SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
(MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION)

INVITATION TO REGISTER INTEREST

AS

UNIVERSAL SERVICE PROVIDER

Ref.:   USP/BROADBAND/02/2010
Date: 10 August 2010

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APPENDICES

SECTION I
INTRODUCTION

1.   BACKGROUND

1.1.   The Universal Service Provision (USP) project is an ongoing effort to promote the widespread availability and usage of network services and applications services by encouraging the installation of network facilities and the provision for network services and applications services in underserved areas and/or for underserved groups within the community ("universal service targets").

1.2.   Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM) had, pursuant to subregulation 4(1) of the Communications and Multimedia (Universal Service Provision) Regulations 2002 [P.U.(A) 419/2002] (as amended by P.U (A) 258/2008) ("the Regulations"), issued and published a notification specifying a list of universal service targets under Notification Ref. No.: NT/USP/1/01, NT/USP/2/02, NT/USP/1/04, and NT/USP/08/01 ("the Notification").

1.3.   This Invitation is made pursuant to subregulation 5(1) and subregulation 3(1)(b)(i) and subregulation 5(2)(ba) of the Regulations ("this Invitation"). Licensees are hereby invited to register their interest to be the universal service provider in the universal service targets specified in Appendix 1 in accordance with the details set out in this Invitation.

1.4.   Under this Invitation, the provision of collective access to broadband access services takes the form of Mini Community Broadband Centre (CBC) ("Mini CBC") projects at the Malaysian Information Department's office premises nationwide.

1.5.   The ultimate goal of this project is to ensure that communities living within the Information Departments' surroundings are connected to mainstream Information and Communications Technology (ICT) development thus enabling and empowering these "connected communities" and bring about socio-economic development for those communities in the various sectors such as agriculture, education, health, business, amongst others.

1.6.   **Goals For Mini CBC Project**

(a)   The Mini CBC is an initiative developed by SKMM under the National Broadband Initiatives (NBI) to provide Information Departments' premises nationwide with collective access to broadband access service, which would benefit the community surrounding them and facilitate the birth of a society knowledgeable in the field of communications, particularly information technology in line with plans and targets identified under the National Broadband Plan (NBP).

(b)   The facilities installed for Mini CBC projects may also be used for the community to learn computer applications and ICT skills for self development, access to distance education/e-learning, employment opportunities, business ventures, amongst others.

(c)   The Mini CBC shall serve as centre for broadband access to the community. In order to assume its full functionality in terms of building capacity whilst leveraging on the socio-economic impact to the surrounding communities,

several enhanced features shall be incorporated into these centres to attain the following goals:

(i) <u>Mini CBC as e-Transaction Centre</u>

- Support various applications for e-Government, e-Learning, e-Commerce, employment opportunities, online banking transaction, etc.

(ii) <u>Mini CBC for Life-long Learning</u>

- Facilitate access to learning opportunities to all citizens throughout constant and continuous learning activities offerings beyond the formal structure of educational institutions.

- Cultivate a self-voluntary, self-motivated community to instill learning as a culture.

(iii) <u>Mini CBC for Social Networking</u>

- Social collaboration with other connected community ("e-Community") who share interests and/or activities.

- Opportunities to learn about services and techniques used in other e-Community, and then adapt these for use in business development.

- Monitoring and evaluation (M&E) of e-Community activities and sharing of lessons learned across e-Community networks.

- Advocacy and policy related activities to support the growth of the e-Community movement.

(iv) <u>Mini CBC for Value Creation via Access to Knowledge and Information</u>

- Development of Local Content (e.g. Internet portal applications which could promote the uniqueness of surrounding communities).

- Creation of digital opportunities through ubiquitous, affordable, equitable, and quality access to ICT.

- Research and Documentation.

- Repository for Education Materials.

(v) <u>Mini CBC as Catalyst to Moot Broadband Access Service Take Up in the Universal Service Targets</u>

- An essential means of accelerating and stimulating the household broadband subscription.

SECTION II
INVITATION TO REGISTER INTEREST

2. GENERAL EXPLANATION ON THE FACILITIES AND SERVICES TO BE PROVIDED

2.1 This Invitation is made with respect to the universal service provision objectives set out in regulation 3 of the Regulations for the provision of collective access to broadband access service.

2.2 The collective access to broadband access service shall be provided through the setting up of collective access in the form of Mini CBC at Information Departments' office premises within the universal service targets as listed in Appendix 3 of this Invitation.

2.3 **Mini CBC**

(a) The Mini CBCs to be set up shall enable the following requirements to be met:

(i) each Mini CBC shall serve to provide collective access to broadband access services at Information Department's office premises within the universal service target;

(ii) the broadband access service at each Mini CBC shall be at the minimum speed set out in Appendix 5;

(iii) each Mini CBC shall be equipped with the facilities, equipments and services as set out in Appendix 5;

(iv) the provision of ICT training programs or courses to the Information Departments' staffs as set out in Appendix 7; and

(v) the operation, maintenance and management of the Mini CBC shall meet the requirements in Appendix 10.

2.4 **Three -Year-Plan for USP projects rollout**

(a) Licensees shall include in the draft universal service plans all appropriate information including costs relating to the setting-up, operation, maintenance and management of the Mini CBC for a maximum period of three (3) years.

3. REGISTRATION OF INTEREST AS UNIVERSAL SERVICE PROVIDER

3.1 Interested licensees who wish to register their interest to become the universal service provider pursuant to this Invitation must fulfill the following requirements:

(a) hold the requisite licences that enable them to carry out the scope of work under this Invitation within the scope of their licences and must be a holder of all the following licences:

(i) Network Facilities Provider (Individual) licence;

(ii) Network Services Provider (Individual) licence;

<div style="text-align: center">(iii)   Applications Services Provider (Class) licence; and</div>

(b)   be a provider of broadband access service.

3.2   Licensees may register their interest to become the universal service provider for:

(a)   any one;

(b)   a combination; or

(c)   all

of the universal service targets.

3.3   Interested Licensees shall register their interest with SKMM by completing the form enclosed in Appendix 2 of this Invitation. Please note that the deadline for submitting the duly completed registration of interest forms in relation to the universal targets is stated in Item 6.1 of this Invitation.

3.4   Licensees are hereby reminded that pursuant to subregulation 6(1) of the Regulations, those who have registered their interest will be legally obliged to submit their draft universal service plan(s) for their chosen universal service target(s). The scope of the draft universal service plan and the manner of submission are specified in Items 4 and 5 of this Invitation. A Licensee who fails to comply with subregulation 6(1) commits an offence under the Regulations and shall on conviction be liable to a maximum fine of RM300,000.00 or imprisonment for a maximum term of 3 years or both.

3.5   SKMM will, as one of the factors considered in designating a universal service provider for universal service targets, give preference to Licensees who:

(a) bid for all the batches of universal service targets as stated in Appendix 1.

4.   SCOPE OF THE DRAFT UNIVERSAL SERVICE PLAN

4.1   The draft of the universal service plan to be submitted by the Licensees shall contain the following information:

(a)   the details of the locations within the universal service targets (or underserved areas) to which the universal service plan applies to;

(b)   a detailed description of the network facilities to be installed within the universal service target;

(c)   a detailed description of the technology to be deployed in respect of the universal service target as per Appendix 4;

(d)   the timetable for the provision of the applications services;

(e)   the capital cost for the installation of the network facilities or the provision of network services and/or applications services within the universal service target;

(f)   the estimates of the operating costs for the implementation of the universal service plan;

(g)   a description of how the Licensees intend to provide the collective broadband access services shall include the following information, but not limited to:

   (i)   the technologies to be employed in providing the collective broadband access services include the design and overall network configuration and how the new requirements will interface and interconnect with the current infrastructure available;

   (ii)   a breakdown of the main equipment and components that will be required to meet those demands. In the design and provision of universal service, the Licensees shall have regard to maximizing the use of existing network infrastructure and facilities in a cost-effective manner. Under such circumstances, this should reflect the incremental capital cost required to provision universal service to the underserved areas;

   (iii)   the project implementation schedule indicating procurement of equipment, installation, testing and commissioning covering 3-year-period of the USP projects;

   (iv)   the name, address and contact numbers of the project management and coordinating team and supervising officer of the Licensee for the universal service target;

   (v)   the design, supply, delivery, installation, testing and commissioning of all network facilities, network services and applications services for the provision of collective broadband access services;

   (vi)   the development of ICT training program for the Information Departments' staffs in collaboration with local Small Medium Enterprise/Industry (SME/I);

   (vii)   the details on the maintenance and operational support plan to ensure that the facilities and services are continuously available at the Mini CBC; and

(h)   the detailed itemized pricing for all equipments and services to be provided; and

(i)   any other information which SKMM may require.

5.   SUBMISSION OF DRAFT UNIVERSAL SERVICE PLAN

5.1   Licensees should submit one draft universal service plan for each universal service target for all services listed in Appendix 1.

5.2   Instead of using their respective company names, logos, and stamps, the Licensees shall use the identity reference indice ("ID reference" - **to be provided by SKMM upon registration of interest**) in all of their letters of submissions as well as the draft universal service plan(s).

5.3   Please take note that the deadline for the submission of the draft universal service plan(s) for the universal service targets is stated in Item 6.2 of this Invitation.

5.4   Each plan shall be submitted in TRIPLICATE and shall be enclosed in a sealed envelope marked with:

(a)   the SKMM's Invitation reference **(INVITATION REF. NO.: USP/BROADBAND/02/2010)** at the top left hand corner of the envelope; and

(b)   the description **"SUBMISSION OF DRAFT UNIVERSAL SERVICE PLAN - (batch of universal service targets -** *(to be inserted by Licensee)***)"** at the central position of the envelope.

5.5   The three (3) hard copies of the draft universal service plans submitted shall be marked as follows:

(a)   one (1) copy to be marked "ORIGINAL";

(b)   two (2) copies to be marked as "COPY 1" and "COPY 2" respectively;

(c)   all pages of the three (3) copies of the draft universal service plans shall be duly initialled over the ID reference at the bottom right section of each page without bearing to the company's name, logo and stamp; and

(d)   for ease of reference, the pages for the draft universal service plan shall be numbered in the following format: " 1 of (*total pages of draft universal service plan*), 2 of …, 3 of …" and accordingly thereafter.

In the event of discrepancies, the document marked "ORIGINAL" shall prevail.

5.6   The format of the draft universal plan shall be as follows:

Section	Description
1	Executive Summary
2	Technical proposal - Details of the technology being proposed - Detailed description of the network facilities to be installed within the universal service target - Maintenance and operational support plan - Information on training modules in collaboration with local SME/I - Project plan schedule - Information on project management team - Information requested in Appendix 6
3	Financial proposal - Schedule of prices in detail - Capex and Opex costs in detail - Duly completed claims template (both soft and printed copy) - Information requested in Appendix 9

4   Other details
            -        Details of the locations within the universal service target
            -        Any other information that is requested in this document

5.7   All documents mentioned above, including any appendices annexed thereto, shall be taken as mutually explanatory of each other.

5.8   The Licensees shall be deemed to have examined and understood all information and documents comprised in this Invitation.

5.9   All costs and expenses associated with and necessary for the preparation and submission of the draft universal service plan shall be borne by the Licensees.

5.10   All corrections, changes, alterations and/or any other amendments whatsoever made in the draft universal service plan shall be initialed over the ID reference at the bottom right section of each page for the three (3) copies of the draft universal service plans without bearing to the company's name, logo and stamp.

5.11   All documents which form part of the draft universal service plan shall be properly and securely bound. The draft universal service plan(s) shall be deposited in the box designated by SKMM for the receipt of the documents located at:

SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
Off Persiaran Multimedia
63000 Cyberjaya

5.12   Handbooks and any other literature, if any, shall be bound in separate covers.

5.13   Licensees are hereby reminded that in the event that the SKMM approves the draft universal service plans submitted by the Licensees under this Invitation and designates the Licensees as designated universal service provider for the universal service targets, the Licensees will be subject to an obligation under subregulation 11(1) of the Regulations to comply with the approved universal service plans.

5.14   A Licensee who fails to comply with subregulation 11(1) commits an offence under the Regulations and shall on conviction be liable to a maximum fine of RM300,000.00 or imprisonment for a maximum term of 3 years or both.

6.   CLOSING DATE

6.1   Registration of Interest

       In relation to universal service targets listed in Appendix 1, all interested Licensees shall register their interest with the SKMM by submitting the duly completed form as enclosed in Appendix 2 of this Invitation for any one, a combination, or all of the universal service targets on or before **3:00pm, 16 August 2010.**

6.2   Submission of draft Universal Service Plan(s)

       All Licensees who have registered their interest pursuant to Item 3 above shall submit the relevant draft universal service plan(s) on or before **3:00pm, 20 August 2010.**

7. MATTERS FOR CONSIDERATION FOR APPROVING DRAFT OF UNIVERSAL SERVICE PLAN

7.1 SKMM will consider the matters specified in regulation 7 of the Regulations and all information included in the draft universal service plans as required in Item 5 above in deciding whether or not to approve the draft universal service plans. In addition to those matters, SKMM will also consider factors including but not limited to the following:

(a) the Licensee's financial capacity and capability to implement its draft universal service plan; and

(b) the Licensee's track record and relevant experience related to broadband projects.

SECTION III
PAYMENT FROM THE USP FUND

8.   CLAIM FOR PAYMENT

8.1   A universal service provider designated pursuant to this Invitation is entitled to claim its net USP costs pursuant to subregulation 19(2) in the Regulations. Licensees are advised to refer to Part V and Table A of the Schedule in the Regulations in relation to the costing and claim for universal service provision.

8.2   It is an obligation on every designated universal service provider to submit, not later than 31 March of the relevant calendar year(s), a written claim to the SKMM in accordance with subregulation 20(1) of the Regulations for the cost of universal service provision for the previous calendar year. Licensees are reminded that this obligation is applicable notwithstanding any payments that may be made by the SKMM under regulations 12 or 20A.

8.3   Any designated universal service provider who fails to comply with subregulation 20(1) commits an offence under the Regulations.

8.4   A designated universal service provider should submit the claims using the Claims Template that will be prescribed by the SKMM on its website at **http://www.skmm.gov.my.**

9.   PAYMENT OF CLAIM

9.1   Payment will be made upon a duly verified claim less any payments already made under regulations 12 or 20A not later than thirty days from the date the verification is completed by SKMM.

10.   ADVANCE PAYMENT AND QUARTERLY PAYMENT(S)

10.1   Advance Payment

The SKMM may, under regulation 12 of the Regulations, consider making an advance payment to a designated universal service provider towards the capital cost of implementation of the universal service plan approved pursuant to this Invitation ("advance payment"). A designated universal service provider may submit its written application for an advance payment to the SKMM for its consideration.

10.2   Quarterly Payment(s)

The SKMM may under regulation 20A of the Regulations, consider making quarterly payments to a designated universal service provider for the costs of implementing the approved universal service plan ("quarterly payment"). A designated universal service provider may submit its written application for a quarterly payment to the SKMM for its consideration.

10.3 Obligation to Refund

(a) In the event that a designated universal service provider receives payment under regulation 12 and/or 20A of the Regulations of a total amount which exceeds the cost incurred for a calendar year that it is entitled to claim pursuant to this Invitation, the designated universal service provider is required under regulation 21A to refund to SKMM the monies paid in excess in accordance with the notice that SKMM may issue.

(b) A designated universal service provider who fails to comply with the notice issued by SKMM commits is an offence under regulation 21A.

11. THE UNDERSERVED AREAS AND CRITERIA FOR SELECTION

11.1 The Licensees shall have regard to the following factors when preparing the draft universal service plans. A profile for each of the proposed site within the universal service targets shall be developed and included in the draft universal service plans:

(a) geographical nature of the proposed sites (e.g. terrain);

(b) size of population and density;

(c) accessibility to the proposed sites;

(d) basic public utility facilities and services available at proposed sites; and

(e) level of education of the community.

12. QUALITY OF SERVICE, CONSUMER AND CONTENT CODES

12.1 The universal service providers shall comply with the quality of service standards as provided in any mandatory standards registered under the Act including but not limited to the Commission Determinations on the Mandatory Standards for Quality of Service.

12.2 The universal service providers shall comply with the Consumer and Content Codes registered under the Act.

13. TECHNOLOGY

13.1 Technology selection should be based on the characteristics of the proposed site within the universal service targets and the overall implementation may require a hybrid of various technologies for access to end-users (last mile) and links (backhaul).

13.2 In the submission of the Draft USP Plans, the Licensees may propose the use of wired or wireless technology as specified in Appendix 4.

13.3 The Licensees shall adopt the best international practice in the communications industry, including relevant industry standards on network end-to-end performance.

13.4 In the design of the network to provide broadband access service to serve the Mini CBC, the Licensees shall have regard to maximizing the use of existing network infrastructure and facilities and use the most appropriate means of technology in a cost-effective manner.

14. DESIGN

14.1 The Licensees shall be solely responsible for the correct design of the network and the Mini CBC including all work, network facilities, equipments and services offered.

If subsequent modifications or changes are necessary to enable the requirements for the services to be met, the Licensee shall bear the additional cost involved for the modification or changes and will not be allowed to claim for the additional cost from the USP Fund.

15. DESIGN SPECIFICATION / CONFIGURATION

15.1 It is anticipated that some matters may have to be clarified following the evaluation of the submission and during the early stages of installation of the facilities and equipments. In this respect, SKMM reserves the right to require written clarifications to be provided by the Licensees.

16. OPERATION, MAINTENANCE AND SUPPORT

16.1 The universal service provider shall be responsible to manage the Mini CBC. The universal service provider to provide maintenance and operational support to ensure but not limited to all facilities and services therein, that the Internet access service to support the Mini CBC are continuously available for use. The universal service provider shall adhere to the Standard Operating Policies and Procedures (SOPP) specified in Part II of Appendix 10. The Licensees shall include in their draft universal service plans details on the provisioning of the maintenance and supports services including but not limited to the response times, hotline numbers, contact personnel and all other relevant information in the form set out in Part I of Appendix 10 for SKMM's consideration and approval.

17. QUALITY OF ALL MATERIALS, EQUIPMENT ETC.

17.1 The Licensees shall ensure that all items to be used in the provision of universal service in the underserved area shall be good quality, fit for the purpose for which they are intended to be used and be free from defects arising out of faulty design, faulty and inferior material or faulty workmanship.

18. OMISSIONS OR ERRORS

18.1 The Licensees are advised to clearly understand the obligations and requirements set up in the Communications and Multimedia (Universal Service Provision) Regulations 2002 [P.U.(A) 419/2002] (as amended by P.U (A) 258/2008) and the licensees should study all terms, conditions and specifications very carefully and to make all necessary clarification, etc., before finalizing their draft universal service plan.

18.2 The Licensees shall be solely responsible for all such omissions/errors without any additional cost chargeable to SKMM. SKMM reserves the right not to entertain any request for variation of price(s) or submission of additional quotes for items left out in the original plan on the grounds of lack of knowledge, oversight, etc.

19. CONDITION OF EQUIPMENT

19.1 All items supplied shall be newly manufactured/factory fresh (i.e. not second hand, reconditioned and/or used items).

20. SOURCE OF SUPPLY

20.1 The Licensees shall state the country of origin, place of manufacture and the registered name and address of manufacturer in their draft universal service plans. All equipment proposed is required to be Malaysian Standards type-approved.

21. INSPECTION AND AUDIT

21.1 SKMM shall have the right to inspect and verify that all obligations of the designated universal service provider are fully complied with. The inspection and verification of the universal services provisioning may include:

   (a)   Technical Audit

       (i)   Conducting a physical verification at the sites that the items and services are delivered according to the quantities, locations, timelines and specifications as contained in the approved universal service plan.

   (b)   Commercial Audit

       (ii)   Verifying all relevant supporting documents submitted by the designated universal provider in their claims for net universal service costs.

22. MONITORING AND REPORTING REQUIREMENT

22.1 The designated universal service provider shall submit to SKMM the first progress report not later than one (1) month from the date of the written notification of the approval of the universal service plan(s).

22.2 The designated universal service provided shall submit to SKMM the progress report every first week of the month during the implementation stage.

22.3 The designated universal service provider shall submit to SKMM a report not later than six (6) months from the date the Mini CBC begins its operation or the commissioning of the individual broadband lines which ever come later. The subsequent report shall submit at every six (6) months. The reports shall contain information including but not limited to the information set out in Part A of Appendix 8 and such other information as maybe required by SKMM.

22.4 Notwithstanding Items 22.1, 22.2 and 22.3 above, the designated universal service provider shall, upon request made by SKMM, submit progress report at such times as may be determined by SKMM.

22.5   In relation to the progress report specified in item 22.3 above, in the case of a Mini CBC that is in operation, the progressive report submitted by the designated service provider shall contain information including but not limited to the information set out in Part B of Appendix 8 and such other information as maybe required by SKMM.

23.   DECLARATION

23.1   The universal service plan shall be signed by the Chief Executive Officer of the Licensee or by any other person authorized to do so by way of a resolution by its Board of Directors.

24.   INTERPRETATION

24.1   Any term or word used in this Invitation shall, unless expressly stated or if the context otherwise requires, have the same meaning as in the Communications and Multimedia Act 1998, the Regulations and/or the instrument(s) made under it.

24.2   For avoidance of doubt, the word "Licensee" as used in this Invitation shall have the same meaning as in the Communications and Multimedia (Universal Service Provision) Regulations 2002.

25.   CLARIFICATIONS AND ENQUIRIES

25.1   Should there be a need to seek clarification and additional information regarding this submission, all inquiries shall be directed to the following address and contact numbers:

SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
Off Persiaran Multimedia
63000 Cyberjaya
(Attn.: Universal Service Provision Division – Planning and Development Department)

Tel: 03-8688 8000
Fax: 03-8688 1002
E-mail: pdd.uspd@cmc.gov.my

25.2   All relevant enquiries and SKMM's response to the same will be published online on SKMM's website at **http://www.skmm.gov.my**. Licensees are reminded that all enquiries should reach SKMM at least 7 days before the closing date for the submission of the relevant draft universal service plan(s).

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APPENDICES

(which are to be taken and construed as an essential part of this Invitation)

Appendix 1

LIST OF UNIVERSAL SERVICE TARGETS

* Information on the population in universal service targets was derived from Population and Housing Census of Malaysia 2000

No.	State	Universal Service Target	District	Population*	Area (sqkm)
1	Johor	Bandar	Muar	79,086	31.83
2	Johor	Kluang	Kluang	149,689	2,851
3	Kedah	Kuah	Langkawi	26,602	73.83
4	Kelantan	Panji	Kota Bharu	59,291	24.80
5	Kelantan	Pasir Mas	Pasir Mas	21,681	577.51
6	Kelantan	Pasir Puteh	Pasir Puteh	5,909	433.8
7	Negeri Sembilan	Ampang Tinggi	Kuala Pilah	9,138	30.26
8	Negeri Sembilan	Batu Hampar	Rembau	2,486	7.58
9	Pahang	Tanah Rata	Cameron Highlands	8,198	19.48
10	Pahang	Teras	Raub	4,367	293.24
11	Pahang	Bangau	Temerloh	4,565	28.62
12	Perak	Batang Padang	Batang Padang	29,264	531.94
13	Perak	Sitiawan	Manjung (Dinding)	96,265	515.37
14	Perak	Ulu Kinta	Kinta	533,027	536.13
15	Perak	Parit Buntar	Kerian	31,116	52.08
16	Perak	Saiong	Kuala Kangsar	20,909	168.35
17	Perak	Sungai Siput	Kuala Kangsar	43,385	971.68
18	Perak	Tupai	Larut, Matang dan Selama	31,032	51.29
19	Perak	Durian Sebatang	Hilir Perak	77,361	359.83
20	Perak	Bota	Perak Tengah	23,468	321.1
21	Pulau Pinang	Mukim 11	Seberang Perai Selatan	24,710	10.61
22	Sabah	Kota Marudu	Kota Marudu	58,862	1,876.92

No.	State	Universal Service Target	District	Population*	Area (sqkm)
23	Sabah	Kudat	Kudat	70,276	1,315.64
24	Sabah	Kota Belud	Kota Belud	72,357	1,359.64
25	Sabah	Kota Kinabalu	Kota Kinabalu	355,435	388.43
26	Sabah	Papar	Papar	88,626	1,259.62
27	Sabah	Penampang	Penampang	131,072	465.50
28	Sabah	Tuaran	Tuaran	81,215	1,206.06
29	Sabah	Beaufort	Beaufort	62,200	1,798.91
30	Sabah	Kuala Penyu	Kuala Penyu	16,558	407.76
31	Sabah	Sipitang	Sipitang	29,256	2,954.91
32	Sabah	Tambunan	Tambunan	27,825	1,474.83
33	Sabah	Tenom	Tenom	46,106	2,276.72
34	Sabah	Sandakan	Sandakan	348,930	2,308.20
35	Sabah	Lahad Datu	Lahad Datu	156,297	7,642.92
36	Sabah	Semporna	Semporna	108,526	1,140.01
37	Sabah	Tawau	Tawau	62,262	6,181.98
38	Sabah	Ranau	Ranau	70,685	1,978
39	Sabah	Beluran	Beluran	75,586	7,717
40	Sabah	Kunak	Kunak	48,591	1,134
41	Sarawak	Kanowit	Kanowit	27,143	2,253.5
42	Sarawak	Kuching	Kuching	480,905	993.18
43	Sarawak	Miri	Miri	176,876	1020.21
44	Sarawak	Niah-Suai	Miri	30,918	2888.15
45	Sarawak	Sibu	Sibu	210,118	3042.36
46	Sarawak	Lawas	Lawas	23,358	3,811.9
47	Selangor	Bandar Klang	Klang	18,663	38.89
48	Selangor	Dengkil	Sepang	72,462	248.51
49	Terengganu	Tasik	Setiu	5,844	58.271

Appendix 2

REGISTRATION OF INTEREST FORM

[To be printed on Licensee's Letterhead]

REGISTRATION OF INTEREST

To: **Planning & Development Department**
        USP Division
        SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
        Off Persiaran Multimedia
        63000 Cyberjaya

Date:

Dear Sirs,

UNIVERSAL SERVICE PROVISION - REGISTRATION OF INTEREST TO BE UNIVERSAL SERVICE PROVIDER FOR BROADBAND ACCESS SERVICE

We refer to the "*Invitation To Register Interest As A Universal Service Provider*" ("the Invitation") reference number <u>USP/BROADBAND/02/2010</u> issued by SKMM on [*Insert date*].

We hereby register our interest to be the universal service provider pursuant to Regulation 5(1) of the Communications and Multimedia (Universal Service Provision) Regulations 2002 ("the Regulations") in the following universal service targets:

1.   [*Insert the Universal Service Targets as per Appendix 1*], [*Insert the State*]

We are also aware that pursuant to Regulation 6(1) of the Regulations, we are legally obliged to submit the draft universal service plan(s) for the batch(-es) chosen above on or before the time frame specified in the Invitation.

Signed for and on behalf of

……………………………
by *[to be signed by the Chief Executive Officer or any other person authorised to do so by way of a resolution by the Board of Directors].*

Appendix 3

LIST OF INFORMATION DEPARTMENT'S OFFICE PREMISES LOCATED WITHIN THE UNIVERSAL SERVICE TARGETS

No.	State	Universal Service Target	Location
1	Johor	Bandar	Pejabat Penerangan Daerah Muar, No. 19-4, Tingkat 1, Wisma Tiam Lock, Jalan Sungai Abong, 84000 Muar, Johor
2	Johor	Kluang	Pusat Maklumat Rakyat, Aras 2, Bangunan Gunasama Persekutuan, 86000 Kluang, Johor
3	Kedah	Kuah	Pejabat Penerangan Daerah Langkawi, Kompleks LADA, 07000 Langkawi, Kedah
4	Kelantan	Panji	Pejabat Penerangan Daerah Kota Bharu, Jalan Tok Hakim, 15000 Kota Bharu, Kelantan
5	Kelantan	Pasir Mas	Pejabat Penerangan Pasir Mas, JKR 843,Jalan Pasir Pekan, 17000 Pasir Mas, Kelantan
6	Kelantan	Pasir Puteh	Pejabat Penerangan Pasir Puteh, 241B,Jalan Sekolah Laki-laki, 16800 Pasir Puteh, Kelantan
7	Negeri Sembilan	Ampang Tinggi	Pejabat Penerangan Daerah Kuala Pilah, 64 Jalan Melang, 72000 Kuala Pilah, Negeri Sembilan
8	Negeri Sembilan	Batu Hampar	Pejabat Penerangan Daerah Rembau, Jalan Mahkamah, 71300 Rembau, Negeri Sembilan
9	Pahang	Tanah Rata	Pejabat Penerangan Daerah C. Highlands, JKR 289 Jln Besar, 39000 Tanah Rata, Pahang
10	Pahang	Teras	Pejabat Penerangan Daerah Raub, Jalan Pekeliling, 27600 Raub, Pahang
11	Pahang	Bangau	Pejabat Penerangan Daerah Temerloh, Tingkat 4, Bangunan Persekutuan, 28000 Temerloh, Pahang
12	Perak	Batang Padang	Pejabat Penerangan Daerah Batang Padang, Jalan Raja, 35000 Tapah, Perak
13	Perak	Sitiawan	Pejabat Penerangan Daerah Manjung, Biro Penerangan Manjung, Bangunan Persekutuan, 32400 Seri Manjung, Perak
14	Perak	Ulu Kinta	Pejabat Penerangan Daerah Kinta, Tingkat 3, Blok B, Bangunan Persekutuan, Jln Dato Ahmad Said, Greentown, 30612 Ipoh, Perak
15	Perak	Parit Buntar	Pejabat Penerangan Daerah Kerian, 111, Jalan Pejabat, 34200 Parit Buntar, Perak
16	Perak	Saiong	Pejabat Penerangan Daerah Kuala Kangsar, 41, Taman Idris Shah, 33000 Kuala Kangsar, Perak
17	Perak	Sungai Siput	Pejabat Penerangan Daerah Sungai Siput(U), 185, Main Road, 31100 Sungai Siput(U), Perak
18	Perak	Tupai	Pejabat Penerangan Daerah Larut Matang&Selama, Tingkat 4, Wisma Persekutuan, Jln Istana Laut, 34000 Taiping, Perak
19	Perak	Durian Sebatang	Pejabat Penerangan Daerah Hilir Perak, Tingkat Bawah, Bangunan Persekutuan, Jln Changkat Jong, 36000 Teluk Intan, Perak

No.	State	Universal Service Target	Location
20	Perak	Bota	Pejabat Penerangan Daerah Perak Tengah, Seri Iskandar, 32600 Bota, Perak
21	Pulau Pinang	Mukim 11	Pejabat Penerangan Daerah, Bangunan Kerajaan Jawi, Sungai Bakap, 14200 Nibong Tebal, Pulau Pinang
22	Sabah	Kota Marudu	Pejabat Penerangan Kota Marudu, Peti Surat 1124, 89100 Kota Marudu, Sabah
23	Sabah	Kudat	Pejabat Penerangan Daerah Kudat, Peti Surat 96, 89100 Kudat, Sabah
24	Sabah	Kota Belud	Pejabat Penerangan Kota Belud, Peti Surat 85, 89157 Kota Belud, Sabah
25	Sabah	Kota Kinabalu	Pejabat Penerangan Kota Kinabalu, Bangunan Penerangan Kolombang, Inanam, 88612 Kota Kinabalu, Sabah
26	Sabah	Papar	Pejabat Penerangan Papar, Lot 37 & 40, Taman OKK Hj. Mahali, 89606 Papar, Sabah
27	Sabah	Penampang	Pejabat Penerangan Penampang, Lot 11 & 12, Tingkat 1, Blok A, Pusat Dagangan Putatan, 88100 Putatan, Penampang, Sabah
28	Sabah	Tuaran	Pejabat Penerangan Tuaran, Peti Surat 221, 89208 Tuaran, Sabah
29	Sabah	Beaufort	Pejabat Penerangan Daerah Beaufort, Peti Surat 113, 89807 Beaufort, Sabah
30	Sabah	Kuala Penyu	Pejabat Penerangan Kuala Penyu, Lot 17, Rumah Kedai, 89740 Kuala Penyu, Sabah
31	Sabah	Sipitang	Pejabat Penerangan Sipitang, Peti Surat 25, 89857 Sipitang, Sabah
32	Sabah	Tambunan	Pejabat Penerangan Daerah Tambunan, 89650 Tambunan, Sabah
33	Sabah	Tenom	Pejabat Penerangan Daerah Tenom, Tenom, Sabah
34	Sabah	Sandakan	Pejabat Penerangan Daerah Sandakan, Tingkat 1, Wisma Persekutuan, KM 11 Jalan Labuk, 90400 Sandakan, Sabah
35	Sabah	Lahad Datu	Jabatan Penerangan Daerah Lahad Datu, 91100 Lahad Datu, Sabah
36	Sabah	Semporna	Jabatan Penerangan Daerah Semporna, 91300 Semporna, Sabah
37	Sabah	Tawau	Pejabat Penerangan Tawau, Tingkat 2, Wisma Persekutuan, 91000 Tawau, Sabah
38	Sabah	Ranau	Pejabat Penerangan, Peti Surat 59, Bangunan Penerangan, 89308 Ranau, Sabah
39	Sabah	Beluran	Pejabat Penerangan Daerah Beluran, 90110 Beluran, Sabah
40	Sabah	Kunak	Pejabat Penerangan Daerah Kunak, Peti Surat 107, 91207 Kunak, Sabah
41	Sarawak	Kanowit	Jabatan Penerangan Malaysia Sarawak, 96700 Kanowit, Sarawak
42	Sarawak	Kuching	Jabatan Penerangan Malaysia Sarawak, Blok C, Tkt 2, Lot 283, Bangunan Baitulmal, Jln Haji Taha, 93400 Kuching, Sarawak

No.	State	Universal Service Target	Location
43	Sarawak	Miri	Jabatan Penerangan Malaysia Sarawak, Bangunan Persekutuan, Jln Gartak, 98007 Miri, Sarawak
44	Sarawak	Niah-Suai	Jabatan Penerangan Malaysia Sarawak, 98200 Niah, Sarawak
45	Sarawak	Sibu	Jabatan Penerangan Malaysia Sarawak, Tingkat 4, Wisma Persekutuan, Blok 3, Persiaran Brooke, 96000 Sibu, Sarawak
46	Sarawak	Lawas	Jabatan Penerangan Malaysia Sarawak, Wisma Persekutuan, Jalan Lawas Damit, 98850 Lawas, Sarawak
47	Selangor	Bandar Klang	Pejabat Penerangan Klang, No.27, Jalan Stesen, 41000 Klang, Selangor
48	Selangor	Dengkil	Pejabat Penerangan Daerah Sepang, No. 4, Tingkat 1, Jalan SPIC/7, Medan 88, Bandar Baru Salak Tinggi, 49300 Sepang, Selangor
49	Terengganu	Tasik	Pejabat Penerangan Daerah Setiu, 22100 Permaisuri, Terengganu

Appendix 4

TECHNOLOGY FITTING INTO THE USP AREA PROFILE

1.   SKMM has developed an indicative list of technologies that maybe used for four categories of underserved areas. In preparing the draft universal service plan plans, the Licensees shall propose technologies based on the list below where appropriate. If the Licensees find that there are technologies other than those listed below which can also appropriately be used for the proposed site in the universal service targets, the Licensees may propose the use of other technology. In this event, the Licensees shall provide justification for the choice of technology.

2.   In any event, Licensees are responsible for the suitability of the choice of technology to be used at the proposed sites in the universal service targets.

    (a)   Remote

Target Area Profile	Last Mile	Backhaul
• Hilly • Forested • No Access Road • No Electricity from national grid	GSM IPCDMA WiFi Wired (Copper)	VSAT

    (b)   Rural

Target Area Profile	Last Mile	Backhaul
• Hilly • Forested • Accessible by road • Electricity available	GSM	• Microwave • VSAT
	3G	• Microwave • VSAT
	IPCDMA	• Microwave • VSAT
	WiFi	• Microwave • VSAT • Fixed WiMAX
	WiMAX	• Microwave • VSAT • Fixed WiMAX
	Wired (Copper, Fiber)	• Microwave • VSAT

    (c)   Sub-Rural

Target Area Profile	Last Mile	Backhaul
• Accessible by road • Electricity from	GSM	• Microwave • Copper • Fiber

Target Area Profile	Last Mile	Backhaul
national grid • Flat land • Available network above 20 km range	3G	• Microwave • Copper • Fiber
	IPCDMA	• Microwave • Copper • Fiber
	WiFi	• Microwave • Fixed WiMAX (LOS) • Copper • Fiber
	WiMAX	• Microwave • Fixed WiMAX (LOS) • Copper • Fiber
	Wired	• Microwave • Copper • Fiber
	BPL	• Microwave • Copper • Fiber

(d)   Sub-Urban

Target Area Profile	Last Mile	Backhaul
• Accessible by road • Power available (24x7) • Electricity from national grid • Flat land • Available network within 20 km range	GSM (EDGE)	• Microwave • Copper • Fiber
	3G (HSPA)	• Microwave • Copper • Fiber
	WiFi	• Microwave • Fixed WiMAX (LOS) • Copper • Fiber
	WiMAX	• Microwave • Fixed WiMAX (LOS) • Copper • Fiber
	Wired	• Microwave • Copper • Fiber
	BPL	• Microwave • Copper • Fiber

Appendix 5

SPECIFICATIONS FOR MINI CBC SERVICE IN THE UNIVERSAL SERVICE TARGETS

Designated universal service providers are expected to supply, install and maintain the following facilities, equipment, and service for the selected premises detailed out in Table 1 as below:

A	Collective Broadband Access	
No.	**Item**	**Remarks**
1	Broadband access service (equipment and access)	Broadband Internet access at the speed of 2Mbps for download and 512Kbps for upload for the period of 3 years
B	**IT Equipments**	
No.	**Item**	**Remarks**
1	Desktop Personal Computer (PC) with licensed latest Windows Operating System, Anti Virus and Microsoft Office	5 units of PC with 3 years warranty
C	**Fit-out Work and Fittings**	
No.	**Item**	**Remarks**
1	Furnitures - computer table, chair, equipment rack and etc	Based on the number of PC (5 units)
2	Concealed cabling for tidy and neat installation	
D	**Training**	
No.	**Item**	**Remarks**
1	Training for selected Information Departments' personnel	One time training in collaboration with SME/SMI as detailed out in Appendix 7
E	**Maintenance**	
No.	**Item**	**Remarks**
1	Preventive and corrective maintenance	Refer Appendix 10 for details
F	**Operation and Maintenance Services**	
No.	**Item**	**Remarks**
1	Operation and Maintenance for Internet service and equipment parts for the period of 3 years	To provide preventive and corrective maintenance and operational support to ensure that the Mini CBC is continuously available for the communities surrounding the Information Department's office premises to benefit the Internet service and ICT equipments
2	Internet access speed	To ensure that the speed of Internet for each Mini CBC shall be 2Mbps for download and 512 Kbps for upload at all time

Table 1: Specifications for Mini CBC Service in the Universal Service Targets

Appendix 6

SUMMARY OF TECHNICAL PROPOSAL FOR UNIVERSAL SERVICE PLAN

No.	Universal Service Target	Location	Type of Technology	Summary of Technology Applied
1				

Appendix 7

ICT ENRICHMENT TRAINING PROGRAM FOR INFORMATION OFFICE STAFFS

1.   The designated service provider shall undertake the following to materialize the training program in collaboration with involvement of Small and Medium Enterprise/Industry (SME/I) but not limited to the following:

> (a)   Provision of training for the selected personnel of the Information Department under the "Train-the-Trainer" concept in areas of ICT literacy, usage and consumerism;
>
> (b)   Capacity building program based on entrepreneurship e.g. computer repair and refurbishment; and
>
> (c)   Collaborative awareness, promotional and marketing activities for boosting broadband subscription to the surrounding communities.

Appendix 8

REPORTING REQUIREMENTS

Part A - The reports to be submitted pursuant to item 22.1 of this invitation shall contain information including but not limited to the following:

  1. Number of Users / Types of Usage

      (a) The level of community response to the Mini CBC (e.g. frequency of users, profile of users i.e. age group, etc.); and

      (b) The type of user activities taking place within the Mini CBC.

  2. Knowledge / Skills Acquired by the Community

      (a) The level of community awareness, understanding, and knowledge of ICT; and

      (b) Other forms of skillsets / expertise manifested by the community.

  3. Socio-Economic Development of the Community

      (a) The type and level of usage / reliance on ICT in the regular economic activities of the community; and

      (b) The type and level of usage / reliance on ICT in other activities of the community.

Part B - The report for each Mini CBC referred to in item 22.4 of this invitation shall contain information including but not limited to the following:

  1. The opening hours of the Mini CBC per week.

  2. The number of Users per month / Types of Users and Usage.

  3. The type of facilities and services offered.

  4. Details of ICT training / developmental / enrichment / learning programs or courses offered and carried out.

  5. Details of awareness, promotional and marketing activities carried out, if any.

  6. Other initiatives undertaken to encourage usage of facilities and services in the Mini CBC, if any.

  7. Details of activities carried out in collaboration with the local community and institutions such as kindergartens, schools, associations / societies / clubs, if any.

  8. Details of activities carried out in collaboration with other e-Community such as other Mini CBC or similar centers, if any.

  9. Details of the operational and maintenance activities carried out on the Mini CBC.

Appendix 9

COSTING SCHEDULE FOR UNIVERSAL SERVICE PROVISION

1.   Summary of price schedule for Universal Service Plan

No.	Description	Unit	Unit Cost (RM)	CAPEX (RM) Total Cost (RM)	OPEX (RM)				Grand Total (RM) (CAPEX + OPEX)
					Year 1 (RM)	Year 2 (RM)	Year 3 (RM)	Total Cost (RM)	
1									
Subtotal CAPEX (RM)					Subtotal OPEX (RM)				

Appendix 10

OPERATION AND MAINTENANCE SUPPORT

Part I : Maintenance and Support Services

1.   The universal service provider shall be responsible to provide maintenance and operational support to ensure that the Mini CBC, including but not limited to all facilities and services therein, the Internet access service to support the Mini CBC are continuously available for use. The draft universal service plan shall contain detailed information on the maintenance and support services for the Mini CBC, but not limited to the following:

1.1   Preventive Maintenance for Facilities and Equipments

No.	Item	Manpower per Site	Frequency	Description
1				
2				
3				

1.2   Corrective Maintenance

No.	Item	Manpower per Site	Response Time
1			
2			
3			

Part II : Standard Operating Policies and Procedures

A.   Objective

The Standard Operating Policies and Procedures set out below is intended to provide guidance for the designated service providers for the provisioning of Mini CBC to ensure high level of competency, transparency and effectiveness.

B.   Policy

(a)   Internet service, equipment usage, ICT training, activity and transaction that may be provided or carried out at the Mini CBC shall be those that have been endorsed by SKMM.

(b)   Users (members or non members) of the services offered at the Mini CBC must register through the registration system provided.

(c)   Internet service and ICT equipments usage charges are based on the approval by SKMM through the financial management procedure below.

(d)   Activities that are contrary to the Communications and Multimedia Act 1998 and other Laws of Malaysia are **NOT PERMITTED** to be carried out at the Mini CBC.

(e)   Any activity which is not endorsed by SKMM is **NOT PERMITTED** at the Mini CBC.

(f)   Any equipment installation which is not part of the specifications of the Mini CBC project requires approval from SKMM.

(g)   Food and drinks or eating are not permitted inside the Mini CBC.

(h)   Mini CBC is **NOT** a Cybercafe and should **NOT** be operated as a Cybercafe.

C.   Operational Procedure

(a)   Operation Schedule

- The Mini CBC operates on Information Department's operating days and hours.
- The Mini CBC will be closed on Public Holidays.

(b)   Services at Mini CBC

- Access to broadband.
- Usage of ICT equipments such as computer Internet access and other services approved by SKMM.

(c)   Concept and Design at Mini CBC

- The design, layout and concept of Mini CBC are based on the approval by SKMM.

(d)   Personnel at Mini CBC

- Each Mini CBC will be managed by Information Department's personnel.

(e)   Information Department: Scope of Responsibility

- The Mini CBC to be managed by Information Department's appointed staff.
- To provide adequate space to fulfill the requirement of the project.
- To provide FREE consultation on usage of Internet service, computer applications and ICT equipments when requested by the users.
- To ensure that the Mini CBC is open based on the required schedule set out in Part C of this Standard Operation Policies and Procedures.
- To ensure all equipments and furniture at the Mini CBC are in good condition, neat and not being misused.
- To register and monitor the usage of services and equipments by the users in the Mini CBC.
- To report urgently to the designated service provider if there is any problem with the Internet service, condition and functionality of equipments.

D.   Financial Management Procedure

(a)   Internet Usage Charge

- No charge for Internet usage at the Mini CBC.

Appendix 11

BROADBAND COMMUNITY PRE-IMPLEMENTATION CHECKLIST

1. The following constitutes some of the guiding perspectives in planning for Connected Community project, but not limited to:

    1.1 Community Oriented Approach
         (a) Define Community
         (b) Define service area
         (c) Garner Community support

    1.2 Needs Analysis
         (a) Identify need for broadband
         (b) Understand benefits of technology
         (c) Understand requirements for technology
         (d) Identify service gaps with current access
         (e) Identify readiness for broadband
         (f) Identify demand for broadband

    1.3 Capacity Building
         (a) Recruit Local Community champions and organizers
         (b) Link with relevant sectors of government
         (c) Explore financial and business options
         (d) Create strong local community ownership

    1.4 Strategic Partnership with Community Ecosystem
         (a) Partner with local community
         (b) Partner with government
         (c) Partner with local businesses
         (d) Partner with other institutions e.g. health, school, etc.

    1.5 Forward Vision
         (a) Create sustainability
         (b) Increase access to learning and education
         (c) Increase services available for the community
         (d) Increase business opportunities
         (e) Increase economic diversity