



NOTIFICATION

The Malaysian Communications and Multimedia Commission (**MCMC**) is holding a public inquiry commencing **1 April 2015**. Please click the following link to view the Public Inquiry Paper.

["REVIEW OF COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE \(PUBLIC CELLULAR SERVICE\) \(DETERMINATION NO 2 OF 2002\) AND VARIATION TO COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE \(PUBLIC CELLULAR SERVICE\) \(DETERMINATION NO 2 OF 2002\) – DETERMINATION NO 1 OF 2013"](#)

The MCMC recognizes the need to review the Mandatory Standard for Quality of Service for Public Cellular Service in light of technology advancements over the past 12 years, significant changes in network usage, and changes in customer expectations and perception towards service delivery.

The proposed revised and new standards are based on international best practices and seek to address current issues in relation to public cellular service in Malaysia such as dropped calls. This revision also seeks to strengthen and streamline the Quality of Service framework.

The MCMC invites members of the public to participate by sending written submissions on matters stated above.

Written submissions on the matters raised should be provided to the MCMC, both in hard copy and electronic form, at the address below and via e-mail by **12 noon on Monday, 18 May 2015**.

**The Chairman
Malaysian Communications and Multimedia Commission
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Attention: Mr. Mohd Norhisham Ahmad Kamil, Policy Development Division

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