

Suruhanjaya Komunikasi dan Multimedia Malaysia

Malaysian Communications and Multimedia Commission

COMMUNICATIONS AND MULTIMEDIA ACT 1998
COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR
QUALITY OF SERVICE
(DIAL UP INTERNET ACCESS SERVICE)
DETERMINATION No. 3 of 2002

Pursuant to the Ministerial direction on Quality of Service, Direction No.1 of 2002 and in exercise of the powers conferred by sections 55 and 104(2) of the Communications and Multimedia Act 1998 [Act 588], the Commission hereby determines as follows:

Citation and commencement

1. This Determination may be cited as the **Commission Determination on the Mandatory Standards for Quality of Service (Dial Up Internet Access Service), Determination No. 3 of 2002.**
2. This Determination shall come in to operation on 1January 2003.

Interpretation

3. In this Determination, unless the context otherwise requires:

“ASP” means an applications service provider;

“consumer” means a person who receives, requires, acquires, uses or subscribes to communications and multimedia services and includes a customer;

“customer” means a person who, for consideration, acquires or subscribes to the dial up internet access service;

“customer base” means the number of subscribers for dial up internet access service less customers who have been disconnected;

“dial up internet access service” means an applications service where a person is able to access internet services and applications in conjunction with a dial up connection only.

4. Any term used in this Determination shall, unless the context otherwise requires, have the same meaning as in the Act or the regulations made under it.
5. Unless the context otherwise requires, the words in the singular include the plural and vice versa.

Licencees subject to these mandatory standards

6. All ASPs providing dial up internet access service shall be subject to these mandatory standards. ASPs are advised to ensure that other service providers who can affect the quality of service provided by the ASPs are bound by service level agreements to enable the ASPs to meet the standards.

Standards on billing performance

7. Billing performance means the integrity and reliability of the billing system as shown in billing accuracy and timeliness in resolving billing disputes, which will be reflected in the number of billing complaints. Billing complaints include payments made and wrongly credited or not credited; double charges; non-refund of deposits; late bills; non-receipt of bills; fraud; wrongly addressed bills and other billing errors.

8. The percentage of billing complaints in any one billing period shall not exceed 2% of the total number of bills issued during that billing period. For this purpose all billing complaints on one bill shall be taken as one complaint.

9. Billing complaints shall be resolved within the following time frames:

90% of billing complaints shall be resolved within 15 business days of receipt of the complaint; and

95% of billing complaints shall be resolved within 30 business days of receipt of the complaint.

10. The measurement is described by the ratio:

$$\frac{\text{Total number of billing complaints for a billing period} \times 100}{\text{Total number of bills issued over the billing period}}$$

11. Complete and accurate records of billing complaints shall be maintained. Such reports shall be in the form and format as may be prescribed by the Commission from time to time. Each report shall be accompanied by a declaration signed by an officer of the service provider duly authorised by the board of directors, stating that the report is true and accurate. These reports shall be submitted to the Commission not later than six weeks after 30 June for reporting period January to June, and 31 December for reporting period July to December respectively.

Standards on dial up internet access performance

12. Dial up internet access performance means:

- (a) the number of attempts before successful connection to the internet;
- (b) time taken to access the internet access service provider's (IASP) node; from the dial command until the "log-in" is completed; and
- (c) the average file download time for a standard graphic or random text file of approximately 30 kilobytes from a local web site.

13. The number of attempts before successful connection to the internet shall be a maximum of three, with no more than 1 minute intervals between each of the attempts.

14. 95% of attempts made to access an IASP node shall be successful within 40 seconds.

15. The average file download time for a standard graphic or random text file of approximately 30 kilobytes from a local web site shall be no more than 80% modem line speed at least 95% of the time.

16. The measurement of the internet access service performance shall cover access to the nearest IASP node and downloading a standard file based on ITU standard v.90 modem. The standard user end computer configuration is a minimum of Pentium III or equivalent with 128Mb memory running only a standard browser application. The measurement shall be based on test calls or service observation for any IASP node. For test calls, the minimum sample size shall be 30 test calls per IASP node. The maximum interval between two test calls shall be five minutes.

Standard on general customer complaint handling

17. General customer complaint means any complaint received on service matters including late or no service restoration after a report has been made, poor download time, slow network response, unprofessional staff or contractors and other complaints related to customer services.

The number of general customer complaints shall not exceed 50 complaints per 1000 customers in a 12 month period.

19. The measurement is described by the ratio:

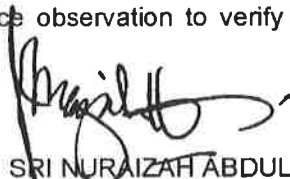
$$\frac{\text{Total number of complaints received over a 12 month period} \times 1000}{\text{Customer base at the end of the reporting period}}$$

20. Complete and accurate records of all customer complaints shall be maintained. Such reports shall be in the form and format as may be prescribed by the Commission from time to time. Each report shall be accompanied by a declaration signed by an officer of the service provider duly authorised by the board of directors, stating that the report is true and accurate. These reports shall be submitted to the Commission not later than six weeks after 30 June for reporting period January to June, and 31 December for reporting period July to December respectively.

Audit and verification

21. The Commission may from time to time conduct an audit on the report(s) submitted, perform test call sampling and/or service observation to verify compliance with these mandatory standards.

Made 28 June 2002



TAN SRI NURAIZAH ABDUL HAMID
Chairman
Malaysian Communications and Multimedia
Commission

