

## Frequently Asked Questions (FAQ)

**Q:** What is the consultation stage?

**A:** Consultation stage signifies the progression of a consultation. There are 3 stages of consultation, Forum, Preliminary and Final.

**Q:** What is Forum stage consultation?

**A:** Forum stage consultation is where the consultation is at a conceptual level and all users are welcomed to join in on the discussion to contribute to a draft regulation.

**Q:** What is Preliminary stage consultation?

**A:** Preliminary stage consultation is where the regulators have come up with the first draft of the regulation for public consultation. At this stage, the regulators have a good idea on what to ask the stakeholders and amend the regulation according to stakeholder feedback.

**Q:** What is Final stage consultation?

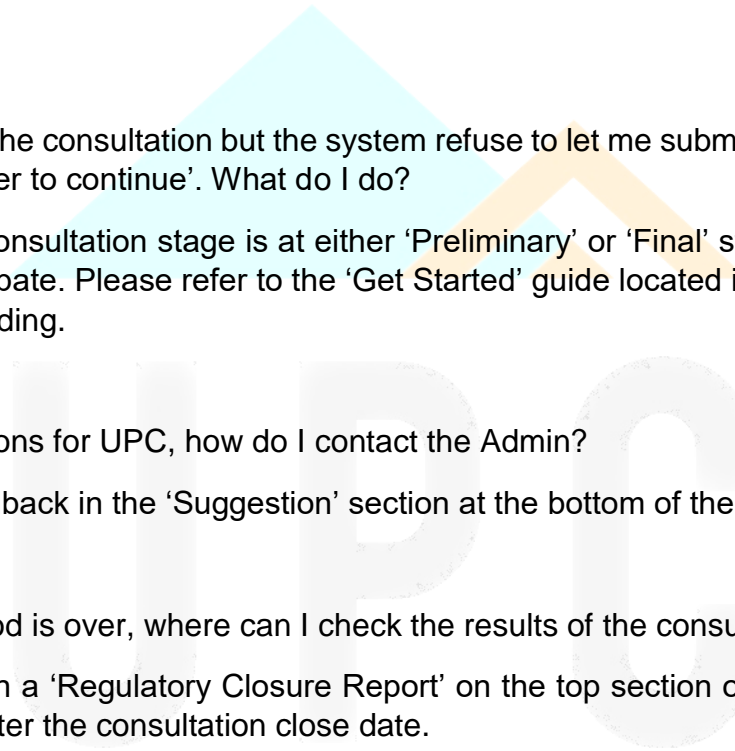
**A:** Final stage consultation is the last consultation regulators will open for public participation as regulators have gone through many consultations before finalizing the draft regulation. This stage is only for regulators to check if any concerns were not handled.

**Q:** The agency authorities are not answering my questions in the 'Comment' section, what can I do?

**A:** Regulators are not obligated to answer questions raised in 'Comment' section. To ask a question directly, please click on 'Enquiry' in the 'Contact' section of the relevant consultation page.

**Q:** I cannot find the 'Submit Comment' **OR** 'Survey' button to click on in the 'How to submit your response' section of the consultation page. How do I submit my comments?

**A:** Regulators are able to restrict the type of feedback channels from stakeholders upon their own setting. If either one is missing, this means that the regulators had disabled it, the regulators can be contacted by clicking on 'Enquiry' in the 'Contact' section of that consultation for further details.



**Q:** I tried participating in the consultation but the system refuse to let me submit my comments and only shows me 'Please register to continue'. What do I do?

**A:** This is because the consultation stage is at either 'Preliminary' or 'Final' stage. Unregistered users are not allowed to participate. Please refer to the 'Get Started' guide located in the 'Home' page to get registered before proceeding.

**Q:** I have some suggestions for UPC, how do I contact the Admin?

**A:** Please drop your feedback in the 'Suggestion' section at the bottom of the 'Home' page.

**Q:** The consultation period is over, where can I check the results of the consultation?

**A:** Regulators will publish a 'Regulatory Closure Report' on the top section of the 'Consultation' page in the span of 14 days after the consultation close date.

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