

# MANDATORY STANDARDS FOR QUALITY OF SERVICE DIGITAL LEASED LINE SERVICE REPORT

<b>LICENSEE</b>	
<b>REPORTING PERIOD</b>	

*Summary*

**1. Annual Service Availability**

*1.1 Local Digital Leased Line Service<sup>1</sup>*

<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
Total operational hours					
Total downtime					
% of network availability				<b>99%</b>	<b>Yes/ No</b>

*1.2 National Digital Leased Line Service<sup>1</sup>*

**MANDATORY STANDARDS FOR QUALITY OF SERVICE  
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<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
Total operational hours					
Total downtime					
% of network availability				<b>99.9%</b>	<b>Yes/ No</b>

*1.3 International Digital Leased Line Service<sup>1, 2 and 3</sup>*

<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
Total operational hours					
Total downtime					
% of network availability				<b>99.99%</b>	<b>Yes/ No</b>

*Footnotes:*

- 1. All service availability is measured from Network Termination Unit (NTU) to NTU.*
- 2. Justification for downtime or disruption that is beyond the control of the service provider and where such damage to the network facility is due to force majeure or third parties may be provided.*
- 3. In addition to the above, please report all International Digital Leased Line in MSC areas in the supplementary form as per Appendix 1.*

## MANDATORY STANDARDS FOR QUALITY OF SERVICE DIGITAL LEASED LINE SERVICE REPORT

### 2. Fulfilment of installation orders

#### 2.1 Local Digital Leased Line Service

<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
No. of installation orders received					
No. of installation orders met					
Fulfilled within 1 week					
Fulfilled within 2 weeks					
% Installation orders received met					
% Fulfilled within 1 week				<b>90%</b>	<b>Yes/ No</b>
% Fulfilled within 2 weeks				<b>100%</b>	<b>Yes/ No</b>

#### ***Attachment A.1 - No. of Installation Orders Received Under Exclusion***

	<b>Exclusion</b>	<b>No. of Installation Orders</b>	
		<b>1st 6 Months</b>	<b>2nd 6 Months</b>
a.	Wrong address given by the customer		
b.	Damage to network facility due to force majeure		
c.	Damage to network facility by third parties		
d.	Customer premises inaccessible		
e.	Customer premises internal wiring not ready at the committed or agreed time		
f.	Customer cancels or defers agreed appointment		
g.	Network facility not available.		

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### 2.2 National Digital Leased Line Service

<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
No. of installation orders received					
No. of installation orders met					
Fulfilled within 2 weeks					
Fulfilled within 3 weeks					
% Installation orders received met					
% Fulfilled within 2 weeks				<b>90%</b>	<b>Yes/ No</b>
% Fulfilled within 3 weeks				<b>100%</b>	<b>Yes/ No</b>

#### ***Attachment A.2 - No. of Installation Orders Received Under Exclusion***

	<b>Exclusion</b>	<b>No. of Installation Orders</b>	
		<b>1st 6 Months</b>	<b>2nd 6 Months</b>
a.	Wrong address given by the customer		
b.	Damage to network facility due to force majeure		
c.	Damage to network facility by third parties		
d.	Customer premises inaccessible		
e.	Customer premises internal wiring not ready at the committed or agreed time		
f.	Customer cancels or defers agreed appointment		
g.	Network facility not available.		

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### 2.3 International Digital Leased Line Service

<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
No. of installation orders received					
No. of installation orders met					
Fulfilled within 4 weeks					
Fulfilled within 5 weeks					
% Installation orders received met					
% Fulfilled within 4 weeks				<b>90%</b>	<b>Yes/ No</b>
% Fulfilled within 5 weeks				<b>100%</b>	<b>Yes/ No</b>

#### **Attachment A.3 - No. of Installation Orders Received Under Exclusion**

	<b>Exclusion</b>	<b>No. of Installation Orders</b>	
		<b>1st 6 Months</b>	<b>2nd 6 Months</b>
a.	Wrong address given by the customer		
b.	Damage to network facility due to force majeure		
c.	Damage to network facility by third parties		
d.	Customer premises inaccessible		
e.	Customer premises internal wiring not ready at the committed or agreed time		
f.	Customer cancels or defers agreed appointment		
g.	Network facility not available.		

**MANDATORY STANDARDS FOR QUALITY OF SERVICE  
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**3. Service Restoration Performance**

<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
No. of service restoration request received					
No. of service restoration fulfilled					
Fulfilled within 24 hours					
Fulfilled within 48 hours					
% Service restoration fulfilled					
% Fulfilled within 24 hours				<b>80%</b>	<b>Yes/ No</b>
% Fulfilled within 48 hours				<b>90%</b>	<b>Yes/ No</b>

***Attachment B - No. of Service Restoration Received Not Restored Under Exclusion***

	<b>Exclusion</b>	<b>No. of Service Restoration</b>	
		<b>1st 6 Months</b>	<b>2nd 6 Months</b>
a.	Faulty customer equipment		
b.	Network facility damage due to third parties		
c.	Fault due to other service providers		
d.	Customer premises inaccessible		
e.	Damage to network facility due to force majeure		
f.	Faulty customer infrastructure or internal wiring		
g.	Deferment of service restoration request by customers		

**MANDATORY STANDARDS FOR QUALITY OF SERVICE  
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**Reported by:**

Signature:

Name:

Designation:

Address:

Tel no:

Fax no:

*(Note: Attach supporting documents as appendices.)*

**MANDATORY STANDARDS FOR QUALITY OF SERVICE  
DIGITAL LEASED LINE SERVICE  
REPORT**

**Declaration verifying the Report on Quality of Service for Digital Leased Line Service pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Digital Leased Line Service), Determination No. 4 of 2003**

I, ..... (I/C NO:.....) have been duly authorised by the board of directors of ..... ("the Company") to execute this declaration and hereby declare that the information contained in this report on the quality of service indicators for Digital Leased Line Service for the reporting period of \* January to June / July to December 200... forwarded to the Malaysian Communications and Multimedia Commission in relation to compliance with the standards on the annual service availability, fulfilment of installation orders and service restoration performance pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Digital Leased Line Service) Determination No. 4 of 2003 is true, accurate and complete to the best of my knowledge and belief.

Declared by :

.....  
[Position/Designation]

Telephone:                      Fax:

Email address:

Date:

\**strike out where not applicable*

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Appendix 1

**SUPPLEMENTARY QOS REPORT  
DIGITAL LEASED LINE SERVICE  
MULTIMEDIA SUPER CORRIDOR DESIGNATED AREAS<sup>1</sup>**

<b>LICENSEE</b>	
<b>REPORTING PERIOD</b>	

**Annual Service Availability**

*International Digital Leased Line Service<sup>2</sup>*

<b><u>Report items</u></b>	<b><u>1<sup>st</sup> 6 Months</u></b>	<b><u>2<sup>nd</sup> 6 Months</u></b>	<b><u>Total for 12 Months</u></b>	<b><u>QoS Standard</u></b>	<b><u>Compliance</u></b>
Total operational hours					
Total downtime					
% of network availability				<b>99.99%</b>	<b>Yes/ No</b>

<sup>1</sup> Cyberjaya, Technology Park Malaysia, KLCC and UPM-MTDC areas.

<sup>2</sup> All service availability is measured from Network Termination Unit (NTU) to NTU. Justification for downtime or disruption that is beyond the control of the service provider and where such damage to the network facility is due to force majeure or third parties may be provided.