



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

INVITATION TO REGISTER INTEREST

AS

UNIVERSAL SERVICE PROVIDER

Ref.: USP/BROADBAND/01/2011

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SECTION 1 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.
- 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, NT/USP/08/01 and NT/USP/11/01 ("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 individual broadband access services shall take the form of netbook provisioning coupled with broadband subscription package for distribution to needy students and low income households living within the universal service targets under the Komputer 1Malaysia Phase 3 rollout.
- 1.5. The Komputer 1Malaysia initiative, which was announced by Y.A.B. Prime Minister ("YAB PM") on 24 March 2010 under the National Broadband Initiative (NBI), aimed at providing netbooks to poor students and low income households in view of boosting up the broadband access service takeup per household in accordance with the National Broadband Plan (NBP).
- 1.6. The ultimate goal of this project is to ensure that communities living within the universal service targets 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, and business amongst others.

SECTION II
INVITATION TO REGISTER INTEREST

2. GENERAL EXPLANATION ON THE 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 of the provision of individual access to broadband access service.
- 2.2 The Komputer 1Malaysia Phase 3 initiative shall be implemented to enable the following requirements to be met:
- (a) to enable the target recipients of the netbooks in the clusters of universal service targets listed under [Appendix 1](#) to access to broadband services;
 - (b) each netbook shall be equipped with the hardware and software capable of performing basic ICT activities and able to access the Internet broadband access service as set out in [Appendix 3](#); and
 - (c) the licensees shall offer the broadband access service to the target netbook recipients at the minimum speed set out in item 2 of [Appendix 3](#)

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 the following licences:
 - i) Applications Services Provider licence; or
 - ii) Network Services Provider licence; or
 - iii) Network Facilities Provider licence
- 3.2. For the purpose of this Invitation, SKMM has grouped the Universal Service Targets into 60 Clusters as stated in [Appendix 1](#) of this Invitation.
- 3.3. Licensees may register their interest to become the universal service provider for:
- (a) any one Cluster;
 - (b) two or more Clusters; or
 - (c) all Clusters
- of the universal service targets (“UST”) listed in [Appendix 1](#).
- 3.4. For the avoidance of doubt, SKMM will not accept registration of interest for part of a Cluster or any combination of Clusters which includes a part of a Cluster.

- 3.5. 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 service targets is stated in Item 6.2 of this Invitation.
- 3.6. 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) (“quotation”) for their chosen Cluster(s). The scope of the quotation 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.

4. SUBMISSION OF QUOTATION

- 4.1. Licensees should submit one quotation each for Technical and Financial proposal for each of the Cluster that they registered for as per the list in [Appendix 1](#).
- 4.2. Please take note that the deadline for the submission of the quotation(s) is stated in Item 6.2 of this Invitation.
- 4.3. Each quotation shall be submitted in DUPLICATE in both **hardcopy** and **softcopy** and shall be enclosed in a sealed envelope marked with:
- (a) the SKMM’s Invitation reference (**INVITATION REF. NO.: USP/BROADBAND/01/2011**) at the top left hand corner of the envelope;
 - (b) the description “**SUBMITTED BY: (Name of Licensee)**” at the central bottom position of the envelope;
 - (c) the submission shall comprises into **two separate** documents namely;
 - (i) Technical Proposal as per [Appendix 4](#); and
 - (ii) Financial Proposal as per [Appendix 5](#)
 - (d) The hard copies of the quotation submitted shall be marked as follows:
 - (i) one (1) copy to be marked as “ORIGINAL TECHNICAL”;
 - (ii) one (1) copy to be marked as “ORIGINAL FINANCIAL”;
 - (iii) one (1) copy to be marked as “COPY TECHNICAL”;
 - (iv) one (1) copy to be marked as “COPY FINANCIAL”;
 - (v) all pages of the Financial Proposal of the quotation shall be duly initialled and affixed with a rubber stamp of the Licensee.

- (vi) all pages of the Technical Proposal of the quotation shall not bearing to the company's name, logo and stamp;
 - (e) In the event of discrepancies, the document marked "ORIGINAL" shall prevail.
- 4.4. The quotation to be submitted by the Licensees shall contain the following information:
- (a) a detailed description of the netbook to be supplied in respect of the universal service target;
 - (b) the project implementation timeline for the delivery of the netbooks indicating commitment on units production, installation and distribution;
 - (c) the proposed attractive broadband access service package to be offered to the netbook recipients in the universal service target;
 - (d) the detailed itemised pricing under capital cost for netbooks;
- 4.5. All the above quotation shall be accompanied by the following information on ONE-OFF basis:
- (a) Registration of Interest form as per the [Appendix 2](#)
 - (b) Company Profile as per the [Appendix 6](#)
 - Paid-up capital
 - Status of Registration (MoF& SSM & SME)
 - Status of Bumiputera
 - Capacity of the company (workforce)
 - Nature of Business
 - Shareholder & Board of Directors
 - Management & key personnel profile
 - Track record / exposure in IT business
 - Financial report (inclusive of sales turnover& revenue)
 - Other relevant information
 - (c) Computer Agencyship
 - Reseller agreement / distributorship / affiliation with other OEM
 - Validity period of agreement / MoU
 - Other relevant information
 - (d) Support and Services
 - Details on warranty, support and services infrastructure network
 - List of service centers / branches / regional offices
 - Other relevant information
 - (e) Other details
 - Any other information that is requested in this document

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

- 4.6. The Licensees shall be deemed to have examined and understood all information and documents comprised in this Invitation.
- 4.7. All costs and expenses associated with and necessary for the preparation and submission of the quotation(s) shall be borne by the Licensees.
- 4.8. All corrections, changes, alterations and/or any other amendments whatsoever made in the quotations shall be initialed and affixed with the Licensee's company stamp.
- 4.9. All documents which form part of the quotation shall be properly and securely bound. The quotation(s) shall be submitted to SKMM for the receipt of the documents located at:

SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
Off Persiaran Multimedia
63000 Cyberjaya

- 4.10. Licensees are hereby reminded that in the event that the SKMM approves the quotations 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.
- 4.11. 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.

5. SCOPE OF THE DRAFT UNIVERSAL SERVICE PLAN(S)

- 5.1. The Licensee shall meet the following scope of work:
 - (a) to submit a sample of netbook based on draft plan(s) submitted and requirements under this Invitation upon request by the SKMM for testing purpose;
 - (b) meet the quality standards for mandatory requirement for all communications products under the CMA 1998, Communications and Multimedia (Technical Standards) Regulations 2000;
 - (c) to ensure the delivery of netbook to the recipients;
 - (d) to facilitate the activation of broadband subscription package with the available broadband service provider(s) within the universal service target;
 - (e) to ensure the 1Malaysia logo and National Broadband Initiative (NBI)'s logo provided on each netbook as per [Appendix 9](#);

- (f) to provide three (3) removable copies of netbook serial number in a barcode form placed outside the packaging as per [Appendix 10](#); and
- (g) any other relevant information which SKMM may require.

5.2. The format of the quotation to be submitted in DUPLICATE shall be as follows:

Section	Description
1. Technical Proposal	<ul style="list-style-type: none"> - Technical Proposal as per Appendix 4 - Detailed description of the netbook to be provided within the universal service target - Project implementation and timeline - Proposed broadband access package - Project management team
2. Financial Proposal	<ul style="list-style-type: none"> - Financial Proposal as per Appendix 5 - Itemized pricing in detail under CAPEX

6. CLOSING DATE

6.1. Registration of Interest& Submission of Quotation(s)

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 Cluster, two or more Clusters, or all of the Clusters.

6.2. All submissions of the Quotation(s) shall be prepared in the manner prescribed in Item 4.3 and 4.5 submitted at the place stipulated in Item 4.9 on or before **2:00pm, 28th February 2011.**

**SECTION III
PAYMENT FROM THE USP FUND**

7. CLAIM FOR PAYMENT

- 7.1. 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.
- 7.2. 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.**
- 7.3. Any designated universal service provider who fails to comply with subregulation 20(1) commits an offence under the Regulations.
- 7.4. A designated universal service provider should submit the claims along with supporting documents such as Payment Invoice, Delivery Orders (DO), etc. which would justify that the delivery of the netbooks together with broadband subscription package have been made to the target sites.

8. PAYMENT OF CLAIM

- 8.1. 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.

9. ADVANCE PAYMENT AND QUARTERLY PAYMENT(S)

9.1. 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"). The SKMM may make an advance payment to the designated universal service provider provided that the designated universal service providers submit its written application for an advance payment for its consideration.

9.2. 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”). The SKMM may make a quarterly payment to the designated universal service provider provided that the designated universal service providers submit its written application for quarterly payment for its consideration.

9.3. 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 an offence under regulation 21A.

**SECTION IV
GENERAL TERMS & CONDITIONS**

10. QUALITY OF SERVICE, CONSUMER AND CONTENT CODES

- 10.1. 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.
- 10.2. The universal service providers shall comply with the Consumer and Content Codes registered under the Act.

11. DESIGN

- 11.1. The Licensees shall be solely responsible for the correct design of the netbook comes with software and broadband access package. 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.

12. OPERATION, MAINTENANCE AND SUPPORT

- 12.1. The universal service provider shall be responsible to manage the Komputer 1Malaysia. The universal service provider to provide maintenance and operational support to ensure that the Komputer 1Malaysia including but not limited to the broadband access package, are continuously available for use. The Licensees shall include in their quotations details on the provisioning of the maintenance and supports services including but not limited to the response times, customer service and support centre contact number, contact personnel and all other relevant information in the form set out in [Appendix 8](#).

13. QUALITY OF ALL MATERIALS, EQUIPMENT ETC.

- 13.1. The Licensees shall ensure that all items to be used in the provision of universal service in the universal service target 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.

14. OMISSIONS OR ERRORS

- 14.1. 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 quotation.

14.2. 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.

15. CONDITION OF EQUIPMENT

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

16. SOURCE OF SUPPLY

16.1. The Licensees shall state the country of origin and the manufacturer in the quotation.

17. INSPECTION & AUDIT

17.1. 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

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

18. MONITORING & REPORTING REQUIREMENT

18.1. The designated universal service provider shall submit report or any information required upon request by SKMM.

18.2. The designated universal service provider shall submit to SKMM the progress report on weekly basis during the implementation stage. The report shall contain information including but not limited to the information set out in [Appendix 7](#) and such other information as maybe required by SKMM.

18.3. Notwithstanding items 18.1 and 18.2 above, the designated universal service provider shall, upon request made by SKMM, submit progress report at such times as may be determined by SKMM.

19. DECLARATION

19.1. 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.

20. INTERPRETATION

20.1. 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.

20.2. 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.

21. CLASSIFICATIONS & ENQUIRIES

21.1. 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)

Tel: 03-8688 8412/ 8379

Fax: 03-8688 1002

E-mail: pd@cmc.gov.my

21.2. 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 through email above should reach SKMM at least 5 days before the closing date for the submission of the relevant quotation(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

Refer to filename: Komputer1Malaysia_Ph3_Cluster.pdf

Appendix 2

REGISTRATION OF INTEREST FORM

[To be printed on Licensee's Letterhead]

REGISTRATION OF INTEREST

To: **UNIVERSAL SERVICE PROVISION 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 THE PROVISION OF NETBOOKS TOGETHER WITH BROADBAND ACCESS PACKAGE UNDER KOMPUTER 1MALAYSIA PHASE 3

We refer to the "*Invitation To Register Interest As A Universal Service Provider*" ("the Invitation") reference number USP/BROADBAND/01/2011 issued by SKMM on 17th February 2011.

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 Cluster:

1. Cluster [*Insert the Cluster No.*], [*Insert the State*]
2. Cluster [*Insert the Cluster No.*], [*Insert the State*]
3.

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) ("quotation") for the Cluster(s) 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

SPECIFICATIONS FOR THE NETBOOK AND BROADBAND SUBSCRIPTION PACKAGE TO BE DISTRIBUTED WITHIN THE UNIVERSAL SERVICE TARGETS

1. Netbook

1.1 Netbook specifications are as below:

No.	Item	Description
1	Hardware	
	<i>NB: Netbooks comes with 1 year warranty</i>	
	Sub-Item	Specifications
	Processor	Minimum INTEL ATOM N455 1.66GHz
	Random Access Memory (RAM)	1GB
	Hard Disk (HDD)	160GB
	Battery Type	6 cell
	Connectivity	Mandatory : WiFi and LAN enabled Option : 3G Option : WiMAX
Miscellaneous	Webcam enabled	
2	Software	
	Sub-Item	Specifications
	Operating System	Windows 7
	Productivity Suite	Microsoft Digital Learning Suite inclusive of - Office 2010
Anti Virus	Anti Virus with 1 year subscription	

1.2 Failure to submit the minimum requirement as the specification above will be disqualified.

2. Broadband Subscription Package

2.1 Under normal operating conditions, the broadband subscription package shall enable the netbook users with the following features:

- (a) The ability to access to broadband service at 24 hours-per-day; and
- (b) The minimum speed for the broadband access for each netbook users to be provided is 384 Kbps.

Appendix 4

TECHNICAL PROPOSAL FOR QUOTATION(S)

Cluster [*Insert the Cluster No.*], [*Insert the State*]

No	Item	Type of Technology/Make/Model	Description
1	Netbook	Model: [<i>Insert the details</i>] Manufactured by: [<i>Insert the details</i>]	A. Hardware i) Processor: [<i>Insert the details</i>] ii) RAM: [<i>Insert the details</i>] iii) HDD: [<i>Insert the details</i>] iv) Battery Type: [<i>Insert the details</i>] v) Connectivity: [<i>Insert the details – i.e. WiFi or WiMax or 3G etc</i>] vi) Webcam: [<i>Insert the details</i>] B. Software i) Operating System:[<i>Insert the details</i>] ii) Productivity Suite:[<i>Insert the details</i>] iii) Anti Virus:[<i>Insert the details</i>]
2	Broadband Access	Technology: [<i>Insert the details</i>] Provider:[<i>Insert the details</i>]	i) Availability: [<i>Insert the details</i>] ii) Speed: [<i>Insert the details</i>]
3	Project Implementation Timeline		i) Commitment on units production: [<i>Insert the details</i>] ii) Installation of Software & Applications:[<i>Insert the details</i>] iii) Delivery: [<i>Insert the details</i>]
4	Project Management Team		i) Position(s): [<i>Insert the details</i>] ii) Name(s):[<i>Insert the details</i>] iii) Address & contact detail(s):[<i>Insert the details</i>]

Note: Licensee is required to repeat the table above for other Cluster(s) that they registered interest for as per Registration of Interest form (**Appendix 2**).

Appendix 5

FINANCIAL PROPOSAL FOR QUOTATION(S)

Cluster [*Insert the Cluster No.*], [*Insert the State*]

No	Item	Description	Total Netbook of Respective Cluster	CAPEX (RM)	Total Cost per Cluster (RM)
				Unit Cost per Netbook	
Netbook Components					
1	Hardware	<i>As per Appendix 4 (Technical Proposal)</i>	<i>[Insert the details]</i>	<i>[Insert the details]</i>	<i>[Insert the details]</i>
2	Software	<i>As per Appendix 4 (Technical Proposal)</i>		<i>[Insert the details]</i>	<i>[Insert the details]</i>
TOTAL					

Price per netbook in RM: *[Insert the price]*per unit

TOTAL PRICE FOR CLUSTER *[Insert the cluster number]***IN RM:** *[Insert the total costs]*

Note: Licensee is required to repeat the table above for other Cluster(s) that they registered interest for as per Registration of Interest form (**Appendix 2**)

Appendix 6

COMPANY PROFILE AND ADDITIONAL INFORMATION

No.	Item	Description
1	Company Name	<i>[Insert the details]</i>
2	Paid-up Capital	<i>[Insert the details]</i>
3	Financial Report (inclusive of sales turnover&revenue)	<i>[Insert the details]</i>
4	Shareholder and Board of Directors	<i>[Insert the details]</i>
5	Status of Registration (MoF/SSM/SME)	<i>[Insert the details]</i>
6	Status of Bumiputera	<i>[Insert the details]</i>
7	Capacity of the Company (workforce)	<i>[Insert the details]</i>
8	Nature of Business	<i>[Insert the details]</i>
9	Management and Key Personnel Profile	<i>[Insert the details]</i>
10	Track Record / Exposure in IT Business	<i>[Insert the details]</i>
11	Computer Agencyship	<i>[Insert the details]</i>
12	Support and Services Plan	<i>[Insert the details]</i>

Note: *The Licensee may enclosed any other relevant information which deems necessary.*

Appendix 7

REPORTING REQUIREMENTS

1. The reports to be submitted pursuant to item 18.2 of this invitation shall contain information including but not limited to the following:
 - a) Number of netbooks together with broadband subscription package having been distributed within the universal service target(s) on weekly basis.

Appendix 8

OPERATION AND MAINTENANCE SUPPORT

Maintenance and Support Services

1. The universal service provider shall provide customer service and support centre contact number for the purpose of not limited to corrective maintenance and enquiries.
2. The universal service provider shall be responsible to provide maintenance and operational support to ensure that the netbook is continuously available for use. The quotation shall contain detailed information on the maintenance and support services but not limited to the following:

No.	Item	Response time
1		
2		
3		

Appendix 9

1MALAYSIA AND NATIONAL BROADBAND INITIATIVE (NBI)'S LOGO



Appendix 10

NETBOOK SERIAL NUMBER

Sample of three (3) removable copies of netbook serial number in a barcode form placed outside the packaging.

