



# **MyGov\*Net KKR-CIDB MONTHLY SLG REPORT NOVEMBER 2018**

GITN Sdn. Berhad "The monthly service management report has been prepared for customer subscribed to MyGov\*Net services. It is intended to cover the service performance including network availability, utilization and helpdesk reports for each Ministry or Agency. The contents of the reports is subject to change from time to time depending on the need."

MyGov\*Net  
KKR-CIDB  
November 2018

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## 1. EXECUTIVE SUMMARY

- 1.1 KKR-CIDB Secured Wide Area Network consists of 20 sites with 20 number of circuits including 2 managed switch service for consolidation building. Details list of sites circuit as below:

**Table 1: List of Circuit**

Bandwidth (Kbps)	No of Circuit
2,000	12
6,000	6
7,000	1
20,000	1

- 1.2 The overall Service Availability for November is 100.0%. There are 20 circuits had achieved the SLG and 0 circuits not achieved. The details of summary as below:

**Table 2: List of SLG (Secured Wide Area Network)**

SLG (%)	Meet SLG	Not Meet SLG	Total Circuit
99.9	1	0	1
99.7	17	0	17
99.3	2	0	2

- 1.3 Based on SAMS network monitoring, there is 0 circuits achieved 100.0% Circuit Availability and 20 circuits not achieved 100.0% Circuit Availability.
- 1.4 There are 8 circuits with circuits utilization exceeded 85% based on 95th percentile threshold. The threshold is based on maximum value data and need to be considered for upgrading. The details is in Table 12.
- 1.5 For the month of November 2018, there are 3 Tickets Report (TR) with Closed Status. The list of summary Ticket Category as below:

**Table 3: List of Ticket Category**

Category	No. of Tickets
APCR	1
TTCR	2

**Table 4: List of Detail Closure Code**

Closure Code	No. of Tickets
USER EQUIPMENT POWER OFF	2
USER LAN RELATED PROBLEM_Firewall	1

- 1.6 There was an urgent maintenance works carried out at SAMS server on 25th November (10:00-00:00am) and 26th November (00:00-3:00am). Please take note the maintenance activities may impact data collection and calculation of site availability.

2. AVAILABILITY SUMMARY

2.1 There are 2 types of availability generated in this report:

a) Service Availability

Service Availability is defined as the percentage of time service are available to the Customer during the course of a month. Service Availability is calculated based on fault reported by customer in accordance with the following formula:

Service Availability for Month = ((T - D) x 100)/ T

Where:

T is the total number of minutes in the Month; and

D is Downtime.

Downtime means any interruption to availability of service which includes due to GSB, Telco, Customer and Others.

b) Site Availaibility

Site Availability is defined as the percentage of actual Site or Circuit Uptime during the course of a month. Site Availability is calculated based on SNMP polling by SAMS system (example 5 minutes interval) in accordance with the following formula:

Site Availability for Month = ((T - F) x 100)/ T

Where:

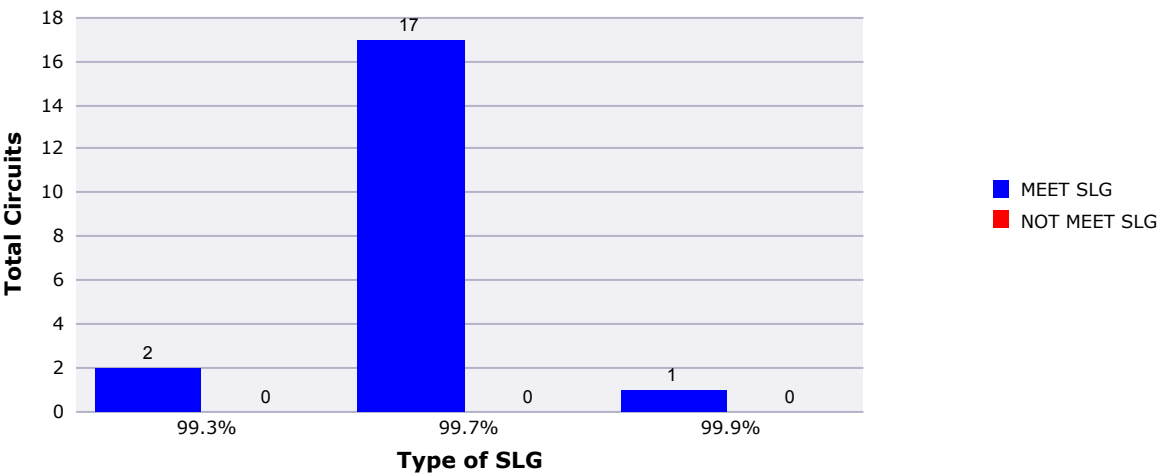
T is the total number of SNMP polling requests in the Month; and

F is the total number of SNMP polling failed request.

Failed request means device does not response to SNMP queries after a configurable time-out period.

2.2 The summary of SLG Achievement based on type of SLG.

Figure 1: Summary of SLG Achievement



## 2.3 The list of circuits achieved SLG as below:

**Table 6: Circuits Achieved Service Availability SLG**

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Service Avail (%)
1	CIDB Miri	2,000	IPME	99.7	100
2	CIDB Negeri Kedah	2,000	IPLL	99.7	100
3	CIDB Negeri Melaka	2,000	IPLL	99.7	100
4	CIDB Negeri Pahang	2,000	IPME	99.7	100
5	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	100
6	CIDB Negeri Sabah	2,000	IPME	99.7	100
7	CIDB Negeri Terengganu	2,000	IPLL	99.7	100
8	CIDB Tawau	2,000	IPLL	99.7	100
9	Ibu Pejabat CIDB	20,000	IPME	99.9	100
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	100
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	100
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	100
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	100
14	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	MSS 1-10 Ports	99.3	100
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	MSS 1-10 Ports	99.3	100
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	100
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	100
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	100
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	100
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	100

2.4 There is 0 circuits not achieved SLG as below:

**Table 7: Circuits Not Achieved Service Availability SLG**

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Service Avail (%)	Remarks
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\* There is no data for circuits not achieved SLG for this month.

2.5 The list of circuits achieved 100% Circuit Availability based on SAMS Network Monitoring as below:

**Table 8: Circuits Achieved 100% Circuit Availability**

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Circuit Avail (%)
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\* There is no data for circuits achieved Site Availability for this month.

2.6 There are 20 circuits not achieved 100% Circuit Availability based on SAMS Network Monitoring.

**Table 9: Circuits Not Achieved 100% Circuit Availability**

No	Circuit Name	Speed (Kbps)	Technology	SLG (%)	Circuit Avail (%)	Remarks
1	CIDB Miri	2,000	IPME	99.7	97.6	
2	CIDB Negeri Kedah	2,000	IPLL	99.7	97.8	
3	CIDB Negeri Melaka	2,000	IPLL	99.7	97.8	
4	CIDB Negeri Pahang	2,000	IPME	99.7	97.8	Counter-based
5	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	97.8	
6	CIDB Negeri Sabah	2,000	IPME	99.7	97.8	
7	CIDB Negeri Terengganu	2,000	IPLL	99.7	97.8	Counter-based
8	CIDB Tawau	2,000	IPLL	99.7	97.4	
9	Ibu Pejabat CIDB	20,000	IPME	99.9	97.8	
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	97.8	
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	97.2	
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	97.8	
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	97.8	
14	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	MSS 1-10 Ports	99.3	75.6	
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	MSS 1-10 Ports	99.3	4.2	
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	97.8	
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	97.8	
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	97.7	
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	97.7	
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	97.8	

2.7 KKR-CIDB did not subscribed Optional Services.



### 3. SUMMARY OF UTILIZATION REPORT

- 3.1 The 85% threshold is chosen as indicator for network congestion. Any incoming and outgoing traffic that goes beyond the threshold is considered as high network utilization and therefore should be considered for upgrading.
- 3.2 There are 8 circuits that exceeded 85% threshold utilization based on maximum value data. The list of circuits is as per Table 12 below.

**Table 12: List of Sites Exceeded 85% Threshold Utilization**

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)
1	CIDB Negeri Kedah	2,000	95.94	1,919	74.13	1,483
2	CIDB Negeri Pahang	2,000	99.03	1,981	49.03	981
3	CIDB Negeri Sabah	2,000	98.22	1,964	78.60	1,572
4	CIDB Negeri Terengganu	2,000	88.16	1,763	90.71	1,814
5	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.71	1,974	97.61	1,952
6	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	97.25	1,945	87.04	1,741
7	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	98.68	5,921	84.96	5,097
8	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	80.14	4,809	93.67	5,620

3.3 There is 0 circuits that under utilize below 5% utilization as below.

**Table 13: List Sites Under Utilize Below 5%**

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)	Remarks
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\* There is no data for circuits below 5% for this month.

3.4 The list of utilization for all circuits as below:

**Table 14: List of Utilization for All Circuits**

No	Circuit Name	Speed (Kbps)	Util In (%)	Util In Kbps (Max)	Util Out (%)	Util Out Kbps (Max)
1	CIDB Miri	2,000	62.13	1,243	49.45	989
2	CIDB Negeri Kedah	2,000	95.94	1,919	74.13	1,483
3	CIDB Negeri Melaka	2,000	79.32	1,586	58.07	1,161
4	CIDB Negeri Pahang	2,000	99.03	1,981	49.03	981
5	CIDB Negeri Pulau Pinang	2,000	65.57	1,311	59.93	1,199
6	CIDB Negeri Sabah	2,000	98.22	1,964	78.60	1,572
7	CIDB Negeri Terengganu	2,000	88.16	1,763	90.71	1,814
8	CIDB Tawau	2,000	76.81	1,536	43.79	876
9	Ibu Pejabat CIDB	20,000	48.10	9,620	84.16	16,831
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	84.05	1,681	44.84	897
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.71	1,974	97.61	1,952
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	12.99	779	16.59	995
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	97.25	1,945	87.04	1,741
14	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	98.68	5,921	84.96	5,097
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	9.09	637	7.20	504
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	33.40	668	56.12	1,122
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	59.91	3,594	46.23	2,774
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	40.13	2,408	34.28	2,057
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	18.65	1,119	42.75	2,565
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	80.14	4,809	93.67	5,620

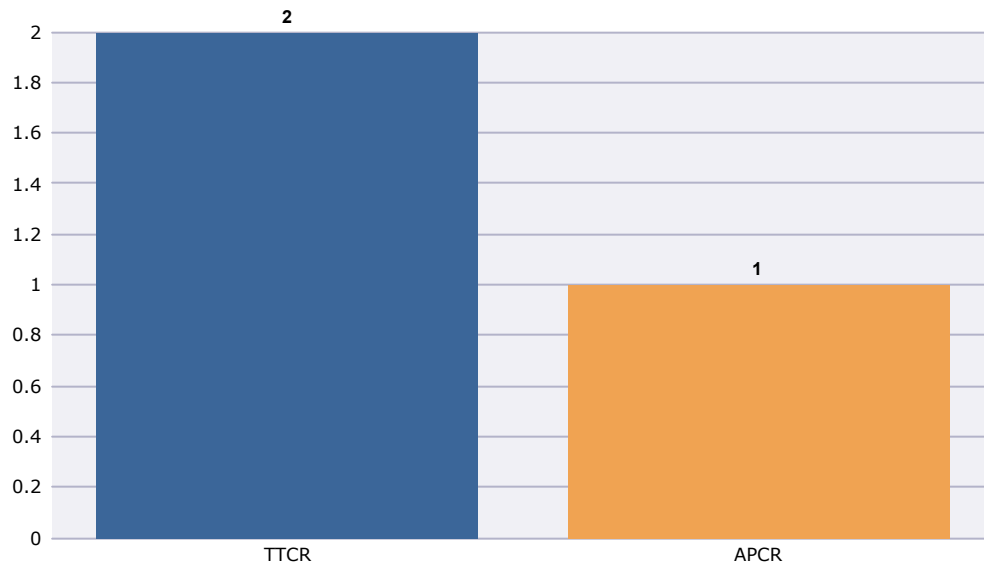
3.5 Recommendation for upgrading circuits exceed threshold based on 95th percentile for 3 consecutive months:

No	Circuit Name	Speed (Kbps)	September %	October %	November %
1	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.68	89.16	86.52
2	Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)	6,000	96.67	93.75	94.58

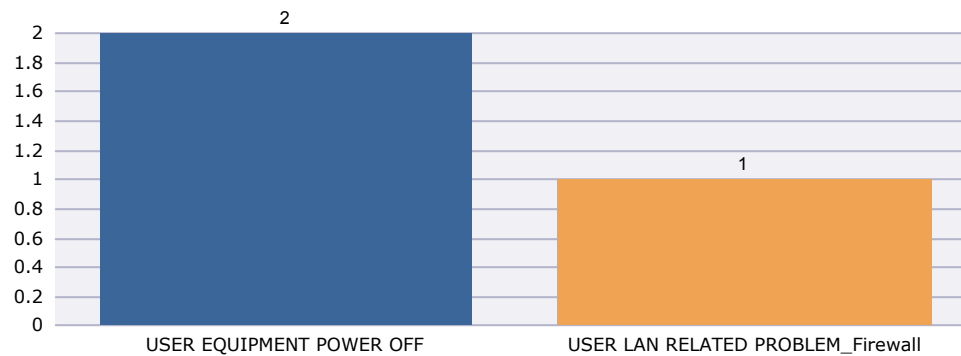
#### 4. HELPDESK SUMMARY

4.1 There are total of 3 Tickets Report (TR) with status closed.

**Figure 2: Summary of Tickets Report (TR) by Ticket Category**



**Figure 3: Summary of Tickets Report (TR) by Closure Code**



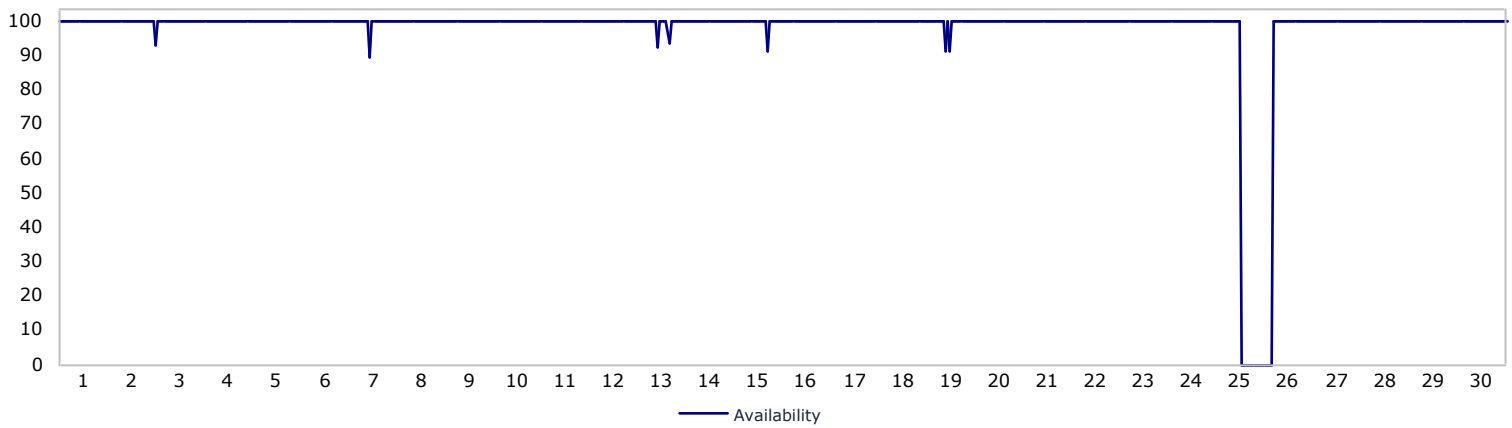
## 4.2 List of Tickets Report (TR) for November 2018

No	Ticket Category	Ticket No	Site Name	Problem Title	Action Resolution	Fault Category	Technology	Open Date	Closed Date	Outage HH:MM:SS	Hold Time HH:MM:SS	Resolution Time HH:MM:SS
1	APCR	IM200186	CIDB Negeri Pahang	En.Busama (HQ) on behalf user (En. Aswadi ) reported can't access internet.  En Busama (HQ) - 0192152474	Related to User	USER LAN RELATED PROBLEM_Firewall	IPVPN Over Metro-E	11/05/18 16:44:11	11/07/18 09:40:44	40:56:24	40:13:12	00:43:12
2	TTCR	IM201217	CIDB Tawau	Detected line down SAMS critical alarm created on Nov 14, 2018 4:42:18 PM SGT	Power - Failure	USER EQUIPMENT POWER OFF	IPVPN Over Metro-E	11/14/18 16:47:37	11/14/18 16:48:27	00:00:36	00:00:00	00:00:36
3	TTCR	IM202631	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	Detected Line Down. SAMS critical alarm created on Nov 27, 2018 11:52:58 AM SGT	Power - Failure	USER EQUIPMENT POWER OFF	IPVPN Over Metro-E	11/27/18 12:22:41	11/27/18 12:26:51	00:04:12	00:00:00	00:04:12

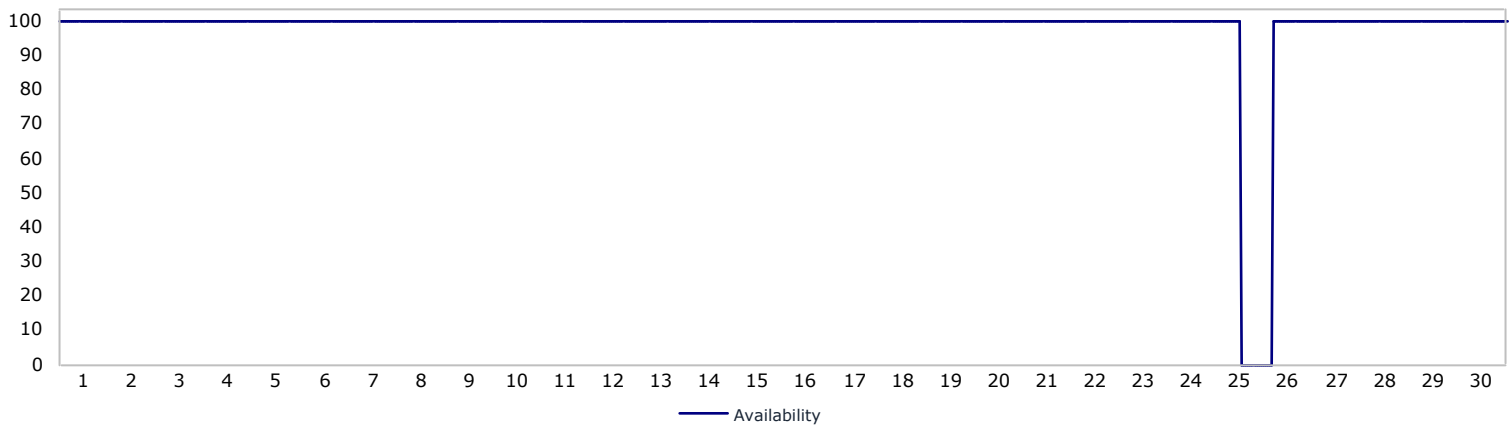
# APPENDIX

## Availability Graph for November 2018

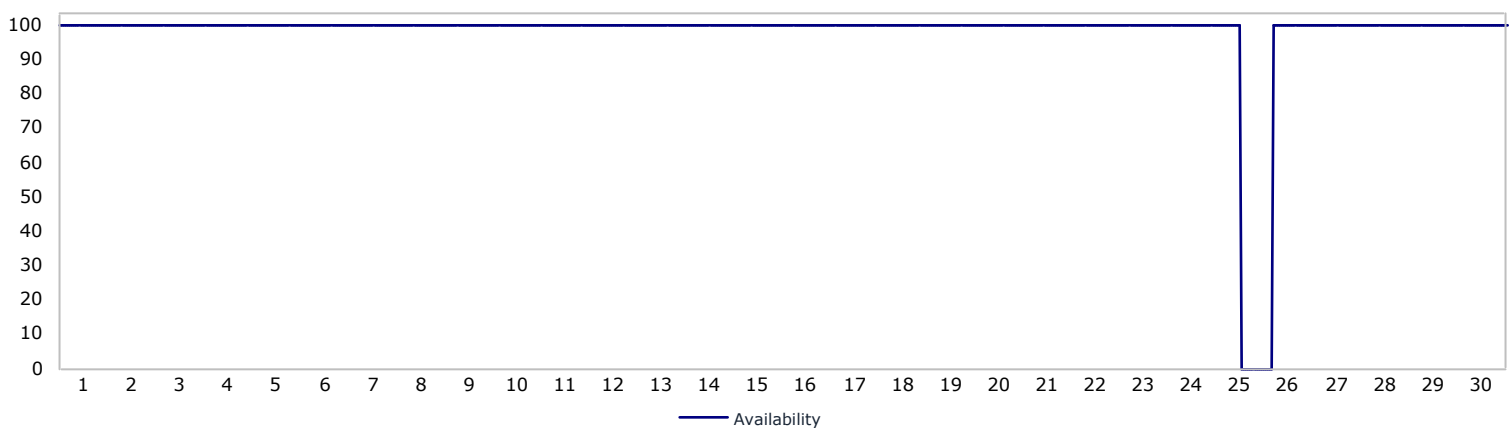
### 1 CIDB Miri

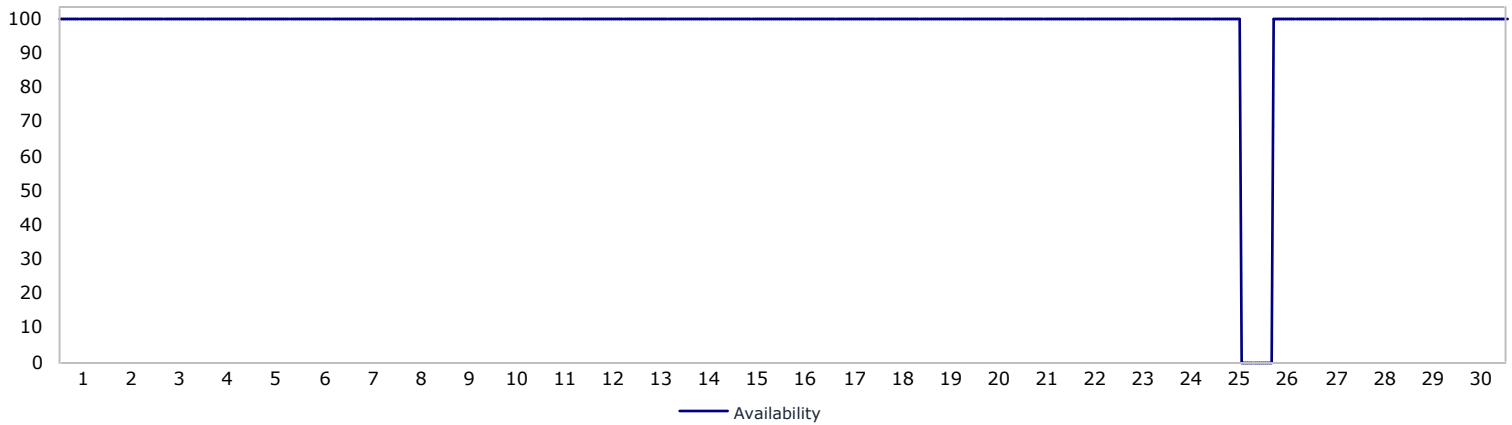
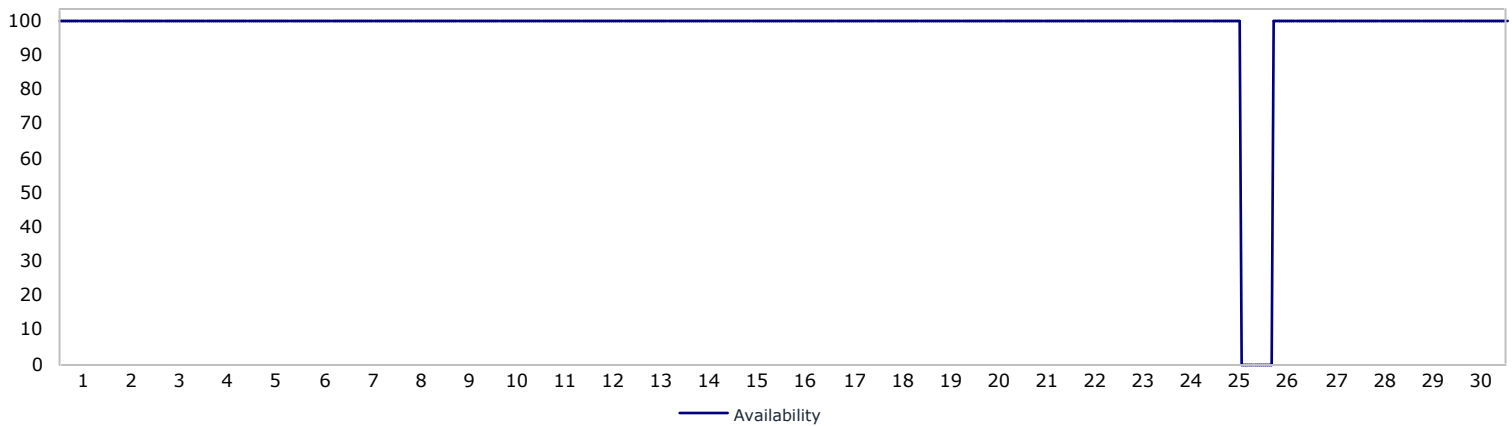
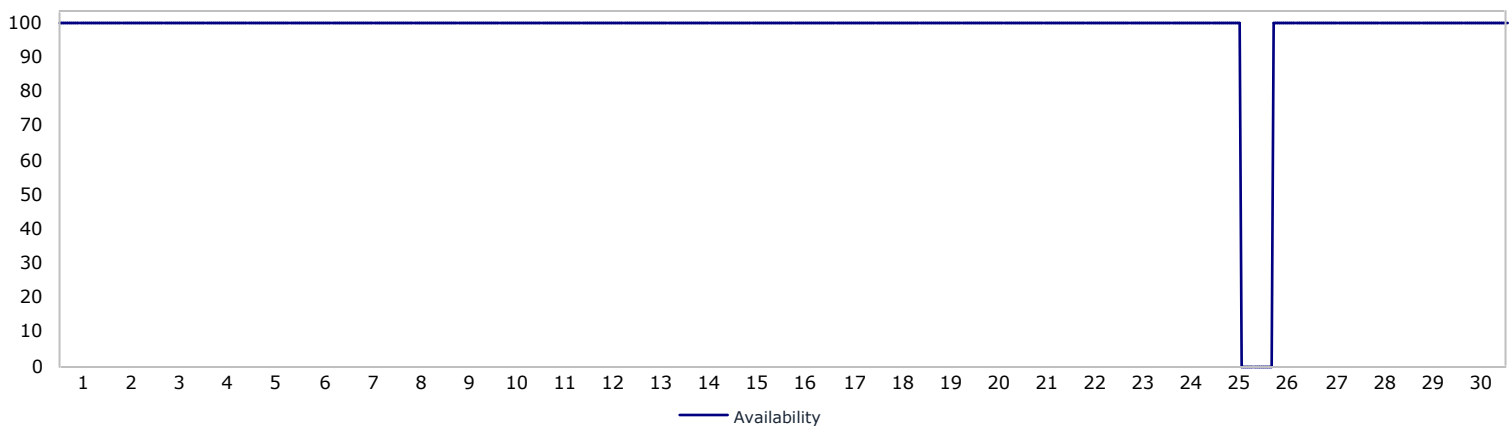
**Availability : 97.6%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

### 2 CIDB Negeri Kedah

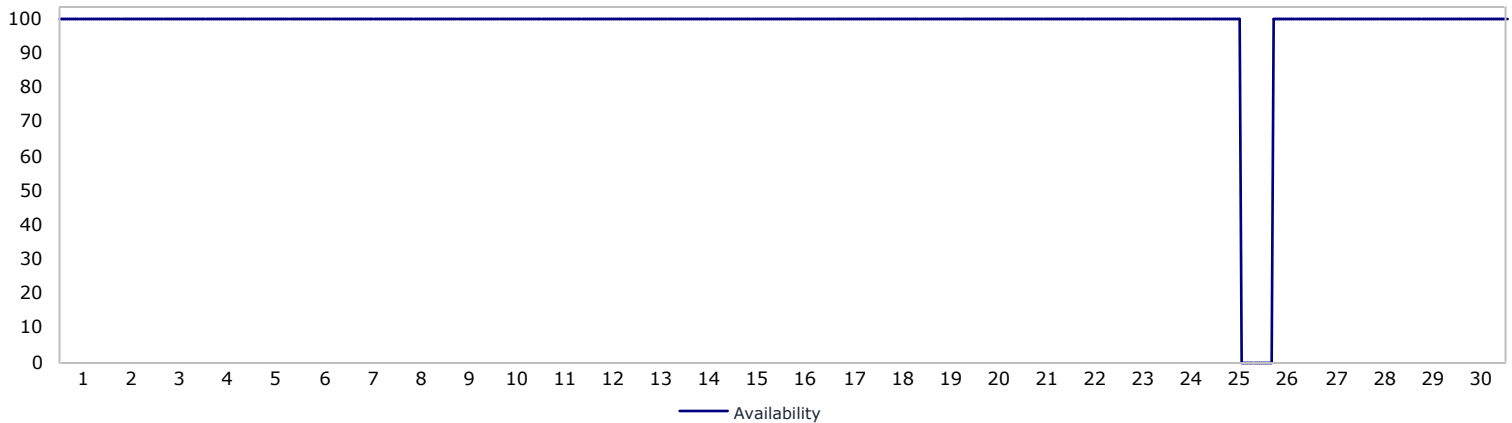
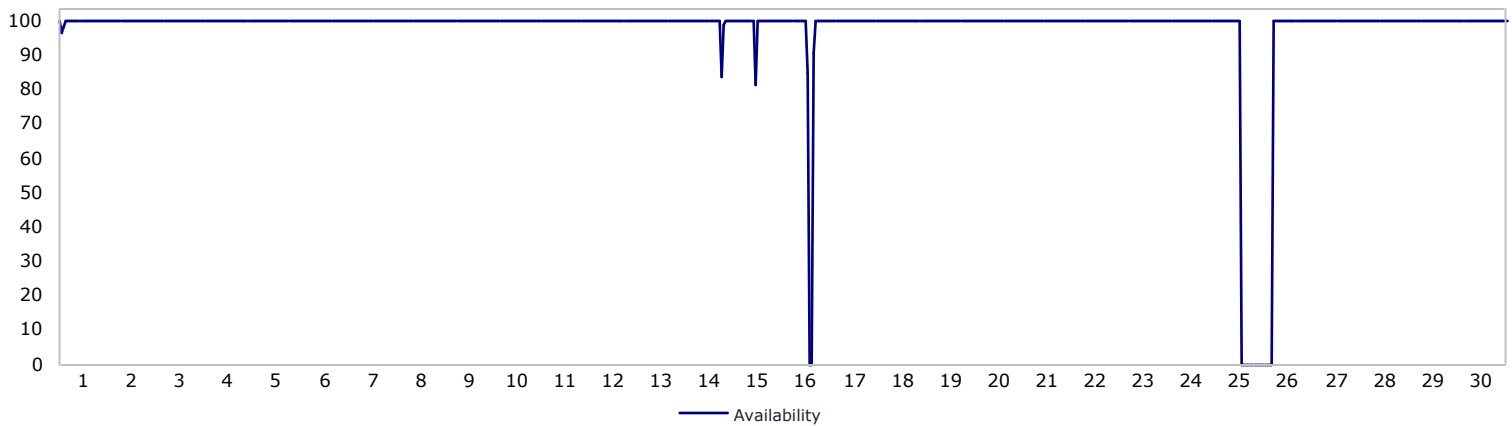
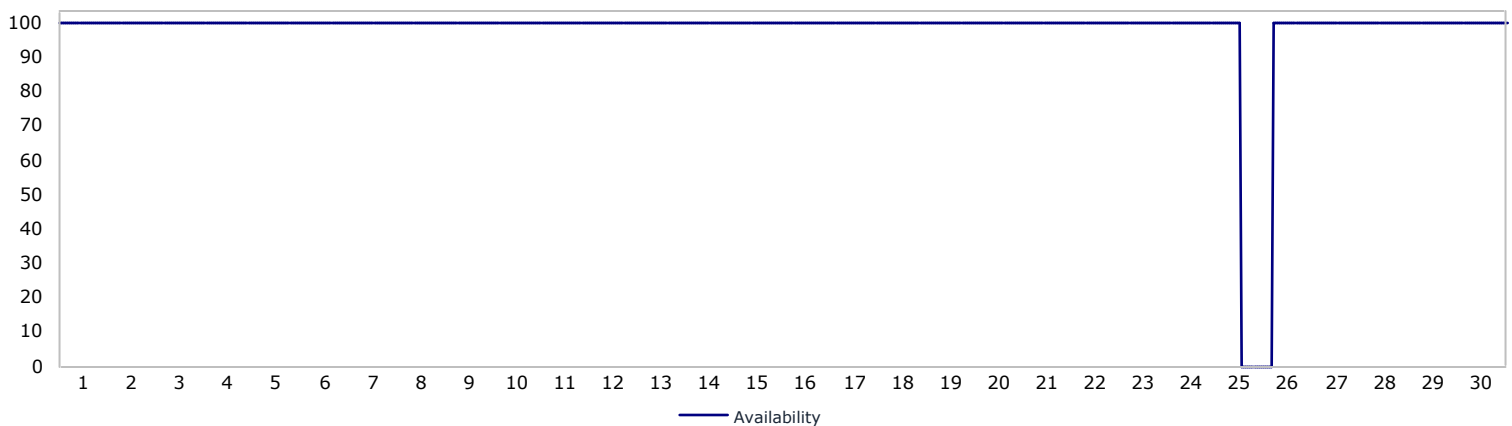
**Availability : 97.8%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

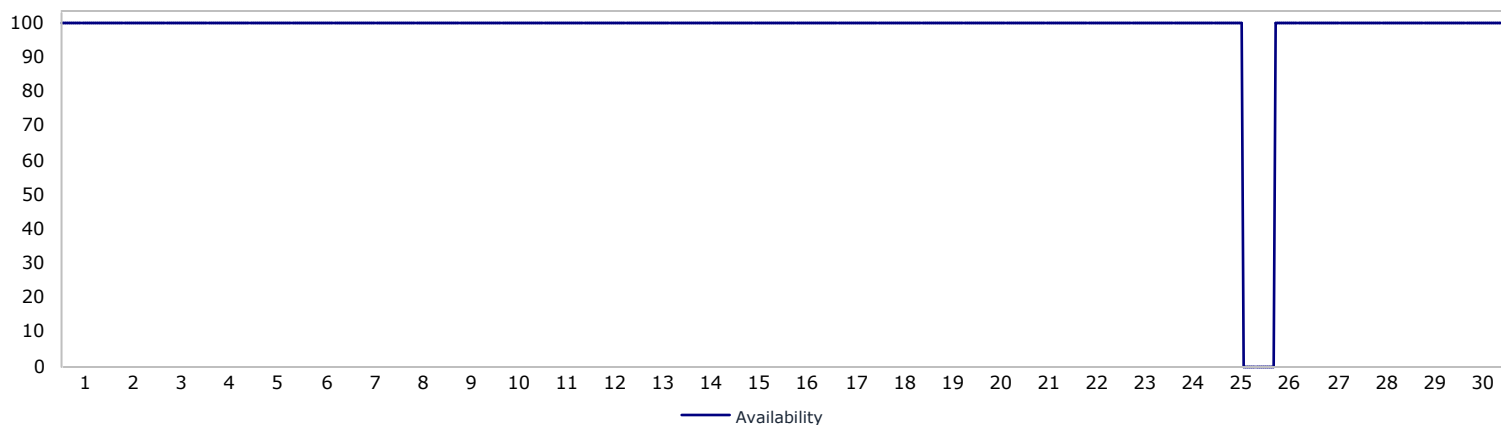
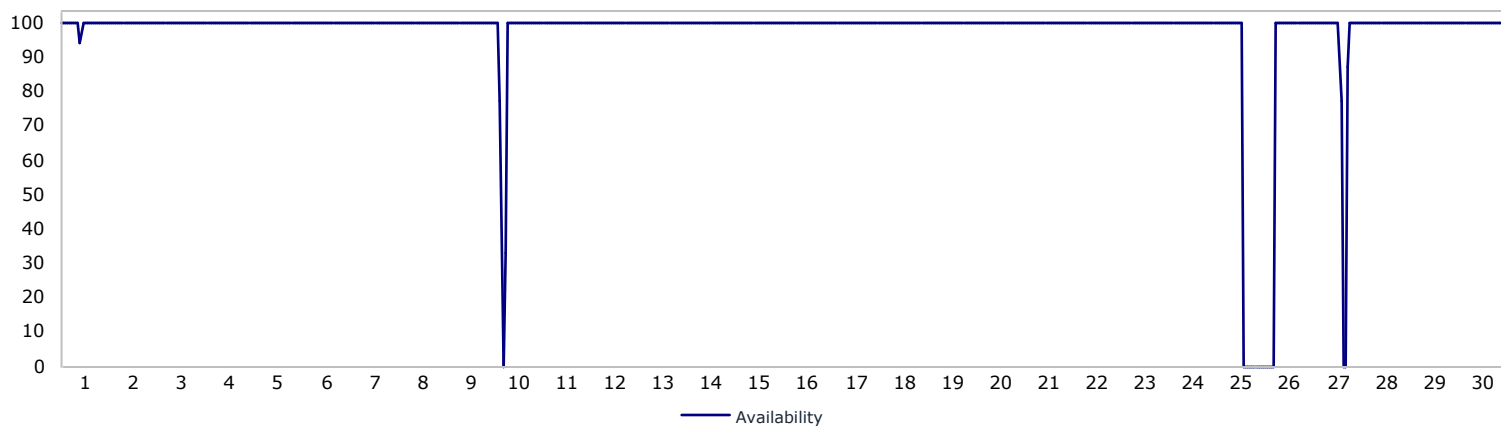
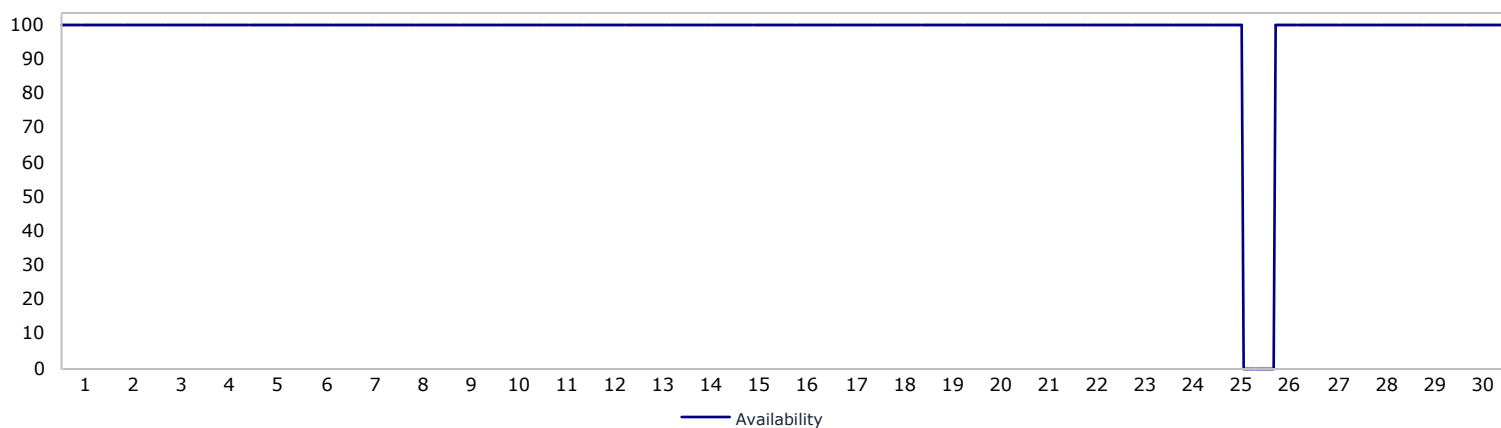
### 3 CIDB Negeri Melaka

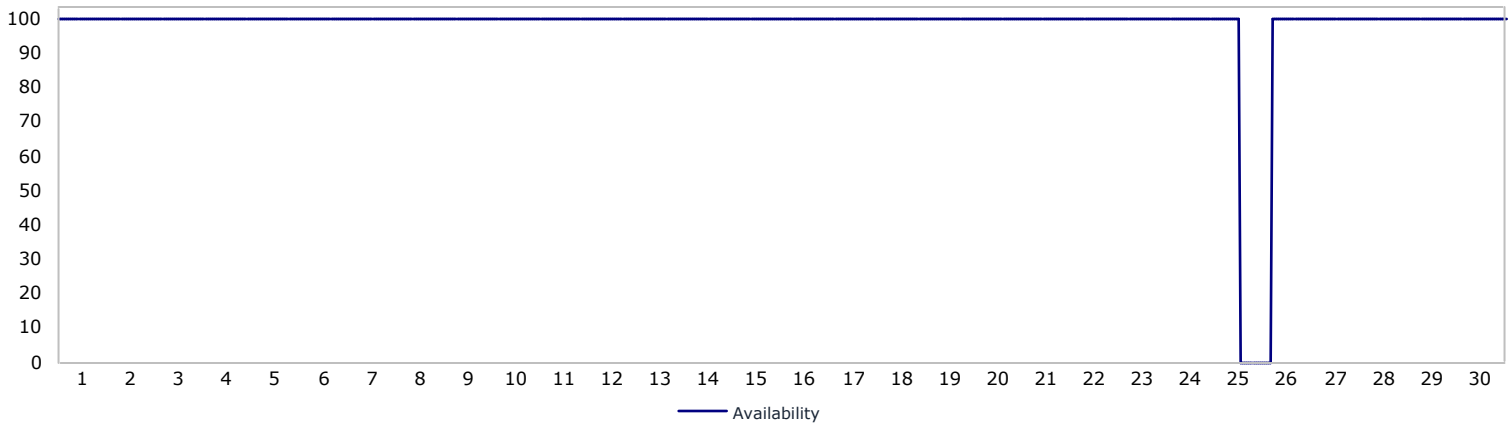
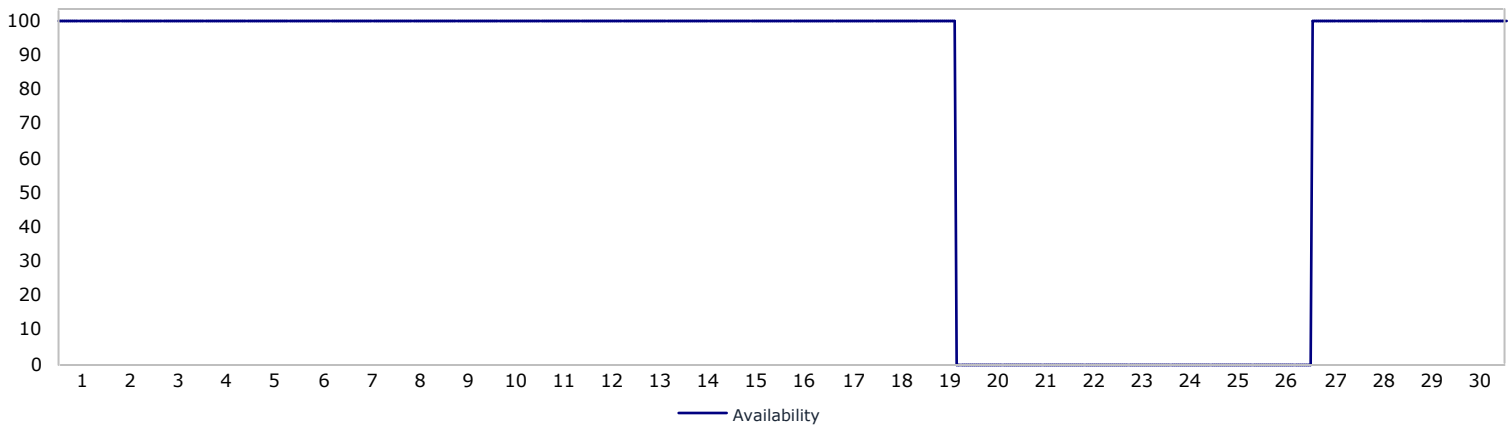
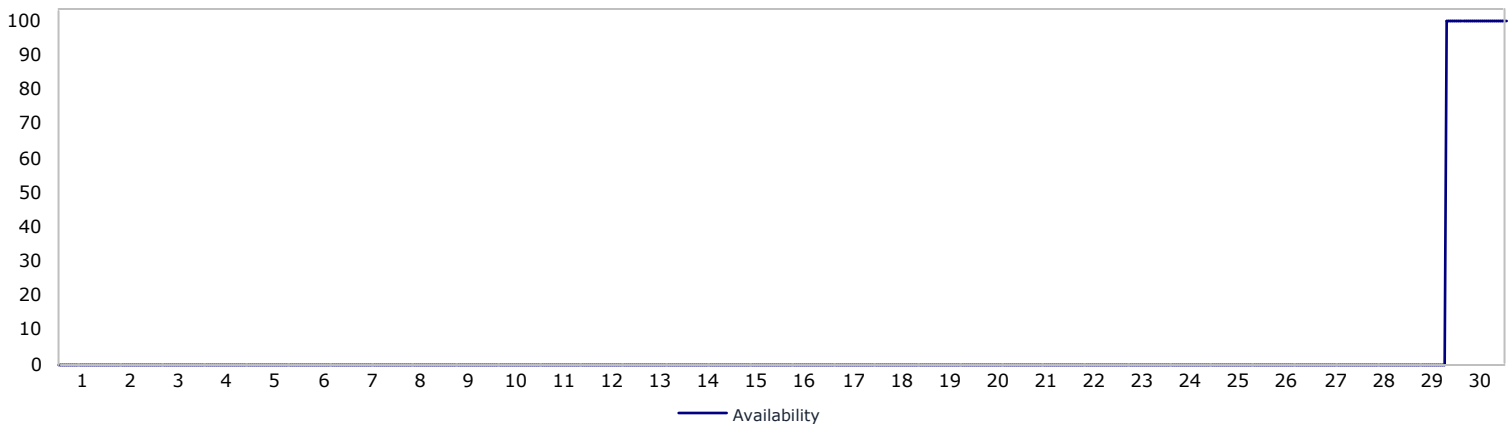
**Availability : 97.8%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

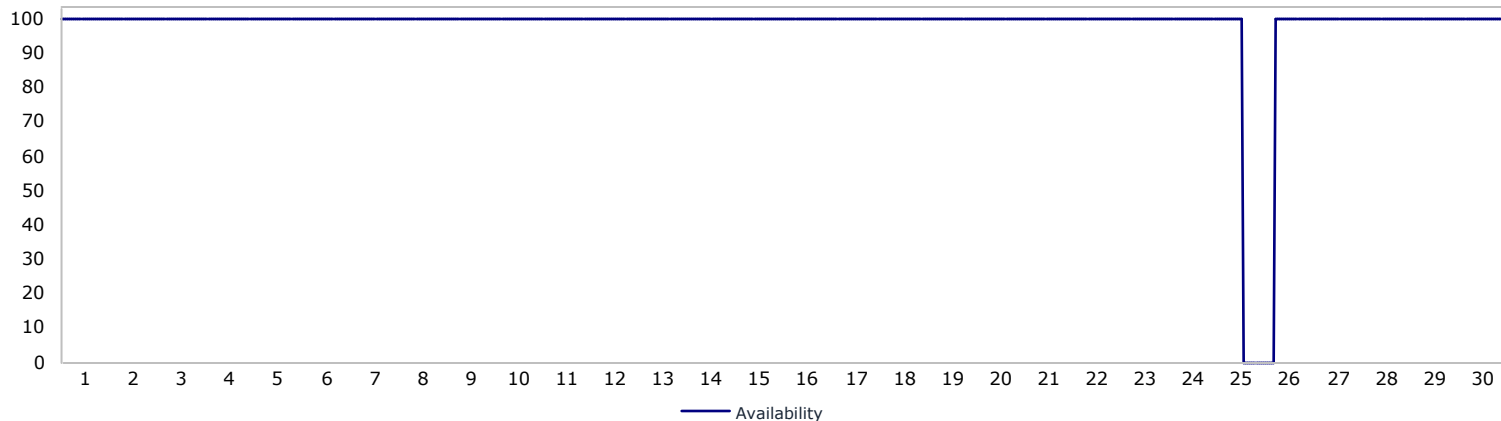
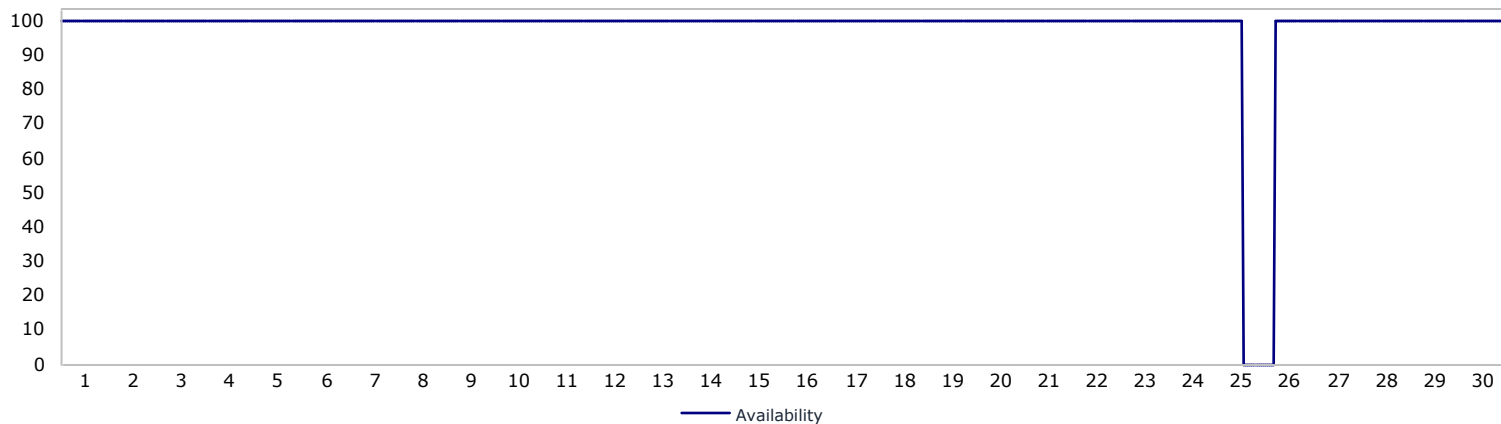
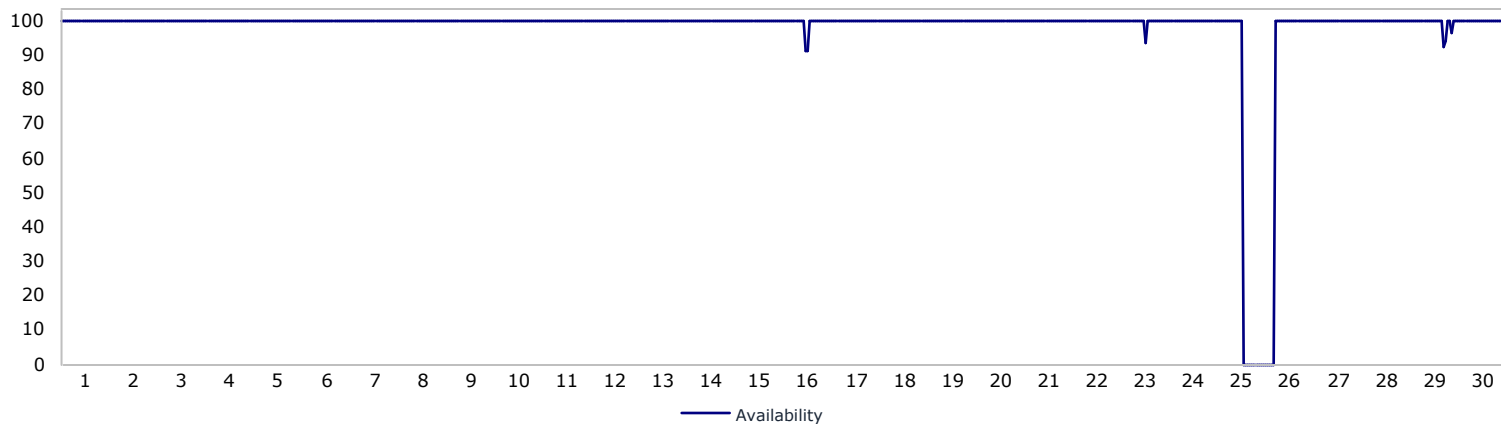
**4 CIDB Negeri Pahang****Availability : 97.8%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***5 CIDB Negeri Pulau Pinang****Availability : 97.8%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***6 CIDB Negeri Sabah****Availability : 97.8%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

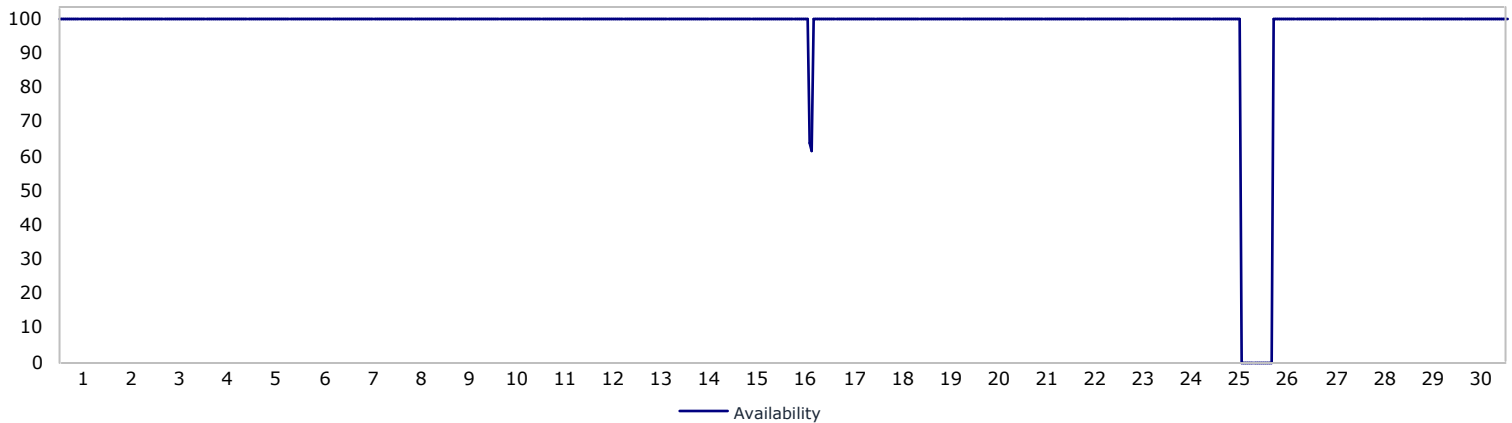
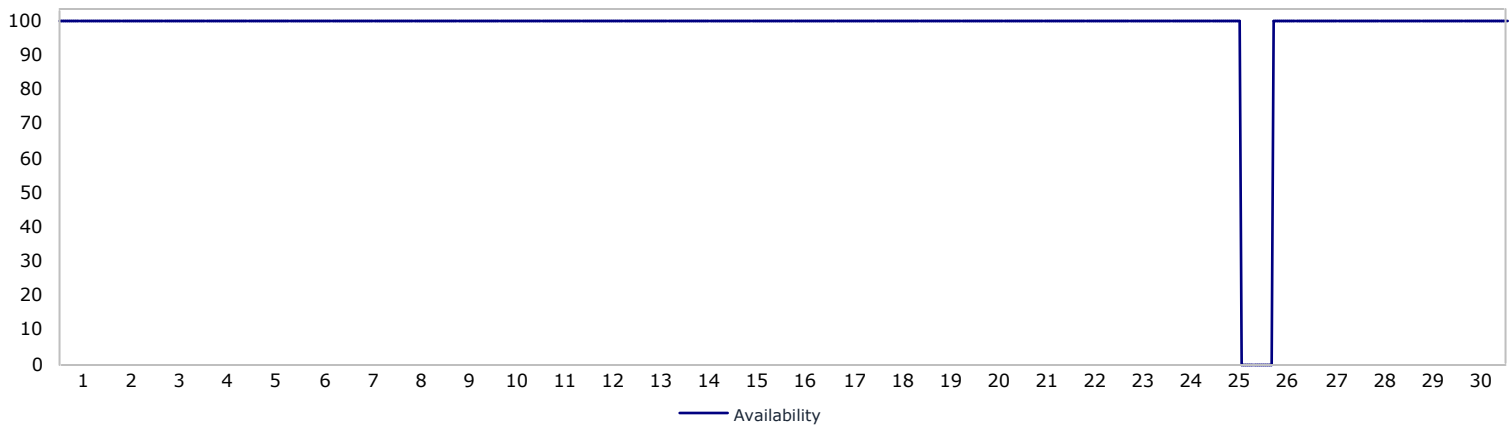


**7 CIDB Negeri Terengganu****Availability : 97.8%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***8 CIDB Tawau****Availability : 97.4%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***9 Ibu Pejabat CIDB****Availability : 97.8%***Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%*

**10 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu****Availability : 97.8%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***11 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan****Availability : 97.2%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur****Availability : 97.8%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

**13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor****Availability : 97.8%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***14 Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)****Availability : 75.6%***Technology : MSS 1-10 Ports , Speed : 6,000 Kbps , SLG : 99.3%***15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)****Availability : 4.2%***Technology : MSS 1-10 Ports , Speed : 7,000 Kbps , SLG : 99.3%*

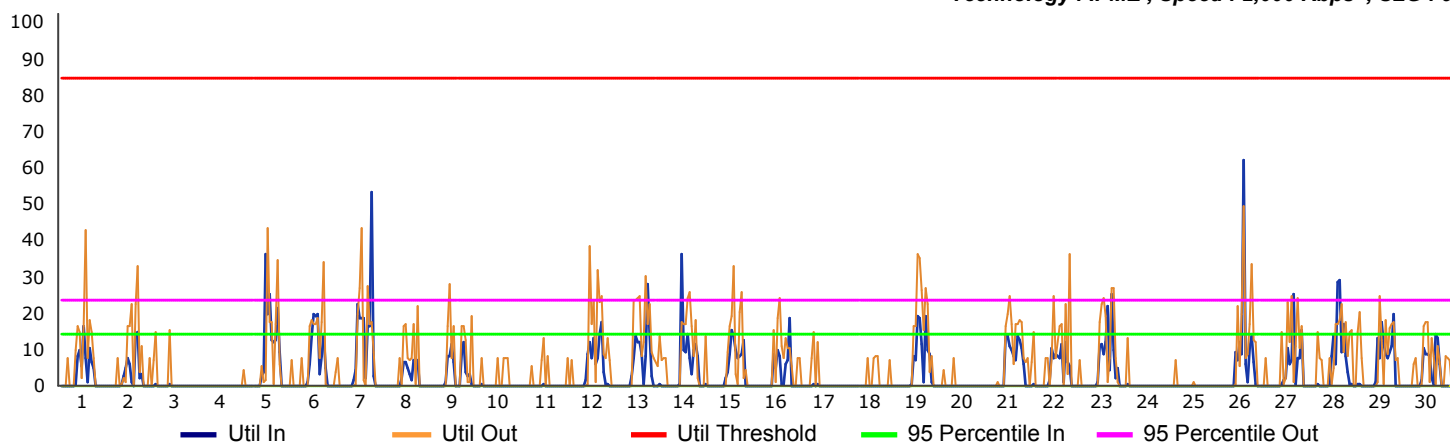
**16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis****Availability : 97.8%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak****Availability : 97.8%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor****Availability : 97.7%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

**19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan****Availability : 97.7%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia****Availability : 97.8%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

## Utilization Graph for November 2018

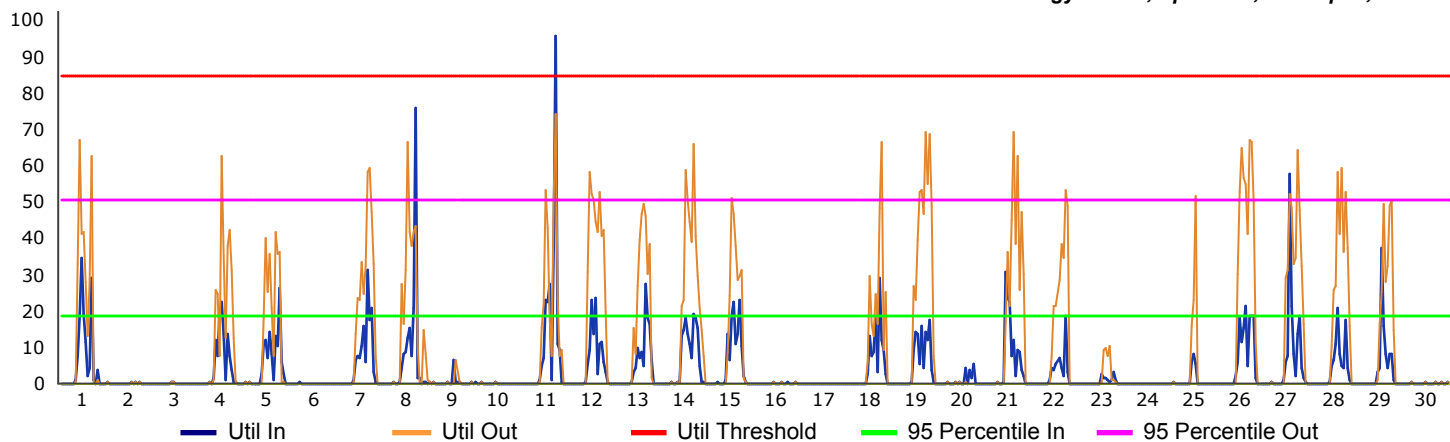
## 1 CIDB Miri

Max In : 62.13% | 95 Percentile In: 14.68%  
Max Out : 49.45% | 95 Percentile Out: 23.98%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



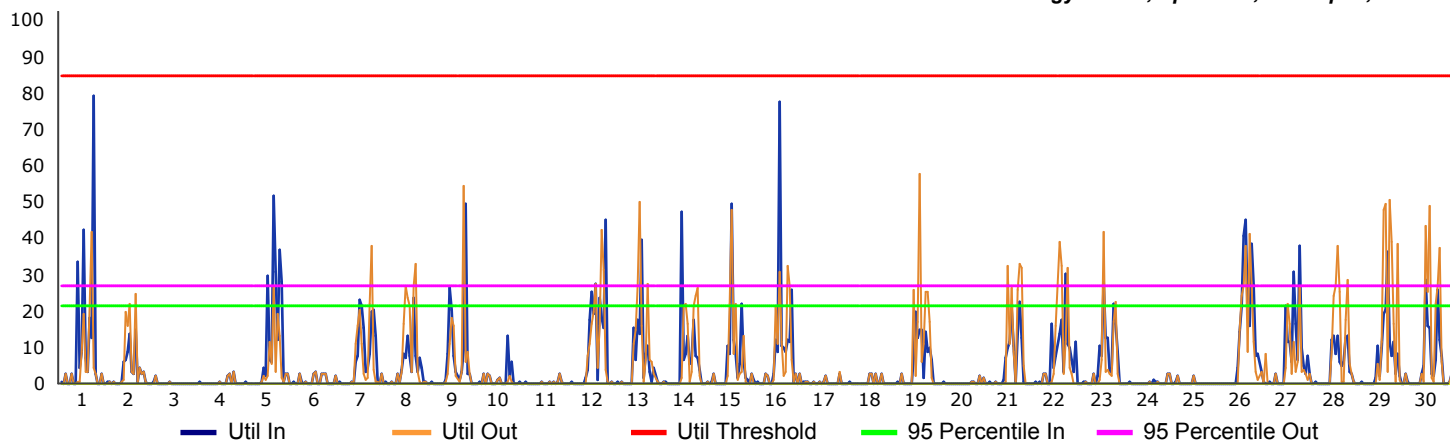
## 2 CIDB Negeri Kedah

Max In : 95.94% | 95 Percentile In: 18.68%  
Max Out : 74.13% | 95 Percentile Out: 50.90%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



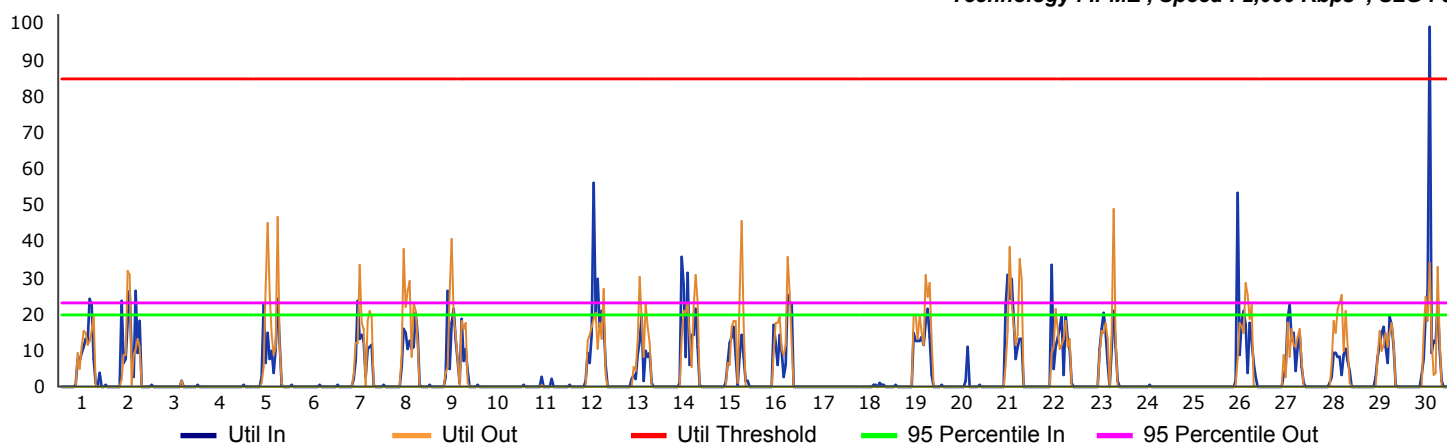
## 3 CIDB Negeri Melaka

Max In : 79.32% | 95 Percentile In: 21.68%  
Max Out : 58.07% | 95 Percentile Out: 27.19%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

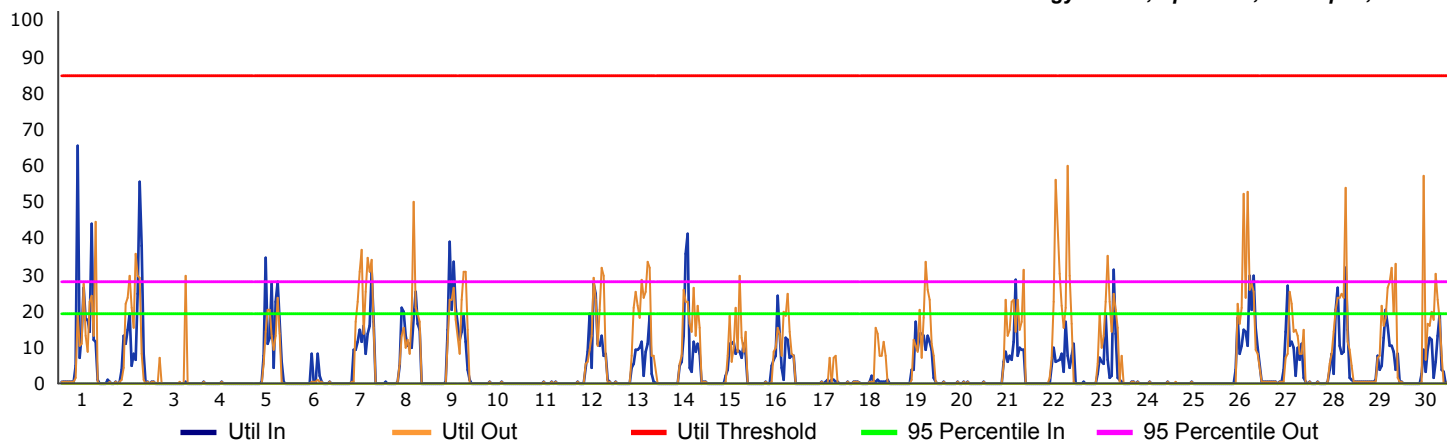


**4 CIDB Negeri Pahang**

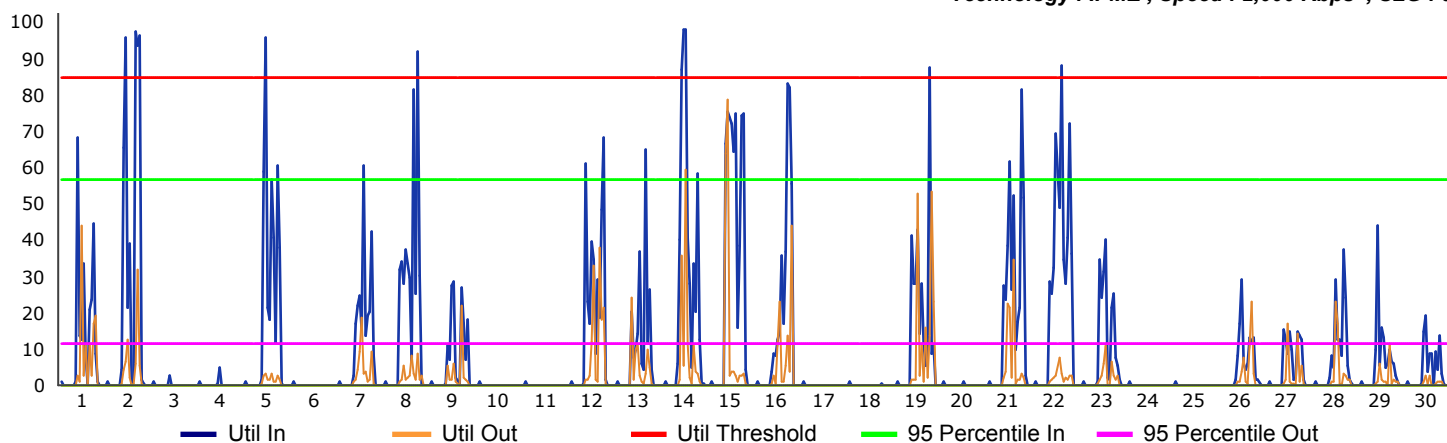
Max In : 99.03% | 95 Percentile In: 20.17%  
Max Out : 49.03% | 95 Percentile Out: 23.21%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**5 CIDB Negeri Pulau Pinang**

Max In : 65.57% | 95 Percentile In: 19.27%  
Max Out : 59.93% | 95 Percentile Out: 28.00%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

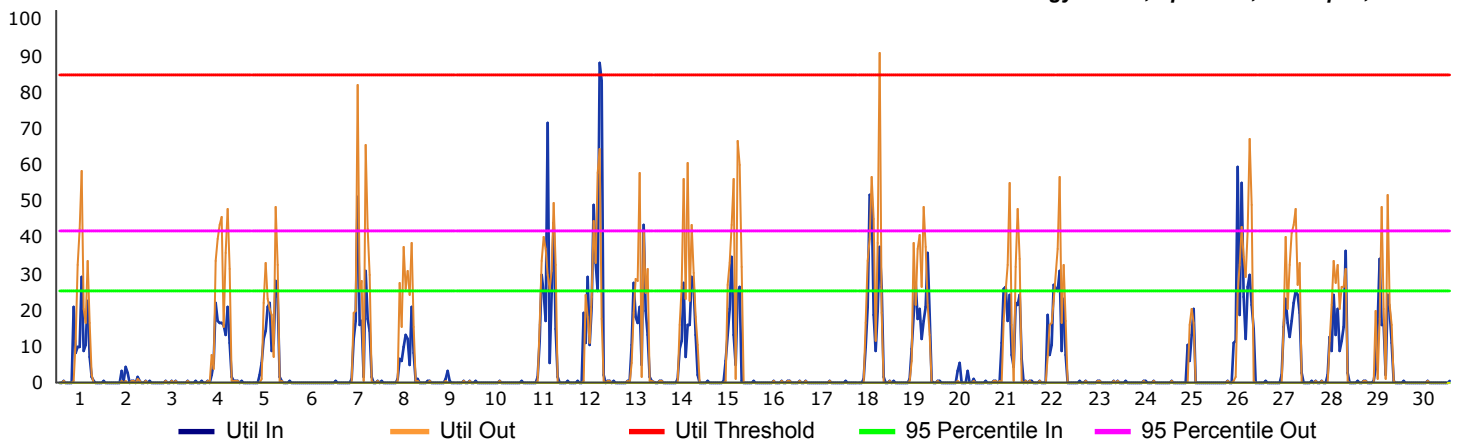
**6 CIDB Negeri Sabah**

Max In : 98.22% | 95 Percentile In: 56.61%  
Max Out : 78.60% | 95 Percentile Out: 11.73%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

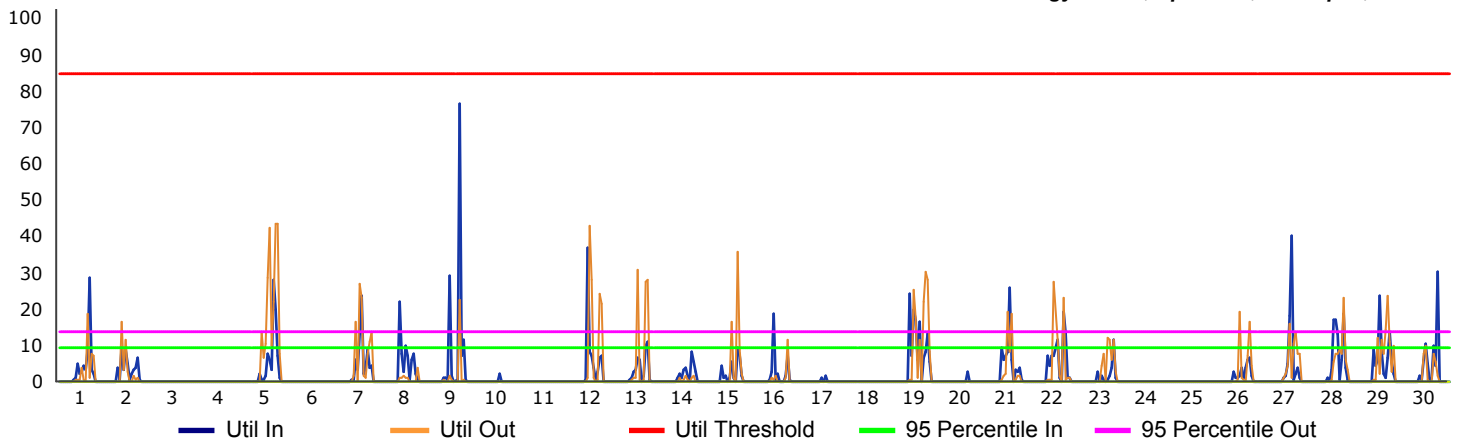


**7 CIDB Negeri Terengganu**

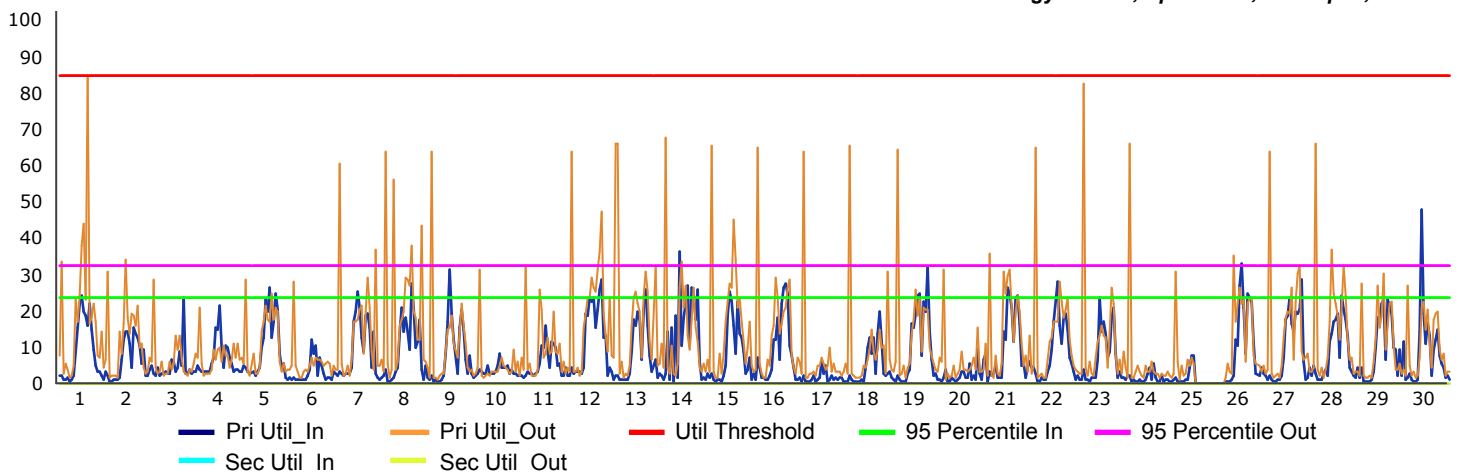
Max In : 88.16% | 95 Percentile In: 25.60%  
Max Out : 90.71% | 95 Percentile Out: 42.09%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**8 CIDB Tawau**

Max In : 76.81% | 95 Percentile In: 9.55%  
Max Out : 43.79% | 95 Percentile Out: 14.15%  
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**9 Ibu Pejabat CIDB**

Max In : 48.10% | 95 Percentile In: 23.91%  
Max Out : 84.16% | 95 Percentile Out: 32.66%  
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%



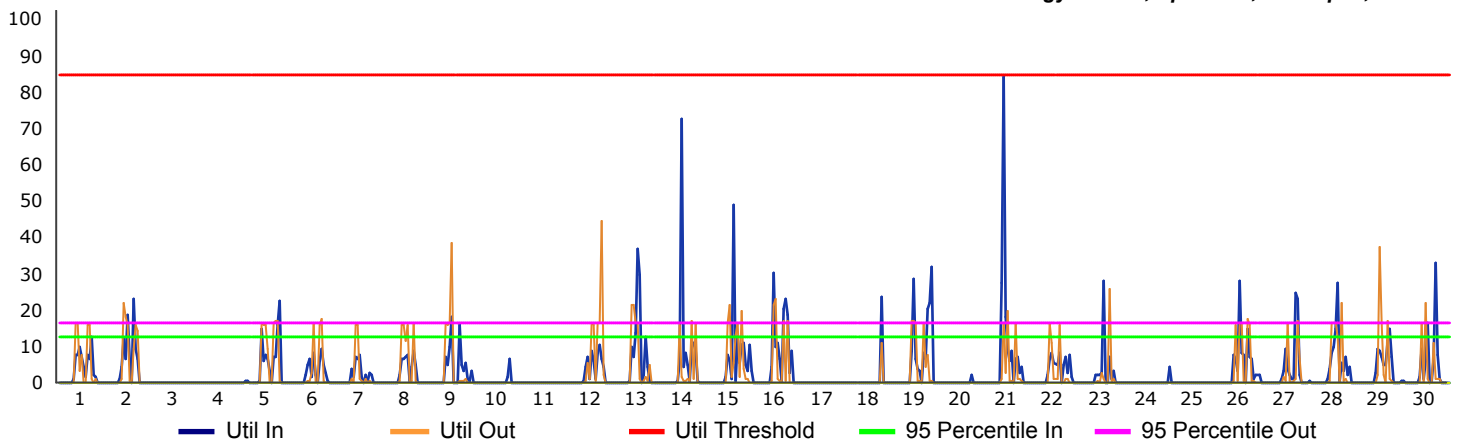


**10 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu**

Max In : 84.05% | 95 Percentile In: 12.66%

Max Out : 44.84% | 95 Percentile Out: 16.65%

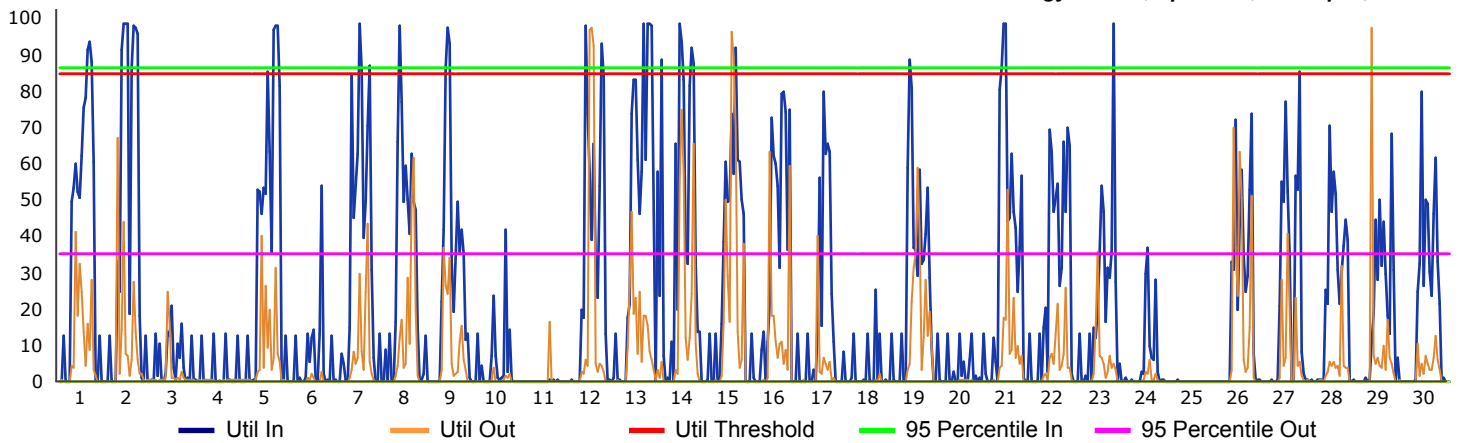
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**11 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan**

Max In : 98.71% | 95 Percentile In: 86.52%

Max Out : 97.61% | 95 Percentile Out: 35.19%

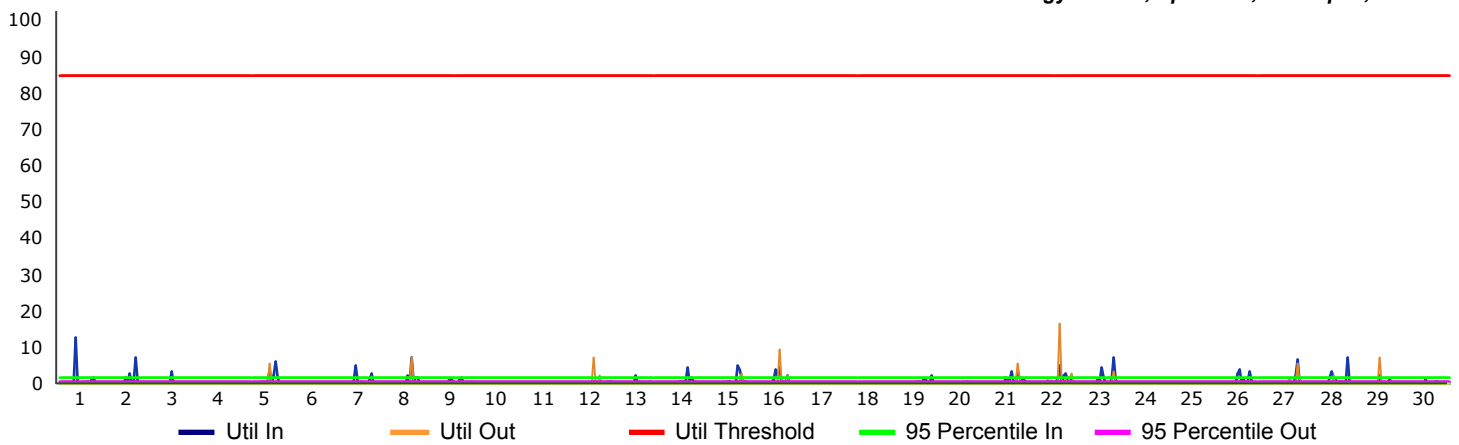
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur**

Max In : 12.99% | 95 Percentile In: 2.04%

Max Out : 16.59% | 95 Percentile Out: 0.47%

Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

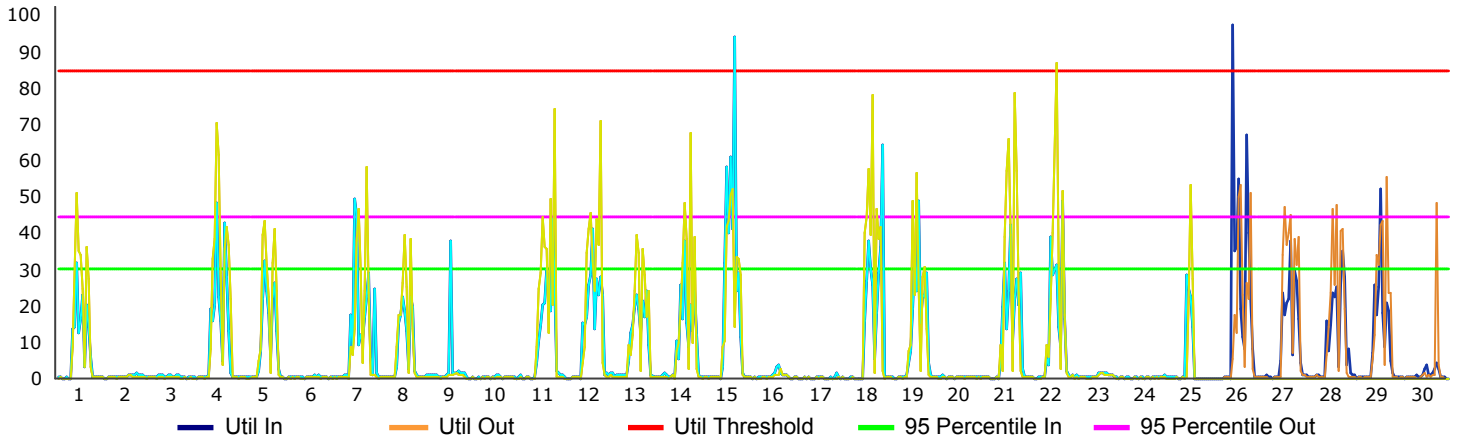


**13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor**

Max In : 97.25% | 95 Percentile In: 30.34%

Max Out : 87.04% | 95 Percentile Out: 44.48%

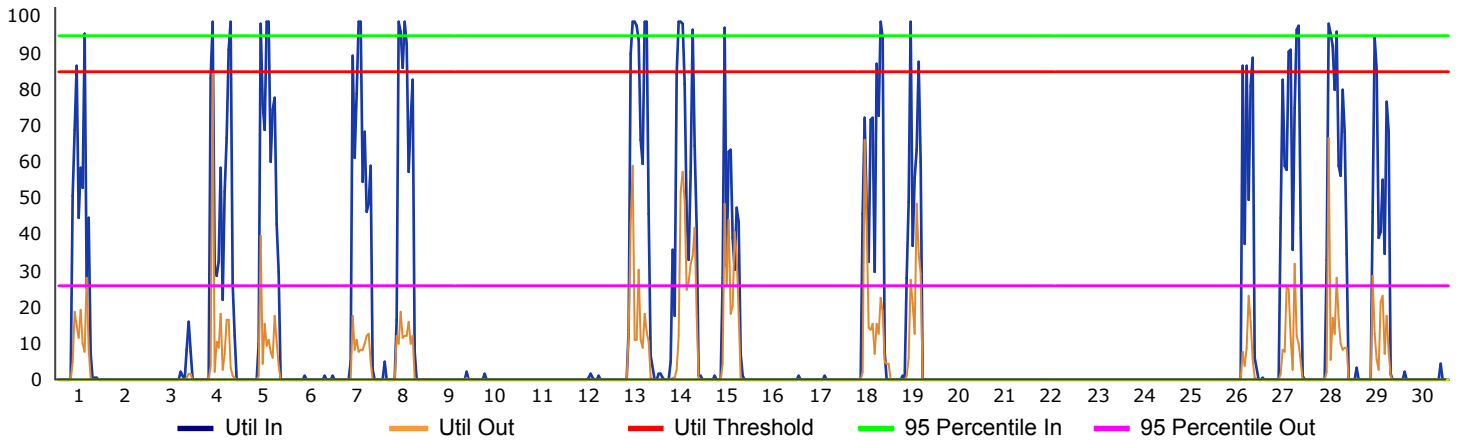
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**14 Lembaga Pembangunan Industri Pembinaan Malaysia (Cidb) Negeri Kelantan (PKINK KB) (Konso)**

Max In : 98.68% | 95 Percentile In: 94.58%

Max Out : 84.96% | 95 Percentile Out: 25.93%

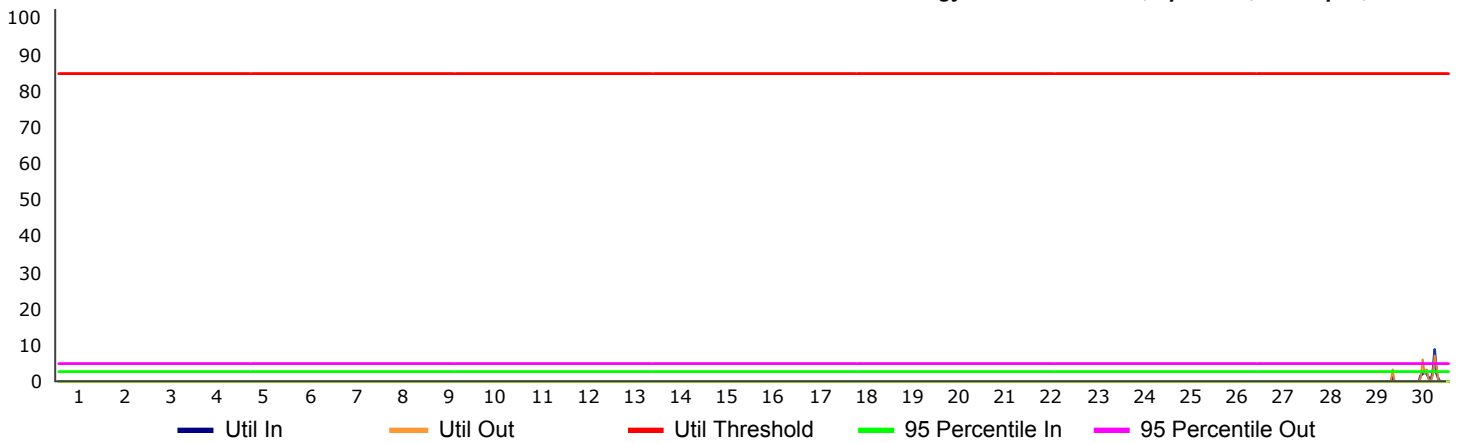
Technology : MSS 1-10 Ports , Speed : 6,000 Kbps , SLG : 99.3%

**15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)**

Max In : 9.09% | 95 Percentile In: 2.64%

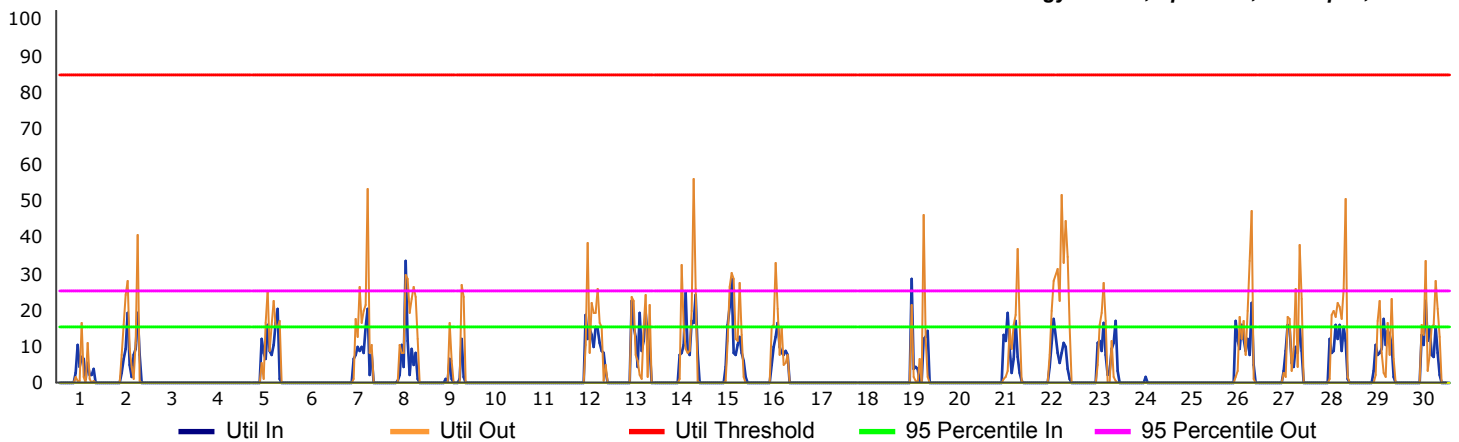
Max Out : 7.20% | 95 Percentile Out: 5.07%

Technology : MSS 1-10 Ports , Speed : 7,000 Kbps , SLG : 99.3%

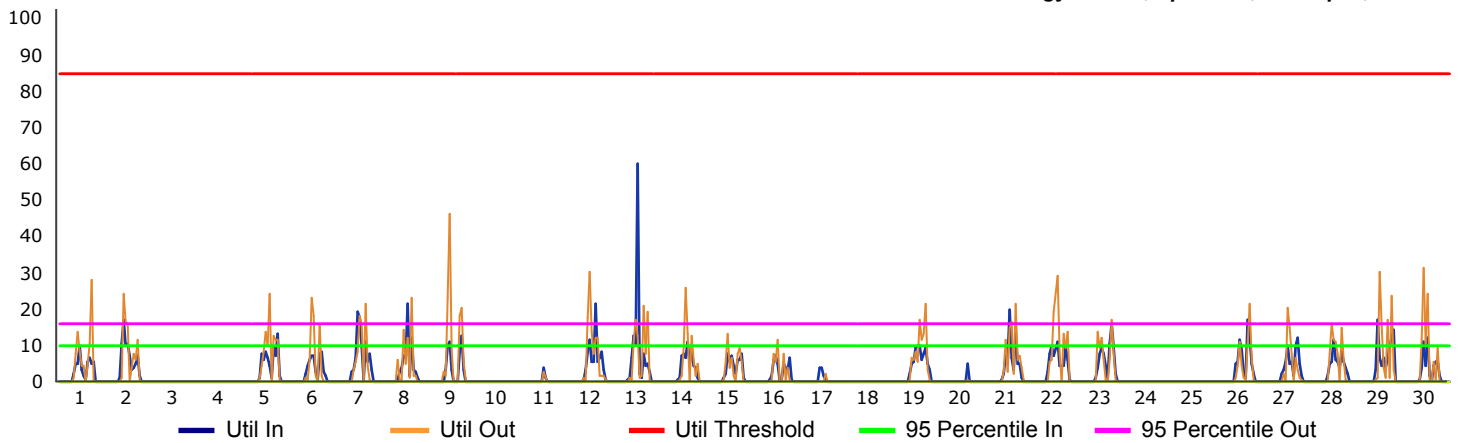


**16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis**

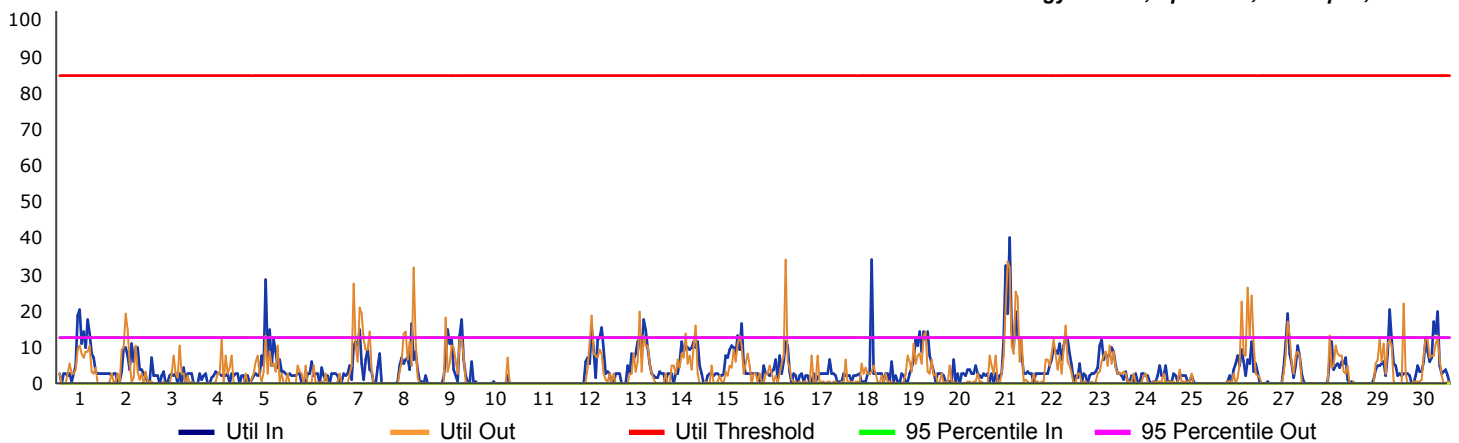
Max In : 33.40% | 95 Percentile In: 15.69%  
Max Out : 56.12% | 95 Percentile Out: 25.16%  
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak**

Max In : 59.91% | 95 Percentile In: 10.11%  
Max Out : 46.23% | 95 Percentile Out: 15.99%  
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

**18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor**

Max In : 40.13% | 95 Percentile In: 12.68%  
Max Out : 34.28% | 95 Percentile Out: 13.02%  
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

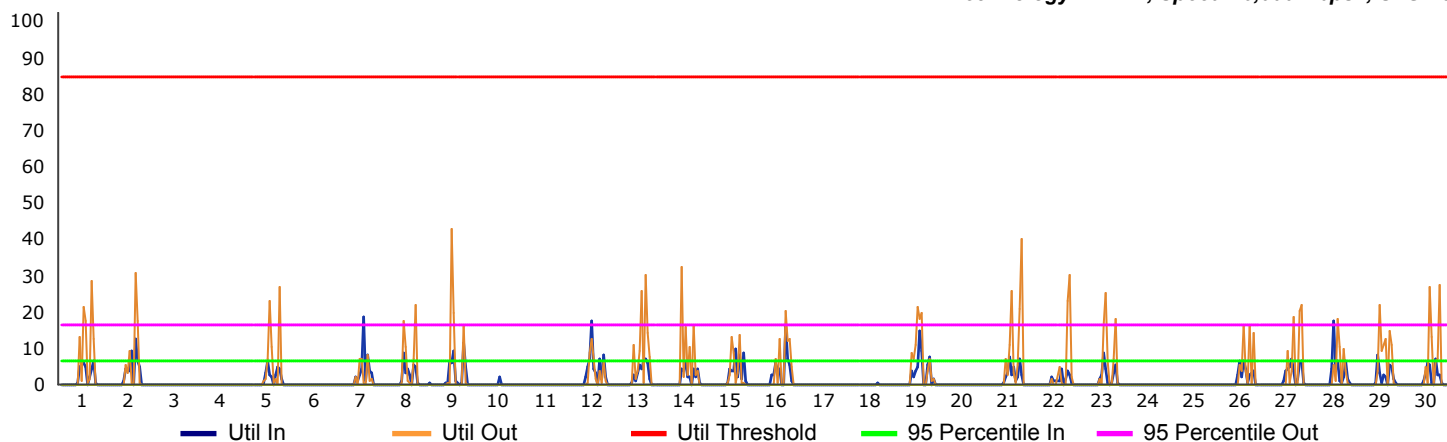


**19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan**

Max In : 18.65% | 95 Percentile In: 6.48%

Max Out : 42.75% | 95 Percentile Out: 16.42%

Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

**20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia**

Max In : 80.14% | 95 Percentile In: 11.42%

Max Out : 93.67% | 95 Percentile Out: 70.77%

Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

