



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 (PUBLIC CELLULAR SERVICE)**

DETERMINATION NO. 3 OF 2021

Pursuant to the Ministerial Direction on Quality of Service, Direction No. 1 of 2002, and in exercise of the powers conferred by sections 55, 56 and 104(2) and 106 of the Communications and Multimedia Act 1998 [Act 588], 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 (Public Cellular Service), Determination No. 3 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;

“guidelines” means guidelines issued by the Commission pursuant to paragraph 8 of this Determination;

“NSP” means Network Service Provider; and

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

Licensees subject to these mandatory standards

4. All NSPs and ASPs providing public cellular service are subject to the mandatory standards as 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 records

5. The relevant NSPs and ASPs shall maintain complete and accurate performance records of all quality of service indicators stated in these Mandatory Standards.

Quality of service performance report submission

6. Quality of service performance report shall be submitted to the Commission 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 each report is true and accurate.

Audit and verification

7. The Commission may, from time to time, conduct audits on the report submitted, perform test calls or make service observations to verify NSPs and ASPs compliance with these Mandatory Standards.

Applicable guidelines

8. The Commission may at any time issue guidelines that set (but not limited to) the testing procedures, examples of computations, explanatory notes and list of designated areas in respect of any provision in these Mandatory Standards.

Network performance quality of service

	Quality of Service Indicator	Description / Definition / Formula / Measurement / Reporting Requirement	Quality of Service Standard
i.	Call setup success rate (CSSR)	<p>Call setup success rate measures the percentage of calls successfully established by a cellular mobile device, which enable communication to proceed.</p> <p>Formula:</p> $\frac{\text{Number of successful call attempts}}{\text{Number of call attempts}} \times 100\%$ <p>Intra-network call means a call connection within the network service of the same provider.</p> <p>Inter-network call means a call connection between the network services of two providers.</p>	Call setup success rate shall be not less than 98.0%, for intra-network or inter-network calls,
ii.	Dropped call rate (DCR)	<p>A dropped call means a call where a connection succeeds (i.e. the network is accessed and set up is successful) but is disconnected due to abnormal call release occurs when the call is terminated other than by the command from the calling party or the called party.</p> <p>Formula:</p> $\frac{\text{Number of dropped calls}}{\text{Number of successful call attempts}} \times 100\%$	Dropped call rate shall be not more than 2.0% prior to 2023 and not more than 1.0% starting from 2023 onwards.

Revocation and transitional

9. The Commission Determination on the Mandatory Standards for Quality of Service (Public Cellular Service), Determination No. 1 of 2015 shall be revoked with effect from 1 August 2021. For avoidance of doubt, all actions under investigation initiated, actions taken and/or decisions made, under the revoked Determination, shall continue to be valid and effective in relation to whom they apply, until discontinued or revoked, as the case may be.

Made on 16 July 2021



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