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# **Kenyataan Media**

## **Press Release**

**For Immediate Release**

### **MCMC Fines Telcos for Dropped Calls**

**Cyberjaya: 6 March, 2013** --- The three major telcos have been served with compounds totaling RM190,000-00 by the Malaysian Communications and Multimedia Commission (MCMC) for breaching their licence conditions, notably on complaints from the public concerning dropped calls.

“The telcos were given ample time and reminders to resolve complaints received from their customers concerning the increased occurrence of dropped calls lately. As the regulator of the industry, we have no choice but to fine them for failing to meet accepted standards and levels of service,” said Dato’ Mohamed Sharil Tarmizi, Chairman of MCMC.

DiGi Telecommunications Sdn Bhd was served four separate compounds totaling RM100,000-00, Celcom Axiata received RM60,000-00 for three separate compounds, and Maxis Mobile Services Sdn Bhd with two separate compounds amounting to RM30,000-00.

Compounds were based on tests results conducted by MCMC in several locations in the country. More tests are being conducted nationwide to measure the quality of service provided by telcos.

Dato’ Mohamed Sharil added that MCMC is aware that the telcos have begun upgrading and making efforts to improve their quality of service in the country but stresses that they should speed things up. “The public should not have to tolerate the increasing incidence of dropped calls or poor quality of service.”



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## Press Release

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### **Notes to Editor:**

If your organisation wishes to include a quote from Malaysian Communications and Multimedia Commission (MCMC) in an article or news item, kindly attribute the quote to our organisation (MCMC) rather than an officer of the organisation, unless a designated spokesperson from MCMC is specified in the Press Release or reply to Press.

### **About Malaysian Communications and Multimedia Commission (MCMC)**

The primary role of MCMC is to implement and promote the Government's national policy objectives for the communications and multimedia sector. MCMC is also charged with overseeing the new regulatory framework for the converging industries of telecommunications, broadcasting and on-line activities, in accordance with the national policy objectives set out in the Communications and Multimedia Act 1998 (CMA), as well as postal services and digital certifications. The CMA provides that MCMC undertakes a policy implementation role, while policy decision-making is vested with the Minister. The Minister may also give policy directions to the Commission.

For more information visit <http://www.skmm.gov.my>

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