



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

Notice of Extension of Public Inquiry Period

The Malaysian Communications and Multimedia Commission ("MCMC") has conducted two (2) Public Inquiries ('PI') on 18 September 2015 on the following:

1. PI on Mandatory Standards Quality of Service (Wireless Broadband Access Service); and
2. PI on the Review of the Mandatory Standards Quality of Service (Wired Broadband Access Service).

The initial agreed period of the above PI ended on 5th November 2015.

In respect of the above PI, MCMC received considerable number of responses which raised a number of complex issues. The main focus of the responses received was in relation to the network performance standards on throughput (broadband speed), packet loss, network latency, network utilization and other operational issues. Concerns were also raised on the different technologies used by service providers which would impact compliance with quality standards proposed.

In view of these comments, MCMC would require more time to consider the relevant proposals made by the respondents and the best approach to address the concerns highlighted before arriving at a final decision on the matter.

In light of this, and due to the significant impact that the relevant standards would have on the industry and consumers, MCMC hereby extends the PI period to 31st December 2015, and the PI report will be published within thirty (30) days of the conclusion of this extended period.

MCMC considers that the extension of the PI period is necessary to:

- (a) give due consideration to the concerns highlighted by the respondents;
- (b) consider alternative approaches in setting the appropriate standards whilst taking into account the use of differing technologies; and
- (c) prepare a final decision that takes into account the interest of all stakeholders.

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