



**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
Malaysian Communications and Multimedia Commission

## **COMMUNICATIONS AND MULTIMEDIA ACT 1998**

### **COMMISSION DIRECTION TO CELCOM AXIATA BERHAD TO RESOLVE THE NON-COMPLIANCE AND COMPLY WITH THE COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE (WIRELESS BROADBAND ACCESS SERVICE), DETERMINATION NO. 2 OF 2021, IN LANGKAWI, KEDAH**

#### **Direction No. 1 of 2022**

In exercise of the powers conferred by section 51 of the Communications and Multimedia Act 1998 [*Act 588*] ("**Act**") and section 105 of the Act, the Commission issues the following direction:

#### **Citation and Commencement**

1. This direction may be cited as the **Commission Direction to Celcom Axiata Berhad to Resolve the Non-Compliance and Comply with the Commission Determination on the Mandatory Standards for Quality of Service (Wireless Broadband Access Service), Determination No. 2 of 2021 in Langkawi, Kedah, Direction No. 1 of 2022.**
2. This Direction shall come into operation on the date of its registration.

#### **Interpretation**

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

#### **Direction under Section 51 of the Act**

4. Pursuant to section 51 of the Act, the Commission hereby directs Celcom Axiata Berhad (Company Registration No.: (198801000113) (167469-A) ("**Celcom**") to resolve all non-compliances in respect of the followings:

- (a) network latency requirement of not more than 150ms, 90% of the time based on test sample; and
- (b) download throughput requirement of not less than 2.5Mbps, 90% of the time based on test sample,

which have been found to be in non-compliance with the standards specified in the Commission Determination on the Mandatory Standards for Quality of Service (Wireless Broadband Access Service) [**"Determination No. 2 of 2021"**].

5. In this respect, Celcom shall resolve the same at the specific locations and by the stipulated deadlines as listed in the table below, at its own expense:

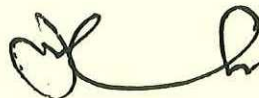
No	Location name	Deadline
1.	Langkawi Highway (Kg. Buluh Penyumpit)	31 December 2022

6. Celcom is further directed to ensure continuous compliance with the Determination No. 2 of 2021, at all the aforesaid locations in Langkawi, Kedah.

**Modification, variation or revocation**

7. The Commission may modify, vary or revoke this Direction.

Made on 19 May 2022



**DATO' DR. FADHLULLAH SUHAIMI ABDUL MALEK**

*Chairman*

*Malaysian Communications and Multimedia  
Commission*