



Media Statement

MCMC ENHANCES CUSTOMER PROTECTION THROUGH REVISED QUALITY OF SERVICE STANDARDS FOR CONTENT APPLICATIONS SERVICES

CYBERJAYA, 7 May 2026 – The Malaysian Communications and Multimedia Commission (MCMC) today announced the issuance of the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services), which sets clear requirements for Content Applications Service Providers (CASPs) to improve service reliability, strengthen accountability and ensure better handling of customer complaints. This applies to all CASPs delivering television and radio content nationwide, including Free-To-Air television, subscription-based television and terrestrial radio stations, with a total of 34 active CASPs currently in operation affected by these revised standards.

The revised standards go beyond just ensuring services are up and running, placing stronger focus on how well services actually perform for consumers, including faster complaint resolution and more consistent service quality. CASPs are held to higher accountability, particularly in areas such as service availability, performance monitoring and the timely resolution of service issues.

A key feature of the strengthened regulatory framework is its broader applicability – covering both subscription-based and non-subscription-based content applications services. The revised standards also introduce more robust reporting and governance requirements, clearer quality of service standards and stronger complaint resolution obligations.

The revised standards enhance areas identified for improvement in the previous framework, including strengthening complaint resolution timelines by extending them to cover non-billing complaints with clearer and more comprehensive requirements. They also place greater emphasis on overall service experience and responsiveness, as well as

introducing more robust requirements for record retention and performance transparency.

These enhancements are intended to ensure that customer complaints are managed more effectively, service disruptions are addressed more promptly and issues are reasonably resolved and accepted by consumers.

Compliance with these standards will be monitored by MCMC, with CASPs required to submit periodic Quality of Service (QoS) performance reports and maintain auditable records for at least two (2) years. The Commission may conduct audits, sampling and service observation, and may publish performance outcomes to promote transparency.

The revised determination was informed by a Public Inquiry conducted by MCMC from 22 November 2025 to 31 January 2026 to obtain views from industry stakeholders, service providers and the public on the review of the earlier determination.

These improvements are implemented through the issuance of the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services) and the revocation of Determination No. 4 of 2002, through Determination No. 2 of 2026.

Through this determination, MCMC reaffirms its commitment to ensuring a fair, reliable and customer-centric communications and multimedia ecosystem.

For more information, please refer to the [Frequently Asked Questions \(FAQ\)](#).

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