

Malaysian Communications and Multimedia Commission

Guidelines for Dispute Resolution

Form 1 - Notification of Dispute

Claim No: Case Number / Year

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: Case Number / Year*

The Parties

1. I/We (Name of Claimant) with my/our address/registered address atdo 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 1998 ("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

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

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Date

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Signature of Claimant
(To affix company seal where relevant)

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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 a 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 or its subsidiary legislation 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" therein. Any separate sheet of paper used should be attached to this Form 1.
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 1 personally. In the case of a 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 1, the Claimant shall file the hardcopy of this Form 1 (including all evidence or proof) at the Commission's office or deliver the same by A.R. Registered Post to the Commission, directed to **the Chairman, Malaysian Communications and Multimedia Commission** at the following address:

**MCMC Tower 1,
Jalan Impact, Cyber 6,
63000 Cyberjaya,
Selangor Darul Ehsan.
(Attention: Name of the department).**
10. The Claimant is also required to submit the softcopy of this Form 1 (including all evidence or proof) in the form and manner to be specified by the Commission.
11. The Claimant shall pay a Filing Fee of RM1,000.00 (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.

12. This Form 1 will be acknowledged by the representative from the relevant department in the Commission and a copy of the same will be returned to the Claimant.
13. The Claimant or in the case of a corporate body, its authorised representative, must be present at any meetings or conferences conducted by the Commission.