

**MANDATORY STANDARDS FOR QUALITY OF SERVICE
(CONTENT APPLICATIONS SERVICES)
REPORT**

LICENSEE	
REPORTING PERIOD	

SUMMARY

1. Annual Service Availability

<u>Report items</u>	<u>1st half</u>	<u>2nd half</u>	<u>Actual 12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
Total time of transmission					
Total downtime					
% Annual service availability				99%	Yes/ No

See appendix I for details

1. Billing Performance

<u>Report items</u>	<u>Actual</u>	<u>QoS Standard</u>	<u>Compliance</u>
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 II for details

2. General Customer Complaints

<u>Report items</u>	<u>1st half</u>	<u>2nd half</u>	<u>Actual 12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of customer base					
No. of complaints received					
No. of complaints per 1000 customers				50	Yes/ No

See appendix III for details

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Reported by:

Signature:

Name :

Designation

Address:

Tel no:

Fax no:

(Note: Attach supporting documents as appendices.)

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Appendix II

<u>Type of complaints</u>	<u>No. of complaints</u>
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	<u>1st half</u>	<u>2nd half</u>
Late or no service restoration after a complaint		
Poor download time		
Unprofessional staff/ contractors		
Other complaints related to customer services		

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Declaration verifying the Report on Quality of Service for Content Applications Services pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services) Determination No. 4 of 2002

I, (I/C NO:.....) have been duly authorised by the board of directors of (“the Company”) to execute this declaration and hereby declare that the information contained in this report on the quality of service indicators for Content Applications Services for the reporting period of * January to June / July to December 200... forwarded to the Malaysian Communications and Multimedia Commission in relation to compliance with the standards on *annual service availability, standards on billing performance and standard on general customer complaint handling pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services) Determination No. 4 of 2002 is true, accurate and complete to the best of my knowledge and belief.

Declared by :

.....
[Position/Designation]

Telephone:

Fax:

Email address:

Date:

** strike out where not applicable*