

# Cellular service quality tests reveal no dropped calls for all networks tested by MCMC: Fahmi

By **AMALIA AZMI** - January 9, 2024 @ 6:26pm



Communication Minister Fahmi Fadzil said the initial dropped calls drive test was conducted in response to complaints from the public and members of parliament. BERNAMA PIC

PUTRAJAYA: The Malaysian Communications and Multimedia Commission (MCMC) cellular service quality tests revealed no dropped calls for all networks tested today.

The five networks included in the assessment were CelcomDigi, Maxis, TM Tech, U Mobile, and YTL.

Communication Minister Fahmi Fadzil said the initial dropped calls drive test was conducted in response to complaints from the public and members of parliament.

"After the drive test today, the analysis report found no dropped calls recorded along the way from the Parliament building to the Communication Ministry in Putrajaya.

"I would like to emphasise that the tests carried out are cellular service quality tests and not calls using the Internet," he said in a press conference after the voice call quality test programme from Parliament to Putrajaya here, today.

He said the government takes the issue of dropped calls seriously and wants it to be addressed immediately for the benefit of the people.

He said between Jan 1 and Dec 13, 2023, the audit results conducted by MCMC revealed a total of 1,837 dropped calls, including cases that occurred outside the coverage area.

"On Dec 14, 2023, MCMC held a meeting with mobile network providers and Digital Nasional Berhad (DNB) to find the best solution to address this problem.

"Following the meeting, a workshop was organised, where several initiatives were identified and agreed upon.

"Apart from the 4G mobile network operators optimising their networks, DNB has also activated the Call Reestablishment (CRE) function for LTE700 coverage in the 5G network starting from Dec 21 until 29, 2023 for all 5G sites nationwide," Fahmi said.

Following this, a decline in dropped calls for the networks was seen ranging from 10 to 74 per cent.

He said the public has the right to receive quality services comparable to others by subscribing to additional information services.

He assured that MCMC will continue to monitor this issue throughout the first quarter of 2024 and will submit a report to the Communication Minister at the end of the first quarter.

Meanwhile, Fahmi announced that there is no additional fee charged by the telco to the user to gain access to the 5G network.

"Consumers have a variety of options to offer additional plans and services based on the suitability of individual usage.

"However, users need to make sure the device they use supports the 5G network," he said.

In other developments, Fahmi said that one of the ministry's focuses for the next year is to achieve 100 per cent connectivity coverage across the country.

"And the first location that will be focused on is all higher education campuses. We will look into several mechanisms for us to quickly solve the problems faced by students, whether it is outdoor coverage, indoor coverage or WiFi.

"I have informed all the teleco companies, and the secretary general will contact the management of the Higher Education Ministry to examine some mechanisms for us

to expedite solving the problems faced by students, whether it is outdoor coverage, indoor coverage or WiFi," he said.