

COMMUNICATIONS AND MULTIMEDIA ACT 1998
COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR
QUALITY OF SERVICE
(DIGITAL LEASED LINE SERVICE)
DETERMINATION No. 4 of 2003

Pursuant to the Ministerial Direction on Quality of Service, Phase Two, Direction No. 3 of 2003, and in exercise of the powers conferred by sections 55 and 104(2) 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 (Digital Leased Line Service), Determination No. 4 of 2003.**
2. This Determination shall come into operation on 1 January 2004.

Interpretation

3. In this Determination unless the context otherwise requires:

“customer” means a person who, for consideration, acquires or subscribes to the digital leased line service;

“digital leased line” means :

- (a) a leased line for internet access that is established between the user and applications service provider;
- (b) a dedicated connection between the two end offices/premises of the user; or
- (c) a dedicated connection between the two end offices/premises of service providers

and shall include local leased lines, national leased lines and international leased lines;

“digital leased line service” means a bandwidth service provided by using digital leased lines;

“international leased lines” means leased lines connected through switching centers in Malaysia with any other switching centers outside Malaysia;

“local leased lines” means lines, which are connected through/within:

- (a) the same switching center area;
- (b) switching centers in the same charge area; or
- (c) switching centers which are in an adjacent charge area;

“national leased line” means two leased lines connected through switching centers, which are not within the same charge district, and not in the charge districts, which are adjacent to each other; and

“NSPs” means Network Service Providers.

4. Any term used in this Determination shall, unless the context otherwise requires, have the same meaning as in the Act or the regulations made under it.
5. Unless the context otherwise requires, words in the singular include the plural and vice versa.

Licencees subject to these mandatory standards

6. All NSPs providing digital leased line service with a transfer rate of 64Kbps onwards shall be subject to these mandatory standards. NSPs are advised to ensure that other facilities and service providers who can affect the quality of service provided by the NSPs are bound by service level agreements which enable the NSPs to meet the standards.

Standards on annual service availability

7. Annual service availability means the total operational hours of the digital leased line service, less the total transmission downtime or disruption to the service due to service failure over the period of 12 months. Downtime for the purposes of upgrading or maintaining the network system will be excluded from this ratio, provided users are informed in advance of such maintenance action.

8. The annual service availability shall be as follows :-
 - (a) For local leased lines, users must be able to stay connected to the internet and /or another office where a dedicated network path exists, for more than 99% of the time over a 12 month period;
 - (b) For national leased lines, users must be able to stay connected to the internet and/or another office where a dedicated network path exists, for more than 99.9 % of the time over a 12 month period; and

- (c) For international leased lines, users must be able to stay connected to the internet and/or another office where a dedicated network path exists, for more than 99.99 % of the time over a 12 month period.

9. The measurement of the annual service availability is described by the ratio :

$$\frac{(\text{Total operational hours over a 12 month period} - \text{Total downtime over the 12 month period}) \times 100\%}{\text{Total operational hours over the 12 month period}}$$

10. Complete and accurate records of annual service availability shall be maintained by the relevant NSPs. Such 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 an officer of the NSP duly authorised by the board of directors, stating that the report is true and accurate. These reports shall be submitted to the Commission not later than six weeks after 30 June for reporting period January to June, and 31 December for reporting period July to December respectively.

Standards on fulfilment of installation orders

11. Fulfillment of installation orders means the time taken from the signing of the agreement for services on-line or at the NSP's business outlet to the time when the service is provided.

12. 90 % of all installation orders shall be fulfilled in the following time frames:

- (a) 1 week for local leased line services;
- (b) 2 weeks for national leased line services; and
- (c) 4 weeks for international leased line services.

13. Notwithstanding paragraph 12 above, 100% of installation orders shall be fulfilled within the following time frames :

- (a) 2 weeks for local leased line services;
- (b) 3 weeks for national leased line services; and
- (c) 5 weeks for international leased line services.

14. The measurement is described by the ratio:

$$\frac{\text{Total number of installation orders met within a 12 month period} \times 100}{\text{Total number of installation orders for the 12 month period}}$$

15. When measuring the time taken to fulfil installation orders, installation orders not fulfilled within the requisite time due to the following reasons may be excluded from the total number of installation orders for the 12 month period:

- (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; or
 - (g) Network facility not available.
16. Complete and accurate records of installation orders shall be maintained by the relevant NSPs. Such 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 an officer of the NSP duly authorised by the board of directors, stating that the report is true and accurate. These reports shall be submitted to the Commission not later than six weeks after 30 June for reporting period January to June, and 31 December for reporting period July to December respectively.

Standard on service restoration performance

17. Service restoration performance means the time taken to restore a service from the time the fault was reported by the customer to the time of restoration. The restoration time is calculated from the time of report to the time of restoration, including weekends and public holidays.

18. Service restoration shall be effected within the following time frames:

- (a) 80% of all service restoration requests shall be fulfilled within 24 hours of receipt of request; and
- (b) 90% of all service restoration requests shall be fulfilled within 48 hours of receipt of request.

19. The measurement is described by the ratio:

$$\frac{\text{Total number of service requests fulfilled within the time frame} \times 100}{\text{Total number of service requests received over a 12 month period}}$$

20. When measuring the time taken to restore service, service not restored within the requisite time due to the following reasons, may be excluded from the total number of service restoration requests received over the 12 month period:

- (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; and
- (g) Deferment of service restoration request by customers.

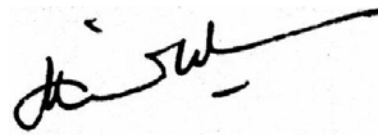
21. Complete and accurate records of all service restoration requests shall be maintained by the relevant NSPs. Such reports shall be in the form and format as may be prescribed by the Commission from time to time. Each report shall be accompanied by a declaration signed by an officer of the NSP duly authorised by the board of directors, stating that the report is true and accurate. These reports shall be submitted to

the Commission not later than six weeks after 30 June for reporting period January to June, and 31 December for reporting period July to December respectively.

Audit and verification

22. The Commission may from time to time conduct an audit on the report(s) submitted, perform test call sampling and/or service observation to verify compliance with these mandatory standards.

Made 14 November 2003



DATUK DR. SULAIMAN MAHBOB
Acting Chairman
Malaysian Communications and Multimedia
Commission