**DECREE OF THE MINISTER OF COMMUNICATION AND INFORMATION TECHNOLOGY OF THE REPUBLIC OF INDONESIA**

**NUMBER : 27 YEAR 2012**

**ON**

**SERVICE QUALITY STANDARD OF BASIC TELEPHONE SERVICE OF FIXED NETWORK WITH LIMITED MOBILITY**

**BY THE GRACE OF GOD THE ALMIGHTY**

**MINISTER OF COMMUNICATION AND INFORMATION TECHNOLOGY OF THE REPUBLIC OF INDONESIA,**

Considering : a. that within the framework of increasing service quality to users and following the technological advancement in the provision of basic telephone service of fixed network with limited mobility, it is deemed necessary to undertake adjustment of service quality standard parameters and their yardsticks in line with the present condition;

b. that based on consideration referred to in point a, it is considered necessary to issue a Decree of the Minister of Communication and Information Technology on Service Quality Standard of Basic Telephone Service of Fixed Network with Limited Mobility.

Bearing in mind : 1. Law of the Republic of Indonesia Number 36 Year 1999 on

Telecommunication (State Gazette of the Republic of

Indonesia Number 154 Year 1999, Supplement to the

State Gazette of the Republic of Indonesia Number 3881);

1. Government Regulation of the Republic of Indonesia Number 52 Year 2000 on Provision of Telecommunication (State Gazette of the Republic of Indonesia Number 107 Year 2000, Supplement to the State Gazette of the Republic of Indonesia Number 3980);
2. Decree of the President of the Republic of Indonesia Number 47 Year 2009 on Formation and Organization of State Ministries of the Republic of Indonesia as amended several times, the latest by the Decree of the President of the Republic of Indonesia Number 91 Year 2011 on Third Amendment to the Decree of the President of the Republic of Indonesia Number 47 Year 2009 on Formation and Organization of State Ministries of the Republic of Indonesia;
3. Decree of the President of the Republic of Indonesia Number 24 Year 2010 on Positions, Duties, and Functions of State Ministries of the Republic of Indonesia and Organizational Structure, Duties, and Functions of Echelon I of State Ministries of the Republic of Indonesia, as amended several times, the latest by the Decree of the President of the Republic of Indonesia Number 92 Year 2011 on Second Amendment to the Decree of the President of the Republic of Indonesia Number 24 Year 2010 on Positions, Duties, and Functions of State Ministries of the Republic of Indonesia and Organizational Structure, Duties, and Functions of Echelon I of State Ministries of the Republic of Indonesia;
4. Decision of the Minister of Communication Number KM. 21 Year 2001 on Provision of Telecommunication Service as amended latest by the Decree of the Minister of Communication and Information Technology Number 31/PER/M.KOMINFO/09/2008 on Amendment to the Decision of the Minister of Communication Number KM. 21 Year 2001 on Provision of Telecommunication Service;
5. Decree of the Minister of Communication and Information Technology Number 01 / PER / M.KOMINFO / 3 / 2010 on Provision of Telecommunication Network;
6. Decree of the Minister of Communication and Information Technology Number 03/P/M.Kominfo/5/2005 on Adjustment of Nomenclatures of a Number of Decisions/Decrees of the Minister of Communication which Regulate Special Material Contents in the Field of Post and Telecommunication;
7. Decree of the Minister of Communication and Information Technology Number 15/PER/M.KOMINFO/07/2011 on Adjustment of Nomenclatures of a Number of Decisions and/or Decrees of the Minister of Communication and Information Technology which Regulate Special Material Contents in the Field of Post and Telecommunication and Decisions and/or Decrees of the Director General of Post and Telecommunication;
8. Decree of the Minister of Communication and Information Technology Number 17/PER/M.KOMINFO/10/2010 on Organization and Work Method of the Ministry of Communication and Information Technology.

**DECIDES**

**To issue : DECREE OF THE MINISTER OF COMMUNICATION AND**

**INFORMATION TECHNOLOGY ON SERVICE QUALITY**

**STANDARD OF BASIC TELEPHONE SERVICE OF**

**FIXED NETWORK WITH LIMITED MOBILITY**

**CHAPTER I**

**GENERAL PROVISIONS**

Article 1

In this Ministerial Decree, what is meant by:

1. The fulfilment of Application for Activation of Users is a time needed by service providers starting from the approval of activation of users until the available service after the fulfillment of conditions.

2. Billing Performance is an integrity and reliability of the billing system in the form of billing accuracy and timeliness in settling complaints related to billing as reflected in the number of complaints on billing and the number of billing complaints settled.

3 Pre-Paid Charging is the method of payment of the account of telephone number by depositing in advance a certain sum of money to service providers, either directly or through agents of service providers, and the value of the money is entered into the account of telephone number, stated in rupiah unit, which then is used to perform payment transaction by deducting directly the value of money at said account of telephone number.

4. Complaint on accuracy of billing is one that comprises payment wrongly credited or not credited, double billing, unreturned deposit, delayed billing, non received billing, misuse of billing, wrongly addressed billing and other faults regarding billing.

5. General Complaints of Users are the number of complaints received related to service problems including inexistence of service activation or delayed service activation, after submitting complaints, disturbance of quality connection, unprofessional service and other complaints related to service to users besides complaints on billing.

6. *Service Level Call Center* of Service to Users is the speed of *Call Center* operators in responding to calls of service users that ask for service since users choose menu to talk to operators.

7. Level of Service Disturbance Report is the size of the number of service disturbance reports submitted by users.

8. *Endpoint Service Availability Performance* is the availability of effective calls both for connection of calls in the network of service providers themselves and connection of calls between networks that may happen and maintained between two access equipment of limited mobility.

9. Access equipment of limited mobility is equipment for access to a radio network in one of frequency bands with limited mobility.

10. *Dropped call* is a successful call but all of a sudden drops.

11. *Blocked call* is a call that cannot be connected as a consequence of the existence of disturbance in Fixed Network with Limited Mobility.

12. Short Message Service performance is the percentage of the number of short messages sent with a certain interval between messages sent and messages received.

13. A consumer is an individual, a legal entity, a government agency using services of Fixed Network with Limited Mobility which is not based on contract.

14. A customer is an individual, a legal entity, a government agency using services of Fixed Network with Limited Mobility which is based on contract.

15. A user is a consumer and a customer.

16. Work days are Mondays to Fridays except general/national holidays.

17. Busy hour is every hour in a busy period between 08:00 o’clock and 20.00 o’clock (08:00 o’clock p.m.) in accordance with local time in work days.

18. Service provider is a service provider in fixed network with limited mobility that provides service covering one or combined providers of basic telephone or other services through fixed network with limited mobility.

19 Service at fixed network with limited mobility is a service covering one or a combination of basic telephone provision or other services through fixed network with limited mobility, including supporting means and networks. .

20. *Force Majeure* are events that may happen any time, cannot be guessed and are outside human capacity to overcome with all kinds of efforts such as natural disaster, revolt, riot, war, fire, sabotage, and general strike.

21. Third Party is a party other than service provider and user.

22. Badan Regulasi Telekomunikasi Indonesia (the Indonesian Telecommunication Regulatory Body) hereinafter abbreviated as BRTI is Directorate General of the Provision of Post and Information Technology, Directorate General of Resources and Equipment of Post and Information Technology, and the Indonesian Telecommunication Regulatory Committee.  .

**CHAPTER II**

**OBLIGATION OF LICENSE HOLDER**

Article 2

(1) Every basic telephone service provider of fixed network with limited mobility shall fulfil the service quality standard in accordance with the provision of this Ministerial Decree.

(2) Provider of basic telephone service of fixed network with limited mobility referred to in paragraph (1) shall make *Service Level Agreement* (SLA) with other connected service providers or other connected network providers with a view to ensuring the fulfilment of service quality standard.

**CHAPTER III**

**SERVICE PERFORMANCE**

**Part One**

**Fulfilment of Activation Application Standard**

Article 3

Fulfilment of activation application is done to :

a. candidate of post-paid customer ;

b. candidate of pre-paid consumer.

Article 4

(1) Percentage of fulfillment of activation application done by a service provider to candidate of post-paid customer referred to in Article 3 point a, within the period of five (5) work days counting from the approval of the post-paid activation application must be greater than or equal to ninety percent (≥ 90%) from the total of post-paid activation applications..

(2) The requirement of post paid activation application referred to in paragraph (1) covers verification of address and completeness of documents.

(3) The percentage calculation of the fulfillment of post paid activation application referred to in paragraph (1) is the calculation for the period of twelve (12) months and based on the following ratio:

Number of post paid activation applications fulfilled in 5 work days x 100%

Number of all activation applications

Article 5

(1) The percentage of the fulfilment of activation application done by service providers to candidate of prepaid consumer referred to in Article 3 point b, within the period of twenty-four (24) hours counting from the settlement of prepaid registration process and received completely by service providers must be more than or equal to ninety-eight percent (≥ 98%) of the total prepaid activation application.

(2) The percentage calculation of the fulfilment of prepaid activation application referred to in paragraph (1) is the calculation for the period of twelve (12) months and based on the following ratio:

Number of prepaid activation applications fulfilled in 24 hours x 100%

Number of all registered activation applications

Article 6

Post paid and prepaid activation applications are not included in the calculation referred to in Article 5 if it happens that:

a. wrong provision of address by users;

b. damage in the network facility due to *Force Majeure*;

c. damage in the network facility due to third party;

d. users cancel or postpone applications;

e. network facility is not available yet;

f. damage in the users’ terminals.

**Part Two**

**Billing Performance Standard**

Article 7

(1) Percentage of complaints on billing accuracy within the period of one (1) month of billing must be less than or equal to five percent (≤ 5%) of the total number of billings of said month.

(2) The percentage calculation of complaints on accuracy of billing referred to in paragraph (1) is for the period of one (1) month of billing based on the following ratio:

Number of complaints on accuracy of billing x 100%

Number of all billings

Article 8

(1) Percentage of settlement of complaints on accuracy of billing must be more than or equal to ninety percent (≥ 90%) of the total complaints on accuracy of billing.

(2) The complaints on accuracy of billing referred to in paragraph (1) shall be settled within the period of fifteen (15) work days counting from the complaints received.

(3) Ten percent (10%) of the total complaints on accuracy of billing that have not been settled, must all be settled within the period of fifteen (15) work days.

(4) The provision referred to in paragraph (2) is not applicable for complaints on accuracy of billing which emerge and relate to Third Party.

Article 9

(1) Percentage of settlement of complaints on prepaid *charging* accuracy must be more than or equal to ninety percent

(≥ 90%) of the total complaints on prepaid *charging* accuracy.

(2) Complaints on prepaid *charging* accuracy referred to in paragraph (1) shall be settled within the period of fifteen (15) work days counting from the complaints received.

(3) Ten percent (10%) of the total complaints on prepaid *charging* accuracy that have not been settled within the period of fifteen (15) work days must be all settled.

(4) The provision referred to in paragraph (2) is not applicable for complaints on prepaid *charging* accuracy that emerge and relate to Third Party.

(5) The percentage calculation for the settlement of complaints on prepaid *charging* accuracy referred to in Article 9 paragraph (1) is the calculation for one (1) period of billing and based on the following ratio:

Number of billing complaints in 1 period settled in 15 work days x 100%

Number of billing complaints received during 1 billing period

Article 10

Service providers shall maintain the records of percentage data of the settlement of complaints on accuracy of billing and prepaid *charging* for each billing period and keep them during three (3) months.

**Part Three**

**Standard for Settlement of the General Complaints of Users**

Article 11

(1) Percentage of settlement of the general complaints of users responded within the period of twelve (12) months must be more than or equal to ninety percent (≥ 90%) of all the complaints of users received.

(2) The percentage calculation of settlement of the general complaints of users referred to in paragraph (1) is the calculation for the period of twelve (12) months based on the following ratio:

Number of all complaints settled x 100%

Number of all complaints received

**Part Four**

**Standard of the Level of Service Disturbance Report**

Article 12

The level of service disturbance report must be less than or equql to five percent (≤ 5%) of the number of users within the period of twelve (12) months.

Article 13

Service disturbance report is not included in the calculation referred to in Article 12 if:

a. the damage occurs in the user’s equipment;

b. the disturbance occurs due to other service provider’s act;

c. the call has nothing to do with service disturbance report.

**Part Five**

**Standard of *Service Level Call Center* of Service to Users**

Article 14

(1) Percentage of responses of *call center* operators to the calls of users in interval of thirty (30) seconds must be more than or equal to ninety percent (≥ 90%) of the total calls received.

(2) The responses of *call center* operators to the calls of users referred to in paragraph (1) are calculated from the time users press conversation menu with operators.

(3) The percentage calculation of responses of *call center* operators to the calls of users referred to in paragraph (1) is based on the following ratio:

Calls responded in 30 seconds x 100%

Number of calls received – number of dropped calls in 5 seconds

Article 15

Responses of *call center* operators to users’ calls are not included in the calculation referred to in paragraph (1) (**of which Article?**) if:

a. the damage of the network facility is due to *force majeure* such as earthquake and flood;

b. the shortage of *call center’s* capacity because operators cannot work as they should do due to *force majeure*.

Article 16

Service providers shall maintain the records of the data of percentage calculation of *call center* operators’ responses to the calls of users each month and keep them during three (3) months..

**CHAPTER IV**

**NETWORK PERFORMANCE**

**Part One**

**Standard of *Endpoint Service Availability***

Article 17

(1) Percentage of the number of calls that do not experience *dropped call* and *blocked call* at fixed network with limited mobility owned by service providers (*on net*) must be more than or equal to ninety percent (≥ 90%).

(2) The percentage calculation of the number of calls that do not experience *dropped call* and *blocked call* referred to in paragraph (1) is based on the following ratio:

(Number of tried calls – number of *dropped calls* – number of *blocked calls*) x 100%

Number of tried calls

Article 18

(1) The percentage of *dropped call* for calls in the network owned by service providers must be less than or equal to five percent (≤ 5%).

(2) The method of percentage calculation of *dropped call* referred to in paragraph (1) is based on the following ratio:

Number of *dropped calls* x 100%

Number of tried calls

Article 19

(1) Method of calculation of *endpoint service availability* done by service providers is as follows:

a. measurement in the network owned by service providers is done through static test and *system drive test* in work days with the same proportion.

b, measurement between networks is done in work days with static test.

(2) The duration of the series of testing for static test and *drive test* is done during sixty (60) seconds with the period between calls must not be more than ten (10) seconds arranged at measuring instrument.

Article 20

Static test is carried out as follows:

a. test call is done with unmovable position in the area accessible by the public living in the covering area of the service providers.

b. the calculation must be based on test call samples in busy hours of work days.

c. the size of the samples is at least two hundred and sixty (260) test calls comprising :

1. test call *on-net* in the number of two hundred (200);

2. test call *off-net* in the number of sixty (60).

d. test call *off-net* referred to in point c figure 2 is equally divided for all cellular network providers and wireless local fixed network providers with limited mobility.

Article 21

*System drive test* is as follows:

a. testing is done by taking samples during driving in the main road and commercial area and in the densely populated residential area..

b. the number of samples for testing referred to in point a is determined at least two hundred and sixty (260) test calls with the interval of ten (10) seconds.

**Part Two**

**Performance Standard of Short Message Service**

Article 22

(1) In the event that service providers provide short message service, the percentage of the number of short messages successfully transmitted within the period between transmission and reception not more than three (3) minutes must be more than or equal to ninety percent (≥ 90%) of the total short messages transmitted.

(2) The percentage calculation of the number of short messages referred to in paragraph (1) is based on the following ratio:

Number of short messages transmitted in 3 minutes x 100%

Number of short messages transmitted within the period of testing

Article 23

The calculation of short message service performance is applicable during busy hours in the network of the same service provider by using testing through sample taking..

Article 24

(1) The calculation of short message service performance is done by using two (2) *handsets* that have the same technical specification by placing *handset* in the static location and the full power signal and refer to the result of *drive test*.

(2) The use of two (2) *handsets* referred to in paragraph (1) with the provision that One (1) *handset* is for transmitting short messages, while the other one (1) *handset* is for receiving short messages.

Article 25

(1) The number of samples of short messages is at least fifty (50) and at most hundred (100) short messages.

(2) The number of samples of short messages referred to in paragraph (1) is equally divided for *on-net*.

(3) The interval between each short message referred to in paragraph (1) is three (3) minutes.

(4) Maximum number of characters in each transmission of short message is hundred and sixty (160) characters.

**CHAPTER V**

**REPORTING**

Article 26

(1) Service providers shall keep all the data records of calculation of parameters of service quality standard and shall report on the achievement of service quality standard to BRTI.

(2) Report on the achievement of service quality standard referred to in paragraph (1) should have been delivered to BRTI at the latest six (6) weeks counting from 31 December as the last period of report.

Article 27

(1) Report on the achievement of service quality standard referred to in Article 26 must be in line with the format as indicated in the Attachment which is an inseparable part of this Ministerial Decree.

(2) Report on the achievement of service quality standard referred to in paragraph (1) must enclose :

a. supporting data in the form of *soft copy* and *hard copy*; and

b. statement that the report is made truly and accurately and signed by President Director on sufficient revenue stamp.

Article 28

BRTI must publish the achievement of service quality standard of service providers in accordance with the provision of this Ministerial Decree.

Article 29

Service providers shall publish the achievement of service quality standard in their respective formal websites and renewed every three (3) months.

**CHAPTER VI**

**EVALATION OF THE ACHIEVEMENT OF SERVICE QUALITY STANDARD**

Article 30

(1) To verify the accuracy of the report on achievement of service quality standard of service providers, BRTI may conduct evaluation.

(2) The procedure of the conduct of evaluation referred to in paragraph (1) is defined in a Ministerial Decree .

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**CHAPTER VII**

**SANCTION AND APPRECIATION**

Article 31

(1) Any service provider that does not comply with the provision of service quality standard parameter in accordance with the yardsticks referred to in the Attachment of this Ministerial Decree is imposed with sanction of fine the amount of which is in accordance with the provision of legal regulation.

(2) The mechanism for imposing fine sanction referred to in paragraph (1) is defined in a Ministerial Decree.

. Article 32

The fine sanction referred to in Article 31 does not eliminate the obligation of service providers to provide compensation for the loss incurred to users due to carelessness of service providers in fulfilling service quality standard..

. Article 33

(1) BRTI provides an appreciation to service providers that comply with service quality standard.

(2) The appreciation referred to in paragraph (1) is in the form of announcement on the achievement of service quality standard of providers and of providing certificate of appreciation.

. **CHAPTER VIII**

**TRANSITIONAL PROVISION**

Article 34

By the coming into force of this Ministerial Decree, the provision regarding service performance and network performance referred to in each license of the provision of basic telephone service at fixed network with limited mobility is declared no more valid and shall refer to the service quality standard stipulated in the provision of this Ministerial Decree.

. **CHAPTER IX**

**FINAL PROVISIONS**

Article 35

At the time this Ministerial Decree is coming into force, the Decree of the Minister of Communication and Information Technology Number 13/PER/M.KOMINFO/04/2008 on Service Quality Standard of Basic Telephone Service at Fixed Network With Limited Mobility , is hereby abrogated and declared no more valid.

Article 36

This Ministerial Decree shall come into force in January 2013.

In order to make known to every body, instruct the promulgation of this Decree of the Minister of Communication and Information Technology by placing it in the State Announcement of the Republic of Indonesia.

Done at: JAKARTA

On : September 7, 2012

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**MINISTER OF COMMUNICATION AND INFORMATION TECHNOLOGY OF THE REPUBLIC OF INDONESIA,**

Signed

**TIFATUL SEMBIRING**

Promulgated at Jakarta

on October 1, 2012

MINISTER OF LAW AND HUMAN RIGHTS

Signed

AMIR SYAMSUDIN

STATE ANNOUNCEMENT OF THE REPUBLIC OF INDONESIA YEAR 2012 NUMBER 961.

For copy conform to the original,

Ministry of Communication and Information Technology

Head of Legal Bureau

Signed

D. Susilo Hartono

ATTACHMENT

DECREE OF THE MINISTER OF COMMUNICATION AND

INFORMATION TECHNOLOGY OF THE REPUBLIC OF INDONESIA

NUMBER: 27 YEAR 2012

ON SERVICE QUALITY STANDARD OF BASIC TELEPHONE SERVICE

OF FIXED NETWORK WITH LIMITED MOBILITY

FORMAT OF THE REPORT

ON ACHIEVEMENT OF SERVICE QUALITY STANDARD OF BASIC TELEPHONE SERVICE OF FIXED NETWORK WITH LIMITED MOBIITY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Service Quality** | **Parameter** | **Yardstick** | **Value**  **Jan – Dec**  **Year :** |
| **1** | **Service Performance Std** | Percentage of complaints on billing accuracy in 1 month. | ≤ 5% |  |
| Percentage of complaints on billing accuracy settled in 15 work days | ≥ 90% |  |
| Percentage of complaints on prepaid charging accuracy settled in 15 work days | ≥ 90% |  |
| **2** | **Standard of Fulfilment of Activation Application** | Percentage of fulfilment of post paid activation application in 5 work days | ≥ 90% |  |
| Percentage of fulfilment of prepaid activation application in 24 hours. | ≥ 90% |  |
| **3** | **Standard of Handling General Complaints of Users** | Percentage of general complaints of users responded in 12 months | ≥ 90% |  |
| 4 | **Standard of Level of Service Disturbance Report** | Percentage of the number of service disturbance reports submitted by users. | ≤ 5% |  |
| **5** | **Standard of Service Level of Call Center to Users** | Percentage of responses of Call Center operators to the calls of users in 30 seconds | ≥ 90% |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No.** | **Network Performance** | **Parameter** | **Yardstick** | **Vallue**  **Jan – Dec**  **Year :** |
| **1** | **Endpoint Service Availability Standard** | Percentage of the number of calls that do not experience *dropped call* and *blocked call* | ≥ 90% |  |
| Percentage of *dropped call* | ≤ 5% |  |
| **2** | **Short Message Service Performance Standard** | Percentage of the number of short messages successfully sent with interval between sending and receiving of not more than 3 minutes | ≥ 90% |  |

**MINISTER OF COMMUNICATION AND INFORMATION TECHNOLOGY**

Signed

**TIFATUL SEMBIRING**

For copy conform to the original,

Ministry of Communication and Information Technology

Head of Legal Bureau

Signed

D. Susilo Hartono

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| --- | --- | --- | --- | --- |
| **No.** | **Network Performance** | **Parameter** | **Yardstick** | **Vallue**  **Jan – Dec**  **Year :** |
| **1** | **Endpoint Service Availability Standard** | Percentage of the number of calls that do not experience *dropped call* and *blocked call* | ≥ 90% |  |
| Percentage of *dropped call* | ≤ 5% |  |
| **2** | **Short Message Service Performance Standard** | Percentage of the number of short messages successfully sent with interval between sending and receiving of not more than 3 minutes | ≥ 90% |  |

**MINISTER OF COMMUNICATION AND INFORMATION TECHNOLOGY**

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