



# **GUIDELINES FOR THE SUBMISSION OF COMPETITION COMPLAINTS**

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**Contes**

1. INTRODUCTION..... 1

2. DEFINITIONS..... 1

3. COMPLAINTS..... 1

4. SUBMISSION OF COMPLAINTS ..... 2

5. CONFIDENTIALITY ..... 3

6. ENQUIRIES..... 3

**APPENDICES:**

**APPENDIX A: COMPETITION COMPLAINT FORM**

**APPENDIX B: SUBMISSION OF COMPETITION COMPLAINTS PROCESS FLOW**

## **1. INTRODUCTION**

- 1.1. These Guidelines set out the administrative processes and procedures for submission of complaints in relation to competition within the telecommunications sector. They are intended as a guide for Market Players and are not a substitute for legal advice. Market Players should seek advice from their own legal counsel before submitting a complaint. The Authority reserves the right to change its policies or practices and amend this document from time to time, as it sees fit and without prior notice.
- 1.2. For the purposes of these Guidelines:
  - 1.2.1. “Reporting Party” refers to the Market Player submitting a complaint regarding conduct believed to be anti-competitive; and
  - 1.2.2. “Subject of the Complaint” refers to the Market Player whose conduct is alleged to be anti-competitive and which may be subject to regulatory assessment or action by the Authority.
- 1.3. The Authority reserves the right to disclose information, including the identities of Reporting Parties and Subjects of Complaints, and the general nature of complaints submitted, where necessary and in accordance with the regulatory principles set out in Section 1.6 of the Code of Practice for the Telecommunications Sector (Telecommunications Code).

## **2. DEFINITIONS**

- 2.1. Unless otherwise specified, the terms used in these Guidelines shall have the same meaning as defined in the Telecommunications Code.

## **3. COMPLAINTS**

- 3.1. Complaints must be submitted using the Competition Complaint Form in Appendix A, which collects all required information listed below.
  - 3.1.1. *Reporting Party’s name and contact information*  
The full name, designation, and focal contact details (telephone number and email address).
  - 3.1.2. *Subject of the Complaint’s details*  
The full name of the individual or entity whose conduct is alleged to be anti-competitive.

*3.1.3. Description of the complaint*

A clear description of the nature of the complaint, including the date and/or time of alleged anti-competitive conduct.

*3.1.4. Impact of the alleged anti-competitive conduct*

A description of how the alleged conduct has affected the Reporting Party's business or the market.

*3.1.5. Additional information*

Any supporting documents or other relevant information necessary for the Authority to assess the complaint.

3.2. The Authority may request clarification or additional information from the Reporting Party as necessary to assess the complaint.

3.3. Reporting Parties are responsible for the accuracy and completeness of the information provided in their complaint. A declaration regarding the truth, accuracy, and completeness of the information must be made at the end of the Competition Complaint Form. Incomplete, inaccurate, or false information may result in rejection, delays in assessment, or dismissal of the complaint, and the Authority reserves the right to render null and void any determination based on such information.

3.4. The submission of competition complaints process flow is illustrated in Appendix B.

#### **4. SUBMISSION OF COMPLAINTS**

4.1. Reporting Parties are to submit one (1) hardcopy of the completed Competition Complaint Form to the Authority at the following address:

**COMPETITION COMPLAINT**

Chief Executive

Authority for Infocommunications Technology Industry of Brunei Darussalam

Block B14, Simpang 32-5,

Kg. Anggerek Desa, Jalan Berakas,

Bandar Seri Begawan BB3713

Brunei Darussalam

Attention: Competition Management Unit

- 4.2. One (1) non-editable softcopy of the completed Competition Complaint Form must also be submitted via e-mail to [competition\\_unit@aiti.gov.bn](mailto:competition_unit@aiti.gov.bn).
- 4.3. The Authority will only commence assessment of a complaint once the Authority considers submitted information are complete.
- 4.4. The Authority endeavours to respond to the Reporting Party regarding the status of the complaint within one (1) month of receiving a complete submission.

**5. CONFIDENTIALITY**

- 5.1. Reporting Parties must keep their complaints confidential, as public disclosure may compromise the Authority's assessment and its outcome.

**6. ENQUIRIES**

- 6.1. Any enquiries should be made in writing via e-mail to [competition\\_unit@aiti.gov.bn](mailto:competition_unit@aiti.gov.bn).

[END OF DOCUMENT]

Reporting Parties must submit a **cover letter** together with this **Competition Complaint Form**, complete with **all required information and supporting documents**, to the following address:

**SUBMISSION OF COMPETITION COMPLAINT**

Chief Executive  
Authority for Infocommunications Technology Industry of Brunei Darussalam (AITI)  
Block B14, Simpang 32-5, Kg. Anggerek Desa, Jalan Berakas, Bandar Seri Begawan, BB3713, Negara Brunei Darussalam

(Attention: Competition Management Unit)

**SECTION A: REPORTING PARTY DETAILS**

<b>Full Name</b>			
<b>Designation</b>			
<b>Contact Information</b>	<b>Office</b>		<b>Mobile Phone</b>
	<b>Email</b>		

**SECTION B: SUBJECT OF THE COMPLAINT'S DETAILS**

<b>Company Name</b>			
<b>Contact Information</b>	<b>Office</b>		<b>Mobile Phone</b>
	<b>Email</b>		

**SECTION C: DESCRIPTION OF THE COMPLAINT**

<b>Nature of complaint</b>	
<b>Details of the complaint</b>	
<b>Date and Time of Incident</b>	

**SECTION D: IMPACT OF THE ALLEGED ANTI-COMPETITIVE CONDUCT**

<b>Description of how the alleged conduct has affected your business or the market</b>	
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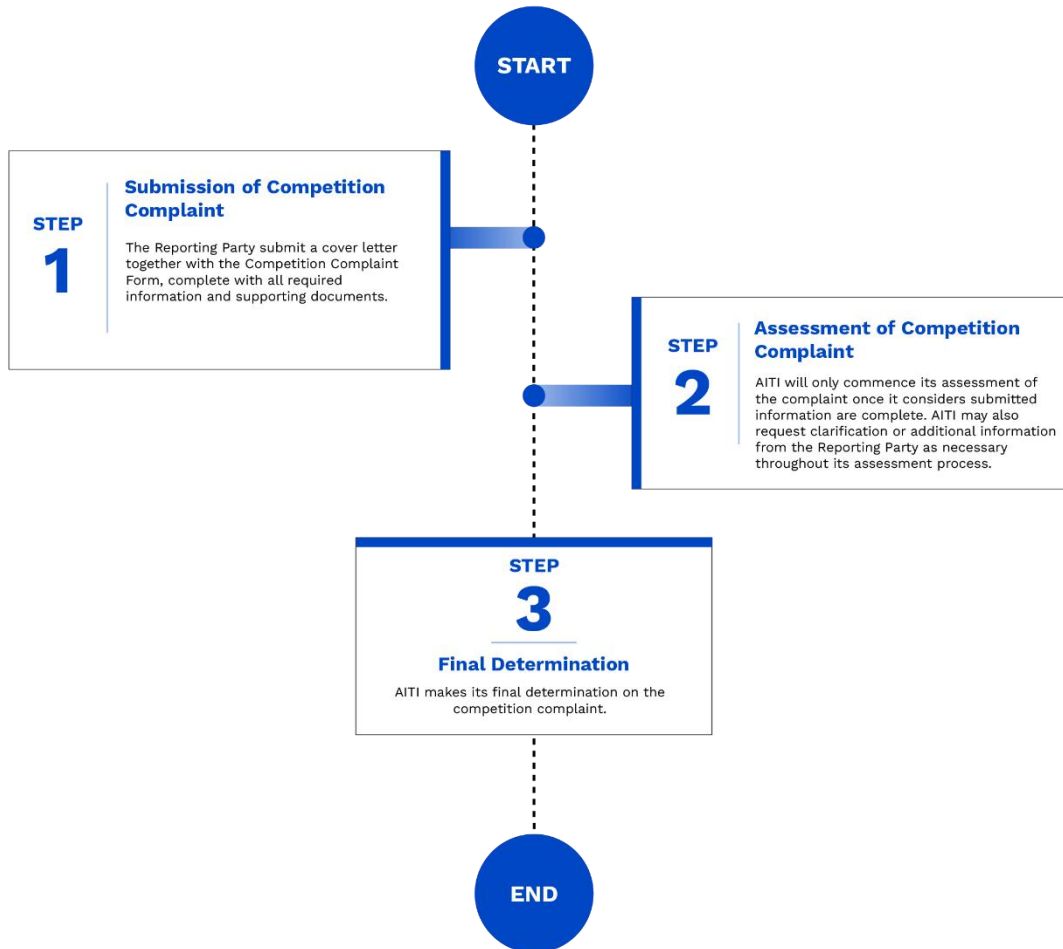
**SECTION E: ADDITIONAL INFORMATION**

<b>Supporting Evidence</b> (Attached if available):
--

<b>DECLARATION: We declare that the information submitted for this complaint is true, accurate and complete.</b>	
Name and signature of Authorised Representative and Company Stamp	
Submission Date	

<b>FOR AITI OFFICE ONLY</b>
Application Reference
C M U / Competition Complaint /
Received by / Date / Time
_____

[END OF APPENDIX A]



**[End of Appendix B]**