



COMMUNICATIONS AND MULTIMEDIA ACT 1998
COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR
QUALITY OF SERVICE
(PUBLIC PAYPHONE SERVICE)
DETERMINATION No. 3 of 2003

Pursuant to the Ministerial Direction on Quality of Service, Phase Two, Direction No. 3 of 2003, 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 Quality of Service (Public Payphone Service), Determination No. 3 of 2003.**
2. This Determination shall come into operation on 1 June 2004.

Interpretation

3. In this Determination unless the context otherwise requires:
 - “ASP” means an applications service provider;
 - “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 the public payphone service; and
 - “phone calls” means all call types that can be made from a public payphone including free calls, emergency calls, local calls, national long distance calls and international calls.
4. Any term used in this Determination shall, unless the context otherwise requires, have the same meaning as in the Act or the regulations made under it.
5. Unless the context otherwise requires, words in the singular include the plural and vice versa.

Licencees subject to these mandatory standards

6. All ASPs providing public payphone service shall be subject to these mandatory standards. ASPs are advised to ensure that other service providers who can affect the quality of service provided by the ASPs are bound by service level agreements which enable the ASPs to meet the standards.

Service availability

7. Service availability means the availability of a public payphone to be utilised by consumers for making phone calls. All public payphones must be in proper working condition and shall have the following characteristics :

- (a) a dial tone;
- (b) if equipped with a card slot, the card slot must be able to accept, read and return a phone card and/or credit card;
- (c) if equipped with a coin slot, the coin slot must be able to accept coins in proper denominations as stipulated by the payphone facility;
- (d) a handset that is in proper working order enabling the user to speak to the other party at the end of the line;
- (e) a functioning dial pad; and
- (f) must display clear and conspicuous signage indicating that the service provided is a "public payphone".

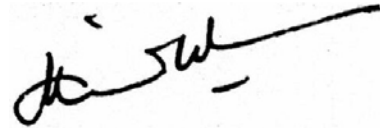
Standards on service availability

- 8. 90% of all public payphones of each ASP shall have service availability at any one point of time.
- 9. The measurement of the standard shall be by data collected and submitted by the relevant ASPs.
- 10. Complete and accurate records of the payphone service ability time shall be maintained by the relevant ASPs. 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 ASP duly authorized 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

11. 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 14 November 2003



DATUK DR. SULAIMAN MAHBOB
Acting Chairman
Malaysian Communications and Multimedia
Commission