



NOTICE

PUBLIC INQUIRY REPORT ON THE REVIEW OF THE COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR QUALITY OF SERVICE (CONTENT APPLICATIONS SERVICES) DETERMINATION NO. 4 OF 2002

CYBERJAYA, 1 APRIL 2026 – The Malaysian Communications and Multimedia Commission (MCMC) has published the Public Inquiry Report on the Review of Commission Determination on the Mandatory Standards for Quality of Service (Content Applications Services) ('MSQoS CAS') Determination No. 4 of 2002.

The Public Inquiry, conducted from 22 November 2025 to 31 January 2026, gathered feedback from industry players, stakeholders and members of the public.

Submission addressed key elements of the proposed new MSQoS CAS, including the scope of application, definitions, general requirements, as well as service availability and complaint-handling standards. The report consolidates these inputs, outlines respondents' concerns and recommendations and sets out MCMC's responses.

The Public Inquiry Report is available at the following link:
https://www.mcmc.gov.my/skmmgovmy/media/General/pdf2/PI-Report-MSQoS-CAS_1-April-2026.pdf

MCMC extends its appreciation to all respondents for their valuable inputs and reaffirms its commitment to transparency, accountability, and collaboration.

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