



NOTICE

PUBLIC INQUIRY ON REVISION OF MANDATORY STANDARDS FOR QUALITY OF SERVICE ON WIRELESS BROADBAND ACCESS SERVICE

CYBERJAYA, 3 October 2023 --- The Malaysian Communications and Multimedia Commission (MCMC) is holding a Public Inquiry for the review of Mandatory Standards for Quality of Service (MSQoS) on Wireless Broadband Access Service (Commission Determination No. 2 of 2021) from **3 October 2023** until **21 November 2023**. This Public Inquiry is carried out pursuant to Section 55, of the Communications and Multimedia Act 1998 (Act 588).

The Public Inquiry sets out MCMC's preliminary views on the Quality of Service (QoS) and Quality of Experience (QoE) parameters for Wireless Broadband Access Service. The review is aimed at improving overall service quality and experience of the consumers.

MCMC invites members of the public, industry players and interested parties to provide written submission both in hard copy and electronic form on the questions and proposals raised in the Public Inquiry paper that is made available on MCMC's website at the following link:

<https://mcmc.gov.my/en/resources/reports/information-paper/public-inquiry-on-revision-of-mandatory-standards>

Respondents are required to provide their responses with justifications and where appropriate, refer to evidence or other relevant information in support of their comments. The Public Inquiry will end at **12:00 noon on 21 November 2023**.

For more information, please contact:

Malaysian Communications and Multimedia Commission (MCMC)
MCMC HQ Tower 1, Jalan Impact, Cyber 6, 63000 Cyberjaya, Selangor
(Attention: Quality Standards Development Department, Consumer and Industry Affairs Division)
Email: gqs.dept@mcmc.gov.my
No. Tel.: +603 8688 8000