



NOTICE

COMMISSION DETERMINATION ON THE REVOCATION OF THE COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE (DIGITAL LEASED LINE SERVICE) DETERMINATION NO. 3 OF 2009, DETERMINATION NO. 2 OF 2025

CYBERJAYA, 27 AUGUST 2025 --- The Malaysian Communications and Multimedia Commission ("MCMC") hereby issues this notice regarding the Commission Determination on the Revocation of the Commission Determination on the Mandatory Standards for Quality of Service (Digital Leased Line Service) Determination No. 3 of 2009, Determination No. 2 of 2025, effective 27 August 2025.

Pursuant to Sections 55(2) to (9), 56, and 61 of the Communications and Multimedia Act 1998 ("CMA 1998"), MCMC conducted a Public Inquiry from 18 April 2025 to 2 June 2025, to seek input from industry stakeholders, service providers, and the public regarding the continued relevance of the Commission Determination on the Mandatory Standards for Quality of Service (Digital Leased Line Service), Determination No. 3 of 2009 ("Determination No. 3/2009").

Based on the public inquiry feedback, MCMC acknowledges the evolution of service delivery models, particularly the reliance on Service Level Agreements ("SLAs") between Network Service Providers ("NSPs") and enterprise customers. These agreements, tailored to meet the specific needs of customers, have proven effective in ensuring quality service without the need for mandatory performance standards.

MCMC determined that the regulatory framework governing the quality of service for Digital Leased Line Services, as stipulated in the Determination No. 3/2009, is no longer relevant in the current market environment. Accordingly, the Determination No. 3/2009 is no longer consistent with the criteria outlined in Section 105(1)(b) and (c) of the CMA 1998.

Pursuant to Section 106(1) of the CMA 1998, MCMC hereby revokes the Determination No. 3/2009 by issuing the **Commission Determination on the Revocation of the Commission Determination on the Mandatory Standards for Quality of Service (Digital Leased Line Service) Determination No. 3 of 2009, Determination No. 2 of 2025**.

To facilitate a smooth transition, MCMC will undertake post-revocation monitoring from 1 September 2025 to 30 November 2025 to assess that SLAs are maintained and that NSPs continue to meet service quality expectations.

For further information, please contact:

Malaysian Communications and Multimedia Commission
MCMC HQ Tower 1, Jalan Impact, Cyber 6, 63000 Cyberjaya, Selangor.

**(Attention: Communication and Postal Regulation Department,
Consumer and Industry Affairs Division)**

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NOTIS

PENENTUAN SURUHANJAYA MENGENAI PEMBATALAN PENENTUAN SURUHANJAYA MENGENAI STANDARD MANDATORI BAGI KUALITI PERKHIDMATAN (PERKHIDMATAN LITAR SEWA DIGITAL) PENENTUAN NO. 3 TAHUN 2009, PENENTUAN NO. 2 TAHUN 2025

CYBERJAYA, 27 OGOS 2025 --- Suruhanjaya Komunikasi dan Multimedia Malaysia ("MCMC") dengan ini mengeluarkan notis berhubung Penentuan Suruhanjaya Mengenai Pembatalan Penentuan Suruhanjaya Mengenai Standard Mandatori bagi Kualiti Perkhidmatan (Perkhidmatan Litar Sewa Digital) Penentuan No. 3 Tahun 2009, Penentuan No.2 Tahun 2025, berkuat kuasa pada 27 Ogos 2025.

Selaras dengan Seksyen 55(2) hingga (9), 56, dan 61 Akta Komunikasi dan Multimedia 1998 ("AKM 1998"), MCMC telah melaksanakan Siasatan Awam bermula pada 18 April 2025 hingga 2 Jun 2025 untuk mendapatkan pandangan daripada industri, pemberi perkhidmatan, dan orang awam mengenai kerelevanan berterusan Penentuan Suruhanjaya mengenai Standard Mandatori bagi Kualiti Perkhidmatan (Perkhidmatan Litar Sewa Digital), Penentuan No. 3 Tahun 2009 ("Penentuan No. 3/2009").

Berdasarkan maklum balas siasatan awam, MCMC mengambil maklum bahawa perkembangan model penyampaian perkhidmatan, terutamanya kebergantungan terhadap *Service Level Agreements* ("SLA") antara Pemberi Perkhidmatan Rangkaian ("NSP") dan pelanggan perusahaan. Perjanjian ini, yang disesuaikan mengikut keperluan khusus pelanggan, telah terbukti berkesan dalam memastikan kualiti perkhidmatan tanpa memerlukan piawaian standard mandatori.

MCMC telah menentukan bahawa kerangka peraturan yang mengawal selia kualiti perkhidmatan untuk Perkhidmatan Litar Sewa Digital seperti yang diperuntukkan dalam Penentuan No. 3/2009 tidak lagi sesuai dalam konteks pasaran semasa. Sehubungan itu, Penentuan No. 3/2009 tidak lagi selaras dengan semua perkara yang disenaraikan dalam perenggan 105(1)(b) dan (c) AKM 1998.

Selaras dengan Seksyen 106(1) AKM 1998, MCMC dengan ini membatalkan Penentuan No. 3/2009 melalui pengeluaran **Penentuan Suruhanjaya Mengenai Pembatalan Penentuan Suruhanjaya Mengenai Standard Mandatori bagi Kualiti Perkhidmatan (Perkhidmatan Litar Sewa Digital) Penentuan No. 3 Tahun 2009, Penentuan No. 2 Tahun 2025.**

Sebagai langkah untuk memastikan peralihan yang lancar, MCMC akan melaksanakan pemantauan pasca-pembatalan mulai 1 September 2025 hingga 30 November 2025 bagi memastikan bahawa SLA dikekalkan dan NSP terus memenuhi standard kualiti perkhidmatan yang dijangka.

Untuk maklumat lanjut, sila hubungi:

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