



## NOTICE

### **PUBLIC INQUIRY ON REVISION OF MANDATORY STANDARDS FOR QUALITY OF SERVICE ON**

- **WIRELESS BROADBAND;**
- **WIRED BROADBAND; and**
- **PUBLIC CELLULAR SERVICE**

**CYBERJAYA, 8 APRIL 2021** - The Malaysian Communications and Multimedia Commission (MCMC) will commence a Public Inquiry on the proposal for revised Mandatory Standards for Quality of Service (MSQoS) on above services, from 8<sup>th</sup> April until 4<sup>th</sup> June 2021.

The needs for quality of service for telecommunication services nowadays are very crucial with the rise of internet usage by consumers due to Covid-19 pandemic. MSQoS is one of the key regulatory instruments that has been established to protect consumers in Malaysia in terms of quality of service. MCMC monitors and regulates the implementation of the quality of service of all relevant service providers and enforcement action will be taken towards any failure to comply to the standards.

MCMC invites industries, members of the public and interested parties to provide written comments on the questions and issues raised in the Public Inquiry Paper which could be referred on the links below:-

[https://mcmc.gov.my/skmmgovmy/media/General/pdf/Public-Inquiry-MSQoS-Public-Cellular-Service-Network-Performance-2021\\_.pdf](https://mcmc.gov.my/skmmgovmy/media/General/pdf/Public-Inquiry-MSQoS-Public-Cellular-Service-Network-Performance-2021_.pdf)

[https://mcmc.gov.my/skmmgovmy/media/General/pdf/Public-Inquiry-MSQoS-Wired-Broadband-Access-Service-2021\\_.pdf](https://mcmc.gov.my/skmmgovmy/media/General/pdf/Public-Inquiry-MSQoS-Wired-Broadband-Access-Service-2021_.pdf)

[https://mcmc.gov.my/skmmgovmy/media/General/pdf/Public-Inquiry-MSQoS-Wireless-Broadband-Access-Service-2021\\_.pdf](https://mcmc.gov.my/skmmgovmy/media/General/pdf/Public-Inquiry-MSQoS-Wireless-Broadband-Access-Service-2021_.pdf)

Respondents are encouraged to support their comments with reasons and where appropriate provide or refer to evidence or other relevant information in support of their comments. The Public Inquiry will end at **12 noon on 4 June 2021**.

MCMC may make available extracts of or entire submissions for others to read. Any commercially sensitive information should be provided under a separate cover and clearly marked "CONFIDENTIAL".

For more information about the Public Inquiry on the revised MSQoS please contact the Quality of Service Department at:

E-mail : qos.dept@cmc.gov.my

Or Fax : +60 3 86 88 10 00

Attention : Quality of Service Department

**[www.mcmc.gov.my](http://www.mcmc.gov.my)**