

GUIDING PRINCIPLES TO ENSURE THE CONTINUITY OF THE PROVISION OF TELECOMMUNICATION SERVICES TO THE PUBLIC

1. Definitions
 - 1.1. **Customer** means either an End-User or another Market Player which has purchased or consumed a Market Player's services or infrastructure.
 - 1.2. **End-User** means a business or residential subscriber or user of any services.
 - 1.3. **Existing Service Provider** means the Market Player who is the current holder of the Service Provider for the Telecommunications Industry (SeTi) Licence as of the date of this document.
 - 1.4. **Market Player** means any undertaking or enterprise, duly incorporated and licensed in Brunei Darussalam or otherwise, that is carrying on a business or is engaged in any commercial activity in or connected with the telecommunications industry in Brunei Darussalam. This includes owners or operators or providers of infrastructure or providers of services.
 - 1.5. **New Service Provider** means the Market Player who is the recipient of the transfer of the SeTi Licence from the Existing Service Provider.
2. The Existing Service Provider must ensure that End-Users and Customers are notified about the transition to the New Service Provider. If consent from End-Users and Customers is needed to transfer to the New Service Provider, the Existing Service Provider must facilitate the process to obtain such consent.
3. The Existing Service Provider must commence notifications to End-Users and Customers:
 - 3.1. Thirty (30) calendar days before the effective date of migration **IF END-USERS AND CUSTOMERS ARE REQUIRED TO TAKE ACTION PRIOR TO THE MIGRATION** to ensure continuity of infrastructure availability or service provision e.g. a change of SIM Cards is needed or if opt out of the migration and move to an alternative service provider.
 - 3.2. Seven (7) calendar days before the effective date of migration **IF NO ACTION IS REQUIRED FROM THE END-USERS AND CUSTOMERS** to ensure continuity of infrastructure availability or service provision.
4. Details of the Existing Service Provider and New Service Provider's Customer Service Contact i.e. telephone number, facsimile number, contact address and e-mail must be communicated to End-Users and Customers. Provision should be made to deal with complaints or other issues that may arise throughout the migration process.
5. Both the Existing Service Providers and New Service Providers must ensure:
 - 5.1. There are no material changes to the terms and conditions for infrastructure availability or service provision. This includes prices, payment and billing terms, and traffic management practices;
 - 5.2. Full disclosure and transparency to End-Users and Customers. Information provided must be clear, concise, accurate and written in a manner which is easily understood. Such information must be easily available at all branches and on each Service Providers' website. This should include:

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- (a) Description and terms and conditions (price and non-price related) of the infrastructure availability or service provision.
 - (b) Traffic Management Practices.
 - (c) Fair Use Policy.
- 5.3. End-Users and Customers have a reasonable understanding of the terms and conditions (price and non-price related) including any other associated requirements.
- 5.4. Smooth and timely transfer i.e. migration processes and that the End-Users or Customers are not negatively impacted.
- 5.5. No service interruption or disruption i.e. seamless service connectivity as a result of the transition to the New Service Provider.
- 5.6. No additional cost, charges or requirements should be levied on the End-Users and Customers for the transition to the New Service Provider. This includes the fact that End-Users and Customers must not be required to purchase or pay for new equipment to be able to transition to the New Service Provider.
- 5.7. Staff and representatives of both the Existing Service Providers and New Service Providers must be sufficiently trained to communicate the information in a clear and simple manner.

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