This document provides a comprehensive process of managing functions operating license in Self-Care Portal of eService for AITI customers.

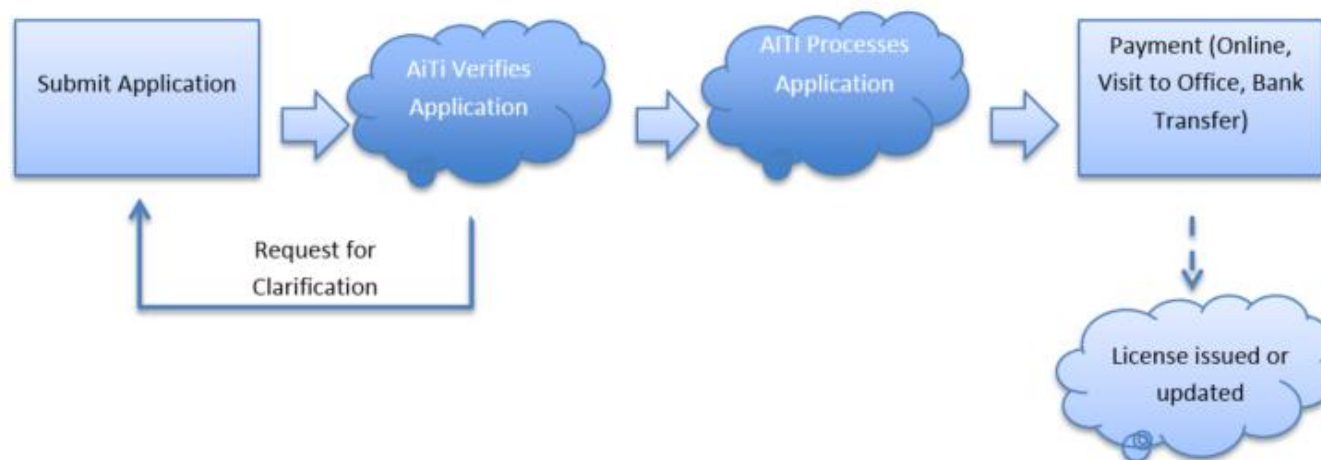# User Guide for SCP Operating License

AITI eServices

AITI | Authority for Info-Communications Technology Industry of Brunei Darussalam

Revision History

Version	Revision Date	Summary of Changes	Changes Marked

TABLE OF CONTENTS

1   CONSUMER COMPLAINT WORKFLOW

The following workflow shows the general workflow of Operating Licenses application to approval.

.

2   OPERATING LICENSE TYPES

2.1   Non-Sensitive License

Non – sensitive license includes Maritime, Radars, TVRO, etc. and has no frequency part. Please fill in Installation address in General tab for this sort of License.

2.2   TVRO, Café & Restaurant, Apartments &Hotel

This category of license has an option to select '**Own house**' using check box, nearby **Installation Address**. When this option is not checked, the system will propose you to attach *Letter of Approval from Owner*.

2.3   Sensitive License

Sensitive licences such as radio station, have frequency part that can be submitted along with initial application using **Frequency** tab. Frequency can be added or removed later by submitting a separate application.

In **Frequency** tab to fill the necessary technical parameters.

Ensure that the coordinates are entered in correct format. The coordinate is in the format "**DDD.MMSS**".

There is a table part on the **Frequency** tab to fill in frequencies. Use **<Add new…>** link to add frequency, edit icon in list to correct it, and Delete option under item menu (three period <…> button) to remove frequency from the application.
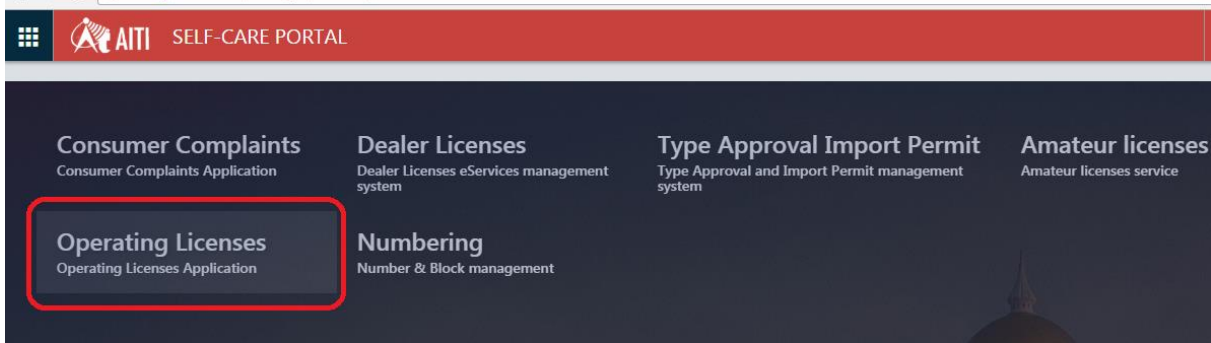
2.4   Microwave fixed

Microwave fixed subcategory differs from other sensitive license with additional fields for additional site of the microwave – name, coordinates, location and antenna height are available to be filled in.
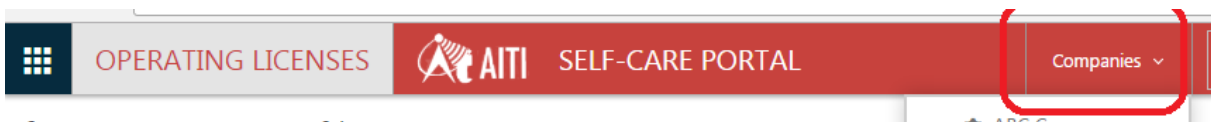
2.5   Temporary option

If you click on the New Temporary Licence tab, then, on the General tab, there will be a switch to select whether it **Demo or Trial**. If you select **Demo**, you will not be able to renew the Licence then, the Trial option allows to convert Licence issued to normal one using Renewal application. Also, there are (maybe) differences in payment scheme.
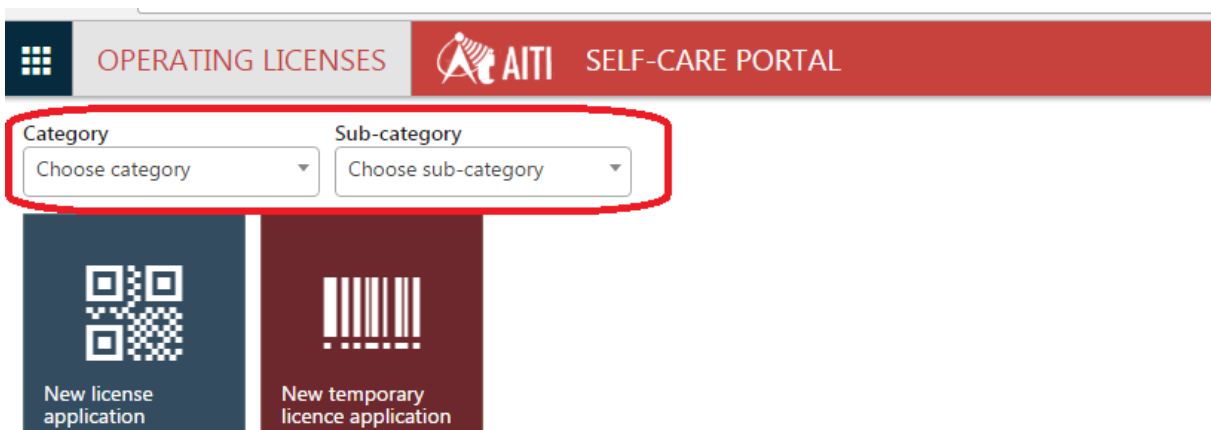
3   NEW OPERATING LICENSE

a)   Login SCP to access Operating License module.

b)   Select the *Company* for which the application is being applied. (If applicable)

c)   On the Operating Licenses landing page, select *Category* and *Sub-category* of the license you intend to obtain.

d)   Select *New Operating License* or *New Temporary Operating License* depending on the option you need. Application will be created and its form will be displayed.

e)   Fill in the number of Equipment.

f)   In *General* tab, fill in the *validity period, contact person, installation address* and select *Own house/apartments/ buildin*g status and any additional comments.

    i.   New license application:

    ii.   For New temporary license application, selection of Demo/Trial license is also required.

    iii.   In **Station** tab, fill in all the fields available. System will enable fields based on the selected license category.

    iv.   In **Frequency** tab, fill out required fields. System will activate required fields. Frequency tab may not be available depending on the type of license type. Please refer to the license type section.

g) Click *Validate* to check if all required data has been provided. System will notify if any crucial information is missing in the application.

h) Documents can be uploaded in the *Documents* tab. The type of document can be selected in the drop-down list and uploaded.

i) After filling all the required fields and required document uploaded (where applicable) click *Apply* button.

*Note: Application can be saved as draft by clicking **Save** button. Draft application can be edited and applied later. Application that are not applied yet will appear as **Draft** in status in the license application list.*

j) Once application is submitted by clicking **Apply** button, application status will be changed to **Applied** and application will be available for AiTi to process.

i.   If AITI decides that information provided in Application is not complete enough, they may request clarification from you.

ii. Once AITI decides that information in your Application is complete, they switch your Application to **Processing** Status.

iii. You will receive notification on via email/phone/ mail depending on the notification options selected in the personal/ company profile.

k) Processing application will now have the accepted date and process due date field which can be checked through **Processing** tab in the application form.

Note: AITI may change frequencies for Sensitive License during processing the applications.

l) If application is approved, your License will be created. Browsing the license is available in list and in application form.

m) Once the application is approved one of the two cases will occur.

   i.   If application is exempted from payment, then license start and stop dates are updated automatically and then the license will be issued. The license at Once Approval is performed, and your Application is exempted from payment, then License Start and Stop dates are updated immediately.

   ii. If your Application is not exempted from payment, then Invoice will be generated and it should be paid to License be 'Issued.

4   LICENSE RENEWAL

Once the expiration term of the License approaches, user may receive either reminder from system that your License will expire soon and you need to visit AITI SCP to renew it, or the system will automatically issue an Invoice for Renewal and you only need to pay it.

a) Login to SCP, navigate to Operating Licenses module. Scroll down to Operating Licenses list and open the license to be renewed.

b) Click *Renew* button on the top of the form. System will open renew application form.

c) On the application form, check renewal period, correct it if necessary.

d) Click *Apply* button. The application is sent to AiTi for its approval.

e) Once approved following two cases will occur depending on the exemption of payment

   i.   If the application is exempted from payment, then license Start and Stop dates are updated immediately.

   ii. If the application is not exempted from payment, then invoice will be generated, and it should be paid to finally renew License..

5   ADD OR REMOVE EQUIPMENT

a) Login to SCP, navigate to Operating Licenses module. Scroll down to Operating Licenses list and open the license in which equipment is to be added/removed.

b) Click *Add Equipment* or *Remove Equipment* button on the top of the form. System will create corresponding applications for you.

c) Fill in the number of equipment you want to add or remove.

d) Click *Apply* button. Your Application is sent to AITI for approval.

e) Once approved, the license number of equipment will be updated immediately. This application is free of charge.

6   ADD FREQUENCY (IES)

New frequency can be added to existing sensitive license– Base Stations, Land Mobile, Microwave Fixed.

a) Login to SCP, navigate to Operating Licenses module. Scroll down to Operating License list and open the license in which new frequency is to be added.

b) Click *Add Frequency* button on the top of the form. System will open corresponding application form.

c) Fill in all the technical information on *Frequency* tab.

d) Ensure that the coordinates are entered in correct format. The coordinate is in the format "*DDD.MMSS*".

e) Use *Add new…* link to add frequency in *Frequency* tab. Edit icon in frequency list can be used to correct it and *Delete* option under item menu three period *…* button to remove frequency from the application.

f) Click *Apply* button and the application is sent to AITI for approval.

Note: when processing the application, AITI may change the frequency after consultation with the applicant.

g) After approval is confirmed, one of the two cases occurs based on the exemption of payment.

   i. If the application is exempted from payment, then frequency list of the license will be updated immediately.
   ii. If the application is not exempted from payment, then invoice will be generated, and it should be paid to finally update the License.

7   REMOVE FREQUENCY (IES)

Existing frequency can be removed from an existing sensitive license– Base Stations, Land Mobile, Microwave Fixed.

a) Login to SCP, navigate to Operating Licenses module. Scroll down to 'Operating License' list and select the license for which frequency is to be removed. The license application form will open.

b) On the *Frequencies* tab, select frequencies that is required to be removed (suppressed).

c) Click *Revoke Frequency* button on the top of the form. System will open corresponding renew application for you.

d) Fill in your comments regarding frequency suppression.

e) Click *Apply* button. The application is sent to AITI for approval.

f) Once Approved, the license is updated (frequencies will disappear from list) immediately.

8   TERMINATE OPERATING LICENSE

a) Login to SCP, navigate to Operating Licenses module. Scroll down to 'Operating Licenses' list and select the license to terminate.

b) Click *Terminate* button on the top of the form. System will open terminate application. Select contact person and enter comment if applicable.

c) Click *Apply* button and the application is sent to AITI for approval.