



NOTICE

PUBLIC INQUIRY ON NEW MANDATORY STANDARDS FOR QUALITY OF SERVICE ON CUSTOMER SERVICE

- Feedback sought on MCMC's new Mandatory Standards for Quality of Service on Customer Service
- Submission of feedback by **4th June 2021 (12:00 noon, Friday)**

CYBERJAYA, 8 APRIL 2021 - The Malaysian Communications and Multimedia Commission (MCMC) will commence a Public Inquiry on the proposal for a new Mandatory Standards for Quality of Service (MSQoS) on Customer Service, from 8th April until 4th June 2021.

Mandatory Standards for Quality of Service (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 breaches of the standards.

Standards on customer service are included in each of the existing MSQoS for Public Cellular Service (PCS), Wireless Broadband Access Service (Wireless BAS), and Wired Broadband Access Service (Wired BAS) respectively. MCMC notes that mobile/wireless and wired services convergence are taking place and most service providers are providing a mix of PCS, Wireless BAS and Wired BAS services.

Consumers often do not differentiate between mobile and fixed services when it comes to customer service performance such as complaints and call handlings. In this regard, MCMC is proposing to develop a separate instrument to establish minimum quality of service standards on customer service that is mandatory on all service providers.

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. MCMC wishes to obtain feedback on the proposed standards for the following new scope of customer service:

1. Complaints management
2. Customer service response
3. Service fulfilment
4. Notification/information

For more information about the Public Inquiry on the new Mandatory Standards for Quality of Service on Customer Service, please visit <http://mcmc.gov.my/skmmgovmy/media/General/pdf/PI-MSQoS-Customer-Service .pdf>

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