



POSTAL SERVICES ACT, CHAPTER 271

**SERVICE CODE FOR THE PUBLIC POSTAL LICENSEE
(PPL SERVICE CODE)**

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SERVICE CODE FOR THE PUBLIC POSTAL LICENSEE (PPL SERVICE CODE)

In exercise of the powers conferred by Section 25(1) of the Postal Services Act, Chapter 271, the Authority for Info-communications Technology Industry of Brunei Darussalam (“Authority”) hereby issues the following Service Code for the Public Postal Licensee (PPL Service Code) **effective 01 December 2025**.

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1. PRELIMINARY

1.1 Citation and commencement

This Code may be cited as the Service Code for the Public Postal Licensee (PPL Service Code) and shall come into operation on 01 December 2025.

1.2 Interpretation

(a) In this Code, unless the context otherwise requires:

“Act” means Postal Services Act, Chapter 271;

“Authority” means the Authority for Info-communications Technology Industry of Brunei Darussalam established by section 3 of the Authority for Info-communications Technology Industry of Brunei Darussalam Order, 2001 (S 39/2001);

“Letter” has the same meaning as in section 2(2) of the Act;

“Licence” means the public postal licence granted by the Authority to the Public Postal Licensee under section 8 of the Act;

“Mail Processing Centre” includes any building, house, room, vehicle or place used for the processing of Postal Articles by the Public Postal Licensee;

“Parcel” has the same meaning as in section 2(1) of the Act;

“Postcard” has the same meaning as in the Rules;

“PO Box” means a posting box with unique posting number for individual or corporate use located in a Post Office or a Postal Outlet;

“Postal Agent” means an agent of the Public Postal Licensee in providing Postal Service;

“Postal Article” has the same meaning as in section 2(1) of the Act;

“Post Office” has the same meaning as in section 2(1) of the Act;

“Postal Outlet” means a Post Office that is operated by a Postal Agent;

“Postal Representative” means an individual who has been hired by the Public Postal Licensee to provide the delivery of Postal Articles in rural or inaccessible areas;

“Postal Service” has the same meaning as in section 2(1) of the Act;

“Printed Paper” has the same meaning as in the Rules;

“Public Postal Licensee” or “PPL” means the entity to which the Authority has granted a public postal licence under section 8 of the Act;

“Rules” means the Post Office Rules;

“Small Packet” has the same meaning as in the Rules; and

“Universal Service” has the same meaning as in section 2(1) of the Act.

- (b) A reference in this Code to a “section” shall, unless otherwise stated, be construed as a reference to the corresponding section in this Code and shall include all sub-sections within that section.
- (c) In this Code, unless the context requires otherwise, the words “include” and “including” are to be construed as being by way of illustration and do not limit or prejudice the generality of any foregoing words. The singular includes the plural and vice versa.

1.3 Purpose of this Code

- (a) This Code specifies quality of service standards applicable to the Public Postal Licensee and is intended to promote the following objectives:
 - (i) To promote the welfare of consumers of Postal Services in Brunei Darussalam;
 - (ii) To ensure the provision of universal service standards for consumers in Brunei Darussalam;

1.4 Scope and Legal Effect of this Code

- (a) The Public Postal Licensee is required to comply with this Code in accordance with section 25(7) of the Act and condition 39 of the Licence.
- (b) The obligations contained in this Code are in addition to those contained in the Act, as well as other regulations, licences or codes of practice issued by the Authority.
- (c) If any provision of this Code is held to be unlawful, all other provisions will remain in full force and effect.

1.5 Variation, Revocation, Exemption etc.

- (a) The Authority may at any time amend or revoke this Code in accordance with section 25(1)(c) of the Act.
- (b) The Authority may waive the Public Postal Licensee from all or any of the provisions of this Code in accordance with section 25(8) of the Act. The Public Postal Licensee that wishes to be exempted from any provision of this Code shall submit a written request to the Authority containing the reasons supporting its request. An exemption shall be subject to such terms and conditions as the Authority may specify and may, without limitation, be on a one-time basis, temporary, permanent, for a fixed period or effective until the occurrence of a specific event. The Authority may provide an opportunity for public comments before granting or denying any request.

2. UNIVERSAL SERVICE OBLIGATIONS

2.1 Universal Services

The Public Postal Licensee must provide Universal Services within Brunei for the following items:

- (a) Letters, postcards and printed papers up to 2 kg;
- (b) Small packets up to 2 kg; and
- (c) Parcels up to 20 kg.

3. ACCESS TO POSTAL ARTICLE DELIVERY

3.1 Postal Article Access

- (a) The Public Postal Licensee must provide the entire population (urban and rural) with access to Postal Article delivery. This can be done through any of the following modes of collection:
 - (i) Collection of Letters at the PO Box;
 - (ii) Collection of Postal Articles at the Post Office;
 - (iii) Collection of Postal Articles from officers or employees of the Public Postal Licensee delivered to premises with a valid address in Brunei; and
 - (iv) Collection of Postal Articles from Postal Representatives in rural areas.

4. ACCESS TO POSTAL INFRASTRUCTURE

4.1 Introduction

- (a) The Public Postal Licensee must provide Universal Services through Post Offices.
- (b) All Post Offices must provide PO Boxes, unless otherwise specified by the Authority.

4.2 Post Office

- (a) The Post Office must be a physical outlet that provides Universal Services. It can take the form of Post Offices operated by the Public Postal Licensee or outlets operated by Postal Agents.
- (b) Closure of existing Post Offices must be subject to the written approval by the Authority.
- (c) Post Offices which are Postal Outlets include local stores of local businesses (such as local food stores, convenience outlets). In order to operate a Postal Outlet, the Postal Agent must enter into an agreement with the Public Postal Licensee.

4.3 Operating Hours

- (a) All Post Offices must operate at the following timings unless otherwise approved by the Authority:

Days	Opening hours
Monday – Thursday & Saturday	0800 hours to 1630 hours
Friday	0800 hours to 1130 hours 1430 hours to 1600 hours

- (b) Any further operating hours beyond the prescribed operating hours above must be determined by the Public Postal Licensee and its Postal Agents.
- (c) Operating hours for Postal Representatives from their residences can differ based on the practices in each mukim. Information of the operating hours, should they differ from the standard operating hours, must be made available on the Public Postal Licensee website.

5. COLLECTION AND DELIVERY FREQUENCY

5.1 Delivery Frequency

- (a) The Public Postal Licensee must provide Postal Article delivery services to PO Boxes every working day.
- (b) The Public Postal Licensee must provide Postal Article delivery services to premises with a valid address in Brunei every alternate working day, unless such premises are served by a Postal Representative.
- (c) The Public Postal Licensee must provide Postal Article delivery services through the Postal Representative at least 3 times per week.

5.2 Collection Frequency

- (a) The Public Postal Licensee must collect Postal Articles from Post Offices and from PO Boxes every working day.

6. QUALITY OF SERVICE STANDARDS

6.1 PO Box

- (a) Subject to section (b), the Public Postal Licensee must deliver at least 90% of the Postal Articles addressed to a PO Box to the PO Box within 24 hours, by 1600 hours of the next working day, from the day such Postal Articles are collected by the Public Postal Licensee, or in respect of international inbound Postal Articles from the time the Postal Articles arrive at the Mail Processing Centre.
- (b) In the event that a Postal Article cannot fit inside the PO Box, the Public Postal Licensee must deliver the Postal Article to the Post Office within 24 hours, by 1600 hours of the next working day, from the day the Postal Article is collected by the Public Postal Licensee, or in respect of international inbound Postal Articles from the time the Postal Articles arrive at the Mail Processing Centre.

6.2 Person or Premises at a Valid Address

- (a) The Public Postal Licensee must deliver at least 80% of the Postal Articles addressed to any person to or premises at a valid address in Brunei within 48 hours from 1600 hours on the day such Postal Articles are collected by the Public Postal Licensee, or in respect of international inbound Postal Articles from the time the Postal Articles arrive at the Mail Processing Centre.

6.3 Postal Representative

- (a) The Public Postal Licensee must deliver at least 70% of the Postal Articles addressed to a Postal Representative within 72 hours from 1600 hours on the day such Postal Articles are collected by the Public Postal Licensee, or in respect of international inbound Postal Articles from the time the Postal Articles arrive at the Mail Processing Centre.

6.4 Performance Report

- (a) The Public Postal Licensee must measure and submit a monthly actual performance report on the Quality of Service standards set out above on a quarterly basis to the Authority.

6.5 Review

- (a) These Quality of Service standards may be reviewed and modified from time to time, where appropriate, to meet the demands for higher levels of services and/or changing market trends.

7. ENFORCEMENT OF THE CODE AND DISPUTE RESOLUTION

7.1 Complaint Investigation

- (a) The Authority will consider and, where appropriate, commence an investigation against the Public Postal Licensee where the Authority receives a complaint from any person alleging contravention of this Code by the Public Postal Licensee, provided that the complaint is made within 2 years after the date of the occurrence of the event giving rise to the complaint.
- (b) The Authority may, on its own motion, commence an investigation against the Public Postal Licensee where there appears to be a contravention of this Code by such Public Postal Licensee.
- (c) In all cases, the Authority has the sole discretion to determine whether it will conduct any investigation under this Code.

7.2 Power to Require Information

- (a) The Authority may at any time require the Public Postal Licensee to provide the Authority with any information or documents which the Authority requires for the purpose of investigating a contravention of this Code.
- (b) The Authority shall at all reasonable times in the day have full and free access to the Public Postal Licensee's premises, offices, equipment, systems, books, documents and

other records for the purpose of investigating a contravention of this Code and may, without payment, inspect, copy or make extracts from any such equipment, systems, books, documents or records.

- (c) For the avoidance of doubt, the fact that the information required by the Authority is subject to an existing confidentiality agreement between the Public Postal Licensee and any other party shall not excuse the Public Postal Licensee from providing the information to the Authority.
- (d) Any failure by the Public Postal Licensee to comply with the Authority's requests for information, or any destruction, disposal, falsification or concealment of requested documents, constitutes, without limitation, a contravention of this Code for which the Authority can take separate enforcement proceedings against the Public Postal Licensee.

7.3 Information to be Complete, Truthful and Accurate

- (a) The Public Postal Licensee must ensure that all information provided to the Authority, whether in its written response, related representations or any other submissions, are complete, truthful and accurate.
- (b) In the event that the Authority discovers any information provided by the Public Postal Licensee to be incomplete, false or inaccurate in any material particular, the Authority may:
 - (i) take this into account when deciding on the appropriate enforcement measure to take against the Public Postal Licensee under the original enforcement proceedings; and
 - (ii) commence separate enforcement proceedings against the Public Postal Licensee for contravention of this provision of the Code.

7.4 Interim Directions to Cease and Desist or to Comply with Specified Conduct

- (a) At any time during an enforcement proceeding, the Authority may issue an interim direction to the Public Postal Licensee to cease and desist from any specified conduct or to comply with any specified conduct. In determining whether to issue such an interim direction, the Authority will consider whether:
 - (i) there is prima facie evidence that the Public Postal Licensee has contravened any provision of this Code;
 - (ii) continuation of the Public Postal Licensee's conduct is likely to cause harm to consumers or the general public;

- (iii) the potential harm from allowing the Public Postal Licensee to continue its conduct outweighs the burden on the Public Postal Licensee of ceasing such prohibited conduct or complying with the conduct specified by the Authority; or
- (iv) issuance of the interim direction is in the public interest.

7.5 Enforcement Measures

- (a) In the event that the Authority concludes that the Public Postal Licensee has contravened any provision of this Code, the Authority may take such enforcement measures as it considers appropriate, including but not limited to:
 - (i) the issuance of a warning to the Public Postal Licensee containing a statement of the Authority's basis for concluding that the Licensee has acted in contravention of any provision of this Code, but will impose no further sanction;
 - (ii) the issuance of a direction to the Public Postal Licensee to cease engaging in contravening conduct or to take specific actions to comply with any provision of this Code; and/or
 - (iii) the imposition of a financial penalty of up to BND \$1,000,000 per contravention under section 11 of the Act on a Public Postal Licensee for contravention of a provision of this Code.
- (b) In imposing financial penalties, the Authority will consider any aggravating factors. These factors include:
 - (i) whether the contravention was serious;
 - (ii) whether the contravention continued for an extended period;
 - (iii) whether the Public Postal Licensee acted wilfully, recklessly or in a grossly negligent manner;
 - (iv) whether the Public Postal Licensee has a previous history of contraventions; and
 - (v) whether the Public Postal Licensee made any effort to conceal the contravention.
- (c) In imposing financial penalties, the Authority will also consider any mitigating factors. These factors include:
 - (i) whether the contravention was minor;
 - (ii) whether the Public Postal Licensee took prompt action to correct the contravention;
 - (iii) whether the contravention was accidental; and

- (iv) whether the Public Postal Licensee voluntarily disclosed the contravention to the Authority and cooperated with the Authority in its investigation.

7.6 Suspension or Cancellation of Licence

- (a) Under section 11 of the Act, if the Authority is satisfied that the Public Postal Licensee has, among other things, contravened this Code and:
 - (i) the Public Postal Licensee is, among other things, likely to again contravene, whether by act or omission, any provision of this Code; or
 - (ii) the public interest so requires,the Authority may, in lieu of a financial penalty or an order under section 11(1) of the Act, cancel or suspend the relevant licence (or part thereof) or reduce the period for which the licence is in force.

7.7 Decision to be Complied with Pending Review

- (a) Unless otherwise provided, where an appeal is made under section 61 of the Act, the decision, direction or any other matter which is appealed against shall be strictly complied with until the determination of the appeal.

7.8 Dispute Resolution

- (a) In the event that the Public Postal Licensee fails to reach an agreement with other postal licensees or applicable persons or class of applicable persons on any matter relating to the requirements of this Code, the matter shall be determined by the Authority whose decision shall be binding on all parties concerned.
- (b) The Authority reserves the right to levy a fee for work undertaken in this respect.

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