LICENSEE	
REPORTING PERIOD	

SUMMARY

1. Billing Performance

Report items	Actual	QoS Standard	Compliance
No. of bills issued			
No. of billing complaints			
Billing complaints resolved in 15 business days			
Billing complaints resolved in 30 business days			
% Complaints of bills issued		2%	Yes/ No
% Resolved within 15 bus days		90%	Yes/ No
% Resolved within 30 bus days		95%	Yes/ No

See appendix I for details

2. General Customer Complaints

Report items	<u>lst</u> half	2 nd half	Total 12 mths	<u>QoS</u> Standard	Compliance
No. of customer base					
No. of complaints received					
No. of complaints per 1000 customer				50	Yes/ No

See appendix II for details

See appendix if for details
Reported by:
Signature:
Name :
Designation
Address:
Tel no: Fax no:

(Note: Attach supporting documents as appendices.)

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Appendix I

Type of complaints	No.of complaints
Wrongly / not credited	
Double charges	
Non-refund deposits	
Late bills	
Non-receipt of bills	
Fraud	
Wrongly addressed	
Other billing errors	

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Appendix III

Type of complaints	1 st half	2 nd half
Late or no service activation		
Late or no service activation after a complaint		
Poor line quality		
Unprofessional staff		
Other complaints related to customer services		

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<u>Declaration verifying the Report on Quality of Service for Public Cellular Service</u> <u>pursuant to the Commission Determination on the Mandatory Standards for</u> Quality of Service (Public Cellular Service) Determination No. 2 of 2002

authorised by the board of d to execute this declaration report on the quality of serv period of * January to June Communications and Multi standards on billing performa pursuant to the Commission	(I/C NO:
Declared by :	
[Position/Designation]	
Telephone:	Fax:
Email address:	
Date:	
*strike out where not applicable	