

Malaysian Communications and Multimedia Commission

Guidelines for Dispute Resolution

Form 1 - Notification of Dispute

Claim No:.....

Between

.....
("the Claimant")

and

.....
("the Respondent")

Note to the Respondent:

Please be informed that a Notification of Dispute has been filed against you. *The Commission will hold a preliminary inquiry to determine as to whether the Commission will convene to resolve the dispute. The Commission will notify the Claimant and the Respondent of its decision in due course.

**(The Commission will convene if it is expressly provided under the Communications and Multimedia Act 1998 or its subsidiary legislation that the resolution of the dispute in question may be heard by the Commission.)*

Malaysian Communications and Multimedia Commission

Guidelines for Dispute Resolution

Form 1 - Notification of Dispute

Claim No:

The Parties

1. I/We (Name of Claimant)
with my/our address/registered address at
.....
do hereby request that my/our dispute with (Name of Respondent)
..... with his / its address/registered
address at
.....
is referred to the Malaysian Communications and Multimedia Commission (“the
Commission”) for resolution.

Reference to the Communications and Multimedia Act (“CMA”) and/or its subsidiary legislation

2. The specific provision(s) of the CMA and/or its subsidiary legislation which
expressly provides for the resolution of the dispute in question by the
Commission are as follows :-

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General nature and details of the dispute

3. The general nature and details of the dispute are as follows :

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Remedy sought

4.....
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Proof of attempts to resolve dispute between Parties and supporting evidence (if any)

5.....
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.....
Date

.....
Signature of Claimant
(To affix company chop where relevant)

.....
Date of filing

.....
Acknowledgement

Form 1 - Instructions to Claimant

1. The Claimant shall fill in his/her name in full and new identity card number in the column provided. In the case of corporate body, the Claimant shall provide the registered company name and number.
2. The Claimant shall fill in the name of the Respondent in full and address in the column provided.
3. The Claimant shall state the specific provisions relied upon under the Communications and Multimedia Act 1998 in bringing the dispute to the Commission's attention.
4. The Claimant shall provide a general explanation of the nature and details of dispute in the column provided. The Claimant may refer to any contract or document out of or in relation to which the dispute arose.
5. The remedy or relief sought by the Claimant should be written in the column provided.
6. If the space provided is insufficient, please continue on a separate sheet of paper and write "see overleaf". Any separate sheet of paper used should be attached to this Form.
7. The Claimant should attach all evidence or proof of previous attempts to resolve the dispute with the Respondent.
8. Having filled in the particulars, the Claimant shall sign this Form personally. In the case of corporate body, this Form shall be signed by a director or officer of the company who is duly authorised to do so.
9. Having completed this Form, the Claimant shall file this Form in the Commission's Office at **Malaysian Communications and Multimedia Commission, Level 11, Menara Dato' Onn, PWTC, Jalan Tun Ismail, 50480 Kuala Lumpur (Consumer Protection Department)** . The Claimant shall pay a fee RM1000.00 (Ringgit Malaysia One Thousand Only) and all payments should be made in favour of "**Suruhanjaya Komunikasi dan Multimedia Malaysia**". The fee should be paid by way of a bank draft or money order only and the fee paid is non-refundable.
10. The Form will be acknowledged by the representative from the Consumer Protection Department and a copy of the same will be returned to the Claimant.
11. The Claimant must be present at any meeting or hearing called by the Commission.