

**DETERMINATION NO. 1 OF 2007
MANDATORY STANDARDS FOR QUALITY OF SERVICE
BROADBAND ACCESS SERVICE
REPORT**

LICENSEE:	
REPORTING PERIOD:	

1. Fulfilment of Installation Orders

<u>Report Items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of installation orders received					
No. of installation orders met					
Fulfilled within 24 hours					
Fulfilled within 48 hours					
Fulfilled within 7 days					
% Installation orders received met					
% Fulfilled within 24 hours				80%	Yes / No
% Fulfilled within 48 hours				90%	Yes / No
% Fulfilled within 7 days				100%	Yes / No

See Appendix 1 for Detailed Number of Installation Orders Received Under Exclusion

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2. Service Restoration Performance

<u>Report Items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of service restoration request received					
No. of service restoration fulfilled					
Fulfilled within 24 hours					
Fulfilled within 48 hours					
Fulfilled within 7 days					
% Service restoration fulfilled					
% Fulfilled within 24 hours				80%	Yes / No
% Fulfilled within 48 hours				90%	Yes / No
% Fulfilled within 7 days				100%	Yes / No

See Appendix 2 for Detailed Number. of Service Restoration Received Not Restored Under Exclusion

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3. Billing Performance

<u>Report Items</u>	<u>Actual</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of bills issued			
No. of billing complaints			
Billing complaints resolved in 15 business days			
Billing complaints resolved in 30 business days			
% Complaints of bills issued		2%	Yes / No
% Resolved within 15 bus days		90%	Yes / No
% Resolved within 30 bus days		95%	Yes / No

See Appendix 3 for Detailed Type of Billing Complaints Received

4. General Customer Complaints

<u>Report Items</u>	<u>1st 6 months</u>	<u>2nd 6 months</u>	<u>Actual for 12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of direct exchange line					
No. of complaints received					
No. of complaints per 1000 customer p.a.				50	Yes / No

See Appendix 4 for Detailed Type of General Consumer Complaints Received

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5. Network Performance

- a. **Network Latency**
- b. **Throughput or Bandwidth Utilisation**

<u>Report items</u>	<u>Actual</u>	<u>QoS Standard</u>	<u>Compliance</u>
Total number of sample			
Total number of sample with Network Latency below 85ms			
% of number of sample with Network Latency below 85ms		95%	Yes / No
Total of number of sample with bandwidth utilisation more than 80% of subscribed level			
% of number of sample with bandwidth utilisation more than 80% of subscribed level			
		95%	Yes / No

c. **Packet Loss**

<u>Test</u>	<u>Bandwidth used</u>	<u>Packet sent</u>	<u>Packet loss</u>	<u>% of Packet loss</u>
Test 1				
Test 2				
Test 3				
Test 4				
Total				
QoS Standard				1%
Compliance				Yes / No

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d. Annual Service Availability

<u>Report items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
Total operational hours					
Total downtime					
% of network availability				99.9%	Yes/ No

Note:

- 1. The reports are only for the always-on bandwidth service that has a downstream capacity of 256 kbps and above.*
- 2. The data transfer rate used for packet loss testing must be at least 70% to the bandwidth used.*

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Reported by:

Signature:

Name:

Designation:

Address:

Tel no:

Fax no:

(Note: Attach supporting documents as appendices.)

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(Note: Attach supporting documents as appendices.)

Appendix 1 - No. of Installation Orders Received Under Exclusion

	Exclusion	No. of Installation Orders	
		1st 6 Months	2nd 6 Months
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.		

Appendix 2 - No. of Service Restoration Received Not Restored Under Exclusion

	Exclusion	No. of Service Restoration	
		1st 6 Months	2nd 6 Months
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		

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Appendix 3 - Type of Billing Complaints Received

Type of complaints	No. of complaints	
	1 st 6 Months	2 nd 6 Months
Wrongly / not credited		
Double charges		
Non-refund deposits		
Late bills		
Non-receipt of bills		
Fraud		
Wrongly addressed		
Other billing errors		
(please list down other types of billing complaints, if any)		

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Appendix 4 - Type of General Consumer Complaints Received

Type of complaints	No. of complaints	
	1st 6 Months	2nd 6 Months
Late or no service restoration after a complaint		
Poor line quality		
Unprofessional staff		
Other complaints related to customer services		

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Declaration verifying the Report on Quality of Service for Broadband Access Service pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Broadband Access Service) Determination No. 1 of 2007

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 Broadband Access 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 fulfilment of installation orders, service restoration performance and network performance pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Broadband Access Service) Determination No. 5 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*