



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

COMMUNICATIONS AND MULTIMEDIA ACT 1998

**VARIATION TO COMMISSION DETERMINATION ON THE
MANDATORY STANDARDS FOR QUALITY OF SERVICE
(PUBLIC CELLULAR SERVICE) (DETERMINATION NO. 2 OF 2002)**

DETERMINATION No. 1 of 2013

Pursuant to the Ministerial Direction on Quality of Service, Direction No. 1 of 2002, and in exercise of the powers conferred by sections 55, 56, 104(2) and 106 of the Communications and Multimedia Act 1998 [Act 588], the Commission hereby determines as follows:

Citation and Commencement

1. This Determination may be cited as the **Variation to Commission Determination on the Mandatory Standards for Quality of Service (Public Cellular Service) (Determination No. 2 of 2002), Determination No. 1 of 2013**.
2. This Determination shall come into force on **9 July 2013**.

Variation of the standards on endpoint service availability

3. The Commission Determination on the Mandatory Standards Quality of Service (Public Cellular Service) Determination No. 2 of 2002 ("the principal Determination"), is varied as follows:
 - (a) by inserting at the end of the title "Standards on endpoint service availability" the word "and dropped call";
 - (b) by substituting for paragraphs 12, 13, 14, 15, 16, 17 and 18 the following paragraphs:

“Endpoint service availability

12. Endpoint service availability (ESA) means the percentage of effective calls whether for an intra or inter network call connection that can be established between two cellular mobile access devices. Intra network call connection means a call connection within the network service of one provider. Inter network call connection means a call connection between the network service of two providers.
13. The ESA shall not be less than 95% for both intra or inter network call connections.
14. The measurement of ESA is described by the ratio:

$$\text{Endpoint service availability rate [\%]} = \frac{\text{Number of successful call attempts}}{\text{Number of call attempts}} \times 100\%$$

Dropped call

15. A dropped call means a call where a connection succeeds (i.e. the network is accessed and set up is successful) but is disconnected due to abnormal call release.
16. Not more than 3% of intra or inter network calls should result in dropped calls.
17. The measurement for dropped call is described by the ratio:

$$\text{Dropped call rate [\%]} = \frac{\text{Number of dropped calls}}{\text{Number of successful call attempts}} \times 100\%$$

Testing Procedures

18. The testing procedures to measure compliance with the standard on ESA and dropped call shall be by way of drive or static tests or both. The details of such testing procedures are stipulated in the applicable guideline issued by the Commission.” ; and

(c) by deleting paragraph 19.

Other provisions of the principal Determination intact

4. Save for the variations expressly provided in this Determination, all other provisions as contained in the principal Determination shall remain unchanged and continue to be in full force and effect.

Made : 9 April 2013



DATO' MOHAMED SHARIL TARMIZI

Chairman

Malaysian Communications and Multimedia Commission