



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

**PROPOSAL FOR THE NEW MANDATORY STANDARDS FOR QUALITY OF SERVICE
(CUSTOMER SERVICE)**

25 October 2019

This Public Inquiry Paper is prepared in fulfilment of Sections 55(2) of the Communications and Multimedia Act 1998.

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PREFACE

The Commission is hereby holding a Public Inquiry on the proposal for the Mandatory Standards for Quality of Service (Customer Service) and invites members of the public and interested parties to participate in this inquiry by making written submissions on the specific matters addressed in the paper as well as any other matter they consider relevant to the inquiry. Written submissions, in both hard copy and electronic form, should be provided to the Commission in full by **12 noon, 9 December 2019 (45 days)** and addressed to:

Malaysian Communications and Multimedia Commission
MCMC Tower 1
Jalan Impact
Cyber 6
63000 Cyberjaya
Selangor Darul Ehsan

Attention : Monitoring and Compliance (Communications) Department
Or E-mail : qos.admin@mcmc.gov.my
Or Fax : +60 3 86 88 10 00

In the interest of fostering informed and robust consultative process, the Commission 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". 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. **Incomplete and/or late submissions will not be considered.**

The Commission thanks the public and all interested parties for their participation in this consultative process and for providing their submissions and feedback.

GLOSSARY

CMA1998	Communications and Multimedia Act 1998 (Act 588)
Commission	Malaysian Communications and Multimedia Commission
MS	Mandatory Standards
MSQoS	Mandatory Standards for Quality of Service
PI	Public Inquiry
PCS	Public Cellular Service
QoS	Quality of Service
BAS	Broadband Access Service

PREAMBLE

1. The Commission recognizes the need for a separate mandatory standard, which focuses on customer service. This mandatory standard and the guideline developed by the Commission will streamline the customer service standards in the existing MSQoS for Public Cellular Service and Broadband Access Service for both Wired and Wireless into a single mandatory standard.
2. This new mandatory standard will be an instrument, which addresses QoS for customer services. Therefore, pursuant to section 55 (2) of the CMA1998, the Commission hereby proposed a Mandatory Standard for Quality of Service (Customer Service).
3. In addition, the Commission is also proposing to revise the existing standards in an effort to streamline and strengthen the standards. This MSQoS Customer Service is targeted to come into effect in 2020.

PUBLIC INQUIRY METHOD

4. Section 58(2) of the CMA1998 provides that the Commission may hold a public inquiry (“PI”) if it is satisfied that the matter is of significant interest either to the public or to current or prospective licensees under the CMA1998. The objective of such a PI is to inform as well as to invite views of the public and the licensees under the CMA1998 for the proposed MSQoS Customer Service.
5. The Commission is of the view that it is appropriate in the circumstances to hold a PI under section 58 (2)(b) of the CMA1998 in order to obtain industry and public comments, and to promote transparency in the exercise of its powers.
6. Under section 61 (1) (d) of the CMA1998, the PI period shall be a minimum of forty-five (45) days, within which public submissions are invited. In the present PI, licensees and the public will be given at least 45 days to formulate and submit their views on the issues discussed and proposed in the PI.
7. The Commission shall take into consideration all submissions received within the PI period. The Commission is required under section 65 of the CMA1998 to publish a report setting out its findings as a result of any inquiry it conducts, and such report shall be published within thirty (30) days of the conclusion of the inquiry. The Commission shall summarize the submissions received and publish the same in the report.

THE INTERPRETATION PART OF THE STANDARDS

8. The Commission proposes for MSQoS Customer Service to look into the customer service standards for Public Cellular Services and Broadband Access Service for both Wired and Wireless.
9. The Commission proposes for customer in this standard to be defined as follows:

<p>Customer means a person or persons who, for consideration, acquires or subscribes to a Public Cellular Service and/or Wired Broadband Access Service and/or Wireless Broadband Access Service;</p>
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- Q1: THE COMMISSION SEEK VIEWS ON THE PROPOSED NEW MANDATORY STANDARD FOR QUALITY OF SERVICE (CUSTOMER SERVICE).**
- Q2: THE COMMISSION SEEK VIEWS ON THE PROPOSED DEFINITION FOR CUSTOMER.**

STANDARDS ON THE QUALITY OF SERVICE (CUSTOMER SERVICE)

10. Two (2) items of network performance from the current MSQoS will be relocated into the new MSQoS Customer Service. Items proposed are as below:
- a. Advance notice of scheduled downtime; and
 - b. Service disruption.
11. The proposed MSQoS Customer Service will also include existing and revisions from the current MSQoS for customer service which are outlined as follows:

a. ADVANCE NOTICE OF SCHEDULED DOWNTIME

		PCS	Wired BAS	Wireless BAS
Present Standard	QoS	<p>Every session of scheduled downtime due to occur in a quarterly reporting period must be notified to customers not less than 24 hours in advance; and</p> <p>Every session of scheduled downtime due to occur in a quarterly reporting period must be notified to the Commission in writing not less than 72 hours in advance.</p>	<p>Every session of scheduled downtime due to occur which affects customers must be notified to customers not less than 24 hours in advance.</p>	
Proposed Revision/Addition into MSQoS Customer Service		<p>Every session of scheduled downtime which affects customers must be notified to customers not less than 24 hours in advance.</p> <p>Every session of schedule downtime in the reporting period must be notified to the Commission in writing not less than 72 hours in advance.</p>		

b. SERVICE DISRUPTION

		PCS	Wired BAS	Wireless BAS
Present Standard	QoS	<p>Any Mobile Switching Centre (MSC) must not be out of service for 30 minutes or longer.</p> <p>Service provider must notify the Commission within 60 minutes of any single service disruption incident that involves a Mobile Switching Centre (MSC) being out of service for any duration.</p> <p>Service provider must submit a comprehensive report to the Commission within 7 business days of the occurrence of any single service disruption incident that involves a Mobile Switching Centre (MSC) being out of service for 30 minutes or longer.</p>	<p>Any single incident of Service Disruption must not be out of service for 3 hours or longer and affect 500 or more customers.</p> <p>Any single incident of Service Disruption that affects 500 or more customers and lasts for 3 hours or longer which occurs:</p> <p>(a) between 5AM to 12 midnight, must be rectified within 3 hours from the occurrence of the Service Disruption; and</p> <p>(b) between 12 midnight to 5AM, must be rectified no later than 6AM.</p> <p>The service provider must notify customers within 90 minutes of the occurrence of any single Service Disruption incident affecting 500 or more customers and lasts for 3 hours or longer.</p> <p>Service provider must submit a comprehensive report to the Commission within 7 business days of the occurrence of any single Service Disruption incident that affected 500 or more customers and lasted for 3 hours or longer.</p>	<p>Any single Service Disruption incident that involves a SGSN, MME or ASN GW being out of service:</p> <p>(a) Between 5AM to 12 midnight, must be rectified within 60 minutes from the occurrence of the Service Disruption; and</p> <p>(b) Between 12 midnight to 5AM, must be rectified no later than 6AM.</p> <p>Service provider must notify the Commission within 60 minutes of any single service disruption incident that involves a SGSN, MME or ASN GW being out of service.</p> <p>Service provider must submit a comprehensive report to the Commission within 7 business days of the occurrence of any single service disruption incident that involves a SGSN, MME or ASN GW being out of service for the specified duration and affecting customers.</p>

	PCS	Wired BAS	Wireless BAS
Proposed Revision/Addition into MSQoS Customer Service	<p>Any single incident of Service Disruption (except for fault due to 3rd party, other service provider or force majeure) must not be out of service for more than 4 hours and affect the specified number of customers as per the stated parameter for Service Disruption.</p> <p>Service provider shall notify the Commission and customers within 60 minutes from the occurrence of any single Service Disruption incident (including the exclusions).</p> <p>The service provider must submit a comprehensive report to the Commission within 5 business days of the occurrence of any single service disruption incident that lasted more than 4 hours and affected the specified number of customers as per the stated parameter for Service Disruption.</p>		
	<p>Any other incident of Service Disruption for more than 4 hours; and;</p> <ul style="list-style-type: none"> • affected more than 100,000 customers; or • affected more than 10 percent of the customers or 10,000 whichever is higher for service provider with less than 1 million customers. 	<p>Any other incident of Service Disruption for more than 4 hours and affected 2,000 or more customers.</p>	<p>Any other incident of Service Disruption for more than 4 hours; and;</p> <ul style="list-style-type: none"> • affected more than 100,000 customers; or • affected more than 10 percent of the customers or 10,000 whichever is higher for service provider with less than 1 million customers

Q3: THE COMMISSION SEEKS VIEWS ON THE PROPOSED NEW PARAMETERS FOR SERVICE DISRUPTION OF PCS AND BAS (WIRED AND WIRELESS)

Q4: THE COMMISSION ALSO SEEKS VIEWS ON ALTERNATIVE PARAMETERS FOR CALCULATING SERVICE DISRUPTION FOR PCS AND WIRELESS BAS WHICH IS BASED ON THE AFFECTED NUMBER OF BASE STATIONS INSTEAD OF THE AFFECTED NUMBER CUSTOMERS AS ILLUSTRATED BELOW:

e.g. Any other incident of Service Disruption for more than 4 hours; and; Affecting 100 base stations or more, simultaneously or at any one given time.

Q5: THE COMMISSION SEEKS VIEWS ON:
a. AN AUTOMATIC COMPENSATION PLAN TO BE IMPOSED ON ALL TELCOS FOR ANY SERVICE DISRUPTION FOR PCS AND BAS (WIRED AND WIRELESS) BASED ON THE FOLLOWING FORMULA.

$$\frac{\text{Monthly Charge}}{\text{Total Number of Hours in a Month}} \times \text{Duration of network disruption (Hours)}$$

b. PROPOSAL OF A COMPENSATION PLAN ASIDE FROM THE ABOVE PROPOSED FORMULA.

c. SERVICE ACTIVATION FULFILMENT

	PCS	Wired BAS	Wireless BAS
Present Standard	Not applicable	Not less than 95.0% of all Service Activation Fulfilment in a reporting period must be fulfilled within 24 hours from the agreed time and date; and 100.0% of all Service Activations Fulfillment in a reporting period must be fulfilled within 72 hours from the agreed time and date.	Not applicable
Proposed Revision	Standards Retained for half-yearly reporting period (applicable to Wired BAS only)		

Q6: THE COMMISSION SEEKS VIEWS FOR AN AUTOMATIC COMPENSATION OF RM25 PER DAY TO THE SUBSCRIBER IF AN INSTALLATION IS NOT COMPLETED ON AN AGREED TIME AND DATE.

d. SERVICE RESTORATION FULFILMENT

		PCS	Wired BAS	Wireless BAS
Present Standard	QoS	Not applicable	Not less than 95.0% of all Service Restoration Fulfilment in a reporting period must be fulfilled within 24 hours; and 100.0% of all Service Restoration Fulfilment in a reporting period fulfilled within 48 hours.	Not applicable
Proposed Revision/Addition into MSQoS Customer Service		Standards Retained for half-yearly reporting period (applicable to Wired BAS only)		

Q7: THE COMMISSION SEEKS VIEW OF AN AUTOMATIC COMPENSATION FOR LOSS OF SERVICE DUE TO SERVICE RESTORATION BASED ON FOLLOWING FORMULA:

$$\frac{\text{Package rate}}{\text{Total Number of Days}} \times \text{Duration of service restoration(Days)}$$

e. PERCENTAGE OF BILLING RELATED COMPLAINTS

		PCS	Wired BAS	Wireless BAS
Present Standard	QoS	Percentage of billing related complaints must not be more than 1.0% per quarterly reporting period	Percentage of billing related complaints must be not more than 1.0% per quarterly-reporting period.	Percentage of billing related complaints must be not more than 1.0% per quarterly reporting period.
Proposed Revision/Addition into MSQoS Customer Service		Standards Retained for half-yearly reporting period		

f. PERCENTAGE OF NON-BILLING RELATED COMPLAINTS

		PCS	Wired BAS	Wireless BAS
Present Standard	QoS	Non-billing related complaints must not be more than 6.0 complaints per 1,000 customers per quarterly reporting period	Non-billing related complaints must be not more than 6 complaints per 1,000 customers per quarterly reporting period.	Non-billing related complaints must be not more than 6.0 complaints per 1,000 customers per quarterly reporting period.
Proposed Revision/Addition into MSQoS Customer Service		Standards Retained for half-yearly reporting period		

g. PROMPTNESS IN RESOLVING CUSTOMER COMPLAINTS

		PCS	Wired BAS	Wireless BAS
Present Standard	QoS	<p>The standard on promptness in resolving customer complaints, separately measured for billing related complaints and non-billing related complaints, for every quarterly reporting period is:</p> <p>Not less than 60.0% must be resolved within 3 business days;</p> <p>Not less than 90.0% must be resolved within 5 business days, and</p> <p>Not less than 95.0% must be resolved within 15 business days</p>	<p>The standard on promptness in resolving customer complaints, separately measured for billing related complaints and non-billing related complaints, for every quarterly reporting period is:</p> <p>Not less than 60.0% must be resolved within 3 business days, and</p> <p>Not less than 90.0% must be resolved within 5 business days, and</p> <p>Not less than 95.0% must be resolved within 15 business days</p>	<p>The standard on promptness in resolving customer complaints, separately measured for billing related complaints and non-billing related complaints, for every quarterly reporting period is:</p> <p>Not less than 60.0% must be resolved within 3 business days;</p> <p>Not less than 90.0% must be resolved within 5 business days; and</p> <p>Not less than 95.0% must be resolved within 15 business days.</p>
Proposed Revision		Standards Retained for half-yearly reporting period		

Q8: THE COMMISSION SEEKS VIEW ON THE PROPOSED PARAMETERS FOR PROMPTNESS IN RESOLVING CONSUMER COMPLAINTS IS RETAINED

Q9: THE COMMISSION SEEKS VIEW ON THE PROPOSED PARAMETERS FOR PROMPTNESS IN RESOLVING CONSUMER COMPLAINTS AS PER BELOW:

The standard on promptness in resolving customer complaints measured for every half-yearly reporting period is:

Simple/non-complex cases, within three (3) Working Days from the date the complaint is acknowledged; and

Complex cases, within fifteen (15) Working Days from the date the complaint is acknowledged,

h. PROMPTNESS IN ANSWERING CALLS TO CUSTOMER HOTLINE

		PCS	Wired BAS	Wireless BAS
Present Standard	QoS	<p>At least 80.0% of calls to Customer Hotline that opted for human operator in a quarterly reporting period must be answered within 20 seconds.</p> <p>At least 90.0% of calls to Customer Hotline that opted for human operator in a quarterly reporting period must be answered within 40 seconds.</p>		
Proposed Revision/Addition into Customer Service	MSQoS	Standards Retained for half-yearly reporting period		

Q10: THE COMMISSION SEEKS VIEW ON THE PROPOSED PARAMETERS TO ONLY RETAIN THE FIRST LEVEL OF PROMPTNESS IN ANSWERING CALLS TO CUSTOMER HOTLINE

ADDITIONAL VIEWS SOUGHT

Q11: THE COMMISSION SEEKS VIEWS FOR MSQOS CUSTOMER SERVICE REPORTING PERIOD TO BE HALF YEARLY INSTEAD OF QUARTERLY

Q12: THE COMMISSION SEEKS COMMENTS ON RELATED MATTERS THAT RESPONDENT BELIEVE ARE RELEVANT IN IMPROVING THE MSQOS CUSTOMER SERVICE

Q13: THE COMMISSION SEEKS VIEWS ON OTHER POSSIBLE APPROACHES THAT IS RELEVANT IN IMPROVING MSQOS CUSTOMER SERVICE IN MALAYSIA