



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

COMMUNICATIONS AND MULTIMEDIA ACT 1998

COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE (CUSTOMER SERVICE)

DETERMINATION NO. 4 OF 2021

Pursuant to the Ministerial Direction on Quality of Service, Direction No. 3 of 2003 and Ministerial Direction on Quality of Service, No. 1 of 2002, and in exercise of the powers conferred by section 55 and subsection 104(2) of the Communications and Multimedia Act 1998 [Act 588] (“Act”), the Commission hereby determines as follows:

Citation and commencement

1. This Determination may be cited as the **Commission Determination on the Mandatory Standards for Quality of Service (Customer Service), Determination No. 4 of 2021**.
2. This Determination shall come into operation on 1 August 2021.

Interpretation

3. For the purpose of this Determination, unless the context otherwise requires,
 - (i) any terms used in this Determination shall have the same meaning as in the Act or the subsidiary legislations made under it;
 - (ii) words in the singular include plural and vice versa; and
 - (iii) the following terms used in this Determination shall have the stated meaning:

“ASP” means applications service provider;

“business day” means a day in which commercial banks in the respective states in Malaysia are normally open for business, and excludes gazette public holidays;

“closed” in relation to a complaint means the complaint has been dealt with reasonably and adequately by the Service Provider (as defined herein), and the customer agrees to accept the resolution offered by the Service Provider;

“complaint” means any verbal or written expression of dissatisfaction by a customer through any channels such as call center, social media platform, website, etc. to the Service Provider regarding the Service Provider’s service and/or product, which requires actions by the Service Provider to address the issues raised. A request by a customer for information or advice or an inquiry seeking clarification will not be classified as a complaint. However, if no or inadequate action is taken by the Service Provider regarding a request for information or advice or inquiry seeking clarification, the subsequent follow up to the Service Provider would be classified as a complaint;

“CPE” means customer premises equipment;

“customer” means a person or persons who, for consideration, acquires or subscribes to a public cellular service and/or wired broadband access service and/or wireless broadband access service;

“guidelines” means guidelines issued by the Commission pursuant to paragraph 9 of this Determination;

“NSP” means network service provider;

“public cellular service” means an application service involving a network of public cellular base stations for the delivery of voice communications;

“reporting period” means the quarterly calendar ending 31 March, 30 June, 30 September and 31 December;

“Service Provider” means an ASP or a NSP who provides public cellular services and broadband access service for both wired and wireless;

“subscriptions” means the number of active subscriptions to public cellular service and/or wired broadband service and/or wireless broadband service at the end of reporting period, including subscriptions with suspension status;

“wired broadband access service” means a wired connectivity of communication bandwidth service that is faster than primary rate interface of Integrated Service Digital Network (ISDN) of 2.0 Mbps; and

“wireless broadband access service” means a wireless connectivity of communication bandwidth service that is faster than primary rate interface of Integrated Services Digital Network (ISDN) of 2.0 Mbps.

Licensees subject to these mandatory standards

4. All NSPs and ASPs providing public cellular service and/or wired broadband access service and/or wireless broadband access service are subject to the mandatory standards specified in this Determination ("**Mandatory Standards**"). NSPs and ASPs should ensure that other providers who can affect the quality of service provided by the NSPs and ASPs are bound by a service level agreement which enables the NSPs and ASPs to meet these Mandatory Standards.

Obligation to maintain quality of service (customer service) records

5. The relevant NSPs and ASPs shall maintain complete and accurate performance records as per the report submitted to the Commission, and the performance information for all quality of service indicators must be retained by Service Providers for at least 2 years.

Quality of service (customer service) performance report submission

6. Quality of service (customer service) performance reports shall be submitted to the Commission no later than 30 days from the end of every quarterly reporting period. These reports shall be in the form and format as may be prescribed by the Commission from time to time. Each report shall be accompanied by a declaration signed by the Chief Executive Officer (or any other person that holds an equivalent designation) of the Service Provider duly authorised by the board of directors, stating that each report is true and accurate.

Publication of the Service Provider's performance and compliance

7. The Commission may publish the Service Providers' performance and compliance the Mandatory Standards for public view.

Audit and verification

8. The Commission may, from time to time, conduct audits on the reports submitted, to verify NSPs and ASPs' compliance with these Mandatory Standards.

Applicable guidelines

9. The Commission may at any time issue guidelines that set (but not limited to) parameters, procedures, reporting templates and explanatory notes to the standards proposed in this document in respect of any provision in these Mandatory Standards.

QUALITY OF SERVICE STANDARD (CUSTOMER SERVICE)

A. COMPLAINT MANAGEMENT

10. Billing Related Complaints

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>A maximum of 0.5% billing related complaints for every quarterly reporting period.</p>	<p>This indicator measures the maximum percentage of billing related complaints to the number of subscriptions per quarterly reporting period.</p> <p>Billing related complaints are any complaints related to the Service Provider's billing made or charges imposed on customers including, but not limited to, complaints regarding payments made and wrongly credited or not credited, non-refund of deposits, late billing, non-receipt of bills, fraud, wrongly addressed bills and other billing errors. Bills issued by the Service Provider may include, but not limited to, bills sent by postal service or email, or are accessible online by the customer. Billings of prepaid and post-paid services are included to this indicator.</p>	<p>Formula:</p> $\frac{\text{Total number of billing related complaints received in the reporting period}}{\text{Total number of subscriptions at the end of the reporting period}} \times 100\%$

11. Non-Billing Related Complaints

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>A maximum of 5.0 non-billing related complaints per 1,000 subscriptions for every quarterly reporting period.</p>	<p>This indicator measures the maximum of non-billing related complaints per 1,000 subscriptions per quarterly reporting period.</p> <p>Non-billing related complaints means any complaints other than billing related complaints. It includes, but not limited to, complaints received on service matters, including late or no service restoration after a report has been made, unprofessional staff or contractors and other complaints related to customer service.</p>	<p>Formula:</p> $\frac{\text{Total number of non-billing related complaints received in the reporting period}}{\text{Total number of subscriptions at the end of the reporting period}} \times 1000$

B. CUSTOMER SERVICE RESPONSE

12. Customer Complaints Resolution Time

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>The standard on customer complaint resolution time, for every quarterly reporting period is:</p>	<p>This indicator measures the percentage of customer complaints closed by the Service Provider within specified timeframes, measured from the day the complaint was received to the time the complaint was closed.</p>	<p>Formula:</p> $\frac{\text{Total number complaints closed within the specific timeframe}}{\text{Total number of complaints received within the reporting period}} \times 100\%$

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>Billing Related Complaints</p> <p>a) not less than 70.0% must be closed within 3 business days; and</p> <p>b) not less than 90.0% must be closed within 10 business days.</p> <p>Non Billing Related Complaints</p> <p>a) not less than 70.0% must be closed within 3 business days; and</p> <p>b) not less than 90.0% must be closed within 10 business days.</p>	<p>This quality of service indicator is to be separately measured and reported for billing related complaints and non-billing related complaints where the same quality of service standard is applicable for the both categories of complaints.</p> <p>The Commission shall determine whether the Service Provider has taken steps to address the complaint and whether it is reasonable to conclude that such steps have addressed the dissatisfaction of the complainant. This includes escalation of such complaints to the Consumer Forum of Malaysia by the Service Provider and/or complainant, or to other mediation/ arbitration avenues, including the courts of law.</p>	<p>Complaints not closed due to the following are excluded from the computation:</p> <p>(a) damage to network facility due to force majeure or by third parties;</p> <p>(b) faulty or unavailability of CPE, customer infrastructure or internal wiring; and</p> <p>(c) customer premises inaccessible.</p> <p>The Service Provider is required to proactively monitor and manage complaints via official or unofficial channels of complaints.</p> <p>Network Related Complaints</p> <p>For network complaint related to poor or no coverage, the Service Provider must provide its improvement plans including timelines to the complainant, unless the area fulfills the definition of "underserved area" as defined in the Communications and Multimedia (Universal Service Provision) Regulations 2002.</p>

13. Response Time for Operator Service

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>At least 85.0% of calls to the customer hotline that opted for human operator in a quarterly reporting period must be answered within 30 seconds.</p>	<p>This indicator measures the Service Provider's response time for operator service in answering customer phone calls to the customer hotline, from the time when the customer pressed the button opting for a human operator, to the time it is answered by a human operator.</p>	<p>The duration when the call is attended to by the interactive voice response system (IVRS) before being transferred to a human operator's phone is excluded.</p> <p>Formula:</p> $\frac{\text{Number of calls answered by human operator within the specific timeframe}}{\text{Total number of calls to customer hotline opted for human operator in the reporting period}} \times 100\%$

C. NOTIFICATION / INFORMATION

14. Advanced Notice of Scheduled Downtime

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>Every session of scheduled downtime due to occur in a quarterly reporting period which affects customer access to services for 60 minutes or more, must be notified:</p> <p>a) to customers not less than 24 hours in advance; and</p> <p>b) to the Commission, in writing, not less than 72 hours in advance.</p>	<p>The Service Provider is required to inform customers and the Commission in advance in respect of any network service downtime planned and scheduled by the Service Provider, for the purpose of maintenance and upgrading of the network.</p>	<p>The Service Provider shall notify the customer via any communication medium such as official website, Short Messaging Services (SMS), social media platform, etc.</p>

15. Notification of Unplanned Service Disruption

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>a) The Service Provider must notify the customer and the Commission within 90 minutes from the occurrence of any single service disruption incident (including the exclusions) that lasts 60 minutes or longer.</p> <p>b) The Service Provider must submit a comprehensive report to the Commission within 7 business days of the occurrence of any single service disruption incident that lasts more than 4 hours.</p>	<p>“service disruption” herein means the unplanned interruption of the services that a customer subscribes to but does not include disruption of service from a scheduled downtime.</p>	<p>The Service Provider shall notify the customer via any communication medium such as official website, Short Messaging Services (SMS), social media and etc., as soon as practicable in respect of any service disruption incident.</p>

D. SERVICE FULFILLMENT

16. Service Activation Fulfillment for Wired Broadband Access Service

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>a) Not less than 95.0% of all service activation fulfillment in a reporting period must be fulfilled within 24 hours from the agreed time and date; and</p> <p>b) 100.0% of all service activations fulfillment in a reporting period must be fulfilled within 72</p>	<p>This indicator measures the duration from the time and date agreed by customer for the service to be activated, to the time when the service is activated, excluding non-business days.</p> <p>For the purpose of this indicator, deferment or cancellation of an agreed</p>	<p>Formula:</p> $\frac{\text{Total number of service activations fulfilled within the specified timeframe}}{\text{Total number of service activation scheduled to be activated within the reporting period}} \times 100\%$ <p>Service activations that fails to meet the standard due to the following reasons are</p>

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
hours from the agreed time and date.	date and time of service activation shall be upon the customer's request (evidence of customer's agreement should be retained).	<p>excluded from the computation:</p> <p>(a) damage to network facility due to force majeure or by third parties;</p> <p>(b) faulty or unavailability of CPE, customer infrastructure or internal wiring; and</p> <p>(c) customer premises inaccessible.</p> <p>When service activation cannot be fulfilled due to the above reasons, a new service activation time and date must be set and agreed between the Service Provider and the customer.</p>

17. Service Restoration Fulfilment for Wired Broadband Access Service

Quality of Service Standard	Description / Definition	Exclusion/ Formula / Requirement
<p>a) Not less than 95.0% of all service restoration fulfilment in a reporting period must be fulfilled within 24 hours; and</p> <p>b) 100.0% of all service restoration fulfilment in a reporting period fulfilled within 48 hours.</p>	<p>This indicator measures the duration from the time and date a service fault is reported, to the time of service restoration, including non-business days.</p> <p>Where the customer has requested for a specific time and date for service restoration, the restoration time is calculated from the specified time and date including non-business days.</p>	<p>Formula:</p> $\frac{\text{Total number of service restorations fulfilled within the specified timeframe}}{\text{Total number of service fault reports received within the reporting period}} \times 100\%$ <p>Service restorations that fail to meet the standard due to the following reasons are excluded from the computation:</p> <p>(a) damage due to force majeure or by third parties;</p>

	<p>For the purpose of this indicator, deferment or cancellation of the agreed date and time of service restoration shall be upon the customer's request (<i>evidence of customer's agreement should be retained</i>).</p>	<p>(b) faulty or unavailability of CPE, customer infrastructure or internal wiring; and</p> <p>(c) customer premises inaccessible.</p> <p>When service restoration cannot be fulfilled due to the above reasons, a new service restoration time and date must be set and agreed between the Service Provider and the customer.</p>
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Made on 16 July 2021



DR. FADHLULLAH SUHAIMI ABDUL MALEK
Chairman
Malaysian Communications and Multimedia Commission