



Frequently Asked Questions on Quality of Service Mandatory Standards

This Frequently Asked Questions need to be read with the Determinations and the notes contained in reporting forms.

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General

The series of Determinations on QOS issued by the Commission specify the basic areas where a licensee providing the service is to maintain the level offered at all times to the customer. All licensees as mentioned in the Determinations are to comply. Penalty may be applied to licensees who do not comply with the Determinations.

1. How to comply?

The Determinations specify the level of quality the effected parties are to comply in their service offerings to the customers. It further specifies the reporting requirements and assessment requirements. The reports are to be internally audited by the licensee before submission to the Commission. The Commission will implement an external audit based on its own priority based on reports received.

2. Will the audited report of the QOS MS Reports be shared with the licensees and/ or published?

Yes, but the final results of the audit/unaudited (external) will be shared with the licensees first for quality improvements measures prior to publication for knowledge of consumers.

3. Are the break down of the billing complaints/ general customer complaints/ installation orders etc as stated in the QoS MS Reporting Form exhaustive?

It is by no means exhaustive, they are merely illustrations and reporting should include all related complaints and not just those specified in the QoS MS Reporting Form.

Furthermore, MCMC reserves the right, at its discretion, to amend, vary or accept any justification pertaining to the interpretation of the determinations.

Determination No 1 of 2002 - PSTN

Complaints

1. With regards to the billing complaints, what is the correct period for reporting?

The standard for billing complaints is for the period of 6 months, 1st January to 30th June or 1st July to 31st December of the reporting year, whichever the case may be. The number of billing complaints reported should include all those received on weekdays, weekends and public holidays within the reporting period.

Please note that for all other standards, it is measured based on a 12 month rolling period.

2. For General customer complaints, when will the 12 months period take effect from?

12 months to the end of the reporting period i.e. 1st July 2002 - 30th June 2003 for report submission at end of 30th June 2003.

3. What is the difference between a complaint and an enquiry?

Enquiry- arises when consumer wants to know about the product or services provided.

Complaint – arises when consumer is dissatisfied with the product or services provided.

4. What type of complaints should be included in the QoS report?

All complaints received should be reported unless licensee can provide sufficient evidence that prove the complaints are not related to the services provided.

5. Further to No. 7 above, should complaints that originate from third party services be reported in the QoS? Please provide examples.

Yes, as the services are being provided by the licensee, it is therefore the licensee's responsibility to resolve the complaints.

This is especially true if the 3rd Party service provider is involved as part of the supply chain to provide the service to the licensee's customers.

For example, if in the case of content provided by a 3rd party for WAP or SMS services then if the content is not available due to the 3rd Party's fault it is also part of the Licensee's responsibility to resolve the problem as SMS or WAP is a service provided by the Licensee to their customer.

As another example for international roaming, if the licensee's partner in another country has problem providing roaming to the client it is also part of the licensee's responsibility to resolve the problem.

6. What is the formula to exclude weekend and public holidays, where relevant?

Example 1

Cases received on Friday (Saturday & Sunday is non business days - excluded) at 6.00 pm, is the calculation day started from Friday (as day 1) or Monday?

For cases received at the end of the business day or on a holiday, the calculation should start on the next working day.

7. Do licensees have to include those cases with ageing less than 15/30 working days from the date of report submission to MCMC? For example, the report is for the period of 1st July 2004 - 31st December 2004 in which all cases for December will complete the circle time of 30 days resolution by 17th February 2005.

If the report submission to MCMC is on 9th of February 2005, do we have to include those cases that aged less than 30 days resolution from the date of submission?

Both ways are acceptable, however if the licensee chooses to exclude those cases that fall short of the ageing period, they must include those cases for the next reporting period.

8. Under Clause 8 (Standard on Billing Performance) mentioned that : " 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. "

Should the total number of complaints taken under 1 bill be calculated as 1 complaint (to get the % of complaints over bills issued), what is then the total figure to be taken to calculate the billing for 15/30 days? Is it the same figure or the actual figure (inclusive of all complaints under 1 bill)?

The same would apply in which all billing complaints in one bill shall be taken as one complaint.

9. Can the licensees exclude from the report the complaints that have not been resolved within the reporting period and still within the 15 days and 30 days period?

Yes, provided that those cases excluded are included in the next reporting period.

10. In which section should the complaint type "Poor Line Quality" be included in the report?

*Complaints that fall under the type "Poor Line Quality" should be reported **ONCE**, either under General Customer Complaint Handling or Service Trouble Report.*

Standard On Fulfillment of Installation Orders

11. Should Direct Exchange Line (DEL) be included in the report?

Yes, because DEL represents services provided to the consumer and should be counted as 1 line.

12. Should trunk services also be included in the report?

Yes, because trunk services is a group of DEL packaged into 1 core trunk line. (Trunk services be counted as the number of DEL in it.)

13. Do the MS on PSTN include ISDN lines and fixed wireless access such as CDMA?

Yes, for the purpose of the mandatory standards, as it essentially provides the same kind of service.

14. In which section should the complaint type "Poor Line Quality" be included in the report?

*Complaints that fall under the type "Poor Line Quality" should be reported **ONCE**, either under General Customer Complaint Handling or Service Trouble Report.*

15. A customer may request the service later than the date of the signing of the agreement. In this case, when is the start date of the fulfillment of installation order to be calculated?

As the customer is the one that requested for the installation date later than the signing date, the fulfillment of installation shall be calculated from the date requested by the customer.

16. As stated in Clause 15, "installation orders not fulfilled within the requisite time due to the following reasons...may be excluded" from the report. Please explain further.

Incidences which fall within the list of exclusions (as stated in the Determination) may be excluded from the calculation. However, in the new form, the exclusion figures need to be reported in the attachment sections respectively.

17. In the case of an installation appointment which has been deferred to a later date, should it be excluded from the measurement of the standard?

No, the progress of the case shall be measured not from the date of which the request was made but from the date of the final appointment made by the customer.

18. Should an order request received prior to the current period but fulfilled in the current period, be included in the current report?

No, only installation order requests received in the current period should be included in the current report.

For example, a request was received on the 26th December 2003 but fulfilled on the 5th January 2004. This record would have been included in the report for the period of January 2003 to December 2003. Fulfillment of installation orders is calculated starting from the request date of the order.

19. What is the correct way to calculate Fulfillment of Installation Orders when there are exclusion cases?

Example:

- i. Let say, total number of installation orders received for the 12 month period is 10,000.*
- ii. Immediately, calculate Fulfillment of Installation Orders that fall within the **MINIMUM** time specified under the Determination (including exclusion cases), ie within 24 hours. Eg: Fulfillment of Installation Orders within 24 hours = 6,000*
- iii. From the balance of 4,000 installation orders (i.e. (i.)-(ii.)), identify cases that may be excluded.
Eg: Damage to Network Facilities by Third Parties = 1,400
Customer premises inaccessible = 1,200
Total = 2,600*
- iv. From (iii.) we can conclude that 1,400 cases (4,000 – 2,600) are fulfillments that EXCEEDED the minimum time specified under the Determination but cannot be excluded from disclosure to MCMC*
- v. Calculate Fulfillment of Installation Orders on the remaining 1,400 cases as identified in (iv.)
Eg: Fulfillment of Installation Orders within 48 hours = 1,000
Fulfillment of Installation Orders within 7 days = 300
Fulfillment of Installation Orders more than 7 days = 100
Total = 1,000 + 300 + 100 = 1,400*
- vi. Disclosure to MCMC should be as follows:*

*Total Installation Orders Received
= 6,000 + 1,400 = 7,400*

*Total Installation Orders Met
= 6,000 (24hrs) + 1,000 (48hrs) + 300 (7days) + 100 (>7days)= 7,400*

$$\% \text{ of installation orders received met} = \frac{7,400}{7,400} \times 100$$

$$\% \text{ orders fulfilled within 24 hours} = \frac{6,000}{7,400} \times 100$$

$$\% \text{ orders fulfilled within 48 hours} = \frac{7,000}{7,400} \times 100$$

$$\% \text{ orders fulfilled within 7 days} = \frac{7,300}{7,400} \times 100$$

Service Restoration Performance

20. What is the correct way to calculate Service Restoration Performance when there are exclusion cases?

Example:

- i. Let say, total number of service restoration requests (SRS) received for the 12 month period is 10,000.
- ii. Immediately, calculate SRS that falls within the **MINIMUM** time specified under the Determination (including exclusion cases), ie. within 24 hours.
Eg: SRS fulfilled within 24 hours = 6,000
- iii. From the balance of 4,000 SRS (i.e. (i.)-(ii.)), identify cases that may be excluded.
Eg: Damage to Network Facilities by Third Parties = 1,400
Customer premises inaccessible = 1,200
Total = 2,600
- iv. From (iii.) we can conclude that 1,400 (4,000 – 2,600) cases are restorations that **EXCEEDED** the minimum time specified under the Determination but cannot be excluded from disclosure to MCMC.
- v. Calculate SRS fulfilled on the remaining 1,400 cases as identified in (iv.)
Eg: Fulfillment of SRS within 48 hours = 1,000
Fulfillment of SRS more than 48 hours = 400
- vi. Disclosure to MCMC should be as follows:

Total SRS Received = 6,000 + 1,400 = 7,400

Total SRS Met = 6,000 + 1,400 = 7,400

% of SRS received met	=	$\frac{7,400}{7,400}$	X 100
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% SRS fulfilled within 24 hours	=	$\frac{6,000}{7,400}$	X 100
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% SRS fulfilled within 48 hours	=	$\frac{7,000}{7,400}$	X 100
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Determination 2 of 2002 - PCS

Complaints

1. With regards to the billing complaints, what is the correct period for reporting?

The standard for billing complaints is for the period of 6 months, 1st January to 30th June or 1st July to 31st December of the reporting year, whichever the case may be. The number of billing complaints reported should include all those received on weekdays, weekends and public holidays within the reporting period.

Please note that for all other standards, it is measured based on a 12 month rolling period.

2. For General customer complaints, when will the 12 months period take effect from?

12 months to the end of the reporting period i.e. 1st July 2002 - 30th June 2003 for report submission at end of 30th June 2003.

3. What is the difference between a complaint and an enquiry?

Enquiry- arises when consumer wants to know about the product or services provided.

Complaint – arises when consumer is dissatisfied with the product or services provided.

4. What type of complaints should be included in the QoS report?

All complaints received should be reported unless licensee can provide sufficient evidence that prove the complaints are not related to the services provided.

5. Further to No. 7 above, should complaints that originate from third party services be reported in the QoS? Please provide examples.

Yes, as the services are being provided by the licensee, it is therefore the licensee's responsibility to resolve the complaints.

This is especially true if the 3^d Party service provider is involved as part of the supply chain to provide the service to the licensee's customers.

For example, if in the case of content provided by a 3^d party for WAP or SMS services then if the content is not available due to the 3rd Party's fault it is also part of the Licensee's responsibility to resolve the problem as SMS or WAP is a service provided by the Licensee to their customer.

As another example for international roaming, if the licensee's partner in another country has problem providing roaming to the client it is also part of the licensee's responsibility to resolve the problem.

6. What is the formula to exclude weekend and public holidays, where relevant?

Example 1

Cases received on Friday (Saturday & Sunday is non business days - excluded) at 6.00 pm, is the calculation day started from Friday (as day 1) or Monday?

For cases received at the end of the business day or on a holiday, the calculation should start on the next working day.

7. Do licensees have to include those cases with ageing less than 15/30 working days from the date of report submission to MCMC? For example, the report is for the period of 1st July 2004 - 31st December 2004 in which all cases for December will complete the circle time of 30 days resolution by 17th February 2005.

If the report submission to MCMC is on 9th of February 2005, do we have to include those cases that aged less than 30 days resolution from the date of submission?

Both ways are acceptable, however if the licensee chooses to exclude those cases that fall short of the ageing period, they must include those cases for the next reporting period.

8. Under Clause 8 (Standard on Billing Performance) mentioned that : " 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. "

Should the total number of complaints taken under 1 bill be calculated as 1 complaint (to get the % of complaints over bills issued), what is then the total figure to be taken to calculate the billing for 15/30 days? Is it the same figure or the actual figure (inclusive of all complaints under 1 bill)?

The same would apply in which all billing complaints in one bill shall be taken as one complaint.

9. Can the licensees exclude from the report the complaints that have not been resolved within the reporting period and still within the 15 days and 30 days period?

Yes, provided that those cases excluded are included in the next reporting period.

10. For, standard on Billing Performance for Public Cellular Service, does it cover pre - paid customers?

As the standard measures complaints against number of bills issued, the standard only covers post paid complaints related to billings.

11. For the standard on General Customer Complaints, (e.g. the standard on billings), does it just cover post paid customers?

No, the standard on General Customer Complaints includes postpaid AND prepaid customers.

Determination 3 of 2002 - ISP

Complaints

1. With regards to the billing complaints, what is the correct period for reporting?

The standard for billing complaints is for the period of 6 months, 1st January to 30th June or 1st July to 31st December of the reporting year, whichever the case may be. The number of billing complaints reported should include all those received on weekdays, weekends and public holidays within the reporting period.

Please note that for all other standards, it is measured based on a 12 month rolling period.

2. For General customer complaints, when will the 12 months period take effect from?

12 months to the end of the reporting period i.e. 1st July 2002 - 30th June 2003 for report submission at end of 30th June 2003.

3. What is the difference between a complaint and an enquiry?

Enquiry- arises when consumer wants to know about the product or services provided.

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4. What type of complaints should be included in the QoS report?

All complaints received should be reported unless licensee can provide sufficient evidence that prove the complaints are not related to the services provided.

5. Further to No. 7 above, should complaints that originate from third party services be reported in the QoS? Please provide examples.

Yes, as the services are being provided by the licensee, it is therefore the licensee's responsibility to resolve the complaints.

This is especially true if the 3^d Party service provider is involved as part of the supply chain to provide the service to the licensee's customers.

For example, if in the case of content provided by a 3^d party for WAP or SMS services then if the content is not available due to the 3rd Party's fault it is also part of the Licensee's responsibility to resolve the problem as SMS or WAP is a service provided by the Licensee to their customer.

As another example for international roaming, if the licensee's partner in another country has problem providing roaming to the client it is also part of the licensee's responsibility to resolve the problem.

6. What is the formula to exclude weekend and public holidays, where relevant?

Example 1

Cases received on Friday (Saturday & Sunday is non business days - excluded) at 6.00 pm, is the calculation day started from Friday (as day 1) or Monday?

For cases received at the end of the business day or on a holiday, the calculation should start on the next working day.

7. Do licensees have to include those cases with ageing less than 15/30 working days from the date of report submission to MCMC? For example, the report is for the period of 1st July 2004 - 31st December 2004 in which all cases for December will complete the circle time of 30 days resolution by 17th February 2005.

If the report submission to MCMC is on 9th of February 2005, do we have to include those cases that aged less than 30 days resolution from the date of submission?

Both ways are acceptable, however if the licensee chooses to exclude those cases that fall short of the ageing period, they must include those cases for the next reporting period.

8. Under Clause 8 (Standard on Billing Performance) mentioned that : " 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. "

Should the total number of complaints taken under 1 bill be calculated as 1 complaint (to get the % of complaints over bills issued), what is then the total figure to be taken to calculate the billing for 15/30 days? Is it the same figure or the actual figure (inclusive of all complaints under 1 bill)?

The same would apply in which all billing complaints in one bill shall be taken as one complaint.

9. Can the licensees exclude from the report the complaints that have not been resolved within the reporting period and still within the 15 days and 30 days period?

Yes, provided that those cases excluded are included in the next reporting period.

10. For, standard on Billing Performance, should pre-paid service be included?

Yes, as long as the service is being tracked, it should be included in calculating Billing Performance.

11. Should complaints arising from basic services; anti-virus and anti-spam in the report?

Yes, the anti-virus and anti-spam services are a part of the standard service and should be reported.

Determination No 4 of 2002 - CASP

1. With regards to the billing complaints, what is the correct period for reporting?

The standard for billing complaints is for the period of 6 months, 1st January to 30th June or 1st July to 31st December of the reporting year, whichever the case may be. The number of billing complaints reported should include all those received on weekdays, weekends and public holidays within the reporting period.

Please note that for all other standards, it is measured based on a 12 month rolling period.

2. For General customer complaints, when will the 12 months period take effect from?

12 months to the end of the reporting period i.e. 1st July 2002 - 30th June 2003 for report submission at end of 30th June 2003.

3. What is the difference between a complaint and an enquiry?

Enquiry- arises when consumer wants to know about the product or services provided.

Complaint – arises when consumer is dissatisfied with the product or services provided.

4. What type of complaints should be included in the QoS report?

All complaints received should be reported unless licensee can provide sufficient evidence that prove the complaints are not related to the services provided.

5. Further to No. 7 above, should complaints that originate from third party services be reported in the QoS? Please provide examples.

Yes, as the services are being provided by the licensee, it is therefore the licensee's responsibility to resolve the complaints.

This is especially true if the 3^d Party service provider is involved as part of the supply chain to provide the service to the licensee's customers.

For example, if in the case of content provided by a 3^d party for WAP or SMS services then if the content is not available due to the 3^d Party's fault it is also part of the Licensee's responsibility to resolve the problem as SMS or WAP is a service provided by the Licensee to their customer.

As another example for international roaming, if the licensee's partner in another country has problem providing roaming to the client it is also part of the licensee's responsibility to resolve the problem.

6. What is the formula to exclude weekend and public holidays, where relevant?

Example 1

Cases received on Friday (Saturday & Sunday is non business days - excluded) at 6.00 pm, is the calculation day started from Friday (as day 1) or Monday?

For cases received at the end of the business day or on a holiday, the calculation should start on the next working day.

7. Do licensees have to include those cases with ageing less than 15/30 working days from the date of report submission to MCMC? For example, the report is for the period of 1st July 2004 - 31st December 2004 in which all cases for December will complete the circle time of 30 days resolution by 17th February 2005.

If the report submission to MCMC is on 9th of February 2005, do we have to include those cases that aged less than 30 days resolution from the date of submission?

Both ways are acceptable, however if the licensee chooses to exclude those cases that fall short of the ageing period, they must include those cases for the next reporting period.

8. Under Clause 12 (Standard on Billing Performance) mentioned that : " 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. "

Should the total number of complaints taken under 1 bill be calculated as 1 complaint (to get the % of complaints over bills issued), what is then the total figure to be taken to calculate the billing for 15/30 days? Is it the same figure or the actual figure (inclusive of all complaints under 1 bill)?

The same would apply in which all billing complaints in one bill shall be taken as one complaint.

9. Can the licensees exclude from the report the complaints that have not been resolved within the reporting period and still within the 15 days and 30 days period?

Yes, provided that those cases excluded are included in the next reporting period.

10. Is the obligation for submission of the mandatory standards on QoS reporting applicable to broadcasters as well? If so will ASTRO be required to submit the same given that they are currently not issued with but have registered license which was granted under the Broadcasting Act (BA) 1988? (The Determination on the Mandatory standards for CASP does not expressly mention those holding registered licences under the BA)

As Astro is not a CASP license under CMA, Astro is not subject to the Mandatory Standards. They are however, encouraged to report for monitoring of service quality for consumer benefit.

11. With regards to the report on the Annual Service Availability, when will the 12 month transmission period be calculated from?

Logically and for simpler tracking of information, from 1 January 2003 to 31 December 2003, but as it is not stated in the Determination, it can be at discretion, from a date to be decided and 12 months from that.

12. Why is the measurement of annual service availability based on a 12 month period while the reporting is required every 6 months?

The measurement of 12 months is a better measurement taking into account fluctuations and one off activities which may affect the performance within a short period of time.

13. What is the right calculation for Annual Service Availability?

There are 2 ways of calculating the Annual Service Availability:

Formula 1

$$\text{Annual Service Availability} = \frac{\text{Total Transmission Time over 12 months period} - \text{Total Downtime over 12 months period}}{\text{Total Transmission Time over 12 months period}} \times 100$$

*Total Transmission Time = Total transmission time from studio
multiple by total number of transmission stations*

*e.g. Licensee A have 5 transmission stations and total transmission
time from studio over 12 months period is 161,038 minutes,
therefore:*

*Total Transmission time - 161,038 minutes X 5 transmission stations =
805,190 minutes*

*Total Downtime = Total downtime from studio and total downtime
from all the transmission stations*

Formula 2

$$\text{Annual Service Availability} = \frac{\text{Total Studio Transmission Time over 12 months period} - \text{Average Downtime over 12 months period}}{\text{Total Studio Transmission Time over 12 months period}} \times 100$$

*Total Transmission Time = Total transmission time from studio **only***

*Total Downtime = Average downtime from studio and all the
transmission stations*

*e.g. Licensee B have 3 transmission stations. Below is the summary of
downtime for each transmission station for over 12 months period:*

Station 1 – 120 minutes
Station 2 – 260 minutes
Station 3 – 300 minutes

Total downtime = $\frac{120 \text{ mins} + 260 \text{ mins} + 300 \text{ mins}}{3 \text{ transmission stations}} = 226.7 \text{ mins}$

*** Formula 2 CAN only be used PROVIDED that the licensee has been broadcasting for a full rolling 12 month period with all base stations transmitting for the full rolling 12 month period.**

27. What is meant by downtime?

Downtime is the time where there is no transmission of content (audio and/or visual) i.e. from the studio to the customer.

Determination No 3 of 2003 – Public Payphone Service

1. Who are subjected to this mandatory standard under this Determination?

This mandatory standard for Public Payphone Service is subjected to all Application Service Providers providing public payphone service. Rented payphone in private premises are not included.

2. What is the right calculation to report the standard on Service Availability?

The formula to calculate Service Availability is:

$\frac{\text{Total Number of Public Payphone in proper working condition (A)}}{\text{Total Number of Public Payphone (B)}}$

(A) End of the month data of number of Public Payphone in proper working condition, for the whole 6 reporting months

(B) End of the month data of total number of Public Payphone, for the whole 6 reporting months

3. One of the characteristics of a public payphone that is still in service is that it "must display clear and conspicuous signage that the service provided is a 'public payphone' [7(f) in Determination]. How should this characteristic be implemented?

Service providers are required to display a signage at the public payphone to indicate that the service provided is a public payphone. They are encouraged to display the signage in Bahasa Malaysia first and optionally in English, for example:

Telefon Awam
Public Payphone

Determination No 4 of 2003 – Digital Leased Line (DLL) Service

21. Who are subjected to these mandatory standards under this Determination?

These mandatory standards for Digital Leased Line (DLL) Service are subjected to all Network Service Providers providing digital leased line with a transfer rate of 64Kbps onwards.

22. Due to a certain network design and architecture, it is not possible to classify domestic DLL to local and national, as required to be reported in the Determination. In this case, how should these mandatory standards report be prepared?

In this case, service providers are required to report all domestic DLL as a National DLL and therefore, standards on National DLL shall apply.

23. From which starting point and to which terminating point of the DLL are subjected to the mandatory standard?

Consistent with the best practice around the world in measuring quality of service standards for DLL, the Network Terminating Unit (NTU) is the starting and terminating points of the DLL service that shall be subjected to the mandatory standards.

24. Why are the measurements of standard based on a 12 month period while the reporting is required every 6 months?

As the measurement is “annual”, the measurement or data collection has to be over a 12 months period. It further allows for averaging of the measurement so as to take into account for fluctuations and one off activities which may affect the performance within a short period of time.

25. For the standards that are based on 12 months data, they are spilt into two columns, 1st 6 months and 2nd 6 months. Do we take the reported or the audited data?

For data that was audited based on the previous submission, please report the audited data.

Standard on Annual Service Availability

26. How is Annual Service Availability calculated?

The formula used to calculate Annual Service Availability is:

$$\frac{[\text{Total Operational Hours} - \text{Total Number of downtime hours (fault report hours)}]}{\text{Total Operational Hours}}$$

The total operational hours are the operational hours of all active lines during the reporting period. It must include the operational hours of new lines activated during the reporting periods, and exclude the operational hours of lines that have been terminated.

For example, this is a report for the period ending December 2000. Company A has the following Digital Leased lines:

- 3 were active as at 1 January 2000
- 1 out of the 3 lines was terminated on 30 April 2000
- 2 new lines were added on 1 October 2000

The total operational hours are:

- 2 lines were active for the whole 12 months = 2 lines x 365 days x 24 hours = 17,520 hours
- 1 line was active only from 1 January 2000 to 30 April 2000 (120 days) = 1 lines x 120 days x 24 hours = 2,880 hours
- 2 lines were added on 1 October 2000 = 2 lines x 92 days x 24 hours = 4,416 hours

Total Operational hours = 17,520 hours + 2,880 hours + 4,416 hours
= 24,816 hours

27. In what and which situation can a downtime be excluded in calculating the Annual Service Availability?

Downtime for the purposes of upgrading or maintaining the network system will be excluded in calculating the Annual Service Availability. This is however, subject to the users being informed in advance of such disruptions.

28. In calculating the Annual Service Availability, is the downtime of the customer premise equipment included?

It is normally measured from the network terminating unit (NTU) of the originating point to the NTU of the termination point. It should exclude the customer premise equipment.

Standard on Fulfillment of Installation Order

29. A customer may request the service later than the date of the signing of the agreement. In this case, when is the start date of the fulfillment of installation order to be calculated?

As the customer is the one that requested for the installation date later than the signing date, the fulfillment of installation shall be calculated from the date requested by the customer.

30. As stated in Clause 15, "installation orders not fulfilled within the requisite time due to the following reasons...may be excluded" from the report. Please explain further.

Incidences which fall within the list of exclusions (as stated in the Determination) may be excluded from the calculation. However, in the new form, the exclusion figures need to be reported in the attachment sections respectively.

31. In the case of an installation appointment which has been deferred to a later date, should it be excluded from the measurement of the standard?

No, the progress of the case shall be measured not from the date of which the request was made but from the date of the final appointment made by the customer.

32. Should an order request received prior to the current period but fulfilled in the current period, be included in the current report?

No, only installation order requests received in the current period should be included in the current report.

For example, a request was received on the 26th December 2003 but fulfilled on the 5th January 2004. This record would have been included in the report for the period of January 2003 to December 2003. Fulfillment of installation orders is calculated starting from the request date of the order.

33. What is the correct way to calculate Fulfillment of Installation Orders when there are exclusion cases?

Example:

- i. Let say, total number of installation orders for **Local Digital Leased Line** the 12 month period is 10,000.
- ii. Immediately, calculate Fulfillment of Installation Orders that fall within the **MINIMUM** time specified under the Determination (including exclusion cases).
Eg: Fulfillment of Installation Orders within 1 week = 6,000
- iii. From the balance of 4,000 installation orders (i.e. (i.)-(ii.)), identify cases that may be excluded.
Eg: Damage to Network Facilities by Third Parties = 1,400
Customer premises inaccessible = 1,200
Total = 2,400
- iv. From (iii.) we can conclude that 1,400 (4,000 – 2,400) cases are fulfillments that **EXCEEDED** the minimum time specified under the Determination but cannot be excluded from disclosure to MCMC
- v. Calculate Fulfillment of Installation Orders on the remaining 1,400 cases as identified in (iv.)
Eg: Fulfillment of Installation Orders within 2 weeks = 1,000
Fulfillment of Installation Orders more than 2 weeks = 400
- vi. Disclosure to MCMC should be as follows:

Total Installation Orders Received = 6,000 + 1,400 = 7,400
Total Installation Orders Met = 6,000 + 1,400 = 7,400

% of installation orders received met	=	$\frac{7,400}{7,400}$	X 100
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% orders fulfilled within 1 week	=	$\frac{6,000}{7,400}$	X 100
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% orders fulfilled within 2 weeks	=	$\frac{7,000}{7,400}$	X 100
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Standard on Service Restoration Performance

34. In the case of service restoration request which has been deferred to a later date, should it be excluded from the measurement of the standard?

No, the progress of the case shall be measured not from the date of which the request was made but from the date of the final appointment made by the customer.

35. Restoration request that is received prior to the current period but restored in the current period, be included in the current report?

No, only restoration request received in the current period should be included in the current report.

For example, a request was received on the 26th December 2003 but restored on the 5th January 2004. This record would have been included in the report for the period of January 2003 to December 2003. Fulfillment of installation orders is calculated starting from the request date of the order.

36. As stated in Clause 20, "service not restored within the requisite time due to the following reasons...may be excluded" from the report. Please explain further.

Incidences which fall within the list of exclusions (as stated in the Determination) may be excluded from the calculation. However, in the new form, the exclusion figures need to be reported in the attachment sections respectively.

37. In calculating the number of days taken to restore a restoration request, should non-working days be excluded?

No, the calculation should include all working and non-working days.

38. What is the correct way to calculate Service Restoration Performance when there are exclusion cases?

Example:

- i. Let say, total number of service restoration requests (SRS) received for the 12 month period is 10,000.
- ii. Immediately, calculate SRS that falls within the **MINIMUM** time specified under the Determination (including exclusion cases), ie. 24 hours.
Eg: SRS fulfilled within 24 hours = 6,000
- iii. From the balance of 4,000 SRS (i.e. (i.)-(ii.)), identify cases that may be excluded.
Eg: Damage to Network Facilities by Third Parties = 1,400
Customer premises inaccessible = 1,200
Total = 2,600
- iv. From (iii.) we can conclude that 1,400 (4,000 – 2,600) cases are restorations that **EXCEEDED** the minimum time specified under the Determination but cannot be excluded from disclosure to MCMC
- v. Calculate SRS fulfilled on the remaining 1,400 cases as identified in (iv.)
Eg: Fulfillment of SRS within 48 hours = 1,000
Fulfillment of SRS more than 48 hours = 400
- vi. Disclosure to MCMC should be as follows:

$$\begin{aligned} \text{Total SRS Received} &= 6,000 + 1,400 = 7,400 \\ \text{Total SRS Met} &= 6,000 + 1,400 = 7,400 \end{aligned}$$

% of SRS received met	$= \frac{7,400}{7,400} \times 100$
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% SRS fulfilled within 24 hours	$= \frac{6,000}{7,400} \times 100$
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% SRS fulfilled within 48 hours	$= \frac{7,000}{7,400} \times 100$
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Determination No 5 of 2003 – Broadband Access Service

1. Who are subjected to these mandatory standards under this Determination?

*These mandatory standards for Broadband Access (BA) Service are subjected to all Network Service Providers providing **wired** broadband access service.*

2. What types of wired broadband access service are subjected to these mandatory standards under this Determination?

Broadband Access (BA) Services which are subjected to these standards are those that offer an always-on bandwidth service that has a downstream capacity in excess of 256Kbps. It means that any BA service that have downstream capacity of 256Kbps and below are not required to be reported.

3. For the standards that are based on 12 months data, they are spilt into two columns, 1st 6 months and 2nd 6 months. Do we take the reported data or the audited data?

For data that were audited based on the previous submission, please report the audited data.

Standard on Fulfillment of Installation Order

4. A customer may request the service later than the date of the signing of the agreement. In this case, when is the start date of the fulfillment of installation order to be used for the calculation?

As the customer is the one that requested for the installation date to be later than the signing date, the fulfillment of installation shall be calculated from the date requested by the customer.

5. In the case of an installation appointment which has been deferred to a later date, should it be excluded from the measurement of the standard?

No, the progress of the case shall be measured not from the date of which the request was made but from the date of the final appointment made by the customer.

6. Should an order request received prior to the current period but fulfilled in the current period, or should it be included in the current report?

No, only installation order requests received in the current period should be included in the current report.

For example, a request was received on the 26th December 2003 but fulfilled on the 5th January 2004. This record would have been included in the report for the period of January 2003 to December 2003. Fulfillment of installation orders is calculated starting from the request date of the order.

7. As stated in Clause 10, "installation orders not fulfilled within the requisite time due to the following reasons...may be excluded" from the report. Please explain further.

Incidences which fall within the list of exclusions (as stated in the Determination) may be excluded from the calculation. However, in the new form, the exclusion figures need to be reported in the attachment sections respectively.

8. When is an installation order considered completed?

An installation order is considered completed once access or connection/link is available or established between the DSL modem/router at the customer premise and the service provider's server providing access to the Internet. This installation process does not include the installation of the customer premise equipment (CPE).

39. What is the correct way to calculate Fulfillment of Installation Orders when there are exclusion cases?

Example:

- i. Let say, total number of installation orders for the 12 month period is 10,000.*
- ii. Immediately, calculate Fulfillment of Installation Orders that fall within the **MINIMUM** time specified under the Determination (including exclusion cases).
Eg: Fulfillment of Installation Orders within 24 hours = 6,000*
- iii. From the balance of 4,000 installation orders (i.e. (i.)-(ii.)), identify cases that may be excluded.
Eg: Damage to Network Facilities by Third Parties = 1,500
Customer premises inaccessible = 1,200*
- iv. From (iii.) we can conclude that 1,300 cases are record that EXCEEDED the minimum time specified under the Determination but cannot be excluded from disclosure to MCMC*
- v. Calculate Fulfillment of Installation Orders on the remaining 1,300 cases as identified in (iv.)
Eg: Fulfillment of Installation Orders within 48 hours = 1,000
Fulfillment of Installation Orders within 7 days = 200
Fulfillment of Installation Orders more than 7 days = 100*
- vi. Disclosure to MCMC should be as follows:*

Total Installation Orders Received = 6,000 + 1,300 = 7,300
Total Installation Orders Met = 6,000 + 1000 + 200+ 100 = 7,300

<i>% of installation orders received met</i>	$= \frac{7,300}{7,300} \times 100$
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<i>% orders fulfilled within 24 hours</i>	$= \frac{6,000}{7,300} \times 100$
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<i>% orders fulfilled within 48 hours</i>	$= \frac{7,000}{7,300} \times 100$
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<i>% orders fulfilled within 7 days</i>	$= \frac{7,200}{7,300} \times 100$
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Standard on Service Restoration Performance

9. When a restoration request is received prior to the current period but subsequently restored, should it be included in the current report?

No, only restoration request received in the current period should be included in the current report.

For example, a request was received on the 26th December 2003 but restored on the 5th January 2004. This record would have been included in the report for the period of January 2003 to December 2003. Fulfillment of installation orders is calculated starting from the request date of the order.

10. As stated in Clause 15, "service not restored within the requisite time due to the following reasons...may be excluded" from the report. Please explain further.

Incidences which fall within the list of exclusions (as stated in the Determination) may be excluded from the calculation. However, in the new form, the exclusion figures need to be reported in the attachment sections respectively.

11. In calculating the number of days taken to fulfill a restoration request, should non-working days be excluded?

No, the calculation should include all working and non-working days.

40. What is the correct way to calculate Service Restoration Performance when there are exclusion cases?

Example:

- vii. Let say, total number of service restoration requests (SRS) received for the 12 month period is 10,000.*

- viii. Immediately, calculate SRS that falls within the **MINIMUM** time specified under the Determination (including exclusion cases).
Eg: SRS fulfilled within 24 hours = 6,000
- ix. From the balance of 4,000 SRS (i.e. (i.)-(ii.)), identify cases that may be excluded.
Eg: Damage to Network Facilities by Third Parties = 1,400
Customer premises inaccessible = 1,200
- x. From (iii.) we can conclude that 1,400 cases are record that **EXCEEDED** the minimum time specified under the Determination but cannot be excluded from disclosure to MCMC
- xi. Calculate SRS fulfilled on the remaining 1,400 cases as identified in (iv.)
Eg: Fulfillment of SRS within 48 hours = 1,000
Fulfillment of SRS more than 48 hours = 400
- xii. Disclosure to MCMC should be as follows:

$$\begin{aligned} \text{Total SRS Received} &= 6,000 + 1,400 = 7,400 \\ \text{Total SRS Met} &= 6,000 + 1,400 = 7,400 \end{aligned}$$

% of SRS received met	=	$\frac{7,400}{7,400}$	X 100
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% SRS fulfilled within 24 hours	=	$\frac{6,000}{7,400}$	X 100
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% SRS fulfilled within 48 hours	=	$\frac{7,000}{7,400}$	X 100
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Standard on Annual Service Availability

12. How is Annual Service Availability calculated?

The formula used to calculate Annual Service Availability is:

$$\frac{[\text{Total Operational Hours} - \text{Total Number of downtime hours (fault report hours)}]}{\text{Total Operational Hours}}$$

The total operational hours are the operational hours of all active lines during the reporting period. It must include the operational hours of new lines activated during the reporting periods, and exclude the operational hours of lines that have been terminated.

For example, this is a report for the period ending December 2000. Company A has the following Digital Leased lines:

- 3 were active as at 1 January 2000
- 1 out of the 3 lines was terminated on 30 April 2000
- 2 new lines were added on 1 October 2000

The total operational hours are:

- 2 lines were active for the whole 12 months = 2 lines x 365 days x 24 hours = 17,520 hours
- 1 line was active only from 1 January 2000 to 30 April 2000 (120 days) = 1 lines x 120 days x 24 hours = 2,880 hours
- 2 lines were added on 1 October 2000 = 2 lines x 92 days x 24 hours = 4,416 hours

Total Operational hours = 17,520 hours + 2,880 hours + 4,416 hours
= 24,816 hours

13. In calculating the Annual Service Availability, does a downtime caused by faulty or not working customer router or server/computer be included?

No, downtime caused by customer devices should not be included. The standard measures the availability of the broadband access from the network terminating unit (eg, DSL modem) to the service provider's Internet access server.