

## COMPLAINT FORM

### GUIDE TO FILLING IN THIS COMPLAINT FORM

1. It is your responsibility to ensure that the complaint form is completed and contains all the necessary information for the Authority for Info-communications Technology Industry of Brunei Darussalam (AITI) to take action.
2. You may attach documents in support of your complaint. Please ensure that any supporting documents are clearly photocopied and are relevant to the complaint. Do not send original documents to AITI.
3. The complaint form must contain your signature, that of your legal guardian or legal counsel. In cases where you do not sign this complaint form personally, AITI must be provided with a copy of the authorization empowering your named representative to sign on your behalf.
4. If the complainant is a corporate body, the Complaint Form shall be signed by a director of the company duly authorized to execute the same and the company chop shall be affixed to the signature accordingly.
5. If the complainant is a partnership, the Complaint Form should be signed by any 1 partner and an original letter of authorization from the remaining partner(s) should be provided together with the supporting documents.
6. Supporting documents required by AITI:
  - (a) If the complainant is an individual, please provide a copy of your identity card.
  - (b) If the complainant is a sole proprietorship or partnership registered under the Business Names Act (Cap. 92), please provide your business address and copies of your Sections 16 and 17 Certificates of Registration.
  - (c) If the complainant is a body corporate registered under the Companies Act (Cap. 39), please provide your registered company name, registered company address and the following documents:
    - i. Certificate of Incorporation.
    - ii. Notice of Situation of Registered Office.
    - iii. Particulars of Directors or Managers (and of any changes therein).
  - (d) Clear photocopies of other documents in support of your claim. These should include any letters, contracts or agreements relating to the complaint and any correspondence or documents which prove prior attempts to resolve the matter.
7. AITI will not take action on incomplete complaint forms, those without a valid signature or those with insufficient supporting documents.
8. AITI is unable to act on verbal complaints.
9. AITI reserves the right to disclose the details of your complaint to the subject of the complaint, Government or regulatory body, professional organisation or other interested parties if deemed necessary.
10. AITI reserves the right to disclose the details of your complaint when required by law, to obtain additional information relating to your complaint or in any other circumstances when AITI considers it necessary and expedient to do so.

## COMPLAINT FORM

11. AITI reserves the right to collect and compile statistical data based on your complaint and release the said data for public consumption.
12. Completed Complaint Forms and supporting documents should be sent to the following address:

Chief Executive  
Authority for Info-communications Technology Industry (AITI) of Brunei Darussalam  
Block B14, Simpang 32-5  
Jalan Berakas, Kg Anggrek Desa  
Bandar Seri Begawan BS3713  
Brunei Darussalam

by hand or post, or  
faxed to +673 238 2445, or  
emailed to [complaint@aiti.gov.bn](mailto:complaint@aiti.gov.bn).

**Please Note:**

- We cannot act as a court of law or legal counsel on your behalf.
- We cannot give you legal advice.
- We cannot become involved in complaints that are in litigation or have already been litigated.
- We cannot become involved in complaints that have been submitted to arbitration or have already been arbitrated.

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### YOUR INFORMATION

<b>Salutation</b> Mr. / Ms. / Mrs. / Miss / Dr.  Other (Please specify)		
<b>Full Name</b>		
<b>IC No</b>		
<b>Residential Address</b>		<b>Postcode</b>
<b>Correspondence Address (If different from above)</b>		<b>Postcode</b>
<b>Home Phone</b>	<b>Mobile Phone</b>	<b>Work Phone</b>
<b>Fax</b>	<b>Email</b>	

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### ADDITIONAL CONTACT INFORMATION

If you want us to communicate with a representative regarding this complaint, then please provide your representative's contact information below. By listing your representative you are authorizing us to communicate with and provide relevant information about you to that person in relation to this complaint without further reference to you.

<b>Full Name of Representative</b>		
<b>Relationship</b>		
<b>Correspondence Address</b>		<b>Postcode</b>
<b>Home Phone</b>	<b>Mobile Phone</b>	<b>Work Phone</b>
<b>Fax</b>	<b>Email</b>	

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### SUBJECT OF COMPLAINT

Name of Licensee		
Service(s) of this Licensee that you subscribe to: (Tick all that apply)		
	<b>Your service subscriptions</b>	<b>Service(s) complained of</b>
Fixed line telecommunication services e.g. landline telephone		
Mobile telecommunication services (Post-paid)		
Mobile telecommunication services (Pre-paid)		
Public payphone		
Dial-Up internet access		
Broadband internet access		
Mobile broadband		
Trunked radio services		
Public broadcasting service		
Other (Please specify)		
Have you tried to resolve your complaint with the Licensee?		Yes / No
If No, why not?		
If Yes, when?	How? Phone / Correspondence / In Person Other (Please specify)	
Who did you speak to? (Provide the full name of your contact point)		
Have you filed a complaint or contacted any other agency regarding your complaint?		Yes / No
If Yes, agency name?		

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### COMPLAINT INFORMATION

Please provide a general explanation as to the origin of the complaint in including a brief statement of facts in chronological order and the points in issue. Please include full details e.g. names of contact points, phone numbers, any other contact details and a full description of the problem with the any figure(s), and date(s) of any data or voice transmission. You should also include any response from the subject of your complaint.

Ensure that your description is as clear and concise as possible. Use separate sheet(s) of paper if you need more space.

Please include **COPIES** of documents related to your complaint such as contracts, monthly bill statements, receipts and any correspondence from any party involved. **DO NOT SEND ORIGINAL DOCUMENTS.**

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### DESIRED RESOLUTION

What would resolve this matter to your satisfaction?

Please indicate the remedy sought. The remedy sought should be reasonable and realistic.

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### DECLARATION

I/We declare that the information submitted in this Complaint Form is true, accurate and complete.

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Full name of complainant/  
authorised representative

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Signature of complainant/  
authorised representative/company chop