



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

***QUALITY OF SERVICE
MANDATORY STANDARDS REPORT
FOR THE PERIOD ENDING
DECEMBER 2003***

1. The Mandatory Standard (MS) on Quality of Service were put in place to ensure that minimum standards of quality are offered to protect the rights of consumers and provide them with a visible and specific criterion through which the quality of services received or used can be gauged.
2. The Commission under the Ministerial Direction on Quality of Service, Number 1 of 2002, had on 28 June 2002 issued Determinations Nos. 1 to 4, 2002 on the Mandatory Standard for Quality of Service.
3. The MS Quality of Service (Phase 1) covers services such as Public Switched Telephone Network Service, Public Cellular Service, Dial-Up Internet Access Service and Content Application Services.
4. Four separate Commission Determinations which were made on 28 June 2002, came into operations on 1st January 2003 and applies to the licensees as shown in the table below:

Framework on Quality of Service	Licensees
1. Commission Determination on the Mandatory Standards for Quality of Service (Public Switched Telephone Network Service) <u>Determination No. 1 of 2002</u>	ASP PSTN
2. Commission Determination on the Mandatory Standards for Quality of Service (Public Cellular Service) <u>Determination No. 2 of 2002</u>	ASP Cellular mobile
3. Commission Determination on the Mandatory Standards for Quality of Service (Dial Up Internet Access Service) <u>Determination No. 3 of 2002</u>	ASP Dialup Internet access
4. Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services) <u>Determination No. 4 of 2002</u>	CASP Radio and TV free-to-air broadcasting

5. Non-compliance with the MS Quality of Service is a breach of section 105 (3) CMA where a person subject to a Mandatory Standard shall comply with the mandatory standard.
6. In the event a person omits or neglects to comply with such Mandatory Standard, he shall be liable to a fine not exceeding one hundred thousand ringgit or to imprisonment for a term not exceeding two years or both as provided for by Section 242.
7. From 1st January 2003, Applications Service Providers (ASP) are required to submit reports to the Malaysian Communications and Multimedia Commission every six months detailing various aspects of their performance and with a signed declaration attesting to its accuracy.
8. Under the Determinations, submissions of Quality of Service reports by licensees are at intervals of every 6 months.
9. Complete and accurate records on the mandatory standards shall be maintained by the licensees and reports to be submitted in the form and format as prescribed by the MCMC.
10. Licensees must submit the MS QOS reports to the MCMC not later than 6 weeks after 30 June for the reporting period January to June, and 31 December for reporting period July to December respectively. Non-submission is also a breach of the mandatory standards.
11. Reports submitted by licensees are recorded and analyzed for non-compliance.
12. An audit and certification process was included to ensure that records submitted by licensees are accurate. MSC Technology Centre Sdn Bhd

was subsequently, appointed auditor in late 2003 to audit reports submitted by licensees.

13. Even though, the audit and certification acts as the underlying process in terms of accuracy verification, action will still be undertaken based upon reports of non-compliance submitted by the licensees
14. Eighteen major and randomly selected licensees underwent the audit exercise for reports submitted for the period July 03 to December 03.
15. The results are shared with the industry to ensure licensees continue improving their quality of service.
16. As this is the first report submission that was being audited, it was noted that the variances from the report submitted were mainly due to licensee's misinterpretation of the Determinations. This will be clarified through FAQs published on the website.
17. Below are the results of the QoS MS report submission for the period July 03 to December 03:

PUBLIC SWITCH TELEPHONE NETWORK SERVICE

PSTN	% Complaints of bills issued	% Bill complaints resolved within 15 bus days	% Bill complaints resolved within 30 bus days	Number of general customer complaints per 1000 lines p.a.	% Service restoration Fulfilled within 24 hours	% Service restoration Fulfilled within 48 hours
Mandatory Standard	2%	90%	95%	50	80%	90%
Celcom (M) Bhd	0.22	93.75	95	2.27	88.35	98.06
TTdot Com	0.85	92.72	96.04	0.27	96.81	98.14
DiGi Telecom	0.1	93.8	100	7.9	87.2	93.9
Maxis Broadband	0.07	90.1	95.1	22.68	81.04	91.15
Telekom (M) Bhd	0.2	97.9	99.4	1.22	84.65	94.39

PSTN	No. of service trouble reports for every 1000 line	% Installation orders Fulfilled within 24 hours	% Installation orders Fulfilled within 48 hours	% Installation Orders Fulfilled within 7 days
Mandatory Standard	500	80%	90%	100%
Celcom (M) Bhd	13	84.55	90.91	100
TTdot Com	12	N/A	N/A	N/A
DiGi Telecom	75	50.5	62.1	80
Maxis Broadband	95	91.5	98.6	100
Telekom (M) Bhd	320	97.5	98.2	100

Bold – audited figure

PUBLIC CELLULAR SERVICE

PCS	% Complaints of bills issued	% Bill complaints resolved within 15 bus days	% Bill complaints resolved within 30 bus days	Number of general customer complaints per 1000 lines p.a.
Mandatory Standard	2%	90%	95%	50
Celcom (019)	0.30	91.3	96.8	27
TM Cellular (013)	0.43	93.8	97.7	17
Digi (016)	0.08	95.5	96.6	2.5
Maxis (012)	0.38	90.0	96.6	6.3
Malaysian Mobile (017) (FKA as Timecel)	0.24	86.9	97.3	3.18
Mobikom (018)	0.13	7.4	14.7	18.4
Telekom (010)	0.47	86.7	95.4	9.6

Bold – audited figure

DETERMINATION NO. 3 - DIAL UP INTERNET ACCESS SERVICE

Dial up Internet	% Complaints of bills issued	% Bill complaints resolved within 15 bus days	% Bill complaints resolved within 30 bus days	Number of general customer complaints per 1000 lines p.a.
Mandatory Standard	2%	90%	95%	50
Celcom	N/A	N/A	N/A	14
Timedot Net	0	N/A	N/A	21
TM Net	0.09	95.0	95.5	46
Jaring	0.02	97.22	98.15	0.5
Digi	N/A	N/A	N/A	2.6
Maxis	0.02	100%	100%	0

N/A – Not available

Bold – audited figure

DETERMINATION NO. 4 - CONTENT APPLICATION SERVICES

CASP	% Annual service availability
Mandatory Standard	99%
TV3	99.97
Maestra (Mix)	99.94
Maestra (ERA)	99.94
Measat (Hitz)	99.94
Measat (MyFm)	99.92
Measat (Light and Easy)	99.94
Nat7	97
Synchrosound (WOW/WA FM)	100
Husa Network (Manis FM)	99.95
Radio Lebuhraya (THR)	100
Kristal Harta (Cats FM)	99.91
Ch-9 Media	99.88
Suara Johor (Best 104)	99.12
IKIM (Radio IKIM)	99.73

Bold – audited figure