



MENTERI TENAGA, KOMUNIKASI DAN MULTIMEDIA, MALAYSIA
MINISTER OF ENERGY, COMMUNICATIONS AND MULTIMEDIA, MALAYSIA

COMMUNICATIONS AND MULTIMEDIA ACT 1998
MINISTERIAL DIRECTION ON QUALITY OF SERVICE

DIRECTION No. 1 of 2002

In exercise of the powers conferred by section 7 and 104(3) of the Communications and Multimedia Act 1998 [Act 588], the Minister issues the following Direction to the Commission:

Citation and commencement

1. This Direction may be cited as the **Ministerial Direction on Quality of Service, Direction No.1 of 2002** and shall come into operation on the date of registration of this Direction.

Interpretation

2. Any term used in this Direction shall, unless the context otherwise requires, have the same meaning as in the Act or the Regulations made under it.

Quality of Service

3. The Commission shall determine mandatory standards on the quality of service for the following services:

- (a) public cellular services;
- (b) PSTN;
- (c) Internet access service using a dial-up connection;
- (d) Satellite broadcasting;
- (e) Terrestrial free to air TV; and
- (f) Terrestrial radio broadcasting.

Issued: 27 MARCH 2002

(KTKM (s) 110/ 186/ 2-20 (24))

A handwritten signature in dark ink, appearing to read 'Leo Moggie'.

DATUK AMAR LEO MOGGIE
Minister of Energy, Communications and Multimedia