

MANDATORY STANDARDS FOR QUALITY OF SERVICE (PUBLIC SWITCHED TELEPHONE NETWORK SERVICE) REPORT

LICENSEE	
REPORTING PERIOD	

SUMMARY

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 I for details

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2. Fulfilment of installation orders

<u>Report items</u>	<u>Ist 6 months</u>	<u>2nd 6 months</u>	<u>Actual 12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of installation orders received					
No. of installation orders met					
Fulfilled within 24 hours					
Fulfilled within 48 hours					
Fulfilled within 7 days					
% Installation orders received met					
% Fulfilled within 24 hours				80%	Yes/ No
% Fulfilled within 48 hours				90%	Yes/ No
% Fulfilled within 7 days				100%	Yes/ No

	Exclusion	No. of Installation Orders	
		1st 6 Months	2nd 6 Months
a.	Wrong address given by the customer		
b.	Damage to network facility due to force majeure		
c.	Damage to network facility by third parties		
d.	Customer premises inaccessible		
e.	Customer premises internal wiring not ready at the committed or agreed time		
f.	Customer cancels or defers agreed appointment		
g.	Network facility not available.		

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3. General Customer Complaints

<u>Report items</u>	<u>Ist 6 months</u>	<u>2nd 6 months</u>	<u>Actual12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of direct exchange line					
No. of complaints received					
No. of complaints per 1000 lines p.a.				50	Yes/ No

See appendix II for details

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4. Service Restoration Performance

<u>Report items</u>	<u>Ist 6 months</u>	<u>2nd 6 months</u>	<u>Actual12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of service restoration request received					
No. of service restoration fulfilled					
Fulfilled within 24 hours					
Fulfilled within 48 hours					
% Service restoration fulfilled					
% Fulfilled within 24 hours					
% Fulfilled within 48 hours				90%	Yes/ No

	Exclusion	No. of Service Restoration	
		1st 6 Months	2nd 6 Months
a.	Faulty customer equipment		
b.	Network facility damage due to third parties		
c.	Fault due to other service providers		
d.	Customer premises inaccessible		
e.	Damage to network facility due to force majeure		
f.	Faulty customer infrastructure or internal wiring		
g.	Deferment of service restoration request by customers		

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5. Service Trouble Report Rate

<u>Report items</u>	<u>Ist 6 months</u>	<u>2nd 6 months</u>	<u>Actual12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of service trouble reports					
No. of service reports for every 1000 line				500	Yes/ No

Reported by:

Signature:

Name :

Designation

Address:

Tel no:

Fax no:

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(Note: Attach supporting documents as appendices.)

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 II

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

MANDATORY STANDARDS FOR QUALITY OF SERVICE (PUBLIC SWITCHED TELEPHONE NETWORK SERVICE) REPORT

Declaration verifying the Report on Quality of Service for Public Switched Telephone Network pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Public Switched Telephone Network) Determination No. 1 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 Public Switched Telephone Network 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 billing performance, standards on fulfillment of installation orders, standard on general customer complaint handling, standard on service restoration performance and standard on service trouble report rate pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Public Switched Telephone Network) Determination No. 1 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*