

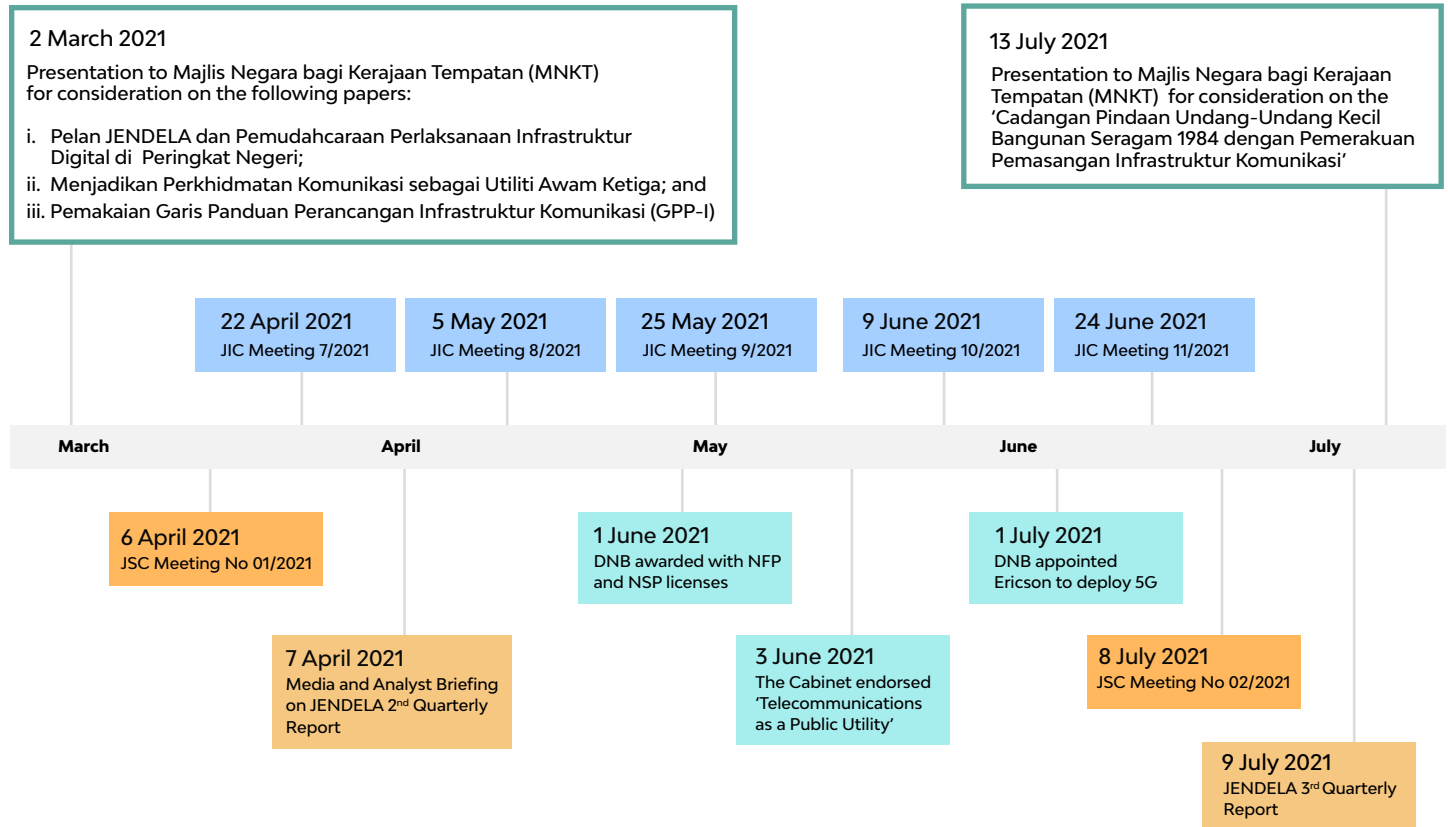
QUARTERLY REPORT

(For the period of
1 APRIL - 30 JUNE 2021)



Suruhanjaya Komunikasi Dan Multimedia Malaysia





Note: JENDELA Implementation Committee (JIC)
JENDELA Steering Committee (JSC)



Connectivity For All

Enhanced coverage and
quality of experience

Jendela aims to provide all Malaysians with quality access to digital connectivity worldwide.

Phase 1 (*now to 2022*)

- **4G mobile coverage:** from 91.8% to 96.9% in populated areas.
- **Mobile broadband speed:** from 25Mbps to 35Mbps.
- **7.5 million premises passed**
- **Gradual retirement of 3G networks** by the end of 2021.
- **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 the digital divide.

National Aspirations
by 2025



9 Mil
Premises passed

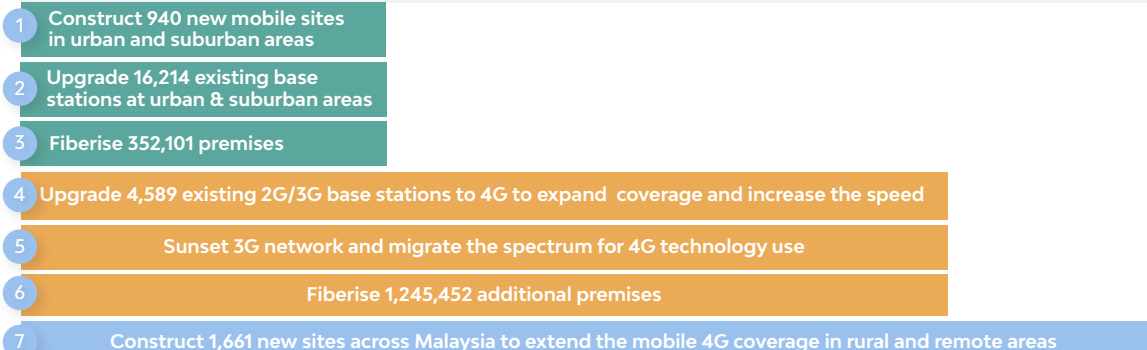
100Mbps
speed by
adopting 5G

100%
4G coverage in
populated area

8 Target Realisation



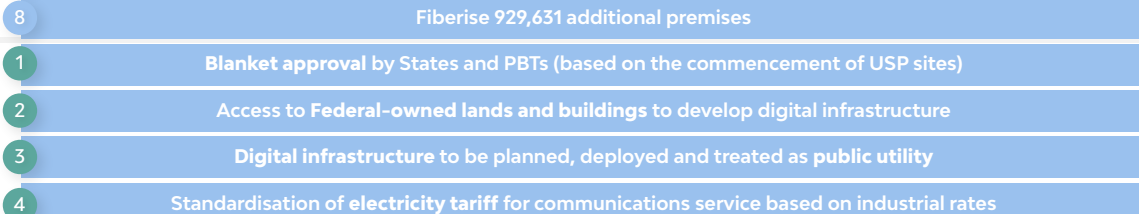
JENDELA Targets
National target realisation
of 96.9% mobile coverage,
35 Mbps speed and 83%
of premises passed*



4 Policy Support



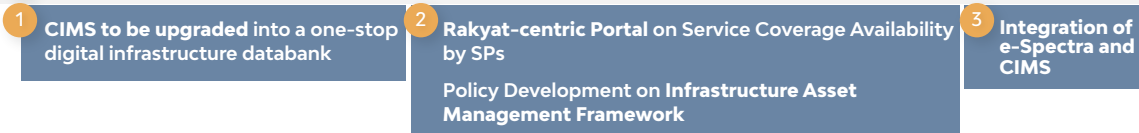
Policy Support &
Harmonisation



4 CIMS KPIs



National Digital
Infrastructure Map



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

5G demo

5G priming and planning
for infrastructure to be
5G-ready

5G rollout to meet
the National Aspirations

* Service to be made available within 14 business days after request made by potential subscriber

National Aspirations

Targeted Projects



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) *(7,910 increased from the original target)*
- 193 new 4G sites to improve mobile coverage nationwide (Commercial*)
- Satellite connectivity at 839 locations to improve mobile coverage in remote areas (USP) *(New)*



Wireless Broadband Speed

- Sunset 3G network and migrate the spectrum for 4G technology use to further improve speed
- 5G commercial deployment in Putrajaya, Cyberjaya and Kuala Lumpur by Q4 2021 (On 1 July 2021, DNB appointed Ericsson to deploy Malaysia's 5G network)

* Continuous commercial network rollout to cater increasing demand and quality in commercial areas

JENDELA Phase 1 Target (by end of 2022)

7.5 million
Premises passed



Achievements

6.049 million
Premises passed
+342k premise passed

As at
30 June
2021

5.707 million
Premises passed
+293k premise passed

As at
31 Mar
2021

5.414 million
Premises passed
+457k premise passed

As at
31 Dec
2020

Baseline

4.957 million
Premises passed

35 Mbps
Mobile Broadband Speed



Achievements

26.03 Mbps
Mobile Broadband Speed
+0.59 Mbps

As at
30 June
2021

25.44 Mbp
Mobile Broadband Speed
-0.16 Mbps

As at
31 Mar
2021

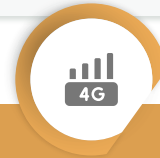
25.6 Mbps
Mobile Broadband Speed
+0.6 Mbps

As at
31 Dec
2020

Baseline

25 Mbps
Mobile Broadband Speed*

96.9%
4G Coverage



Achievements

93.77%**
4G Coverage
+0.26%

As at
31 Mar
2021

93.51%
4G Coverage
+1.71%

As at
31 Dec
2020

*** Coverage is measured on quarterly basis. 4G coverage for Q2 2021 will be available in August 2021*

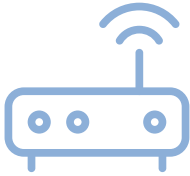
Baseline

91.8%
4G Coverage**

* Mobile Broadband Speed is based on monthly data from Ookla.

DIGITAL INFRASTRUCTURE

Fixed-Broadband



Premises Passed

342,424

Target: 184,802

185.3%

Mobile-Broadband



New Sites

52

Target: 46

113%

Upgrade Sites

2,465

Target: 2,327

105.9%

COST OF DOING BUSINESS FOR TOWER AND ROOFTOP STRUCTURES ACCORDING TO STATE

Presented in JSC 01/2021

No.	State	Tower Structure			Rooftop Structure		
		Deployment for new structure (RM) Year 1	Renewal for existing structure (RM) Year 2 to Year 6	Total Cost for 6 years (RM)	Deployment for new structure (RM) Year 1	Renewal for existing structure (RM) Year 2 to Year 6	Total Cost for 6 years (RM)
1	Sarawak	37,600	2,880/year *Renewal for year 6 is RM15,380 due to EMF test	64,500	12,500	0 *Renewal for year 6 is RM12,500 due to EMF test	25,000
2	Johor	26,750	18,000/year	116,750	11,540	5,000/year	36,540
3	Melaka	16,085	17,810/year	105,135	7,000	6,500/year	39,500
4	Terengganu	14,378	9,900/year	63,878	10,100	4,600/year	33,100
5	Kedah	12,910	3,635/year	31,085	11,260	2,000/year	21,260
6	Kelantan	12,700	3,000/year	27,700	11,200	3,000/year	26,200
7	Perlis	12,400	7,900/year	51,900	9,500	3,000/year	24,500
8	WP Putrajaya	11,350	1,350/year	18,100	12,000	2,000/year	22,000
9	Pulau Pinang	10,500	5,000/year	35,500	7,500	5,000/year	32,500
10	N. Sembilan	10,400	7,400/year	47,400	7,750	6,000/year	37,750
11	Perak	9,925	6,500/year	42,425	7,425	4,000/year	27,425
12	WP KL	9,800	5,600/year	37,800	7,900	5,000/year	32,900
13	Selangor	8,600	6,900/year	43,100	6,000	4,500/year	28,500
14	Sabah	8,500	6,500/year	41,000	8,500	4,500/year	31,000
15	Pahang	7,150	1,000/year	12,150	6,150	1,000/year	11,150
16	WP Labuan	2,065	2,000/year	12,065	1,500	1,500/year	9,000

Update as at 30 June 2021

No.	State	Deployment for new structure	Renewal for existing structure
1	Johor	Agreed to review the charges which will be discussed in a workshop with PBTs and service providers before presenting to MMKN. Workshop yet to be confirmed.	
2	Melaka	The proposal to reduce the charges has been approved in the last MMKN meeting. Pending confirmation Minute of Meeting.	
3	N. Sembilan	RM9,650 *applicable for new tower deployment at rural and remote area only	
No changes for other states			

Note:
MMKN - Majlis Mesyuarat Kerajaan Negeri

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.

High Cost (> RM10,000 for new towers and > RM40,000 for total cost for 6 years)

Low cost (< RM10,000 for new towers and < RM40,000 for total cost for 6 years)

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)

Status of GPP-I Adoption, UBBL 1984 Amendment and Telecommunications as Public Utility at State Level

No.	State / Region	Gazette UBBL 1984 Amendment	GPP-I	Telecommunications as Public Utility - Gazette and Implementation at PBT Level
1	Perlis	✓	✓	✓
2	Kedah	✓	✗	✗
3	Pulau Pinang	✓	✓	✓
4	Perak	✓	✗	✗
5	Selangor	✓	✗	✗
6	N. Sembilan	✓	✗	✗
7	Melaka	✓	✓	✗
8	Johor	✓	✗	✗
9	Pahang	✓	✓	✗
10	Terengganu	✓	✓	✗
11	Kelantan	✓	✗	✗
12	W. Persekutuan	✗	✓	✗
13	Sabah	✗	Not Applicable	✗
14	Sarawak	Not Applicable - TPPG*	Not Applicable	✓

GPP-I and Public Utility

- The Memorandum Jemaah Menteri (MJM) on public utility and GPP-I was approved by the Cabinet on 3 June 2021.
- 6 States (Kedah, Perak, Selangor, Negeri Sembilan, Johor and Kelantan) have yet to adopt GPP-I. The states in principle have agreed to review the plan and to discuss further before presenting to Majlis Mesyuarat Kerajaan Negeri / Mesyuarat Jawatankuasa Perancang Negeri / Majlis Tindakan Ekonomi Negeri / Mesyuarat Majlis Teknologi Maklumat Negeri.

UBBL 1984 Amendment

- The Memorandum Jemaah Menteri (MJM) for the UBBL with the inclusion of the G20 Form was approved by the Cabinet on 3 June 2021.
- The paper will be tabled in Mesyuarat Majlis Negara bagi Kerajaan Tempatan (MNKT) on 13 July 2021.

* Telecommunication Process, Procedure & Guidelines

3G NETWORK SUNSET

Customer Migration



862,601¹
No of 3G customers
migrated

Q2 target

931,160
customers

Q2 2021 Achievement

98%²

Forecasted to migrate 912,781³ customers

Network Migration



39,251
No of 3G carriers
switched off

Q2 target

34,600
3G carriers

Q2 2021 Achievement

113%

¹ Achievement as at 31 May 2021

² Forecasted as at 30 June 2021. Final achievement for Q2 will be available by mid-July 2021

³ Despite many initiatives being carried out by the SPs to entice existing 3G subscribers to migrate to 4G VoLTE devices, the number of the migrated customers were offset by the number of customers re-entering the network using 3G devices.

CONSUMER COMPLAINT

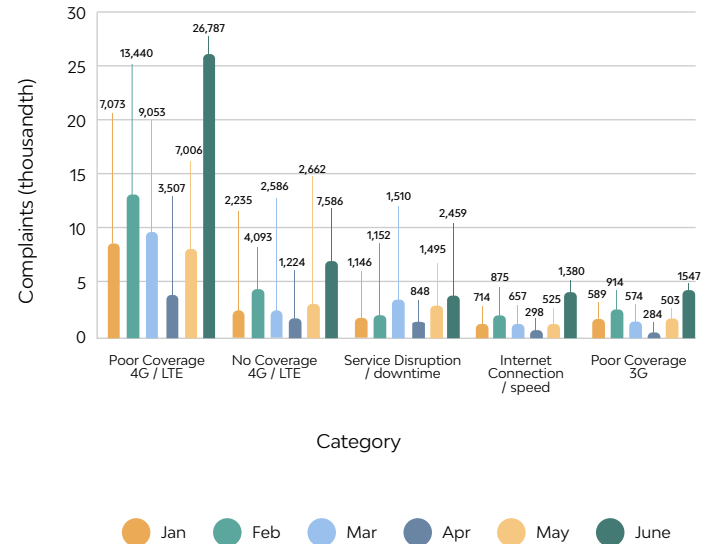
Overall Network Complaints (Jan - June, as of 30 June 2021)

As of 30 June 2021, MCMC recorded 120,835 network complaints.



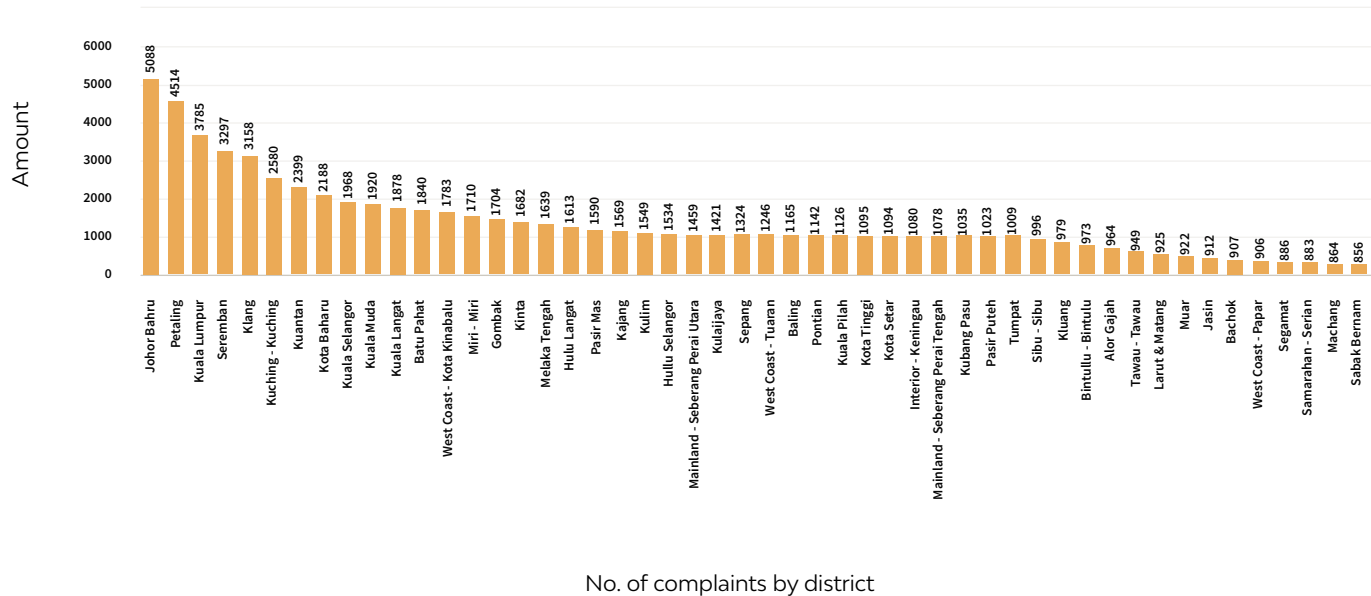
Network Complaints by Category (Jan - June, as of 30 June 2021)

Overall, the quality of service on 4G remain the main concern of complainants. Hence, JENDELA will continue to optimise 4G coverage for better services.



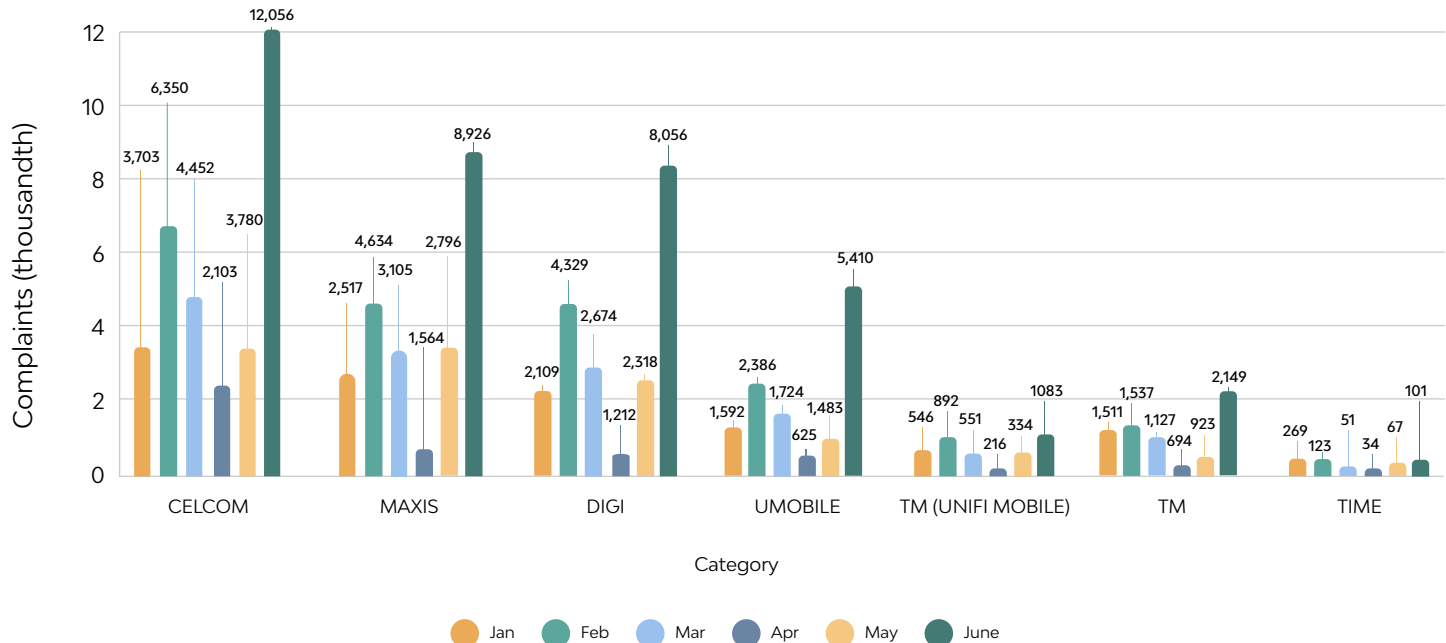
Network Complaints - Top 50 Districts (Jan - June, as of 30 June 2021)

Overall, the quality of service for 4G remains the main concern of complainants. Hence, Jendela will continue to optimise 4G coverage for better services.





Network Complaints by Service Provider (Jan - June, as of 30 June 2021)

From the top 50 districts, 80% of the complaints are from Zone 1 & 2. The complaints can be attributed to the MCO, due to the shift of traffic from business and offices to residential areas and ODL, thus creating an increased demand for bandwidth. Optimisation is being done by service providers and it is expected that JENDELA will improve the quality of services in these areas.

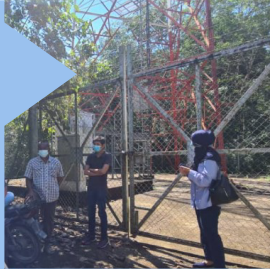


MCMC together with Service Providers have addressed high profile connectivity issues in the Q2. Some of them are:-

 Resolved
 In progress

01

Kg. Ulu Seladang,
Setiu, Terengganu



02

Hulu Terengganu



03

Kg Baru Batu Tiga,
Selama, Perak



04

Kg. Muhibbah,
Penawar, Johor



05

Kg. Sungai Samak,
Bagan Datuk,
Perak



06

Panching Timur



07

Kg. Kuala Kubang,
Setiu

08

Pekan Tenom,
Sabah



09

Felda Bukit Sagu 2



Resolved

In progress

10

Kg. Ranggom,
Keningau, Sabah



11

Persimpangan
Gambang
Interchange



12

Kg. Malan, Dangi,
Kuala Pilah



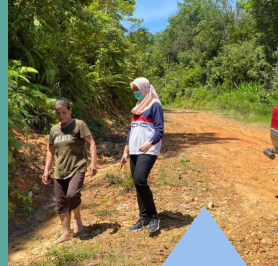
13

Kg. Bahagia,
Kuala Krai



14

Ulu Medamit,
Limbang

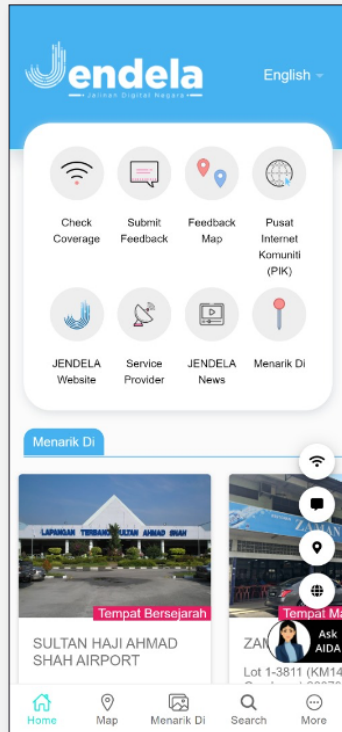


JENDELA MAP

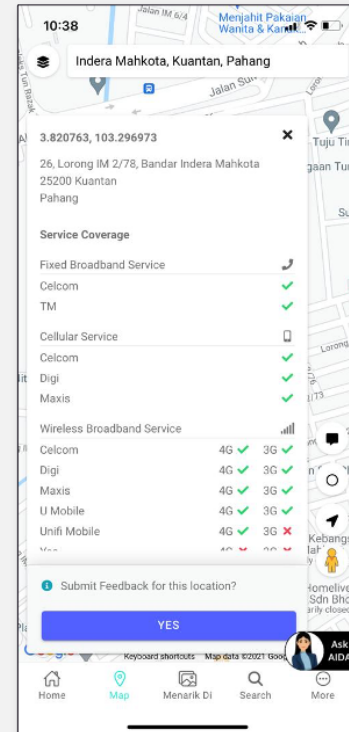


Access JENDELA map via JENDELA.my

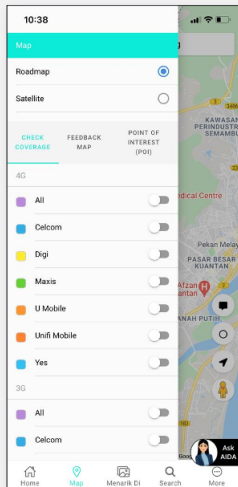
Landing Page



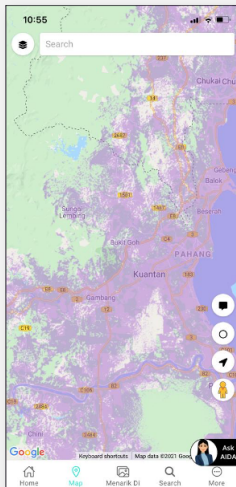
Check Coverage



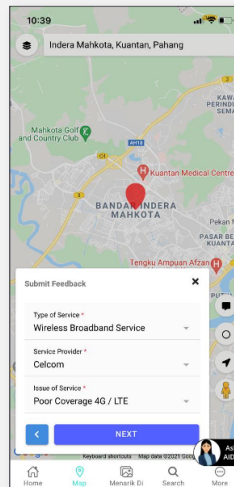
Check Coverage



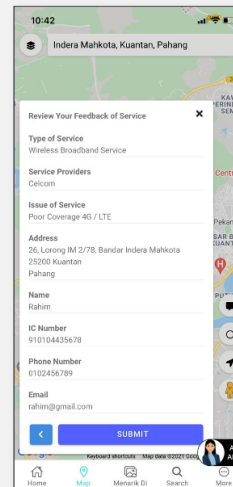
Check Coverage



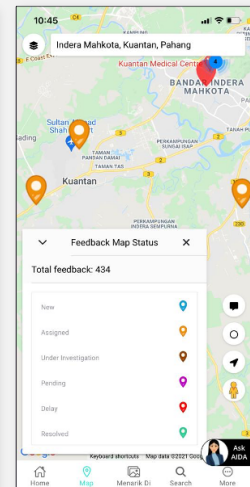
Submit Feedback



Submit Feedback



Feedback Map Status



***JENDELA mobile coming soon**



SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
Malaysian Communications and Multimedia Commission



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