



**Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission**

**GUIDELINES TO THE COMMISSION DETERMINATION
ON THE MANDATORY STANDARDS FOR
QUALITY OF SERVICE (CUSTOMER SERVICE)
DETERMINATION NO. 4 OF 2021**

(MCMC(CPRD)600-3/4/38/2021(01))

1 August 2021

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PART A: OBJECTIVE AND SCOPE

1. These guidelines are developed by the Malaysian Communications and Multimedia Commission ("**Commission**") pursuant to paragraph 9 of the Commission Determination on the Mandatory Standards for Quality of Service (Customer Service), Determination No. 4 of 2021 ("**Determination**").
2. These guidelines set out the examples of the calculations, reporting templates, and explanatory notes to the standards in the Determination and shall be referred to as the 'Guidelines to the Commission Determination on the Mandatory Standards for Quality of Service (Customer Service), Determination No. 4 of 2021' ("**Guidelines**").

PART B: REQUIREMENT FOR REPORT SUBMISSION

3. All reports (including notices and notifications) that are required to be sent to the Commission should be sent to the Consumer Protection Department's address and/or email as follows:

Consumer Protection Department,
Consumer & Industry Affairs Division,
Malaysian Communications and Multimedia Commission,
MCMC HQ Tower 1, Jalan Impact, Cyber 6,
63000 Cyberjaya,
Selangor Darul Ehsan.
Email: gos.admin@cmc.gov.my

4. These reports shall be in the form and format as described in these Guidelines. Each report shall be accompanied by a declaration signed by the Chief Executive Officer (or any other person that holds an equivalent designation) of the service provider duly authorized by the board of directors, stating that each report is true and accurate. The template of the declaration is as per Appendix A of these Guidelines.

5. The timelines for reporting are as per Table 1 below:

Table 1: Reporting Timelines

No	Item	Reporting Period	Report / Notice Submission Date
1.	Quality of Service ("QoS") performance report (1 st Quarter)	1 January to 31 March	<ul style="list-style-type: none"> By 30 April of the same year
2.	QoS performance report (2 nd Quarter)	1 April to 30 June	<ul style="list-style-type: none"> By 31 July of the same year
3.	QoS performance report (3 rd Quarter)	1 July to 30 September	<ul style="list-style-type: none"> By 31 October of the same year
4.	QoS performance report (4 th Quarter)	1 October to 31 December	<ul style="list-style-type: none"> By 31 January of the next year
5.	Advance notice of scheduled downtime	-	<ul style="list-style-type: none"> 72 hours in advance for scheduled downtime of 60 minutes or more
6.	Notification of service disruption	-	<ul style="list-style-type: none"> 90 minutes from the occurrence of service disruption that lasts 60 minutes or more
7.	Comprehensive report of service disruption	-	<ul style="list-style-type: none"> Within 7 business days from the occurrence of service disruption that lasts for more than 4 hours

PART C: STANDARDS ON THE QUALITY OF SERVICE (CUSTOMER SERVICE)

A. COMPLAINT MANAGEMENT

I. BILLING RELATED COMPLAINTS

6. The service provider shall submit quarterly reports on billing related complaints as per the format specified in Table 2 below.

Table 2: Format for billing related complaints in quarterly reports

No	Report Items	Total per quarterly reporting period	QoS Standard	Compliance
1.	Total number of billing related complaints received in the reporting period			
2.	Total number of subscriptions at the end of the reporting period			
3.	% of billing related complaints		Maximum of 0.5% per quarterly reporting period	Yes/No

Formula:

$$\frac{\text{Total number of billing related complaints received in the reporting period}}{\text{Total number of subscriptions at the end of the reporting period}} \times 100\%$$

7. The service provider is required to provide details on the types of billing related complaints received in a quarter as per the format specified in Table 3 below.

Table 3: Format for types of billing related complaints in quarterly reports

No	Types of billing related complaints	Total no. of complaints received per quarterly reporting period
1.		
2.		
3.		

II. NON-BILLING RELATED COMPLAINTS

8. The service provider shall submit quarterly reports on non-billing related complaints as per the format specified in Table 4 below.

Table 4: Format for non-billing related complaints in quarterly reports

No	Report Items	Total per quarterly reporting period	QoS Standard	Compliance
1.	Total number of non-billing related complaints received in the reporting period			
2.	Total number of subscriptions at the end of the reporting period			
3.	Number of non-billing related complaints per 1000 subscriptions per reporting period		A maximum of 5.0 complaints per 1,000 subscriptions per quarterly reporting period	Yes/No

Formula:

$$\frac{\text{Total number of non-billing related complaints received in the reporting period}}{\text{Total number of subscriptions at the end of the reporting period}} \times 100\%$$

9. The service provider is required to provide details of the types of non-billing related complaints received in a quarter as per the format specified in Table 5 below.

Table 5: Format for types of non-billing related complaints in quarterly reports

No	Types of non-billing related complaints	Total no. of complaints received per quarterly reporting period
1.		
2.		
3.		

B. CUSTOMER SERVICE RESPONSE

I. CUSTOMER COMPLAINTS RESOLUTION TIME

10. For this standard on customer complaint resolution time, the indicator is to be separately measured and reported for:
- a) Billing related complaints; and
 - b) Non-billing related complaints
11. The term complaint “closed” for billing and non-billing related complaints, is based on the following:

- a) Complaint has been dealt with reasonably and adequately; and
 - b) The customer agrees to accept the resolution offered by the service provider.
12. Notwithstanding the above, the Commission may determine whether the service provider has taken steps to address the complaint and whether it is reasonable to conclude that such steps have addressed the dissatisfaction of the complainant. This includes escalation of such complaints to the Consumer Forum of Malaysia by the service provider and/or complainant, or to other mediation/ arbitration avenues, including the courts of law.
13. The service provider shall submit quarterly reports on the performance of customer complaint resolution time as per the format specified in Tables 6 and 7 below.

a) Billing related complaints

Table 6: Format for performance of customer complaints resolution time (billing related) in quarterly reports

No	Report items	Total per quarterly reporting period	QoS Standard	Compliance
1.	Number of complaints received			
2.	Number of complaints closed*			
3.	Closed within 3 business days		Not less than 70.00%	Yes/ No
4.	Closed within 10 business days		Not less than 90.00%	Yes/ No

** refers to the total number of complaints closed at the end of the quarterly reporting period.*

Formula:

$$\frac{\text{Total number complaints closed within the specific timeframe}}{\text{Total number of complaints received within the reporting period}} \times 100\%$$

b) Non-billing related complaints

Table 7: Format for performance of customer complaint resolution time (non-billing related) in quarterly reports

No	Report items	Total per quarterly reporting period	QoS Standards	Compliance
1.	Number of complaints received			
2.	Number of complaints closed*			
3.	Closed within 3 business days		Not less than 70.00%	Yes/ No
4.	Closed within 10 business days		Not less than 90.00%	Yes/ No

* refers to the total number of complaints closed at the end of the quarterly reporting period.

Formula:

$$\frac{\text{Total number complaints closed within the specific timeframe}}{\text{Total number of complaints received within the reporting period}} \times 100\%$$

14. The service provider shall submit quarterly reports on the 'complaints not closed' that is excluded from the reporting under paragraphs 13 above, in the format specified in Table 8 below.

Table 8: Format for exclusion clause based on Table 6 and Table 7

No	Exclusion	No. of complaints not closed that are excluded from the computation for per quarterly reporting period
1.	Damage to network facility due to force majeure or by third parties	
2.	Faulty or unavailability of customer premises equipment ("CPE"), customer infrastructure or internal wiring	
3.	Customer premises inaccessible	
Total		

II. RESPONSE TIME FOR OPERATOR SERVICE

15. The service provider shall submit quarterly reports on response time for operator service as per the format specified in Table 9 below.

Table 9: Format for response time for operator service in quarterly reports

No	Report items	Total per quarterly reporting period	QoS Standards	Compliance
1.	Number of calls to customer hotline opted for human operator			
2.	Number of calls answered by human operator			
3.	Answered within 30 seconds			
4.	% answered within 30 seconds		At least 85.00%	Yes/ No

Formula:

$$\frac{\text{Number of calls answered by human operator within the specific timeframe}}{\text{Total number of calls to customer hotline opted for human operator in the reporting period}} \times 100\%$$

C. NOTIFICATION/INFORMATION ON SERVICE DISRUPTION

I. Advance Notice of Scheduled Downtime

16. The service provider must notify the customer not less than **24 hours** in advance and to the Commission in writing not less than **72 hours** in advance for every session of scheduled downtime which **affects customer access to services of 60 minutes or more**.
17. The notification to customer via any of the service provider’s communication medium such as official website, Short Messaging Services (SMS), social media, etc. should clearly state at least the following:
- a) date, time and area affected by the scheduled downtime;
 - b) type of service affected; and
 - c) details of the customer hotline.
18. The advance written notice of scheduled downtime to the Commission shall be as per the format specified in Table 10 below.

Table 10: Format for advance written notice of scheduled downtime

No	Report Items		Details/Remarks
1.	Advance notice scheduled downtime	Start date and time	
		End date and time	
2.	Area affected by the scheduled downtime		
3.	Type of services affected		

4.	Justification for the scheduled downtime	
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II. Notification of Unplanned Service Disruption

19. The service provider must notify the customer and Commission within **90 minutes** from the occurrence of any single service disruption incident (including the exclusions) that **lasts 60 minutes or more** as per the format specified in Table 11 below.

Table 11: Format for unplanned service disruption notification to the Commission

No	Report Items		Details/Remarks
1.	Service disruption	Start date and time	
		End date and time	
2.	Area affected by the service disruption		
3.	Type of services affected		
4.	Current status of service disruption		
5.	Cause of the disruption		
6.	Service impact - nationwide/affected areas		

III. Comprehensive Report

20. The service provider must submit a comprehensive report to the Commission within **7 business days** of the occurrence of any single service disruption incident that **lasts more than 4 hours**.
21. The details of the comprehensive report to the Commission shall be presented as per the format specified in Table 12 below.

Table 12: Format for unplanned service disruption in comprehensive report

No	Report Items	Details/Remarks
1.	Date and time of service disruption	(a) Start: (date/time) (b) End : (date/time)
2.	Area affected by the service disruption	
3.	Exact duration of service disruption	
4.	Type of services affected and service impact	
5.	Number of affected customers	
6.	Status of service disruption	<i>* The date and time are to be specified if the service is fully restored</i>
7.	Photographic evidence of faulty network element (if applicable)	<i>*To be attached with report</i>
8.	Description of the cause and problem	
9.	Rectification steps taken to restore the service	
10.	Preventive actions to avoid the recurrence of the same or similar service disruption	
11.	Compensation plan offered to affected customer (if any)	

22. The service provider must notify customers as soon as practicable in respect of any service disruption incident. The notification information and medium of communication to the customer shall follow the requirements specified in paragraph 17 above.

D. SERVICE FULLFILMENT

I. SERVICE ACTIVATION FULLFILMENT [applicable for wired broadband access services (“Wired BAS”) only]

23. The service provider shall submit quarterly reports on service activation fulfilment for **Wired BAS** as per the format specified in Table 13 below.

Table 13: Format for service activation fulfilment in quarterly reports

No	Report Items	Total per quarterly reporting period	QoS Standard	Compliance
1.	No. of service activations scheduled to be activated*			
2.	Fulfilled within 24 hours			
3.	Fulfilled within 72 hours			
4.	Fulfilled more than 72 hours			
5.	Number of activation yet to be activated			
6.	% Fulfilled within 24 hours		Not less than 95.0%	(Yes/No)
7.	% Fulfilled within 72 hours		100.00%	(Yes/No)

*total number of service activations scheduled to be activated (1) = report item 2+3+4+5

Formula:

$$\frac{\text{Total number of service activations fulfilled within the specific time frame}}{\text{Total number of service activations scheduled to be activated within the reporting period}} \times 100\%$$

24. The service provider shall submit quarterly reports on service activation that is excluded from the above report as per the format specified in Table 14 below.

Table 14: Format for exclusion clause based on Table 13

No	Exclusion	No. of service activation excluded from the computation per quarterly reporting period
1.	Damage to network facility due to force majeure or by third parties	
2.	Faulty or unavailability of CPE, customer infrastructure or internal wiring	
3.	Customer premises inaccessible	
Total		

II. SERVICE RESTORATION FULFILMENT (applicable for Wired BAS only)

25. The service provider shall submit quarterly reports on service restoration fulfilment for **Wired BAS** as per the format specified in Table 15 below.

Table 15: Format for service restoration fulfilment in quarterly reports

No	Report Items	Total per quarterly reporting period	QoS Standard	Compliance
1.	Number of service fault received*			
2.	Fulfilled within 24 hours			
3.	Fulfilled within 48 hours			
4.	Fulfilled more than 48 hours			
5.	Number of restoration yet to be activated			

No	Report Items	Total per quarterly reporting period	QoS Standard	Compliance
6.	% Fulfilled within 24 hours from the time and date a service fault is reported		Not less than 95.0%	(Yes/No)
7.	% Fulfilled within 48 hours from the time and date a service fault is reported		100.00%	(Yes/No)

**total number of service fault received (1) = report item 2+3+4+5*

Formula:

$\frac{\text{Total number of service restorations fulfilled within the specified timeframe}}{\text{Total number of service fault reports received within the reporting period}} \times 100\%$

26. The service provider shall submit quarterly reports on service restoration that is excluded from the above report as per the format specified in Table 16 below.

Table 16: Format for exclusion clause based on Table 15

No	Exclusion	No. of service restoration excluded from the computation per quarterly reporting period
1.	Damage due to force majeure or by third parties	
2.	Faulty or unavailability of CPE, customer infrastructure or internal wiring, customer infrastructure or internal wiring; and	
3.	Customer premises inaccessible	
Total		

PART D: EFFECTIVE DATE AND COMMISSION CONTACT

27. These Guidelines shall come into effect on **1 August 2021**, and shall continue to be effective unless modified, varied or revoked by the Commission.
28. For any queries and further information on these Guidelines please contact:

Consumer Protection Department
Consumer & Industry Affairs Division
Phone: 03-8688 8000
Email: qos.admin@cmc.gov.my

APPENDIX A

DECLARATION VERIFYING THE REPORT ON QUALITY OF SERVICE FOR CUSTOMER SERVICE PURSUANT TO THE COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE (CUSTOMER SERVICE), DETERMINATION NO.4 OF 2021

I, (I/C No:) have been duly authorised by the board of directors of (“Company”) to execute this declaration, and hereby declare that the information contained in this report on the quality of service indicators for customer service for the reporting period of * January to March / April to Jun 202X submitted to the Malaysian Communications and Multimedia Commission pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Customer Service), Determination No. 4 of 2021, 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*