

**MANDATORY STANDARDS FOR QUALITY OF SERVICE
(DIAL UP INTERNET ACCESS SERVICE)
REPORT**

LICENSEE	
REPORTING PERIOD	

SUMMARY

1. 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 I for details

2. General Customer Complaints

<u>Report items</u>	<u>1st half</u>	<u>2nd half</u>	<u>Actual 12 months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of customer base					
No. of complaints received					
No. of complaints per 1000 customers				50	Yes/ No

See appendix II for details

Reported by:

Signature:

Name :

Designation

Address:

Tel no:

Fax no:

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(Note: Attach supporting documents as appendices.)

Appendix I

<u>Type of complaints</u>	<u>No. of complaints</u>
Wrongly / not credited	
Double charges	
Non-refund deposits	
Late bills	
Non-receipt of bills	
Fraud	
Wrongly addressed	
Other billing errors	

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Appendix II

Type of complaints	1st half	2nd half
Late or no service restoration		
Poor download time		
Slow network response		
Unprofessional staff		
Other Complaints		

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Declaration verifying the Report on Quality of Service for Dial Up Internet Access Service pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Dial Up Internet Access Service) Determination No. 3 of 2002

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 Dial Up Internet 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 * billing performance and general customer complaint handling pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Dial Up Internet Access Service) Determination No. 3 of 2002 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*