

**Section 1 – Preliminary Information**

- reference number and date of the Complaint;
- business name, address, telephone/fax number, and e-mail address and, if relevant, the contact details of a person who can discuss the details of the Complaint;
- business name, address, telephone/fax number, and e-mail address of the Respondent;
- summary of Complaint (background, undertakings concerned, products/services, key dates, allegations, harm done, relief sought).

**Section 2 - Legal Basis for the Complaint**

- reference to specific provision(s) of legal instrument(s) relevant to the Complaint.

**Section 3 - Details of the Complaint**

- an explanation of the reasons for the Complaint;
- the products and/or services concerned by the Complaint;
- a chronology of events with dates;
- reference to relevant sections of TRA's market reviews in support of the Complaint;
- indication of the relevant market (in terms of products/services, customer segment and geographic scope)
- rationale for considering the proposed market as a relevant market if the proposed market has not been designated by the TRA as a market for ex-ante regulations;
- details of any relevant contract with the Respondent;
- how the Complainant's business has been affected by the alleged activity of the Respondent;
- relief/remedy sought and reasons;
- names of other parties who can support the Complaint.

**Section 4 - Factual Evidences**

- allegation must be supported with specific and relevant evidences. For example, an allegation of predatory pricing or margin squeeze must be backed up by an analysis of costs and prices. The TRA acknowledges that Complainants have limited access to information on their competitors' costs. Where direct evidence about a target service/product's costs is not available, the costs used to support an allegation could be based on the Complainant's own costs or any other reliable evidence.

**Section 5 - Other Relevant Information**

Any supporting information should be provided with the Complaint, including, for example:

- copies of any relevant documentation (for example; notes of telephone conversations, minutes of meetings, board papers etc.) or communications (for example, emails) that provides evidence of the alleged anti-competitive activity;
- copies of any relevant industry reports/consumer surveys;
- details of any similar complaints/investigations/proceedings concerning the same or similar products/services (for example, an investigation carried out by other jurisdiction).

**Declaration by an officer of the Complainant:**

*The information provided in this submission is correct and complete to the best of my knowledge and belief.*

*Signed:*

*Position in the Company:*

*Date:*