

COMMUNICATIONS AND MULTIMEDIA ACT 1998
COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR
QUALITY OF SERVICE
(CONTENT APPLICATIONS SERVICES)
DETERMINATION NO. 4 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 the Quality of Service (Content Applications Services), Determination No 4 of 2002.**
2. This Determination shall come in to operation on 1 January 2003.

Interpretation

3. In this Determination unless the context otherwise requires:
 - “CASP” means a person providing content applications services;
 - “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 content applications services;
 - “customer base” means the number of subscribers for content applications services less customers who have been disconnected.
4. Any term used in this Determination shall, unless the context otherwise requires, have the same meaning as in the Act or 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 CASPs shall be subject to these mandatory standards where applicable. CASPs are advised to ensure that other service providers who can affect the quality of service provided by the CASPs are bound by service level agreements which enable the CASPs to meet the standards.

Standards on annual service availability

7. Annual service availability means the total transmission time less the total transmission downtime or disruption to the service due to service failure including, but not limited to, failure in the feed or transmission from a content source to the customer equipment (where such failure is not due to faulty or defective customer equipment), over the period of 12 months.

8. Annual service availability should be no less than 99% over a 12 month period.

9. The measurement is described by the ratio:

$$\frac{[\text{Total Time of Transmission over a 12 month period} - \text{Total downtime over the 12 month period}] \times 100}{\text{Total time of transmission over the 12 month period}}$$

10. Complete and accurate records of annual service availability 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 billing performance

11. 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.

12. 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.

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

- (a) 90% of billing complaints shall be resolved within 15 business days of receipt of the complaint; and
- (b) 95% of billing complaints shall be resolved within 30 business days of receipt of the complaint.

14. The measurement is described by the ratio:

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

15. 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.

Standard on general customer complaint handling

16. General customer complaint means any complaint received on service matters including late or no service restoration after a report has been made, poor picture or sound quality, unprofessional staff or contractors and other complaints related to customer services.

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

18. The measurement is described by the ratio:

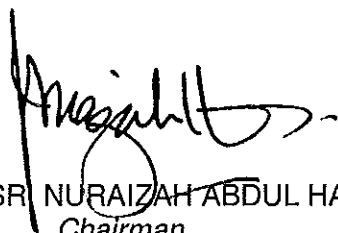
$$\frac{\text{Total number of cumulative complaints received over a 12 month period} \times 1000}{\text{Customer base at the end of the reporting period}}$$

19. 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

20. 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