



NOTICE

COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE (CONTENT APPLICATIONS SERVICES) AND THE REVOCATION OF THE COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE (CONTENT APPLICATIONS SERVICES), DETERMINATION NO. 4 OF 2002, DETERMINATION NO. 2 OF 2026

CYBERJAYA, 30 APRIL 2026 – The Malaysian Communications and Multimedia Commission (“MCMC”) hereby issues this notice on the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services) and the Revocation of the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services), Determination No. 4 of 2002, Determination No. 2 of 2026, effective 30 April 2026.

Pursuant to Sections 55(2) to (9), 56 and 61 of the Communications and Multimedia Act 1998 [Act 588], MCMC conducted a Public Inquiry from 22 November 2025 to 31 January 2026, to seek input from industry stakeholders, service providers, and the public regarding the review of the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services), Determination No. 4 of 2002 (“Determination No. 4 of 2002”).

Based on the feedback received during the Public Inquiry, MCMC recognises that it is timely to strengthen the existing regulatory framework to better reflect the current industry practices, prevailing service quality standards and the increasing need for stronger customer protection. This aims to ensure that the mandatory

standards remain relevant, effective, and responsive to present market trends, technological advancements, and customer expectations.

MCMC determined that the regulatory framework governing the content applications services as stipulated in the Determination No. 4 of 2002 was developed based on a legacy service model, and does not adequately reflect current service structures, particularly in relation to service performance, responsiveness, complaint resolution and service quality requirements. Accordingly, the Determination No. 4 of 2002 is no longer consistent with the criteria set out under Section 105(1)(a) of the CMA 1998.

In accordance with Section 106(1) of the CMA 1998, MCMC hereby revokes Determination No. 4 of 2002 by issuing the **Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services) and the Revocation of the Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services), Determination No. 4 of 2002, Determination No. 2 of 2026.**

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