ASSOCIATION ASSIST OF SOUTHEAST ASIAN NATIONS ASEAN Solutions for Investments, Services and Trade WELCOME TO ASSIST WHAT IS ASSIST? FILE A COMPLAINT FOLLOW A COMPLAINT PROCESS FAQ CONTACT

ASSIST

TUTORIAL LANGKAH-DEMI-LANGKAH UNTUK STUDI KASUS 5

(PERDAGANGAN JASA)

Pengaduan yang Diajukan oleh Perusahaan ASEAN (Perusahaan Induk dari Anak Perusahaannya), Diterima oleh Pengelola Sistem (*Central Administrator (CA)*) dan Ditolak oleh Titik Kontak Tujuan (*Destination Contact Point (DCP)*).

Uraian Singkat mengenai Kasus: Skenario ini adalah kasus tiruan yang termasuk dalam Moda 3 (Kehadiran Komersial) perdagangan jasa, yang didefinisikan dalam Perjanjian Kerangka Kerja ASEAN tentang Jasa (*ASEAN Framework Agreement on Services* (AFAS)) dan Perjanjian Umum tentang Perdagangan Jasa (*General Agreement on Trade in Services* (GATS)), mutatis mutanda, sebagai persediaan pemasok jasa suatu negara, melalui kehadiran komersial di setiap wilayah negara lain. Skenario ini adalah pengaduan yang diterima oleh Pengelola Sistem (CA) ASSIST sebagai telah diajukan secara sah oleh AE, yaitu induk perusahaan dari anak perusahaannya di Negara Anggota ASEAN lain, tempat Negara Anggota ASEAN

yang mendapat pengajuan pengaduan tersebut berada dan negara itulah yang sebenarnya bermasalah atau diadukan, tetapi ditolak oleh Negara Tujuan karena negara tujuan menemukan bahwa tuduhan AE tersebut tidak layak dengan alasan Negara Tujuan telah memenuhi komitmen ASEAN terkait.

Pengaduan tersebut terkait dengan pencabutan ijin anak perusahaan dan amandemen Undang-Undang Ijin Usaha Telekomunikasi oleh Negara Tujuan, yang diklaim oleh AE sebagai diskriminasi terhadap investor asing dan jelas melanggar Jadwal Komitmen ASEAN Khusus untuk Negara Tujuan berdasarkan AFAS di mana Negara Tujuan telah berkomitmen untuk mengijinkan kehadiran komersial perusahaan asing, dengan kata lain hak hukum untuk operator asing, yang terdaftar secara hukum di Negara Anggota ASEAN lainnya, untuk menyediakan jasa melalui perusahaan komersial, tanpa setiap batasan untuk akses pasar dan perlakuan nasional.

Daftar Para Aktor dan Singkatan:

- Pemohon pengaduan (Complainant) = Asosiasi Dagang Berbasis ASEAN (ASEAN -Based Trade Association = Asosiasi Dagang ASEAN (ASEAN Trade Association))
- Sekretariat ASEAN (ASEAN Secretariat) = Pengelola Sistem ASSIST (Central Administrator of ASSIST (CA))
- Negara Asal (Home Country) = Home Contact Point (HCP) di Negara Anggota ASEAN-X (ASEAN Member State-X (AMS-X))
- Negara Tujuan (Destination Country) = Destination Contact Point (DCP) dalam Negara Anggota ASEAN-Y (ASEAN Member State-Y (AMS-Y)

• Otoritas Nasional Terkait = *Relevant Authorities (RA)*

Langkah

MEMBUKA SITUS WEB ASSIST (HTTP//ASSIST.ASEAN.ORG)

Jika menurut Anda kasus Anda termasuk dalam masalah perdagangan lintas batas ASEAN, Anda adalah bisnis yang terdaftar di Negara Anggota ASEAN, dan Anda menginginkan jasa konsultasi tanpa bayar dan tidak mengikat serta mendapatkan solusi cepat dan efektif, maka bukalah tautan berikut: http://assist.asean.org.



yang berbasis di ASEAN, atau oleh entitas perwakilan lain pilihan Anda, seperti kamar dagang, dewan bisnis, bisnis federasi, atau pengacara atau firma hukum terdaftar, maka klik ikon Perusahaan ASEAN ('*ASEAN Enterprise*') pada tab *File a Complaint.*



ASSOCIATION ASSIST

WELGOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTA
	ASSOCIATIO OF SOUTHEA ASIAN NATION WELCOME TO ASSIST	ON ASSIST ST ASEAN Solutions for Investments, S WHAT IS ASSIST? FILE A CON	Services and Trade	DCESS FAQ CONT	TACT	
	File a Comple Plase click on the icon of choic mandatory fields. Please note the chamber of commerce, business jurisdiction where it is incorporate	aint b below and fill-in the required form so as to provide ti, if you require anonymity, your complaint may be so council, business federation, or registered lawyer o d.	ASSIST with enough information on the trade problem that y ubmitted by an ASEAN-based trade association, or by any oth r law firm. In this case, the representative entity shall use it	ou are experiencing. Fields marked wit er representative entity of your choice, s business registration number from th	h an * are such as a ne ASEAN	
	→	ASEAN Enterprise	SEAN Trade Association	wyer or Law Firm		
	Your complaint will be processes submission by replying to the aut complaint. The Central Administrator of ASI Administrator of ASISIT, the Des the proposed solution (if any). Cr Contact Point.	But Administrator of ASSIST within 10 omated email that you will receive from ASSIST sho SIST may request that you resubmit your complaint tination Contact Point will be asked to respond. If th omplaints are usually addressed and a solution prop	working days maximum from the date of submission. In ord rthy after submission. If you do not receive any such communi If any of the information is incomplete or incorrect. Once yo a complaint is accepted by the Destination Contact Point, you osed within 40 to 60 working days maximum from the date of	Inform modes ier to file a valid complaint, you shall v ication, please verify your email and rer our complaint has been accepted by th will be notified of the response and, ult if acceptance of the complaint by the D	verify your submit the ne Central imately, of Destination	
	Special rules apply to complaints ASEAN Enterprise based in one t the client is based or against wh anonymous complaint is filed. In r	filed by ASEAN-based registered lawyers or law firm he of the 10 ASEAN Member States, an ASEAN-bas ch the complaint is filed) must contact the ASEAN order to do so, please download the necessary form a	s. In particular, ahead of submitting an ASSIST complaint on I ed lawyer or law firm (i.e., a lawyer or law firm duly licensed tr scretariat and provide the required data on its professional r and submit it to the ASEAN Secretariat as specified on the form	behalf of a client, which must be a duly o practice law in the ASEAN Member St egistration and on the client on whose n itself.	registered tate where behalf the	
		Central Administrator of ASSIST / <u>ASEA</u> ASSIST	<u>W</u> Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12110 - Inc - Supported by <u>ARISE - [Disclaimer]</u>	donesia		
Ke	etika Anda mengklik ikon ' <i>ASJ</i> ASSOCIATIO OF SOUTHEA ASIAN NATIO WELCOME TO ASSIST	EAN Enterprise', maka halaman b CN ASSIST NS ASEAN Solutions for Investments, S WHAT IS ASSIST? FILE A CON	erikut akan tampil. Gervices and Trade APLAINT FOLLOW A COMPLAINT PRO	ocess faq cont	TACT	
	Complaint to	be Filed by an ASEA! Please fill-in the form below so as to pro- with an * are mandatory fields. Please note that, if you require anonymity, representative entity of your choice, such a forms are available under the respective igo In order to file a valid complaint, you she heck your spamijunk boxes).	N Enterprise wide ASSIST with enough information on the trade proble your complaint should be submitted instead by an ASEAN-bas s a chamber of commerce, business council, business federat ans. all verify your submission by replying to the automated en	m that you are experiencing. Fields n ed trade association, or by any other ion, or registered lawyer or law firm. De nail that you will receive from ASSIS1	narked dicated f shortly	
	ASEAN ENTERPR	RISE				

* City	7IP Code
City	Zir Coue
* Country	· · · · · · · · · · · · · · · · · · ·
CONTACT PERSON	N
	•
* Gender	Mr Mrs Ms
* First Name	* Last Name
* Phone	
* Phone * Position	



ELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONT
	Address City Country COMPLAINT DES COMPLAINT DES Contry of Legal Registration Registration Number Company Registration Proof Type of Business Business Sector Services Sector Description Type of Problem Encountered Destination Country Description	CRIPTION	200 maxmum) ZIP Code v lie chosen eures v			
	Attachment I have read and accept the AS I hereby submit this complaint the	soco durades remaining Choose File No fi SIST <u>rules:</u> o the Central Administrator of ASSIST and I accept it I'm no State of the Central Administrator of ASSIST / ASEA	(5000 maximum) lile chosen + Attachment is transmission to the relevant authorities of the ASEAN Memb a robot t a robot UBMIT YOUR COMPLAINT N Secretariat - 70A JI. Skeingamangaraja - Jakarta 12110 - Inc	er States involved		

tanda bintang (*)wajib diisi. Jika Anda tidak yakin mengenai apa yang harus diisi untuk suatu kolom, tersedia tombol 0 untuk instruksi terperinci tentang apa yang harus diisi untuk setiap kolom. Klik tombol 🔍 untuk memastikan bahwa Anda mengisi informasi dalam formulir dengan benar.

Anda harus mengisi kolom 'Uraian ('Description') dengan benar. CA perlu memverifikasi bahwa uraian yang diberikan dalam pengaduan cukup untuk mengidentifikasi masalah dalam konteks perjanjian subyek tertentu. Dengan demikian, aturlah pengaduan Anda secara hati-hati disertai argumen hukum dan bukti faktual untuk membantu CA dalam memutuskan apakah akan menyetujui pengaduan Anda.

Berikut adalah formulir yang telah diisi untuk studi kasus khusus ini.

ASIAN NATION	S ASEAN Solutions for In	westments, Services and	1 Trade		_	
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTAC
Complaint to b	e Filed by an	ASEAN Ente	erprise			
Complaint to b	Please fill-in the form below	ASEAN Ente	erprise with enough information on the trac	e problem that you	are experiencir	ng. Fields marke
Complaint to b	De Filed by an A Please fill-in the form below with an * are mandatory fi	ASEAN Ente low so as to provide ASSIST fields.	erprise with enough information on the trac	e problem that you a	are experiencir	ng. Fields marke
Complaint to b	De Filed by an A Please fill-in the form below with an * are mandatory fi Please note that, if you require representative entity of you	ASEAN Ente low so as to provide ASSIST fields. ulre anorymity, your complain ur choice, such as a chamber of	erprise with enough information on the trac t should be submitted instead by an AS of commerce, business council, busines	e problem that you a EAN-based trade ass s federation, or regist	are experiencir ociation, or by a ered lawyer or l	ng, Fields marke any other aw firm. Dedicate

3



🖹 ASSIST

LCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS FAQ	CO
	* ASEAN Enterprise Name	AirTel Holdings, Inc.			
	* Company Size	200+	*		
	- Phone	+261 7262991			
	* Address	www.airtel.com			
	Auless	City U Country X			
		205 characters remaining (3	0 maximum)	h	
	* City	City U	ZIP Code 10090		
	* Country	AMS-X	•		
	CONTACT PERSO	DN			
	* Gender	Mr () Mrs	◯ Ms		
	* First Name	Bruce	* Last Name Kent		
	* Phone	+261 8159255399			
	* Position	President			
	* Email	aseanenterprise0@g	mail.com		
	Address	Jingle Avenue			
		Country X			
		268 characters remaining (3	0 maximum)	<i>B</i>	
	City	City U	ZIP Code 10090		
	Country	AMS-X	•		
	COMPLAINT DES	CRIPTION			
	* Country of Legal Registration	AMS-X	*		
	* Registration Number	123456			
	* Company Registration Proof	Choose File Anne	< 1-SimulatIdings, Inc.pdf		
	* Type of Business	Service provider		*	
	* Business Sector	6 Services	•		
	- Services Sector Description	1 Telecommunication			
	* Type of Problem Encountered	2 Communication Se	rvices	*	
	* Destination Country	AMS-Y	•		
	* Description	tie are a duly regulation of the subsidiary company <u>AirTel</u> Co., trd. dowinated by <u>AIS</u> <u>AIS</u> -Y's National telecommunication 2018, <u>AIS</u> -Y'had operators were no	<pre>istered telecommunications company in AUSX, a y, <u>AirTel</u> Holding; Inc. is based in AUSY. 80 is owned by AUSX shareholders and its senior in Y nationals. <u>AirTel</u> Co., itd.'s operating lice Comminication authority in september 2018 on ti s license possessed by <u>AirTel</u> Co., itd. is no ended the Telecommunications Business License longer permitted to apply for Type B and Type</pre>	irleHoldings, Inc. Our % of the total shares issued by management level positions are nse has recently been revoked by he argument that the longer valid. In fact, in August Act No. 1500, whereby foreign C licenses.	
		2681 characters remaining (10000 maximum)	n a nak nali k k nanddan 🕅	
	Attachment	Choose File Anne	c 2-Simulated AMidated Schedule.pdf + Attachment		
		Choose File Anne	x 3-Simulated Law of AMS-Y.pdf Remove		
		Choose File Anne	4-Simulated Ant Law of AMS-Y.pdf Remove		
	I have read and accept the AS	SIST rules.			
	I hereby submit this complaint to	o the Central Administrator of ASSIST and I accept its	transmission to the relevant authorities of the ASEAN Mem	ber States involved	
		Vim not	a robot		
		su	BMIT YOUR COMPLAINT		

Sebagai contoh uraian pengaduan yang jelas dan ringkas, di bawah ini adalah uraian AE tentang pengaduan dalam studi kasus ini:

"Kami adalah perusahaan telekomunikasi yang terdaftar di AMS-X, AirTel Holdings, Inc. Anak perusahaan kami, AirTel Co., Ltd., berbasis di AMS-Y. 80% dari total saham yang diterbitkan oleh AirTel Co., Ltd. dimiliki oleh pemegang saham AMS-X dan posisi level manajemen seniornya didominasi oleh warga negara AMS-Y. Lisensi pengoperasian AirTel Co., Ltd. telah dicabut oleh Otoritas Komunikasi Nasional AMS-Y pada September 2018 dengan argumen bahwa lisensi telekomunikasi yang dimiliki oleh AirTel Co., Ltd. tidak lagi berlaku. Faktanya, pada Agustus 2018, AMS-Y telah mengubah Undang-Undang Ijin Usaha Telekomunikasi No. 1500, di mana operator asing tidak lagi diijinkan untuk mengajukan lisensi Tipe B dan Tipe C. WELCOME TO ASSIST

WHAT IS ASSIST?

FILE A COMPLAINT

FOLLOW A COMPLAINT

FAO

Lisensi telekomunikasi tipe B adalah untuk operator dengan atau tanpa jaringannya sendiri, tetapi menyediakan jasa yang menargetkan segmen atau bahkan beberapa segmen publik. Lisensi telekomunikasi tipe C adalah untuk operator dengan jaringan yang menyediakan jasa kepada masyarakat umum, atau jasa yang menyebabkan dampak signifikan pada persaingan yang sehat, kepentingan publik, atau memerlukan perlindungan konsumen khusus. Pemohon pengaduan yang mengajukan lisensi untuk Tipe B dan Tipe C haruslah perusahaan di mana warga negara AMS-Y memiliki setidaknya 51% saham dan sekurangnya tiga perempat dari manajemen tingkat senior pemohon pengaduan, dan orang yang berwenang untuk menandatangani komitmen yang mengikat, sebagai perwakilan dari perusahaan pemohon pengaduan, harus warga negara AMS-Y. Kami merasa bahwa AirTel Co., Ltd. telah diperlakukan tidak adil karena hanya mengikuti proses pemerintah pada saat perusahaan ini telah mengajukan lisensi dan tidak ada pemberitahuan oleh AMS-Y mengenai perkembangan baru ini. Perusahaan ini juga telah memenuhi persyaratan untuk perusahaan asing dengan mayoritas pemegang saham asing, yang memperoleh Ijin Usaha Asing dari Kementerian Perdagangan.

Pencabutan lisensi AirTel Co., Ltd. dan amandemen peraturan lisensi bisnis telah menyebabkan saham AirTel Holdings, Inc. turun 5,67% di AMS-X karena AMS-Y adalah pasar seluler terbesar kedua di dunia. Kami yakin bahwa pencabutan ijinnya adalah diskriminasi terhadap investor asing di sektor telekomunikasi dan pelanggaran terhadap komitmen dan kewajiban spesifik AMS-Y berdasarkan Perjanjian Kerangka Kerja ASEAN tentang Jasa (AFAS) yang relevan."

Ketika pengaduan diajukan dengan mengklik 'Kirim Pengaduan Anda ('Submit Your Complaint'), halaman berikut pada Langkah 4 akan tampil.

Setelah Anda mengajukan pengaduan di situs web ASSIST, halaman di bawah ini akan tampil, memberitahukan kepada Anda bahwa email

akan dikirim ke alamat email yang Anda berikan dalam formulir pengaduan Anda.

WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAO	CONTACT
Thonk you for	the cubmicei	on of your oo	moloint			
I I I AI IK YOU IOI	LITE SUDITISSI	off Of your co	пран			
,	5,					
lease click on the link containe	d in the e-mail in order to confi	rm your submission.				
'ou will be able to monitor your cor	mplaint and access it on the follow	ving webpage:				
<u>attp://assist.asean.org/user/login</u>						
y using your e-mail / tracking ID.						

Pemberitahuan di atas menunjukkan bahwa Anda harus mengklik tautan yang tersedia di akun email Anda untuk mengonfirmasi pengaduan Anda dengan ASSIST.



ASEAN Solutions for Investments, Services and Trade



CONTACT

Thu Nov 1 2018 at 4:01 P



(b) Klik pada tautan tersebut sebagaimana diminta dalam email di atas, maka halaman berikut akan tampil.





ASSOCIATION ASSIST

ELCOME IN 822121	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ C
	Contact person : Mr Bruce Kent Phone : +261 8159255399 Position : President Email : aseanenterprise0@gmail.com				
	Address : Jingle Avenue City U Country X City : City U / Zip Code : 10090 Country : AMS-X				
	Contry of Legal Registration : AMS-X Legal Registration Number : 123456 Type of Business : Service provider Business Sector : Services / Telecommunica	ation			
	Type of problem encountered : Communicat Destination Country : AMS-Y Description:	tion Services			
	AMS-X shareholders and its senior mana Authority in September 2018 on the argumer License Act No. 1500, whereby foreign oper- tameting a segment or even several segment	is company in AMS-X, All rel Holdings, Inc. Out s gement level positions are dominated by AMS-Y int that the telecommunications license possesse rators were no longer permitted to apply for Type this of the number. A time C telecom license is for a	ubsidiary company, All ref molinitys, inc. is based in AM nationals. All Tel Co., Ltd. 's operating license has r d by AirTel Co., Ltd. is no longer valid. In fact, in August B and Type C licenses. A type B telecom license is for a nonerator with a network that norwides services to the	s-r. 60% of the total shares issued by ecently been revoked by AMS-Y's 2018, AMS-Y had amended the Telec an operator with or without its own netw peneral public or services that cause a	Air fel Co., Ltd. is owned National Communication ommunications Business vork, but provides services a significant impact on fair
	competition, the public interest, or require sp three quarters of the applicant候s senior k AirTel Co., Ltd. has been treated unfairly as i also compiled with the requirement for foreig	evel a consumer protection. The applicant applyin level management and the person authorized to s it simply followed the government process at the n companies with a majority of foreign sharehold	g for Type B and Type C licenses must be companies v sign any binding commitments, as a representation of th time when it had applied for the license and it was not g ters, which is obtaining a Eoreian Business I icense from	where AMS-Y nationals hold at least 51 e applicant company, must be an AMS given any notification by AMS-Y on this in the Ministry of Commerce. The revol	% shares and at least S-Y national. We feel that is new development. It has king of AirTel Co
	Ltd.'s license and the amendment of the that the revoking of its license is a discrimina Framework Agreement on Services (AFAS).	é businèss license regulátion has caused AirTel H ation against foreign investors in the telecommun	loldings, Inc., shares to fall 5.67% in AMS-X as AMS-Y ications sector and a violation of the specific commitme	is the worldấ€™s second biggest cellu nts and obligations of AMS-Y under th	lar market. We belleve e relevant ASEAN
		Thankir	ig you, ASSIST is at your service. assist asean.org		
	1 attraction of the				
	4 attachments Annex_2-Simulated_AMS-Y_Schedule_of, 91K Annex_2 Simulated_Low of AMS X1 off	Specific_Commitments-AFAS_9_Consolidated_	Schedule1.pdf		
	Annex_4-Simulated_Law_or_Ams-11.pdf	f_AMS-Y1.pdf			
	Annex_1-Simulated_Company_Registration	ion_of_AirTel_Holdings,_Inc1.pdf			
	Seperti yang ditunjukkan dalam e	email di atas, Anda sekarang dapa	it memantau perkembangan dengan n	nengklik tautan yang ditur	njukkan yang
	akan diarahkan ke tab ' <i>Follow a</i>	Complaint' pada kolom menu di	Situs ASSIST.		
Langkah					
Langkah 7	MEMANTAU PERKEMBANC	GAN PENGADUAN ANDA			
Langkah 7	MEMANTAU PERKEMBANC	GAN PENGADUAN ANDA			
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(c) Lihatlah Dasbor ASSIST Anda segera setelah Anda berhasil log masuk:

200	WHAT IS	ASSIST? MY CU	MPLAINI	LOGOUT	PROCESS	FAŲ	CONTACT	DISCLAIME
Tracking ID a	\$1772018	31101 / AMS	S-Y					
History								
Date Actio	in	Action By	Comments					
01/11/2018 16:07:27	Email Confirmed	ASEAN-based Enterprise	Email Confi	med				
01/11/2018 16:01:39	New	ASEAN-based Enterprise						
							WITHDRAW C	COMPLAINT
ASEAN ENTERE	RISE							
ASEAN Enterprise Name	AirTe	el Holdings, Inc.						
Company Size	200+			Address	Jingle Av	venue City U Cou	ntry X	
Phone	+261 7262991			City	City U			
Website	www.airtel.com			ZIP Code	10090			
				Country	AMS-X			
CONTACT PERS	SON							
First Name	Bruce			Address	Jingle Av	venue City U Cou	ntry X	
Last Name	Kent			City	City U			
Phone	+261 8159255399			ZIP Code	10090			
Position	President			Country	AMS-X			
Email	aseanenterprise0@g	mail.com (Confirmed)						
COMPLAINT DE	SCRIPTION							
Country of Legal Registratior	AMS-X			Business Sector	Services			
Registration Number	123456			Type of Problem Encountered	Services	/ Communication	n Services	
Company Registration Proof	Annex_1- Simulated_Company		<u>lings_Inc1.p</u> df	Destination Country	AMS-Y			
Type of Business	Service provider							
Description	We are a duly registe total shares issued by Ltd.'s operating licen: license possessed by whereby foreign oper network, but provides services to the gener applicant applying for applicant's senior lev national. We feel that	red telecommunications con y AirTel Co., Ltd. is owned by se has recently been revoker AirTel Co., Ltd. is no longer ators were no longer permitt services targeting a segmen al public, or services that cat Type B and Type C licenses el management and the pers AirTel Co., Ltd. has been tre	pany in AMS-X AMS-X shareh I by AMS-Y's N valid. In fact, in ad to apply for it or even sever isse a significant must be comp on authorized t ated unfairly as	AirTel Holdings, Inc. O olders and its senior ma ational Communication August 2018, AMS-Y h Type B and Type C licen al segments of the publ impact on fair competit anies where AMS-Y nat o sign any binding comr t simply followed the a	ur subsidiary com anagement level p Authority in Septe ad amended the T asses. A type B tele icc. A type C telecc ion, the public inte ionals hold at leas nitments, as a rep overment proces	pany, AirTel Hold ositions are domi mber 2018 on the elecommunicatio com license is for m license is for a rest, or require sy t 51% shares and resentation of the s at the time whe	ings, Inc. is based in <i>J</i> nated by AMS-Y natio a argument that the tel ns Business License <i>J</i> an operator with or w n operator with a netwo social consumer prote d at least three quartle applicant company, n t had anolied for th	AMS-Y. 80% of the onals. AirTel Co., lecommunications Act No. 1500, vithout its own work that provides cition. The rs of the must be an AMS-Y

NERCOME TO ASSIST WHAT IS ASSIST? RLE A COMPLAINT FOLLOW A COMPLAINT PROCESS FAQ ALL				Trade	Investments, Services and	ASSIST ASEAN Solutions for	SOCIATION OUTHEAST N NATIONS	ASS OF SC ASIAN
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Image: Control State St		nd the amendment of the Jar market. We believe c commitments and	ı of AlirTel Co., Ltd.'s licens le world's second biggest r and a violation of the spi	sense from the Ministry of Commerce. The revoking , Inc., shares to fall 5.67% in AMS-X as AMS-Y is the toreign investors in the telecommunications sector work Agreement on Services (AFAS). mmitments-AFAS-9 Consolidated_Schedule1.pdf	shareholders, which is obtaining a Foreign Business Li business license regulation has caused AirTel Holding that the revoking of its license is a discrimination again obligations of AMS-Y under the relevant ASEAN Fram Annex 2-Simulated AMS-Y Schedule of Seacific Cr Annex 3-Simulated Law of AMS-Y1.pdf Annex 4-Simulated Amendment Law of AMS-Y1.pd	Attachment		
A sperti dapat Anda lihat di dabor, tindakan yang diambil untuk pengaduan Anda ditunjukkan dengan jelas di dabor Anda dan daftar ini diperbarui secara berkala setelah setiap tindakan diambil. Formulir pengaduan Anda yang telah Anda kirimkan, jega dapat diakese di dasbor A MENYATAKAN HIDAK DENGKAR, ATAU MENOLAN Setelah CA selessi memerikas pengaduan Anda dan memutukkan apakah akan menerima/ menyatakan tidak lengkap/menolak, email aka diktimkan kepada Anda biasanya dalam 10 hari kerja sejak Anda mengajukan pengaduan. Jika untuk sementrara waktu CA tidak mengambil tindakan apapun, maka CA akan menerima pengingat otomatis di bawah ini melalui emai dari sistem online ASSIST dalam waktu 7 hari kalender setelah pengaduan diajukan. Sebagaiman ditunjukkan di atas, CA haras memutuskan untuk menerima, menyatakan tidak lengkap dan meminta revisi, atau menolak pengaduan dialam 10 hari kerja. <i>Email Penginget 1 untuk CA:</i> MENTOR Commenter Setelah mengambil tindakan papun, maka CA akan menerima pengingat otomatis di bawah ini melalui emai dari sistem online ASSIST dalam waktu 7 hari kalender setelah pengaduan dialam 10 hari kerja. <i>Email Penginget 1 untuk CA:</i> MENTOR Commenter CA: MENTOR Commenter CA:			2110 - Indonesia	l Secretariat - 70A Jl. Sisingamangaraja - Jakarta 12 Supported by <u>ARISE - [Disclaimer]</u>	Central Administrator of ASSIST / <u>ASEA</u> ASSIST -			
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[ASSIST] Complaint #15020181026 reminder for CA No Reply ASSIST - cassid@seen.org> Set Oct 27, 2018 at 50 Reply-10: "assid@seen.org> ASSIGUATION OF: SOUTHEDASSI ASSIGUATION OF: SOUTHEDASSI ASSIGUATION	:007>	dministrator ASEC <caatasec@gmail.com></caatasec@gmail.com>	Centr			1 Gmail	7	
Reply-To: "assist@assen.org" <assist@assen.org< td=""> ASSIGNATION OF SOUTHERAST ASIAN VIATIONS ASSIST ASIAN Solutions for Investments, Services and Trade Action is required by the CA for the complaint: Perificat akun email Anda secara teratur dalam 10 hari kerja setelah mengajukan pengaduan Anda. Pada akhirnya Anda akan menerima email b dari ASSIST. Thanking you, ASSIST is at your service.</assist@assen.org<>	0 AM	Sat, Oct 27, 2018 at 5:00 AM			6 reminder for CA	SSIST] Complaint #150201810 Reply ASSIST <assist@asean.org></assist@asean.org>	[A No	
Action is required by the CA for the complaint: 10020191025 Perifiksa akun email Anda secara teratur dalam 10 hari kerja setelah mengajukan pengaduan Anda. Pada akhirnya Anda akan menerima email b dari ASSIST. Thanking you, ASSIST is at your service.				IST Jutions for Investments, Services and Trade	> ASS asean st	ASSOCIATION GF SOUTHEAST ASIN NATIONS	Re	
dari ASSIST. Thanking you, ASSIST is at your service.	aru	a akan menerima email baru	Pada akhirnya A	mengajukan pengaduan Anda. P	^{int:} teratur dalam 10 hari kerja setelah	Action is required by the CA for the com 15020181026 riksa akun email Anda secar	Per	
				ou, ASSIST is at your service.	Thanking	i ASSIST.	dar	
assist asean org (disclamer)				st.asean.org (Disclaimer)	assi			
						C mall		

[ASSIST] Your complaint #17720181101 is a	ccepted by CA	
No Reply ASSIST <assist@asean.org> Reply-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>		Thu, Nov 1, 2018 at 10:37 F
You are able to access your complaint at any time on the followin	gwebpage: http://assist.asean.org/user/login by using your e-mail / tracking ID.	
ASIAN NATIONS	ASEAN Solutions for Investments, Services and Trade	
Dear Mr Bruce Kent,		
Your complaint ID No. 17720181101 has been accepted by	ASSIST.	
You are able to access your complaint at any time on the fol	owing webpage: http://assist.arsenadevelopment.space/user/login by using your e-mail / tracking ID.	



ASIAN NATIONS	ASEAN Solutions for	Investments, Services and	l Trade			
WELCOME TO ASSIST	WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONT
	Since your complaint has been accepted by AS days from today. You will be promptly notified of the response by ASEAN Enterprise / Trade Association / Law Company size: 200- Phone: +261 7626911 Website : www.airlei.com Vadress: Jingle Avenue City U Country X City: City J 2/D Code: 10390 Country : AMS-X - Contact person : Mr Bruce Kent Phone: +261 8159255399 Position : President Email: assanenterprise@gmail.com Acritess: Jingle Avenue City U Country X City: City U / 2/D Code: 10390 Country : AMS-X - Contact person : Mr Bruce Kent Phone: +261 8159255399 Position : President Email: assanenterprise@gmail.com Acritess: Jingle Avenue City U Country X City: City U / 2/D Code: 10390 Country / LagB Registration : AMS-X Legal Registration Number: 123456 Type of Business : Service provider Business Sector: Services / Telecommunication Country i LagB Registration : KmS-X Legal Registration Number: 123456 Type of Dusines: Service provider Business Sector: Services / Telecommunication Destination: Country : AMS-X Legal Registration to 1500, whereity Voreign ope Largeting a segment or even several segme assocomplet with the requirement for forei sites completion. The public Interest, or require s assocomplet with the requirement for forei Lid & "* license and the amendment of this there is a discrimin	SIST, the Destination Country will now be asked to r the Destination Country through ASSIST. Firm : AirTel Holdings, Inc. (type Enterprise) ar only): ation ton Services ton Services ton Services ton Service I positions are dominated by AMS-Y and Services to Service I positions are dominated by AMS-Y and Services to Service I positions are dominated by AMS-Y and Services the telecommunications license possesses adors were no longer permitted to apply for Type and so the public. A type C Lelecom license is for a pockal consumer protection. The applicant apply the simply followed the government process at the n companies with a majority of prolegins hardned b business license regulation has caused AIrTel H	wiew your complaint and either accept it, or reject it, or revert wiew your complaint and either accept it, or reject it, or revert by a strain of the strain of the strain of the strain of the strain nationals. AirTel Co., Ltd. 4€ ^{TMS} operating license has rec by AirTel Co., Ltd. 4€ ^{TMS} operating license has rec by AirTel Co., Ltd. 4€ ^{TMS} operating license has rec by AirTel Co., Ltd. 4€ ^{TMS} operating license has rec by AirTel Co., Ltd. 4€ ^{TMS} operating license has rec by AirTel Co., Ltd. 4€ ^{TMS} operating license has rec by AirTel Co., Ltd. 4€ ^{TMS} operating license has recessed of Type B lacenses. At type blockers must be comparises the n operator with a network that provides services to the ge of Type B lacense from 1 brime when it had applied for the license and it was not pu me, when it had applied for the license and twas not pu south of the specific commitment from the specific commitment	27. 80% of the total shares issued 1 ently been revoked by AMS-Yde™ 108, AMS-Y had amended the Tel perator without its own ne neral public, or services that caus revoked by AMS-Ydat its own ne neral public, or services that caus revoked by AMS-Ydat its own ne neral public, or services that caus revokes that caus ner any notification by AMS-Y on the en any notification by AMS-Y on the second biggest ce	by AirTei Co., Ltd. is owned s National Communication ecommunications Business ecommunications Business ecommunications Business ecommunications Business to Sty Shates and Least his new development. It has his nevelopment. It has his new d	1 1 5 5 5
		Thankir	g you, ASSIST is at your service.			
			assist asean org			

Dalam hal ini, email di atas menunjukkan bahwa pengaduan Anda **telah diterima** oleh CA. Email tersebut juga memberitahukan kepada Anda bahwa pengaduan Anda sekarang akan dikirim ke Titik Kontak Tujuan (DCP), yang merupakan agen pemerintah (Titik Kontak Utama (*Focal Point*) ASSIST) di AMS-Y di mana Anda menghadapi masalah perdagangan dan di mana pengaduan Anda diarahkan dan dicarikan penyelesaiannya. DCP di AMS-Y akan diberi 10 hari kerja untuk memeriksa pengaduan Anda dan menerima, menolak atau mengembalikan kepada Anda dengan permintaan informasi lebih lanjut. Ini dimaksudkan untuk memberi waktu kepada DCP untuk memeriksa rincian pengaduan, dan berkonsultasi seperlunya dengan otoritas nasional terkait.

Titik Kontak Asal (HCP), yang merupakan agen pemerintah (Titik Kontak Utama ASSIST) di AMS-X (negara asal Anda) juga telah diberitahu tentang pengajuan pengaduan Anda.

Jika Anda tidak menerima email dari ASSIST dalam jangka waktu yang disyaratkan (10 hari kerja sejak pengaduan diajukan), maka ini berarti bahwa tindakan CA terlambat. CA akan menerima pengingat otomatis lain melalui email (14 hari kalender setelah pengaduan diajukan) bahwa CA harus melakukan suatu tindakan atas pengaduan tersebut. CA akan menerima email di bawah ini:

Email Pengingat 2 untuk Pengelola Sistem (CA):

M Gmail		Central Administrator ASEC <caatasec@gmail.com></caatasec@gmail.com>
[ASSIST] Complaint #13320180921 reminder for CA		
No Reply ASSIST <assist@asean.org> Reply-To: "assist@asean.org" <assist@asean.org></assist@asean.org></assist@asean.org>		Sun, Sep 23, 2018 at 5:00 AM
ASSOCIATION OF SOUTHEAST ASIAN NATIONS	ASSIST ASEAN Solutions for Investments, Services and Trade	
Action is required by the CA for the complaint: 13320180921		
	Thanking you, ASSIST is at your service.	
	assist.asean.org (Disclamen)	

STEP 9 JOG MASUK KE DASBOR ASSIST ANDA MELALUI EM DARI PENGELOLA SISTEM (CA) Jika Anda ingin melihat tanggapan CA secara lengkap, r seperti ditunjukkan pada Langkah 7 (a) dan (b) di atas. Tampilan lengkap dasbor Anda dapat dilihat di bawah. S bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r seperti ditunjukkan pada Langkah 7 (a) dan (b) di atas. Tampilan lengkap dasbor Anda dapat dilihat di bawah. S bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r seperti ditunjukkan pada Langkah 7 (a) dan (b) di atas. Tampilan lengkap dasbor Anda dapat dilihat di bawah. S bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda. Image: Comparison of the secara lengkap, r bahwa CA telah menerima ('Accepted') pengaduan Anda.	IAIL ANDA DAN ID PELA maka Anda harus masuk ke c reperti yang Anda lihat, tindak	CAKAN UNTUK MI lasbor ASSIST Anda n an lain telah ditambah	ELIHAT TANGGAPA nelalui email dan ID p kan ke 'Riwayat' Anda	N SEBENARN elacakan Anda 1 menunjukkan
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Treating ID //47700404404 /				
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History Date Action Action By	Comments			
UTITZ/16.22.37.34 Central Administr ASSIST	Thank you for lodging your compla your complaint and finds that it is c	int under ASSIST. The Central Admi omplete. You have submitted your c	nistrator has reviewed and verified ompany registration document which	1
	Y's Specific Schedule of ASEAN S sector, as well as the AMS-Y 2010	ervices Commitments, specifically in Telecommunications.	the Telecommunication Services	
ASEAN ENTERPRISE ASEAN Enterprise Name AirTel Holdings, Inc. Company Size 200+	Address	Jingle Avenue City U Cou	ntry X.	-
Phone +261 7262991 Website www.airtel.com	City ZIP Code	City U 10090		
	Country	AMS-X		
CONTACT PERSON First Name Bruce	Address	Jingle Avenue City U Cou	ntry X	
Last Name Kent	City	City U		
Phone +261 8159255399	ZIP Code	10090		
Position President	Country	AMS-X		
	eu)			
COMPLAINT DESCRIPTION	Business Sector	Consideration of the second se		
Registration Number 123456	Type of Problem	Services / Communication	1 Services	
Commun Devicements David Association	Encountered	ANO V		
Company Registration Froot America Simulated Company_Registration_of_#	AirTel_Holdings_Inc1.pdf	AW3-1		
Type of Business Service provider				
Description We are a duly registered telecommunicated tail shares is sued by XirTel Co. Ltd. is Ltd.'s operating license has recently bet license possesde by AirTel Co. Ltd. is whereby foreign operators were no long network, but provides services targeting services to the general public, or servicing applicant's services to the general public, or servicing applicant's service are live feel and Type applicant's service and the feel that AirTel Co. Ltd. ha was not given any notification by AMS-1	ations company in AMS-X, AirTel Holdings, Inc. 6 owned by AMS-X shareholders and its senior m en revoked by AMS-Y s National Communication onoger valid. In fact, in August 2018, AMS-Y 1 er permitted to apply for Type B and Type C lice is a segment or even several segments of the pub set bhat cause a significant impact on fair competi C licenses must be companies where AMS-Y na d the person authorized to sign any binding com sene trated untriling as simply followed the 4 on this new development. It has also compiled	Dur subsidiary company, AirTel Hold anagement level positions are domi Authority in September 2018 on the hard amended the Telecommunicatio ness. A type B telecom license is for allic. A type C telecom license is for a tion, the public interest, or require s tionals hold at least 51% shares an initiments, as a representation of the government process at the time whe with the requirement for foeign com	ings, Inc. is based in AMS-Y. 80% of nated by AMS-Y nationals. AirFal Co. argument that the telecommunication is Business License Act No. 1500, an operator with on without its own in operator with a network that provid decial consumer protection. The data least three quarters of the applicant company, must be an AMS in plan and company, must be an AMS in plan and the license and it panies with a majority of foreign	the des S-Y
shareholders, which is obtaining a Forei business license regulation has caused	gri business License from the Ministry of Comm AirTel Holdings, Inc., shares to fall 5.67% in AM	erce. The revoking of AirTel Co., Ltd S-X as AMS-Y is the world's second	is incense and the amendment of the biggest cellular market. We believe	-
that the revoking of its license is a discri obligations of AMS-Y under the relevant	imination against foreign investors in the telecom t ASEAN Framework Agreement on Services (Al	munications sector and a violation of FAS).	of the specific commitments and	
Attachment Annex 2-Simulated AMS-Y Schedule Annex 3-Simulated Law of AMS-Y1.p	of Specific Commitments-AFAS 9 Consolidate	ed_Schedule1.pdf		
Annex 4-Simulated Amendment Law	of_AMS-Y1.pdf			



ASEAN Solutions for Investments, Services and Trade

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Prosesnya sedikit berbeda dalam kasus di mana pengaduan Anda diterima oleh DCP. Dalam 10 hari kerja setelah tanggapan dari CA bahwa pengaduan Anda diterima, Anda akan menerima email yang menginformasikan bahwa pengaduan Anda telah diterima oleh DCP di AMS-Y dan bahwa DCP akan berkoordinasi dengan otoritas nasional yang kompeten atau Otoritas Penanggung Jawab. (RA) untuk menganalisis pengaduan Anda secara rinci.

Setelah RA menyelesaikan upaya mereka, DCP harus memeriksa solusi dan memberikannya kepada CA dalam waktu 40 hari kerja sejak tanggal penerimaan oleh DCP. Dengan demikian, untuk memenuhi tenggat waktu ini, DCP harus menetapkan batas waktu agar RA dapat menemukan solusi. DCP bertanggung jawab untuk memberi tahu CA tentang segala perubahan yang berkaitan dengan jangka waktu antaranya dan otoritas nasional.

CA dapat memperpanjang batas waktu hingga 20 hari kerja atas permintaan DCP. Sistem akan secara otomatis memberitahu ketika tenggat waktu semakin dekat (mis., Biasanya, 10 hari kalender sebelum selang). Jika DCP tidak memenuhi tenggat waktu untuk mengirim solusi ke CA, maka sistem online akan memberitahu CA untuk menindaklanjuti dengan DCP.

Kemudian Anda akan menerima pemberitahuan email kedua dari ASSIST bahwa solusi diajukan oleh DCP/AMS-Y dan diterima oleh CA.

Namun, dalam kasus seperti ini di mana pengaduan **"Ditolak"** oleh DCP, mungkin Anda tidak menerima email dari ASSIST dalam tenggat waktu 10 hari kerja. Penolakan dan alasan penolakan oleh DCP hanya akan dikirim ke CA melalui ASSIST dalam 10 hari kerja. CA kemudian akan memeriksanya untuk bahasa dan kecukupan informasi dalam 5 hari kerja sejak diterimanya oleh CA dari email penolakan oleh DCP. ASSIST ASEAN Solutions for Investments, Services and Trade

WELCOME TO ASSIST

WHAT IS ASSIST?

FILE A COMPLAINT

FOLLOW A COMPLAINT

Jika CA menerima alasan penolakan, maka tanggapan yang telah diperiksa dan disetujui oleh CA dikirim ke email Anda, seperti di atas. Jika CA merasa alasan penolakan oleh DCP yang disebutkan tersebut tidak memenuhi harapannya, maka sistem ASSIST memungkinkan CA untuk meminta DCP memperbaiki penolakan. Namun, opsi ini oleh CA tidak memiliki nilai mengikat pada DCP, dan jika tidak ada tanggapan dalam 5 hari kerja, maka sistem online akan secara otomatis mengedarkan penolakan ke AE.

Jika untuk sementara waktu DCP tidak mengambil tindakan, maka DCP akan menerima pengingat otomatis di bawah ini melalui email dari sistem online ASSIST dalam waktu 7 hari kalender setelah pengaduan diterima oleh CA. Seperti ditunjukkan di atas, DCP harus memutuskan untuk menerima atau menolak pengaduan dalam waktu 10 hari kerja sejak CA menerima pengaduan tersebut.

Email Pengingat 1 untuk Titik Kontak Tujuan (DCP):

CASS CT COMPLIAIT #17020181030 reminder for DCP CASS CT COMPLIAIT #17020181030 reminder for DCP Rept ASSIST rassist@assen org? Comp Assist Not National Comp Assist Not National Comp Assist To the complaint: Topoxies rate Comp Assist To the complaint: Comp Assist To sativation rate

Jika Anda tidak menerima email dari ASSIST tentang tanggapan oleh DCP dalam jangka waktu yang disyaratkan (10 hari kerja) setelah pengaduan diterima oleh CA, maka ini berarti bahwa tindakan DCP terlambat. DCP akan menerima pengingat otomatis lain melalui email (14 hari kalender setelah pengaduan diajukan) bahwa suatu tindakan sangat dibutuhkan oleh DCP untuk pengaduan tersebut.

Email Pengingat 2 untuk Titik Kontak Tujuan (DCP):

M Gmail	A	MS Y <aseanmemberstate.y@gmail.com></aseanmemberstate.y@gmail.com>
[ASSIST] Critical DCP reminder for the #14820181021 c	omplaint	
No Reply ASSIST ≺assist@asean.org> Reply-To: "assist@asean.org" ≺assist@asean.org>		Wed, Oct 24, 2018 at 5:00 AM
ASSOCIATION GF SOUTHEAST ASIAN NATIONS	ASSIST ASEAN Solutions for Investments, Services and Trade	
Critical reminder for urgent action required by the DCP AMS-Y for ti 14820181021	re complaint	
	Thanking you, ASSIST is at your service.	
	assist.asean.org	

Log masuk ke dasbor ASSISI Anda melalui email dan 1D pelacakan Anda seperti ditunjukkan pada Langkan 7 (a) dan (b) di atas. Tampilan lengkap dasbor Anda dapat dilihat di bawah. Seperti yang Anda lihat, tindakan lain telah ditambahkan ke 'Riwayat' Anda yang menunjukkan bahwa solusi untuk pengaduan Anda telah diajukan. Solusi/ tanggapan ASSIST lengkap dari DCP, yang telah diterima oleh CA, juga disediakan pada paragraf pertama dasbor Anda.



ASEAN Solutions for Investments, Services and Trade

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Robusters of provide the set or equation of the derivation of the set or equipation of the derivation	<text></text>		ASSIST Solution AMS-Y finds sufficient basis Commitments, AMS-Y has n provider(s) may be in the fon owned by foreign partner(s); must be AMS-Y nationals T	#1772018 that AMS-Y has complied vi o limitations on foreign own m of a joint venture and/or r (ii) at least three quarters o hus, the amendment of the	this relevant ASEAN coor ership, It is stated in its He epresentative office, which the company's senior lev 2018 Telecommunications	S-Y mmiltments and that the compl prizontal Commitments that, as h should meet the following rev rel management and the perso. Businass Lirense Art Mo 154	aint lacks merit. It argues that, alth a limitation to market access, the (uirements: (i) not more than 49% o n authorized to sign any binding co I) is not in violation of 46X-Yc SC	bugh under the AFAS Schedule of S Commercial Presence of the foreign of the capital share of the company mminments as a representation of the metale of Services Commitments T	pecific service may be te company he AMS-Y
Instrument Advance Construction Constr	Instrument Alles To Statistic Onesset 1000000000000000000000000000000000000		AFAS Horizontal Commitmee the Government of AMS-Y h Attachment	nts, the amendment of the nts is attached for ease of ro as promulgated the amendr	eference. In response to th ment of the law through off	he AE's claim that it has not re- ficial government websites and	ceived any notification from AMS-Y local newspapers after it has been	on the new amendment, AMS-Y re- approved on 1 September 2018.	sponded that
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Last Name Kent City City City Phone +2618159255399 ZiP Code 10090 Position President Country AMS-X Email asamenterprise@gmail.com(Confirmed) COMPLAINT DESCRIPTION Ensure Services Ensure 12456 Type Or Polem Services / Communication Services Engistration Number 12456 Country AMS-Y Company Registration Prove Amsr.1: Destination Country AMS-Y Type of Busines Service provider Masr.1: Destination Country AMS-Y Type of Busines Service provider Masr.1: Destination Country AMS-Y Type of Busines Service provider Masr.1: Destination Country AMS-Y Us opersing losne has recently been revoked by AMS-YS hatribulders and its serior management lovel politons are dominated by AMS-Y ANI-Moles and ts serior management lovel politons are dominated by AMS-Y ANI-Moles and ts serior management lovel politons are dominated by AMS-Y ANI-Moles and ts are support that the telecommunications nume on longer yield in fact in August 2018. AMS-Y had amed dthe Enformanitation Subsissa Lines ALN 1500. Ut 's operating losne has recently been revoked by AMS-Y ANI-Moles and ts are support that count and in the prove and base support of the providen services are support to the support of the provides se	Last NameKmtCityCityCityPhone4218152255393ZiP Code1093JoxitionPreidentCountryMiS-XTendinessentreprise@gmail.com (Confirmed)Country of Legal RegistrationMiS-XCountry of Legal Registration Rumber2045CountryMiS-X <t< td=""><td></td><td>First Name</td><td>Bruce</td><td></td><td>Address</td><td>Jingle Avenue C</td><td>ity U Country X</td><td></td></t<>		First Name	Bruce		Address	Jingle Avenue C	ity U Country X	
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Position President Country AMS-X Email assenterprise@gmail.com (Confirmed) COMPLAINT DESCRIPTION Estimates Services Company Gegistration Number 12356 Type of Problem Services Company Registration Number 12356 Type of Problem Services / Communication Services Type of Business Service provider Services / Communication Services Services / Communication Services Type of Business Service provider Services / Communication Services Services / Communication Services Description Meare a dury registration or f.AirTel Holdings, Inc. Curs subsidiary company, AirTel Holdings, Inc. Sessed in AMS-Y, 80% of the total abraes issued by AirTel Co., Lid. is one longer permitted to apply of Service provider Description We are a dury registrated telecommunications company in AMS-Y, AirTel Holdings, Inc. Curs subsidiary company, AirTel Holdings, Inc. Sessed in AMS-Y 80% of the total abraes issued by AirTel Co., Lid. is no longer valid. In fact, in August 2018, AMS-Y halt anemoded the Telecommunications Business Loanse Act No 1500, whereby foreign operators were no longer permitted to apply of the public. Athress of the public Athress and at least three quarters of the applicant services in the autoridation of the public athress is for an operator with a network that provides services target gene and type C Icenses. Atype B I Idecommense is for an operator with a network that provide the avand by Ain'S'N antional were evene several segments to	PositionProductCountyMS-XEnsitionassenterprise@genation (confirmed)COMPLAINT DESCRIPTIONCounty of Legal RegistrationMS-XRegistration Number23:65Type of ProblemCompany Registration PoroAmount, 1Company Registration PoroleteDescriptionMarce A dury registrated telecommunications company in AMS-X Artifel Holdings, Inc. Our subsidiary company, Artifel Holdings, Inc. Is based in AMS-Y 03% of the total shares is studed by Afrifel Co., Ltd. is non longer partitied to apply for Type B and Type C Lesses. A hype B beloc micrones is for an operator with a retification of the papelicant services to the general papelice, or services that cause as ignificant impact on the subsici Nicense posteres of the applicant services to the general papelice, or services that cause as ignificant impact on the subsici Nicense is of the applicant company. And the person sub-to-tace during as a significant impact on the subsici Nicense is of the applicant company. In the seave companies with a major phare of the second counterse of the applicant company. In the seave companies with a major of foreign operator with an industry is highling booked the government for foreign companies with a major of foreign thater during a significant impact on the second counter soft of appl		Phone	+261 8159255399		ZIP Code	10090		
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Annex 3-Simulated Law of AMS-Y1.pdf	Annex 3-Simulated Law of AMS-Y1.pdf		rype o Dusmess Description	Service provider We are a duly registerr total shares issued by / Ltd's operating license license possessed by A whereby foreign operat applicant senior laved national. We feel that A was not given any notif shareholders, which is business license regule that the revoking of Its obligations of AMS-Y u Annex, 2-Simulated AM	id telecommunications con AirTel Co., Ltd. is owned by has recently been revoke VirTel Co., Ltd. is no longer ors were no longer permitt envices targeting a segme public, or services that cat yoe B and Type C licensity anagement and the pers virTel Co., Ltd. has been tr lication by AMS-Y on this in obtaining a Foreign Busin attorn has caused AirTel Ho license Is a discrimination after the relevant ASEAN I MS-Y. Schedule. of. Specifi	mpany in AMS-X, AirTel Holdin di dy AMS-Y shareholders and its dy AMS-Y shareholders and its do y AMS-Y sharehold Commi valid in fact, in August 2018, ited to apply for Type B and Typ is must be companies where A is must be companies where A is must be companies where A is simply folloo new development. It has also co- so authorized to sign any hin eated unfairly as it simply folloo new development. It has also co see License from the Ministry didings, Inc., shares to fall 5 67 against foreign investors in the Framework Agreement on Ser fic. Commitments-AFAS_9_ Cc	gs, Inc. Our subsidiary company, Al senior management level positions inication Authority in September 20 AMS-Y had amended the Telecom the public Atype B telecom lice the public Atype C telecom licent in the public Atype C telecom licent competition, the public interest, or MS-Y nationals hold at least 51% si ing commitments, as a representative d the government process at the omplied with the requirement for for G commerce. The revolving of AITC % in AMS-X as AMS-Y is the world telecommunications sector and a vices (AFAS).	irTel Holdings, Inc. is based in AMS: are dominated by AMS-Y nationals 176 on the argument that the teleco- munications Business License Act to resis for an operator with or without es for an operator with an envolve require special consumer protection hares and at least three quarters of ion of the applicant company, must time when it had applied for the lice region companies with a majority of fi of co., Ltd.3 license and the amend 's second biggest cellular market. W violation of the specific commitment	-Y, 80% of the AirTel Co., mmunications ko. 1500, ti fls own that provides n. The the be an AMS-Y meent of the /e believe s and
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WELCOME TO ASSIST	Berikut adalah tanggapan dari DO WHAT IS ASSIST?	FILE A COMPLAINT	FOLLOW A COMPLAINT	PROCESS	FAQ	CONTACT
	"AMS-Y menemukan dasar yang cul bahwa, meskipun berdasarkan Jadwa bahwa, sebagai batasan untuk akses yang harus memenuhi persyaratan be manajemen tingkat senior perusahaan	sup bahwa AMS-Y telah memenuhi l Komitmen Spesifik AFAS, AMS-Y pasar, Keberadaan Komersial dari pe rikut: (i) tidak lebih dari 49% dari sa n dan orang yang berwenang untuk n	komitmen ASEAN terkait dan bahwa per ′ tidak memiliki batasan kepemilikan asing myedia jasa asing dapat dalam bentuk per aham modal perusahaan dapat dimiliki oleh menandatangani komitmen yang mengikat	ngaduan tersebut kurang g, dinyatakan dalam Kor usahaan patungan dan/at n mitra asing; (ii) setidaku sebagai perwakilan perus	layak. Ia berpenc mitmen Horisonta tau kantor perwak nya tiga perempat sahaan haruslah w	lapat Ilnya silan, dari varga

negara AMS-Y. Dengan demikian, amandemen Undang-Undang Ijin Usaha Telekomunikasi 2018 No. 1500 tidak melanggar Komitmen Jadwal Jasa AMS-Y.

Menanggapi klaim AE bahwa pihaknya belum menerima pemberitahuan dari AMS-Y tentang amandemen baru, AMS-Y menjawab bahwa Pemerintah AMS-Y telah mengumumkan perubahan undang-undang tersebut melalui situs web resmi pemerintah dan surat kabar lokal setelah disetujui pada 1 September 2018. "

(c) Di bagian bawah email dari ASSIST dalam 10 (a) di atas, Anda diminta untuk menunjukkan apakah Anda puas atau tidak dengan jawaban yang diberikan oleh DCP dan solusi yang disediakan di dalamnya. Anda dapat melakukannya dengan memilih 'Ya' atau 'Tidak' di pilihan yang disediakan.

Dalam hal ini, AE memilih "Ya".



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MEMberikan umpan balik anda terhadap usulan solusi/tanggapan yang diberikan oleh ams-y dalam survei kepuasan dan terimalah email pernyataan penerimaan dari assist

Setelah Anda memilih 'Ya/Tidak' pada Langkah 10(c) di atas, Anda akan diarahkan ke halaman di bawah ini di mana Anda akan diminta untuk menjawab Survei Kepuasan dan diundang untuk memberikan komentar, terutama jika Anda tidak puas dengan tanggapan/solusi yang diajukan.

	And a second							
	WELCOME TO ASSIST	WHAT IS ASSIST?	MY COMPLAINT	LOGOUT	PROCESS	FAQ	CONTACT	DISCLAIMER
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			I'm not a	robot YOUR FEEDBACK	recartcHa Privacy-Terms			









WELCOME TO ASSIST

WHAT IS ASSIST?

FILE A COMPLAINT

FOLLOW A COMPLAINT

FAQ

Dalam kasus di mana tidak ditemukan solusi melalui ASSIST atau jika DCP menemukan dasar yang cukup bahwa Negara Anggota telah memenuhi komitmen ASEAN terkait dan bahwa pengaduan tersebut tidak layak, maka temuan ini dan dasar untuk temuan tersebut segera disampaikan kepada CA, yang menginformasikan pemohon pengaduan sesuai dengan itu. Pengadu dapat, jika diinginkan dan melalui Titik Kontak Asal (HCP) dan Negara Anggota pendaftaran ASEAN, merujuk kasus tersebut ke Badan Kepatuhan ASEAN (*ASEAN Compliance Body* (ACB)), Mekanisme Penyelesaian Perselisihan yang Ditingkatkan ASEAN (*Enhanced Dispute Settlement Mechanism (EDSM*)), mengejar litigasi nasional atau mekanisme penyelesaian sengketa alternatif (yaitu mediasi, konsiliasi, atau arbitrase) di dalam yurisdiksi nasional ASEAN.

ASSIST akan menganggap prosedur ini sebagai salah satu prosedur pengaduan yang ditolak dan belum diberikan solusi.

Perhatikanlah bahwa jangka waktu untuk menyelesaikan masalah lintas batas yang dibawa berdasarkan ASSIST tidak boleh lebih dari 40 hari kerja atau 2 bulan kalender (kecuali telah diberikan perpanjangan maksimum 20 hari kerja) dari tanggal ketika pengaduan diajukan.