

'We will act within 24 hours'

Connectivity problems will be looked into, says MCMC

KUALA LUMPUR: The Malaysian Communications and Multimedia Commission (MCMC) will be sending its officers to areas facing broadband connectivity problems within 24 hours upon receiving complaints.

MCMC chairman Dr Fadhlullah Suhaimi Abdul Malek said by doing so, the industry regulator could check and really look into problems in the area and also contact the complainants for further input.

He said complaints mostly came via MCMC's website and complaint channels, apart from the team's daily monitoring of user complaints on social media and media reports.

"When we receive a complaint, it will also be brought to the attention of the service provider and, within three days after that, the service provider must report back to MCMC.

"If they fail to provide a report during that period, then they will be deemed to have violated the



Mandatory Standards on Quality of Service and MCMC can sue the service provider," he said after appearing as a guest on Bernama TV's *The Nation* programme yesterday.

Apart from preparing the report on the problem and its possible solution, Fadhlullah Suhaimi said the service provider is also encouraged to contact the complainants over the matter.

However, he said the time needed to resolve problems will differ according to the situation.

Meanwhile, Fadhlullah Suhaimi said he believes that the home-based teaching and learning (PdPR) approach needs to be strengthened by modifying the learning medium as well as taking into account broadband usage.

He said long-term video streaming will increase bandwidth usage

compared to audio streaming, and this would be a financial burden on users.

As such, he recommended the use of other suitable technologies, such as TV broadcasting for the implementation of PdPR.

There are 5.7 million Astro subscribers, two million Unifi subscribers and 2.3 million users of myFreeview decoders, he noted. — Bernama

Getting connected: Hanizah Abdul Majid helping her nine-year-old daughter, Dhiya Hannah Mirza Umi Azilani, connect with her school. Due to connectivity issues, Hanizah had to set up her daughter's table in the garden of their home in Shah Alam.
— Bernama