



**GUIDELINE ON SERVICE LEVEL BENCHMARKS FOR THE
PROVISIONING OF VOIP SERVICES USING
1800 FREEPHONE
(SKMM/G/02/08)**

9 May 2008

**SURUHANJAYA KOMUNIKASI MULTIMEDIA MALAYSIA
63000 Cyberjaya
Selangor Darul Ehsan
MALAYSIA
Tel: +60 3-8688 8000
Fax: +60 3-8688 1001
Website: www.skmm.gov.my**

Guideline on Service Level Benchmarks for the Provisioning of VoIP Services Using 1800 Freephone

In 2001, the SKMM had issued the Guideline on Provisioning of VoIP Service (Guideline 2001). Among others, the Guideline 2001 specifies that access to VoIP service is through a special dialed code using 1800 freephone service. In addition, the Guideline 2001 also proposed that necessary steps be taken by the VoIP operators and service providers to minimize any congestion that may be faced in accessing the VoIP service.

Over the last few years, SKMM have received numerous complaints from VoIP operators on the quality of service in accessing the 1800 Freephone service. When the SKMM assessed the complaints, it became evident that service level assurance was not provided to VoIP operators for the 1800 freephone service. As a result, the SKMM instructed the service providers of the 1800 Freephone service to offer service level assurance to the VoIP operators.

The SKMM has produced this Guideline based on the service level assurance by the service providers for the 1800 freephone service. This Guideline sets out the minimum indicative parameters for the 1800 Freephone service and is intended to facilitate VoIP operators and service providers in their negotiation towards conclusion of Service Level Agreements.

Guideline: Service Level Benchmark for 1800 Freephone Service

Parameters of Service Level Agreement	Benchmark
<p>Quality</p> <ul style="list-style-type: none"> • Network Congestion 	<p>Network Congestion: 3% Internal Congestion: 1% External Congestion: 2%</p>
<p>Assurance</p> <ul style="list-style-type: none"> • Service Availability 	<p>95%</p>
<p>Mean Time to Restore (MTTR)</p> <p><u>Level 1</u> – Total loss of Communication</p> <p><u>Level 2</u> – Partial Loss of Communication</p> <p><u>Level 3</u> – Single number problem</p> <p><u>Level 4</u> – Network Quality</p> <ul style="list-style-type: none"> • Target response/ Acknowledge Time <p><u>Level 1</u> – Total loss of Communication</p> <p><u>Level 2</u> – Partial Loss of Communication</p> <p><u>Level 3</u> – Single number problem</p> <p><u>Level 4</u> – Network Quality</p>	<p>4 Hours</p> <p>24 Hours</p> <p>72 Hours</p> <p>14 Days</p> <p>1 Hour</p> <p>4 Hours</p> <p>24 Hours</p> <p>72 Hours</p>

Guideline: Service Level Benchmark for 1800 Freephone Service

Parameters of Service Level Agreement	Benchmark
<p><u>Fulfillment</u></p> <p>Service Delivery period:</p> <p>1800 Freephone and ISDN 30 Channel unit block</p> <p>Additional Channel Blocks & additional 1800 Freephone Numbers</p>	<p>14 Business Days</p> <p>10 Business Days</p>
<p>Fault Complaint Management</p>	<ol style="list-style-type: none"> 1. Upon receiving calls from the Customer and assigning the reference (docket) number, access provider shall further proceed with fault management processes. Customer shall be updated or notified on the progress of the problem resolution or restoration on a regular basis. 2. The Customer shall also be permitted to call for the status by providing the reference (fault docket) number to the access provider's Service Assurance Centre. 3. The time remain and details in access provider's trouble ticket system will be use to determine all faults and outage time. The information recorded by access provider's fault reporting system will govern any dispute with Customer.

Guideline: Service Level Benchmark for 1800 Freephone Service

Parameters of Service Level Agreement	Benchmark
<p>Compensation</p>	<ol style="list-style-type: none"> 1. Access provider shall compensate by way of rebates within thirty (30) days from the preceding incident date in accordance to the SLA terms and conditions. In the event of omission on access provider's part, the Customer shall submit the SLA compensation claim in writing with the relevant supporting evidence, within the first sixty (60) days of the preceding month of the incident; failing which the Customer shall be deemed to have waived such right of compensation. The access provider shall then accept or reject the claims within thirty (30) days upon receipt of the claims. 2. Access provider shall use its own reporting system to determine the performance matrix of the service and the information shall be used to determine the amount of compensation. 3. Compensation shall be paid only in the form of rebate of the installation and/or monthly recurring charges for the services subscribed by customer and will be reflected in the next billing period. 4. In the event of disputes, the Customer shall not be entitled to compensation until and unless it has been resolved by both parties.
<p>Exclusion</p>	<p><u>Compensation</u></p> <ol style="list-style-type: none"> 1. If fault and delay are due to other operator's network 2. Promotion, trial or temporary services

Guideline: Service Level Benchmark for 1800 Freephone Service

Parameters of Service Level Agreement	Benchmark
	<ol style="list-style-type: none"> 3. CPE and customer agents fault (e.g. power supply, application, equipment etc.) 4. Delayed circuit activation due to customer's fault (internal wiring and premise not ready etc.) 5. Failure or delay due to causes beyond access provider's control e.g. third party and force majeure 6. Customer wholesale service payment default 7. Customer act in contradiction with the terms and conditions of the main Wholesale VoIP Service Agreement 8. Time for which customer does not release circuit for maintenance or repair 9. 3rd party restrictions for freephone access e.g. PABX, Payphone etc. 10. Customer's claim not submitted within 60 days after the last day of the incident 11. Intermittent faults (< 3 minutes outage and within the allowable aggregated 3 intermittent faults per month) 12. Change in customer equipment, design and configuration without prior access provider's consent, proper compatibility and interoperability testing <p><u>Service Fulfillment</u></p> <ol style="list-style-type: none"> 13. Customer internal wiring and/or CPE including power not ready by the agreed date 14. Wrong address given by Customer 15. Customer premises inaccessible 16. CPE not type approved by SIRIM 17. Damage to network facilities due to force

Guideline: Service Level Benchmark for 1800 Freephone Service

Parameters of Service Level Agreement	Benchmark
	<p>majeure</p> <p>18. Third party failure including cable theft</p> <p>19. Customers cancel or defer appointment</p> <p>20. Customer failure to ensure the translated number is configured correctly at their equipment</p> <p>21. Network facilities not available</p> <p><u>Service Performance & Assurance</u></p> <p>22. External congestion from customer network >2%</p> <p>23. Customer network fault & Third party faults</p> <p>24. Faults caused by act or omission by Customer and/or Customer application, equipment, or facilities including any third party equipment other than equipment furnished by access provider as part of service</p> <p>25. Network facilities damage due to third parties e.g. robbery, vandalism, force majeure or nature causes</p> <p>26. Access provider and/or planned outage schedule</p> <p>27. Any fault where Customer elects not to release the service for testing repair and continues to use it on an impaired basis</p> <p>28. Fault arising during any period where access provider or its agent is not allowed to access the Customer premise (if necessary)</p> <p>29. Event or occurrence that results in "No Trouble Found" in Trouble Ticket System</p> <p>30. Access provider shall put a reasonable time frame if it could not contact Customer for confirmation after the service is restored</p>

Parameters of Service Level Agreement	Benchmark
	<ul style="list-style-type: none">31. Insufficient circuits subscribed by customer to effectively carry traffic32. Customer sending traffic more than 300,000 minutes per ISDN 30- Channels block unit per month

SKMM CONTACT

For any queries and further information, please contact:

Competition and Access Department
Licensing and Economic Regulation Division
Suruhanjaya Komunikasi dan Multimedia
63000 Cyberjaya
Selangor Darul Ehsan

Tel: +603 8688 8000

Fax: +603 8688 1001