



MENTERI TENAGA, KOMUNIKASI DAN MULTIMEDIA, MALAYSIA  
*MINISTER OF ENERGY, COMMUNICATIONS AND MULTIMEDIA, MALAYSIA*

## **COMMUNICATIONS AND MULTIMEDIA ACT 1998**

### **MINISTERIAL DIRECTION ON QUALITY OF SERVICE, PHASE TWO**

#### **DIRECTION No. 3 of 2003**

In exercise of the powers conferred by section 7 and 104(3) of the Communications and Multimedia Act 1998 [Act 588], the Minister issues the following Direction to the Commission:

#### **Citation and commencement**

1. This Direction may be cited as the **Ministerial Direction On Quality Of Service, Phase Two, Direction No. 3 of 2003** and shall come into operation on the date of registration of this Direction by the Commission.

#### **Interpretation**

2. Any term used in this Direction shall, unless the context otherwise requires, have the same meaning as in the Act or the Regulations made under it.

#### **Quality of Service, Phase Two**

3. The Commission shall determine mandatory standards on the quality of service for the following:

- (a) applications services
  - (i) public payphone services

(b) network services

(i) bandwidth services

(aa) digital leased line service; and

(bb) broadband access services.

4. The determination referred to in paragraph 3 shall be implemented by way of public enquiry in accordance with Chapter 3, Part V of the Act.

Issued:

14<sup>th</sup> Julai 2003

[KTKM(S)110/186/2-20(44)]



**DATUK AMAR LEO MOGGIE**

Minister of Energy, Communications and Multimedia