



**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
Malaysian Communications and Multimedia Commission

## **COMMUNICATIONS AND MULTIMEDIA ACT 1998**

### **COMMISSION DIRECTION TO CELCOM BERHAD TO RESOLVE THE NON-COMPLIANCE AND COMPLY WITH THE COMMISSION DETERMINATION ON MANDATORY STANDARDS FOR QUALITY OF SERVICE (WIRELESS BROADBAND ACCESS SERVICE), DETERMINATION NO. 2 OF 2021, AT RTM KUANTAN, PAHANG**

#### **Direction No. 11 of 2023**

In exercise of the powers conferred by section 51 of the Communications and Multimedia Act 1998 [Act 588] ("**Act**") and section 105 of the Act, the Commission issues the following direction:

#### **Citation and Commencement**

1. This direction may be cited as the **Commission Direction to Celcom Berhad to Resolve the Non-Compliance and Comply with the Commission Determination on Mandatory Standards for Quality of Service (Wireless Broadband Access Service), Determination No.2 of 2021 at RTM Kuantan, Direction No. 11 of 2023.**
2. This Direction shall come into operation on the date of its registration.

#### **Interpretation**

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

#### **Direction under Section 51 of the Act**

4. Pursuant to section 51 of the Act, the Commission hereby directs Celcom Berhad (Company Registration No.: (198801000113) (167469-A) ("**Celcom**") to resolve all non-compliances in respect of network latency requirement of not more than 150ms, 90% of the time based on test sample, which have been found to be in non-compliance with the standards specified in the

Commission Determination on the Mandatory Standards for Quality of Service (Wireless Broadband Access Service), [**Determination No. 2 of 2021**].

5. In this respect, Celcom shall resolve the same at the specified location by the stipulated deadline as listed in the table below, at its own expense:

<b>Location name</b>	<b>Deadline</b>
RTM Kuantan	within 30 days from date of this Direction

6. Celcom is further directed to ensure continuous compliance with the Determination No. 2 of 2021, at the aforesaid location.

**Modification, variation or revocation**

7. The Commission may modify, vary or revoke this Direction.

Made on 10 May 2023



**TAN SRI MOHAMAD SALIM FATEH DIN**  
*Chairman*  
*Malaysian Communications and Multimedia Commission*