2nd Quarterly Report
7 April 2021
2 March 2021
Presentation to Majlis Negara bagi Kerajaan Tempatan (MNKT) for consideration on the following papers:
I. Pelan JENDELA dan Pemudahcaraan Perlaksanaan Infrastruktur Digital di Peringkat Negeri;
II. Menjadikan Perkhidmatan Komunikasi sebagai Utiliti Awam Ketiga; and
III. Pemakaian Garis Panduan Perancangan Infrastruktur Komunikasi (GPP-I)

15 January 2021
JIC Meeting No. 01/2021

1 February 2021
JIC Meeting No. 02/2021

12 January 2021
Engagement with BNM on 3G Sunset

18 February 2021
JIC Meeting No. 03/2021

19 February 2021
MyDigital Announcement on 5G by Prime Minister

22 February 2021
Media, analyst and telco Briefing on 5G

23 February 2021
Meeting with KeTSA Minister on the revision of electricity tariff

4 March 2021
JIC Meeting No. 04/2021

21 February 2021
Meeting with KeTSA Minister on the revision of electricity tariff

18 March 2021
JIC Meeting No. 05/2021

18 March 2021
JIC Meeting No. 06/2021

31 March 2021
JSC Meeting No 01/2021

April

5 April 2021
Mesyuarat Infrastruktur Digital dan Data

7 April 2021
JENDELA 2nd Quarterly Report media and analyst briefing

Note: JENDELA Implementation Meeting (JIC)
JENDELA Steering Committee (JSC)
JENDELA aims to provide all Malaysians to have quality access to digital connectivity nationwide. JENDELA comes with **2 phases:**

**Phase 1 (now to 2022)**
- 4G mobile coverage: from 91.8% to 96.9% in populated area
- Mobile broadband speed: from 25Mbps to 35Mbps
- 7.5 million premises passed
- 5G planning and implementation for commercialisation (previously in phase 2)

**Phase 2 (2023 and beyond)**
- Utilising FWA and other fit-for-purpose technologies to address further gaps in digital divide

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**National Aspirations by 2025**

- 9 Mil Premises passed
- 100 Mbps speed by adopting 5G
- 100% 4G coverage in populated areas
The JENDELA Action Plan (2020-2022)

8 targets realisation

JENDELA Targets

1. Construct 940 new mobile sites in urban and suburban
2. Upgrade 16,214 existing base stations at urban & suburban areas
3. Fiberise 352,101 premises
4. Upgrade 4,589 existing 2G/3G base stations to 4G to expand coverage and increase the speed
5. Sunset 3G network and migrate the spectrum for 4G technology use
6. Fiberise 1,245,452 additional premises
7. Construct 1,661 new sites across Malaysia to extend the mobile 4G coverage in rural and remote areas
8. Fiberise 929,631 additional premises

National target realisation of 96.9% mobile coverage, 35 Mbps speed and 83% of premises passed*

Policy Support & Harmonisation

1. Blanket approval by States and PBTs (based on the commencement of USP sites)
2. Access to Federal-owned lands and buildings to develop digital infra
3. Digital infrastructure to be planned, deployed and treated as public utility
4. Standardisation of electricity tariff for communications service based on industrial rates

4 CIMS KPIs

1. CIMS to be upgraded into a one-stop digital infrastructure databank
2. Rakyat-centric Portal on Service Coverage Availability by SPs
3. Policy Development on Infrastructure Asset Management Framework
4. Integration of e-Spectra and CIMS

Policy Support & Harmonisation

National Digital Infrastructure Map

Phase 2: Ongoing discussion between MCMC and Ministries on introduction of 5G and new technology

1. Fiberise 929,631 additional premises
2. Construct 940 new mobile sites in urban and suburban
3. Upgrade 16,214 existing base stations at urban & suburban areas

4. Sunset 3G network and migrate the spectrum for 4G technology use
5. Fiberise 1,245,452 additional premises
6. Construct 1,661 new sites across Malaysia to extend the mobile 4G coverage in rural and remote areas
7. Fiberise 929,631 additional premises

5G demo
5G planning and priming for infra to be 5G-ready
5G rollout to meet the National Aspirations
The JENDELA Action Plan in 2021

**Fibre Connectivity (Gigabit Access) in Premises/Homes**
- **Fiberise 1,245,452** premises

**4G Coverage in populated areas**
- **Upgrade 12,499** existing 2G/3G base stations to 4G to expand 4G coverage and improve 4G quality (Commercial* and USP)
- **193 new 4G sites** to improve mobile coverage nationwide (Commercial*)
- Satellite connectivity at **839 locations** to improve mobile coverage in remote areas (USP)

**Wireless Broadband Speed**
- **Sunset 3G network** and migrate the spectrum for 4G technology use, hence, further improve the speed

* Continuous commercial network rollout to cater increasing demand and quality in commercial areas
<table>
<thead>
<tr>
<th>Q1 2021 Performance (Jan- March 2021)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Baseline</strong></td>
</tr>
<tr>
<td>4.957 million premises passed</td>
</tr>
<tr>
<td>25 Mbps*</td>
</tr>
<tr>
<td>Mobile Broadband Speed</td>
</tr>
<tr>
<td>91.8%</td>
</tr>
<tr>
<td>4G Coverage</td>
</tr>
<tr>
<td><strong>Status as at 31 Dec 2020</strong></td>
</tr>
<tr>
<td>5.414 million premises passed</td>
</tr>
<tr>
<td>25.6 Mbps*</td>
</tr>
<tr>
<td>Mobile Broadband Speed</td>
</tr>
<tr>
<td>92.03%</td>
</tr>
<tr>
<td>4G Coverage</td>
</tr>
<tr>
<td><strong>Status as at 31 Mar 2021</strong></td>
</tr>
<tr>
<td>5.707 million premises passed</td>
</tr>
<tr>
<td>25.44 Mbps *</td>
</tr>
<tr>
<td>Mobile Broadband Speed</td>
</tr>
<tr>
<td>93.51%**</td>
</tr>
<tr>
<td>4G Coverage</td>
</tr>
<tr>
<td><strong>JENDELA Phase 1 Targets (end of 2022)</strong></td>
</tr>
<tr>
<td>7.5 million premises passed</td>
</tr>
<tr>
<td>35 Mbps</td>
</tr>
<tr>
<td>Mobile Broadband Speed</td>
</tr>
<tr>
<td>96.9%</td>
</tr>
<tr>
<td>4G Coverage</td>
</tr>
</tbody>
</table>

* Mobile Broadband Speed is based on monthly data from Ookla
** Coverage is measured on quarterly basis. Data as at Q4 2020
### Q1 2021 Performance (Jan- March 2021)

#### Fixed-Broadband

- **Premises Passed**: 292,826
  - Target: 221,539
  - **132.2%**

#### Mobile-Broadband

- **New Sites**: 29
  - Target: 25
  - **116%**

- **Upgrade Sites**: 3,278
  - Target: 3,223
  - **101.7%**
Summary of Service Provider’s Performance for 4G New Sites (Jan-March 2021)

<table>
<thead>
<tr>
<th>Provider</th>
<th>Plan</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Celcom</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Digi</td>
<td>100%</td>
<td>104%</td>
</tr>
<tr>
<td>Maxis</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>U Mobile</td>
<td>300%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Overall Target:** 193

**Q1 Target:** 25

**Completed:** 29 (116%)
Summary of Service Provider’s Performance for 4G Upgrading Base Station (Jan- March 2021)

Overall Target: 7,105
Q1 Target: 3,223
Completed: 3,278 (101.7%)

- Celcom: 102.2%
- Digi: 99.8%
- Maxis: 102%
- U Mobile: 101.3%

Plan | Completed
--- | ---
100% | 100%
100% | 99.8%
100% | 100%
100% | 100%

Overall Target: 7,105
Q1 Target: 3,223
Completed: 3,278 (101.7%)
Summary of Service Provider’s Performance for Gigabit Access (Jan- March 2021)

Overall Target: 836,119 Premises Passed
Q1 Target: 221,539 Premises Passed
Completed: 292,826 (132.2%)
### Cost of Doing Business at States For Tower Structure as at 31 March 2021

<table>
<thead>
<tr>
<th>No.</th>
<th>State</th>
<th>Cost of deployment for new tower (RM)</th>
<th>Cost of renewal for existing towers (RM)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Year 1</td>
<td>Year 2</td>
</tr>
<tr>
<td>1</td>
<td>Sarawak</td>
<td>37,600</td>
<td>2,880</td>
</tr>
<tr>
<td>2</td>
<td>Johor</td>
<td>26,750</td>
<td>18,000</td>
</tr>
<tr>
<td>3</td>
<td>Melaka</td>
<td>16,085</td>
<td>17,810</td>
</tr>
<tr>
<td>4</td>
<td>Terengganu</td>
<td>14,378</td>
<td>9,900</td>
</tr>
<tr>
<td>5</td>
<td>Kedah</td>
<td>12,910</td>
<td>3,635</td>
</tr>
<tr>
<td>6</td>
<td>Kelantan</td>
<td>12,700</td>
<td>3,000</td>
</tr>
<tr>
<td>7</td>
<td>Perlis</td>
<td>12,400</td>
<td>7,900</td>
</tr>
<tr>
<td>8</td>
<td>WP Putrajaya</td>
<td>11,350</td>
<td>1,350</td>
</tr>
<tr>
<td>9</td>
<td>Pulau Pinang</td>
<td>10,500</td>
<td>5,000</td>
</tr>
<tr>
<td>10</td>
<td>N. Sembilan</td>
<td>10,400</td>
<td>7,400</td>
</tr>
<tr>
<td>11</td>
<td>Perak</td>
<td>9,925</td>
<td>6,500</td>
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<tr>
<td>12</td>
<td>WP KL</td>
<td>9,800</td>
<td>5,600</td>
</tr>
<tr>
<td>13</td>
<td>Selangor</td>
<td>8,600</td>
<td>6,900</td>
</tr>
<tr>
<td>14</td>
<td>Sabah</td>
<td>8,500</td>
<td>6,500</td>
</tr>
<tr>
<td>15</td>
<td>Pahang</td>
<td>7,150</td>
<td>1,000</td>
</tr>
<tr>
<td>16</td>
<td>WP Labuan</td>
<td>2,065</td>
<td>2,000</td>
</tr>
</tbody>
</table>

**State** | **Total cost for 6 years (RM)**
---|---
Johor | 116,750
Melaka | 105,135
Sarawak | 64,500
Terengganu | 63,878
Perlis | 51,900
N. Sembilan | 47,400
Selangor | 43,100
Perak | 42,425
Sabah | 41,000
WP KL | 37,800
Pulau Pinang | 35,500
Kedah | 31,085
Kelantan | 27,700
WP Putrajaya | 18,100
Pahang | 12,150
WP Labuan | 12,065

**Note:**
- Cost of permit varies among the PBTs even though within the same State. This table is based on the highest cost of permit charged by the PBTs in any particular State.
- Median cost for year 1: RM10,925
- Median cost for 6 years: RM41,713
**Cost of Doing Business at States For Rooftop Structure as at 31 March 2021**

<table>
<thead>
<tr>
<th>No.</th>
<th>State</th>
<th>Cost of deployment for new rooftop structure (RM)</th>
<th>Cost of renewal for existing rooftop structure (RM)</th>
<th>Year</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
<th>Year 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sarawak</td>
<td>12,500</td>
<td>0</td>
<td></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>12,500</td>
</tr>
<tr>
<td>2</td>
<td>WP Putrajaya</td>
<td>12,000</td>
<td>2,000</td>
<td></td>
<td>2,000</td>
<td>2,000</td>
<td>2,000</td>
<td>2,000</td>
<td>2,000</td>
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<tr>
<td>3</td>
<td>Johor</td>
<td>11,540</td>
<td>5,000</td>
<td></td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
</tr>
<tr>
<td>4</td>
<td>Kedah</td>
<td>11,260</td>
<td>2,000</td>
<td></td>
<td>2,000</td>
<td>2,000</td>
<td>2,000</td>
<td>2,000</td>
<td>2,000</td>
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<tr>
<td>5</td>
<td>Kelantan</td>
<td>11,200</td>
<td>3,000</td>
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<td>3,000</td>
<td>3,000</td>
<td>3,000</td>
<td>3,000</td>
<td>3,000</td>
</tr>
<tr>
<td>6</td>
<td>Terengganu</td>
<td>10,100</td>
<td>4,600</td>
<td></td>
<td>4,600</td>
<td>4,600</td>
<td>4,600</td>
<td>4,600</td>
<td>4,600</td>
</tr>
<tr>
<td>7</td>
<td>Perlis</td>
<td>9,500</td>
<td>3,000</td>
<td></td>
<td>3,000</td>
<td>3,000</td>
<td>3,000</td>
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<tr>
<td>8</td>
<td>Sabah</td>
<td>8,500</td>
<td>4,500</td>
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<td>4,500</td>
<td>4,500</td>
<td>4,500</td>
<td>4,500</td>
<td>4,500</td>
</tr>
<tr>
<td>9</td>
<td>WP KL</td>
<td>7,900</td>
<td>5,000</td>
<td></td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
</tr>
<tr>
<td>10</td>
<td>N. Sembilan</td>
<td>7,750</td>
<td>6,000</td>
<td></td>
<td>6,000</td>
<td>6,000</td>
<td>6,000</td>
<td>6,000</td>
<td>6,000</td>
</tr>
<tr>
<td>11</td>
<td>Pulau Pinang</td>
<td>7,500</td>
<td>5,000</td>
<td></td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
<td>5,000</td>
</tr>
<tr>
<td>12</td>
<td>Perak</td>
<td>7,425</td>
<td>4,000</td>
<td></td>
<td>4,000</td>
<td>4,000</td>
<td>4,000</td>
<td>4,000</td>
<td>4,000</td>
</tr>
<tr>
<td>13</td>
<td>Melaka</td>
<td>7,000</td>
<td>6,500</td>
<td></td>
<td>6,500</td>
<td>6,500</td>
<td>6,500</td>
<td>6,500</td>
<td>6,500</td>
</tr>
<tr>
<td>14</td>
<td>Pahang</td>
<td>6,150</td>
<td>1,000</td>
<td></td>
<td>1,000</td>
<td>1,000</td>
<td>1,000</td>
<td>1,000</td>
<td>1,000</td>
</tr>
<tr>
<td>15</td>
<td>Selangor</td>
<td>6,000</td>
<td>4,500</td>
<td></td>
<td>4,500</td>
<td>4,500</td>
<td>4,500</td>
<td>4,500</td>
<td>4,500</td>
</tr>
<tr>
<td>16</td>
<td>WP Labuan</td>
<td>1,500</td>
<td>1,500</td>
<td></td>
<td>1,500</td>
<td>1,500</td>
<td>1,500</td>
<td>1,500</td>
<td>1,500</td>
</tr>
</tbody>
</table>

**High Cost (> RM8,000 for new rooftop structure and > RM30,000 for total cost for 6 years)**

**Low cost (< RM8,000 for new rooftop structure and <RM30,000 for total cost for 6 years)**

**Note:**
Cost of permit varies among the PBTs even though within the same State. This table is based on the highest cost of permit charged by the PBTs in any particular State.

<table>
<thead>
<tr>
<th>State</th>
<th>Total cost for 6 years (RM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melaka</td>
<td>39,500</td>
</tr>
<tr>
<td>N. Sembilan</td>
<td>37,750</td>
</tr>
<tr>
<td>Johor</td>
<td>36,540</td>
</tr>
<tr>
<td>Terengganu</td>
<td>33,100</td>
</tr>
<tr>
<td>WP KL</td>
<td>32,900</td>
</tr>
<tr>
<td>Pulau Pinang</td>
<td>32,500</td>
</tr>
<tr>
<td>Sabah</td>
<td>31,000</td>
</tr>
<tr>
<td>Selangor</td>
<td>28,500</td>
</tr>
<tr>
<td>Perak</td>
<td>27,425</td>
</tr>
<tr>
<td>Kelantan</td>
<td>26,200</td>
</tr>
<tr>
<td>Sarawak</td>
<td>25,000</td>
</tr>
<tr>
<td>Perlis</td>
<td>24,500</td>
</tr>
<tr>
<td>WP Putrajaya</td>
<td>22,000</td>
</tr>
<tr>
<td>Kedah</td>
<td>21,260</td>
</tr>
<tr>
<td>Pahang</td>
<td>11,150</td>
</tr>
<tr>
<td>WP Labuan</td>
<td>9,000</td>
</tr>
</tbody>
</table>

**Median cost for year 1**: RM8,200
**Median cost for 6 years**: RM27,963
3G Network Sunset
3G Network Sunset

**CUSTOMER MIGRATION**

- **Achievement:** 629,018 customers were migrated
  - Q1 target: 562,490 customers
  - **130%**
  - Forecasted to migrate 732,652 customers

**NETWORK MIGRATION**

- **Achievement:** 20,492 3G carriers were switched off
  - Q1 target: 19,607 3G carriers
  - **128%**
  - Forecasted to switch off 25,161 3G carriers

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1. achievement as at 28th February 2021
2. to be completed by 31st March 2021
Strategies in Ensuring Smooth Implementation of 3G Sunset

No more certification and importation of 3G and 4G equipment without VoLTE from 1st January 2021

Aggressive communications plan to reach out to the customers

Accelerate VoLTE provisioning & adoption of VoLTE service by the customers

~16 millions VoLTE phones provisioned

Special Working Group on VoLTE Testing was established comprises of MCMC, SPs, SIRIM and phone manufacturers

Does my device support VoLTE?

3G Powering Down

Our aim is for the whole nation to experience quality connectivity on our 4G Network. In 2021, our 3G Network will slowly phase out to accommodate more people to a fully-connected 4G Network.
Consumer Complaints
Network complaints posted significant reduction in Q4 2020. MCMC recorded 54,538 complaints in Q1 2021, due to MCO 2.0 started on 13 January 2021.
Overall, the quality of service on 4G services remains the concerns as reported by the complainants. Hence JENDELA will continue to optimise the coverage for 4G.
From the top 50 districts, 80% of the complaints are from Zone 1 & Zone 2. The complaints are mainly due to the shift of traffic from business and offices to residential, and increased demand of bandwidth due to MCO. Service Providers are continuously upgrading and optimising the infrastructure at all these districts to improve the quality of services.
At the industry level, most service providers recorded an upward trend. The spike on the month of February 2021 was triggered by the Movement Control Order (MCO 2.0) with heavy utilisation to cater work from home and online classes/meetings.
Resolved Connectivity Issues

MCMC together with Service Providers have addressed over 22 connectivity issues in the Q1 2021. Some of them are:

- Kg. Bonggol Pak Esah, Pasir Puteh
- Kg. Siram, Kedai Tanjong, Pasir Mas
- Kg. Aring 5, Gua Musang
- Pulau Aman, Pulau Pinang
- Kg. Labi, Beaufort
- Kg. Kaum Asli Kemidak, Bekok Segamat
Quality Audit at Selected (Randomised) Zone 1 and Zone 2
Quality Audit at Zone 1 and Zone 2 - Penang

Improvement required at:
1. Jambatan P.Pinang (di bahagian pertengahan)
2. Jambatan ke-2 P.Pinang
3. Kawasan Balik Pulau (Pondok Upeh / Jln Baru)
4. Bertam & Kepala Batas
5. Bandar Cassia Batu Kawan
6. Tanjung Bungah
7. Jawi
8. Lingkaran Luar Butterworth @ BORR
9. Bayan Lepas

Improvement required at:
1. Jambatan P.Pinang (di bahagian pertengahan)
2. Jambatan ke-2 P.Pinang
3. Kawasan Balik Pulau (Pondok Upeh / Jln Baru)
4. Bertam & Kepala Batas
5. Bandar Cassia Batu Kawan
6. Kubang Semang / Penanti
7. Jalan Valdor

Improvement required at:
1. Jambatan P.Pinang (di bahagian pertengahan)
2. Jambatan ke-2 P.Pinang
4. Bertam & Kepala Batas
5. Bandar Cassia Batu Kawan
6. Penanti / Kubang Semang
7. Bukit Minyak
8. Bayan Baru

Improvement required at:
1. Jambatan P.Pinang (di bahagian pertengahan)
2. Jambatan ke-2 P.Pinang
3. Kawasan Balik Pulau (Pondok Upeh / Jln Baru)
4. Bertam & Kepala Batas
5. Bandar Cassia Batu Kawan
6. Jalan Valdor
Quality Audit at Zone 1 and Zone 2 – Johor Bahru

Improvement required at:
1. Taman Megah Ria
2. JB East Coast Highway (near Kg Plentong)
3. EDL (near Jln Seri Pelangi 1)
4. Jin Ismail Sultan
5. Persiaran Dato’ Menteri
6. Near to Rumah Iskandar Malaysia
7. Pasir Gudang Highway
8. Taman Pasir Putih

Improvement required at:
1. Pasir Gudang Highway

Improvement required at:
1. 2nd Link Highway
Quality Audit at Zone 1 and Zone 2 – Kuantan

**Celcom**

Improvement required at:
1. Jln Balok Makmur ke Balok Perdana
2. Jln Bypass (Sg Karang Darat 2 ke Taman PSJ)
3. Jln. Batu Hitam, Beserah
4. Jln. Tengku Muhammad, Tok Sira
5. Jln KotaSAS-RTP Bkt Goh
6. Jln Gambang, Batu 7
7. Jln KUIPSAS-Tg Lumpur (Soi)
8. Jln Tg Lumpur-Soi
9. Jln Gambang, Batu 11 – Simpang 4 Gambang
10. Pahang Technology Park
11. Jln Tg Lumpur (Peramu)

**Maxis**

Improvement required at:
1. Jln Bypass Gebeng-Sg Karang Darat
2. Jln. Bypass ke Tmn PSJ
4. Jln. Kg Sg Karang Darat
5. Jln Beserah (Kg Alur)
6. Jln Beserah-Pelindung
7. Jln Semambu
8. Jln Simpang Semambu-Polisas
9. Jln Kotasas
10. Jln Sultan Ahmad Shah (UIA)
11. Jln Bulatan Cengkhi
12. Jln Bypass
13. Jln KUIPSAS-Indera Sempurna
14. Jln Gambang, Batu 8
15. Jln Gambang (Batu 9 – Simpang 4 Gambang)
16. Jln Teluk Cempedak

**Digi**

Improvement required at:
1. Jln Balok Makmur ke Balok Perdana
2. Jln. Seberang Balok
3. Jln. Sg Karang
4. Jln. Beserah-Pelindung
5. Jln IM7-Bulatan Cengkhi
6. Jln Bypass (IM16-Jambatan)
7. Jln Inderasempurna – Sg Soi
8. Jln Gambang, Batu 8
9. Jln Gambang, Batu 9 – Simpang 4 Gambang
10. Simpang 4 Gambang – Tol Kuantan
11. Jln Bypass, Sg Karang Darat

**Celcom**

Improvement required at:
1. Jln Balok Makmur ke Balok Perdana
2. Jln Bypass (Sg Karang Darat 2 ke Taman PSJ)
3. Jln. Batu Hitam, Beserah
4. Jln. Tengku Muhammad, Tok Sira
5. Jln KotaSAS-RTP Bkt Goh
6. Jln Gambang, Batu 7
7. Jln KUIPSAS-Tg Lumpur (Soi)
8. Jln Tg Lumpur-Soi
9. Jln Gambang, Batu 11 – Simpang 4 Gambang
10. Pahang Technology Park
11. Jln Tg Lumpur (Peramu)

**Maxis**

Improvement required at:
1. Jln Bypass Gebeng-Sg Karang Darat
2. Jln. Bypass ke Tmn PSJ
4. Jln. Kg Sg Karang Darat
5. Jln Beserah (Kg Alur)
6. Jln Beserah-Pelindung
7. Jln Semambu
8. Jln Simpang Semambu-Polisas
9. Jln Kotasas
10. Jln Sultan Ahmad Shah (UIA)
11. Jln Bulatan Cengkhi
12. Jln Bypass
13. Jln KUIPSAS-Indera Sempurna
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11. Jln Bypass, Sg Karang Darat
Quality Audit at Zone 1 and Zone 2 – Pusat Bandaraya Kuantan

Improvement required at:
1. Jln Dato’ Lim Hoe Lek (near stadium)
2. Jln Wong Ah Jang
3. Jln Tanjung Api
4. Taman Gelora
5. Jln. Dato Mahmud-Teluk Cempedak

Improvement required at:
1. Jln Tanjung Api
2. Jln Dato Abu Samah
3. Jln Teluk Sisek-Jln Dato Mahmud
4. Jln Tanah Putih (Kemunting)

Improvement required at:
1. Jln Bukit Ubi
2. Jln Tun Ismail
3. Jln Tg Lumpur
4. Jln Pdg Lalang-Tg Api
5. Jln. Dato Mahmud-Teluk Cempedak
6. Jln Teluk Sisek-Jln Dato Mahmud
7. Jln Besar

Improvement required at:
1. Jln Haji Ahmad
2. Jln Pdg Lalang-Tg Api
3. Jln Bukit Ubi-Jln Tun Ismail
4. Jln Penjara
5. Jln. Dato Mahmud-Teluk Cempedak
6. Jln Dato Abu Samah
Among locations that require improvement are:
1. Shangri-La Tg Aru
2. Jalan Kg. Tg. Aru
3. Pan Pacific Sutera Harbour
4. Jalan Queen Elizabeth 1
5. Jalan Tuaran
6. Jalan Istana
7. Jln Tun Fuad Stephen
8. Pusat Pentadbiran Negeri Sabah
9. Jln Sepanggar
10. Jln Norowot

U Mobile records 92.84% with very good while 7.09% good coverage. Overall good coverage is 99.93% in Kota Kinabalu District.
Quality Audit at Zone 1 and Zone 2 – W.P Labuan

Improvement required at:
1. Jln Sg. Bebuluh
2. Jln Sg. Pagar
3. Jln Bukit Timbalai
4. Jln Pancur Hitam
5. Jln OKK Daud
6. Jln Tanjung Kubong
7. Jln Lubok Temiang
8. Jln Bebuluh
9. Jln Kinabanuwa

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8. Jln Bebuluh
9. Jln Kinabanuwa
10. Pusat Bandar 1
11. Pusat Bandar 2

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7. Jln Lubok Temiang
8. Jln Bebuluh
9. Jln Kinabanuwa
10. Pusat Bandar 1
11. Pusat Bandar 2
Quality Audit at Zone 1 and Zone 2 – Kuching

Improvement required at:
1. Matang FAC
2. Jln Sultan Tengah
3. Demak Laut
4. Sama Jaya
5. Bintawa area

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Thank you