



**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
Malaysian Communications and Multimedia Commission

## **COMMUNICATIONS AND MULTIMEDIA ACT 1998**

### **COMMISSION DIRECTION TO CELCOM BERHAD TO RESOLVE THE NON-COMPLIANCE AND COMPLY WITH THE COMMISSION DETERMINATION ON MANDATORY STANDARDS FOR QUALITY OF SERVICE (WIRELESS BROADBAND ACCESS SERVICE), DETERMINATION NO. 2 OF 2021, AT KG. BANGGOL, SETIU, TERENGGANU**

#### **Direction No. 27 of 2023**

In exercise of the powers conferred by section 51 of the Communications and Multimedia Act 1998 [Act 588] ("**Act**") and section 105 of the Act, the Commission issues the following direction:

#### **Citation and Commencement**

1. This direction may be cited as the **Commission Direction to Celcom Berhad to Resolve the Non-Compliance and Comply with the Commission Determination on Mandatory Standards for Quality of Service (Wireless Broadband Access Service), Determination No.2 of 2021 at Kg. Banggol, Setiu, Direction No. 27 of 2023.**
2. This Direction shall come into operation on the date of its registration.

#### **Interpretation**

3. Any term used in this Direction shall, unless the context otherwise requires, have the same meaning as in the Act or the Spectrum Regulations made under it.

#### **Direction under Section 51 of the Act**

4. Pursuant to section 51 of the Act, the Commission hereby directs Celcom Berhad (Company Registration No.: (198801000113) (167469-A) ("**Celcom**") to resolve all non-compliances in respect of the followings:

- (a) download throughput requirement of not less than 2.5Mbps, 90% of the time based on test sample; and
- (b) network latency requirement of not more than 150ms, 90% of the time based on test sample; and
- (c) packet loss requirement of not more than 0.5%, based on test sample,

which have been found to be in non-compliance with the standards specified in the Commission Determination on the Mandatory Standards for Quality of Service (Wireless Broadband Access Service), [**Determination No. 2 of 2021**"].

5. In this respect, Celcom shall resolve the same at the specified location by the stipulated deadline as listed in the table below, at its own expense:

<b>Location name</b>	<b>Deadline</b>
Kg. Banggol, Setiu	31-Dec-23

6. Celcom is further directed to ensure continuous compliance with the Determination No. 2 of 2021, at the aforesaid location.

**Modification, variation or revocation**

7. The Commission may modify, vary or revoke this Direction.

Made on 10 May 2023



**TAN SRI MOHAMAD SALIM FATEH DIN**  
*Chairman*  
*Malaysian Communications and Multimedia*  
*Commission*