

Case Reference	R/E/I/111
Title	M1's Failure to Comply with IDA's Quality of Service (" QoS ") Standards for 3G Mobile Services in October 2013
Date of IDA's Decision	14 April 2014
Licensee	M1 Limited (" M1 ")
Case Summary	<p>IDA conducted a performance survey of the 3G Public Cellular Mobile Telephone Services ("PCMTS") nation-wide outdoor service coverage, of all the Mobile Telecommunications Operators, from October to December 2013.</p> <p>The results of the survey showed that M1 failed to meet the required QoS standard for nation-wide outdoor service coverage of >99% in October 2013.</p>
IDA's Determination	<p>The results of IDA's performance survey showed that M1's performance of 98.94% had failed to meet the QoS standard of >99% for nation-wide outdoor service coverage in October 2013. In November and December 2013, M1's performance was 99.31% and 99.15% respectively, which met IDA's required QoS standard.</p> <p>When assessing M1's failure in its performance in October 2013, IDA took into consideration M1's improvement in its performance overall in Q4 2013, especially in November and December 2013 when its performance met the required QoS standard. Having considered all the factors, IDA decided to exercise its discretion and waived the financial penalty for M1's non-compliance with the 3G QoS standard in October 2013.</p>