



**MANDATORY STANDARDS FOR QUALITY OF SERVICE
DIGITAL LEASED LINE SERVICE REPORT**

LICENSEE	
REPORTING PERIOD	

Summary

1. Annual Service Availability

1.1 Domestic Digital Leased Line Service¹

<u>Report items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
Total operational hours					
Total downtime					
% of network availability				99.90%	Yes/ No

Attachment A.1 - No. of Annual Service Availability under Exclusion

	Exclusion	No. of Annual Service Availability	
		1st 6 Months	2nd 6 Months
a.	Faulty customer equipment		
b.	Network facility damaged by third parties		
c.	Fault due to other service providers		
d.	Customer premises inaccessible		
e.	Damage to network facility due to force majeure		
f.	Faulty customer infrastructure or internal wiring		
g.	Request for deferment of service restoration by customer		
h.	Planned maintenance work for the purpose of upgrading or maintaining the network system		

1.2 International Digital Leased Line Service ^{1, 2 and 3}

Report items	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
Total operational hours					
Total downtime					
% of network availability				99.80%	Yes/ No

Attachment A.2 - No. of Annual Service Availability under Exclusion

	Exclusion	No. of Annual Service Availability	
		1st 6 Months	2nd 6 Months
a.	Faulty customer equipment		
b.	Network facility damaged by third parties		
c.	Fault due to other service providers		
d.	Customer premises inaccessible		
e.	Damage to network facility due to force majeure		
f.	Faulty customer infrastructure or internal wiring		
g.	Request for deferment of service restoration by customer		
h.	Planned maintenance work for the purpose of upgrading or maintaining the network system		

Footnotes:

- 1. Service availability is measured from Network Termination Unit (NTU) to NTU.*
- 2. International leased line service comprises of international leased line portion and domestic leased line portion. For reporting and compliance to the QoS Mandatory Standards on Digital Leased Line Service, the measurement for the international leased line portion is from the submarine cable landing centre or satellite hub in Malaysia to another location outside Malaysia and the domestic leased line portion shall be calculated as part of domestic leased line service.*
- 3. In addition to the above, please report all International Digital Leased Line in MSC areas in the supplementary form as per Appendix 1.*

2. Fulfilment of installation orders

2.1 Domestic Digital Leased Line Service

<u>Report items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of installation orders received					
No. of installation orders met					
Fulfilled within 2 week					
Fulfilled within 3 weeks					
% Installation orders received met					
% Fulfilled within 2 week				90%	Yes/ No
% Fulfilled within 3 weeks				100%	Yes/ No

Attachment B.1 - No. of Installation Orders Received Under Exclusion

	Exclusion	No. of Installation Orders	
		1st 6 Months	2nd 6 Months
a.	Wrong address given by the customer		
b.	Damage to network facility due to force majeure		
c.	Damage to network facility by third parties		
d.	Customer premises inaccessible		
e.	Customer premises internal wiring not ready at the committed or agreed time		
f.	Customer cancels or defers agreed appointment		
g.	Network facility not available.		

2.2 International Digital Leased Line Service

<u>Report items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of installation orders received					
No. of installation orders met					
Fulfilled within 4 weeks					
Fulfilled within 5 weeks					
% Installation orders received met					
% Fulfilled within 4 weeks				90%	Yes/ No
% Fulfilled within 5 weeks				100%	Yes/ No

Attachment B.2 - No. of Installation Orders Received Under Exclusion

	Exclusion	No. of Installation Orders	
		1st 6 Months	2nd 6 Months
a.	Wrong address given by the customer		
b.	Damage to network facility due to force majeure		
c.	Damage to network facility by third parties		
d.	Customer premises inaccessible		
e.	Customer premises internal wiring not ready at the committed or agreed time		
f.	Customer cancels or defers agreed appointment		
g.	Network facility not available.		

3. Service Restoration Performance

<u>Report items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
No. of service restoration request received					
No. of service restoration fulfilled					
Fulfilled within 24 hours					
Fulfilled within 48 hours					
% Service restoration fulfilled					
% Fulfilled within 24 hours				80%	Yes/ No
% Fulfilled within 48 hours				90%	Yes/ No

Attachment C - No. of Service Restoration Received Not Restored Under Exclusion

	Exclusion	No. of Service Restoration	
		1st 6 Months	2nd 6 Months
a.	Faulty customer equipment		
b.	Network facility damage due to third parties		
c.	Fault due to other service providers		
d.	Customer premises inaccessible		
e.	Damage to network facility due to force majeure		
f.	Faulty customer infrastructure or internal wiring		
g.	Deferment of service restoration request by customers		

Reported by:

Signature:

Name:

Designation:

Address:

Tel no:

Fax no:

(Note: Attach supporting documents as appendices.)

Declaration verifying the Report on Quality of Service for Digital Leased Line Service pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Digital Leased Line Service), Determination No. 3 of 2009

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 Digital Leased Line 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 the annual service availability, fulfilment of installation orders and service restoration performance pursuant to the Commission Determination on the Mandatory Standards for Quality of Service (Digital Leased Line Service) Determination No. 3 of 2009 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*

**SUPPLEMENTARY QOS REPORT
DIGITAL LEASED LINE SERVICE
MULTIMEDIA SUPER CORRIDOR DESIGNATED AREAS¹**

LICENSEE	
REPORTING PERIOD	

Annual Service Availability

International Digital Leased Line Service²

<u>Report items</u>	<u>1st 6 Months</u>	<u>2nd 6 Months</u>	<u>Total for 12 Months</u>	<u>QoS Standard</u>	<u>Compliance</u>
Total operational hours					
Total downtime					
% of network availability				99.80%	Yes/ No

¹ Cyberjaya, Technology Park Malaysia, KLCC and UPM-MTDC areas.

² International leased line service comprises of international leased line portion and domestic leased line portion. For reporting and compliance to the QoS Mandatory Standards on Digital Leased Line Service, the measurement for the international leased line portion is from the submarine cable landing centre or satellite hub in Malaysia to another location outside Malaysia and the domestic leased line portion shall be calculated as part of domestic leased line service.