER PREMISES EQUIPMENT (CPE) – for Demo	Import Permit	National Office	Application for Permit to Import (Equipment Standard Division)

### For applicants of Quezon City (NCR) Office/Branch,

1. For d. Upload Required Documents as indicated in the “Attachments” Table
  - **For Personal or Company Use**, upload the following:
    - i. Invoice,
    - ii. Technical Specifications, or Type Approval/Acceptance Certificate
    - iii. Way Bill or Packing List
2. After submission of the application, immediately send thru e-mail the uploaded docs and the pdf file copy of your NSW Application.  
E-mail Address: [ncr.nsw@ntc.gov.ph](mailto:ncr.nsw@ntc.gov.ph) and [ncr.nsw@gmail.com](mailto:ncr.nsw@gmail.com)  
Follow the subject format:  
Subject: [Insert your NSW Application Reference Number] [Insert name of Applicant]  
For example: **NTC0512225617894 ABC Corporation**

**REMINDER: STRICTLY ONE EMAIL PER NSW APPLICATION REFERENCE NUMBER**

3. NTC-NCR Contact Information: Tel. No.: **+63.2.8924.4010 local 102, 103, 105 & 106** email: [ntcncr@ntc.gov.ph](mailto:ntcncr@ntc.gov.ph)

### For applicants of other Branch/Office of the National Telecommunications Commission, please refer to the below contact information.

Office/Branch	Telephone Numbers	Email Address
National Office - Common Carrier Authorization Department (Now Regulation Branch)	<b>+63.2.8924.4026</b> <b>+63.2.8920.4472</b> <b>+63.2.8924.3725</b>	<a href="mailto:regulation@ntc.gov.ph">regulation@ntc.gov.ph</a> <a href="mailto:networks@ntc.gov.ph">networks@ntc.gov.ph</a> <a href="mailto:interconnection@ntc.gov.ph">interconnection@ntc.gov.ph</a>
National Office - Radio Regulations Licensing Department (Now Special Licensing Branch)	<b>+63.2.8924.4024</b> <b>+63.2.8924.4079</b> <b>+63.2.8924.3731</b>	<a href="mailto:special.licensing@ntc.gov.ph">special.licensing@ntc.gov.ph</a> <a href="mailto:special.radio@ntc.gov.ph">special.radio@ntc.gov.ph</a> <a href="mailto:safety.stcw@ntc.gov.ph">safety.stcw@ntc.gov.ph</a>
National Office - Broadcast Services Division	<b>+63.2.8924.3744</b>	<a href="mailto:broadcast@ntc.gov.ph">broadcast@ntc.gov.ph</a>
National Office - Equipment Standard Division	<b>+63.2.8924.4006</b>	<a href="mailto:equipment.standard@ntc.gov.ph">equipment.standard@ntc.gov.ph</a>