



MyGov*Net KKR-CIDB MONTHLY SLG REPORT OCTOBER 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
October 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 1 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 October 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	18	0	18
99.3	1	0	1

- 1.3 Based on SAMS network monitoring, there is 1 circuits achieved 100.0% Circuit Availability and 19 circuits not achieved 100.0% Circuit Availability.
- 1.4 There are 11 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 October 2018, there are 4 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
CR	2
TTCR	1

Table 4: List of Detail Closure Code

Closure Code	No. of Tickets
OTHERS RWT (RIGHT WHILE TESTED)	2
USER APPLICATION/SERVER PROBLEM	1
USER EQUIPMENT POWER OFF	1

- 1.6 There was an urgent maintenance works carried out at SAMS server on 5th October (21:00-00:00am), 17th October (22:00-3:00am) and 23rd October (22:00-3:00am). 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:

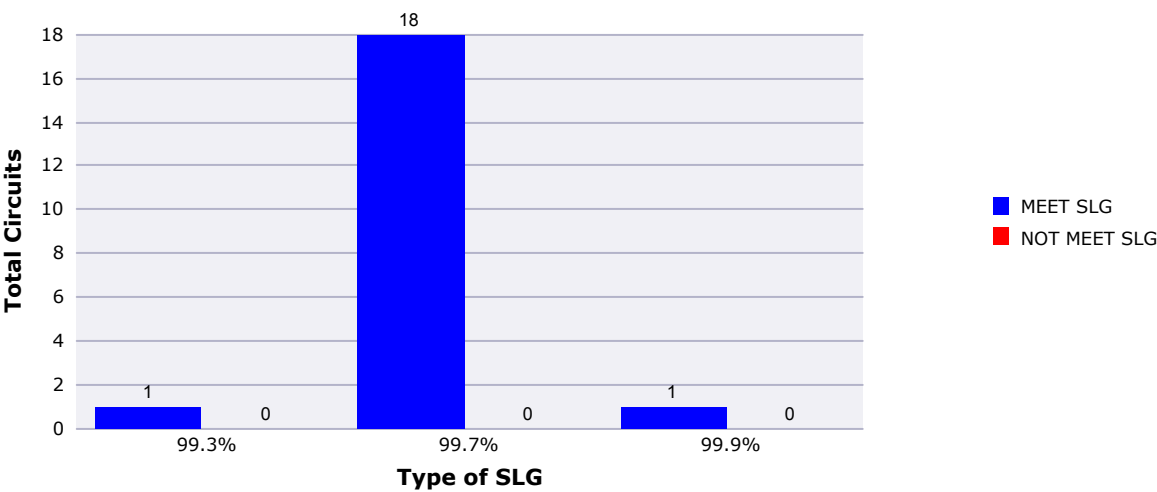
T is the total number of SNMP polling requests in the Month; and

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 Kelantan	6,000	IPME	99.7	100
4	CIDB Negeri Melaka	2,000	IPLL	99.7	100
5	CIDB Negeri Pahang	2,000	IPME	99.7	100
6	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	100
7	CIDB Negeri Sabah	2,000	IPME	99.7	100
8	CIDB Negeri Terengganu	2,000	IPLL	99.7	100
9	CIDB Tawau	2,000	IPLL	99.7	100
10	Ibu Pejabat CIDB	20,000	IPME	99.9	100
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	100
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	100
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	100
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	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 (%)
1	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	IPME	99.7	100.0

2.6 There are 19 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	95.2	
2	CIDB Negeri Kedah	2,000	IPLL	99.7	95.4	
3	CIDB Negeri Kelantan	6,000	IPME	99.7	95.0	Counter-based
4	CIDB Negeri Melaka	2,000	IPLL	99.7	95.4	
5	CIDB Negeri Pahang	2,000	IPME	99.7	95.0	Counter-based
6	CIDB Negeri Pulau Pinang	2,000	IPLL	99.7	95.4	
7	CIDB Negeri Sabah	2,000	IPME	99.7	95.4	
8	CIDB Negeri Terengganu	2,000	IPLL	99.7	95.4	Counter-based
9	CIDB Tawau	2,000	IPLL	99.7	95.4	
10	Ibu Pejabat CIDB	20,000	IPME	99.9	92.3	
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	IPME	99.7	88.7	
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	IPME	99.7	92.2	
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	IPME	99.7	92.3	
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	MSS 1-10 Ports	99.3	59.8	
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	IPME	99.7	92.3	
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	IPME	99.7	92.3	
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	IPME	99.7	92.3	
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	IPME	99.7	92.3	
19	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	IPME	99.7	92.3	

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 11 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	70.97	1,419	88.93	1,779
2	CIDB Negeri Kelantan	6,000	98.70	5,922	90.60	5,436
3	CIDB Negeri Melaka	2,000	97.11	1,942	73.26	1,465
4	CIDB Negeri Sabah	2,000	98.22	1,964	69.23	1,385
5	CIDB Negeri Terengganu	2,000	97.33	1,947	92.62	1,852
6	CIDB Tawau	2,000	92.81	1,856	47.71	954
7	Ibu Pejabat CIDB	20,000	67.33	13,467	96.66	19,332
8	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	91.27	1,825	79.81	1,596
9	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.75	1,975	97.90	1,958
10	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	94.43	1,889	92.54	1,851
11	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	77.30	4,638	96.05	5,763

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	42.85	857	56.81	1,136
2	CIDB Negeri Kedah	2,000	70.97	1,419	88.93	1,779
3	CIDB Negeri Kelantan	6,000	98.70	5,922	90.60	5,436
4	CIDB Negeri Melaka	2,000	97.11	1,942	73.26	1,465
5	CIDB Negeri Pahang	2,000	82.18	1,644	47.73	955
6	CIDB Negeri Pulau Pinang	2,000	69.33	1,387	50.93	1,019
7	CIDB Negeri Sabah	2,000	98.22	1,964	69.23	1,385
8	CIDB Negeri Terengganu	2,000	97.33	1,947	92.62	1,852
9	CIDB Tawau	2,000	92.81	1,856	47.71	954
10	Ibu Pejabat CIDB	20,000	67.33	13,467	96.66	19,332
11	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu	2,000	91.27	1,825	79.81	1,596
12	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.75	1,975	97.90	1,958
13	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur	6,000	21.77	1,306	17.71	1,062
14	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor	2,000	94.43	1,889	92.54	1,851
15	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	7,000	60.67	4,247	48.30	3,381
16	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis	2,000	44.88	898	56.04	1,121
17	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak	6,000	53.37	3,202	42.94	2,576
18	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor	6,000	30.88	1,853	39.11	2,347
19	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan	6,000	29.02	1,741	68.40	4,104
20	Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia	6,000	77.30	4,638	96.05	5,763

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

No	Circuit Name	Speed (Kbps)	August %	September %	October %
1	CIDB Negeri Kelantan	6,000	94.53	96.67	93.75
2	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan	2,000	98.38	98.68	89.16

4. HELPDESK SUMMARY

4.1 There are total of 4 Tickets Report (TR) with status closed.

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

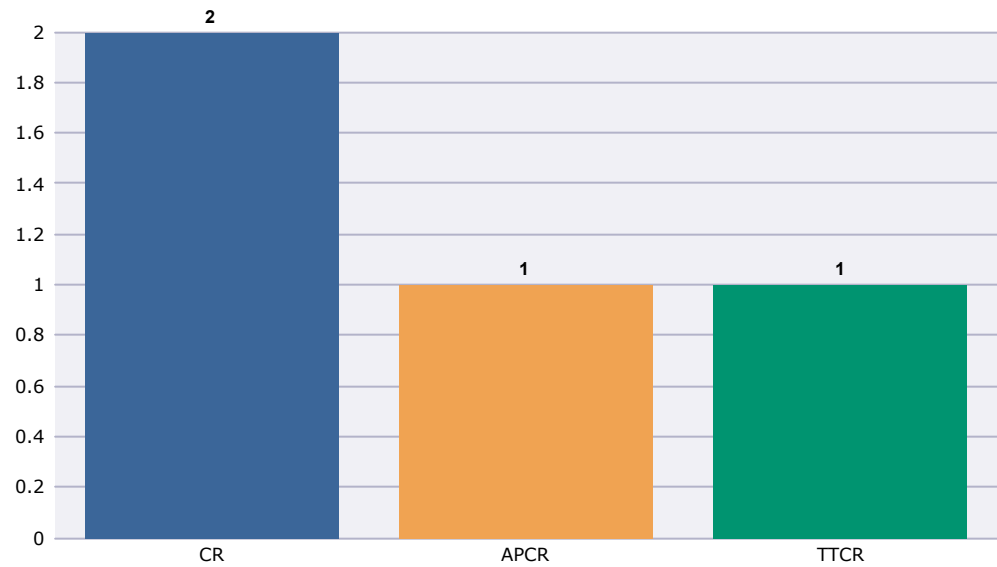
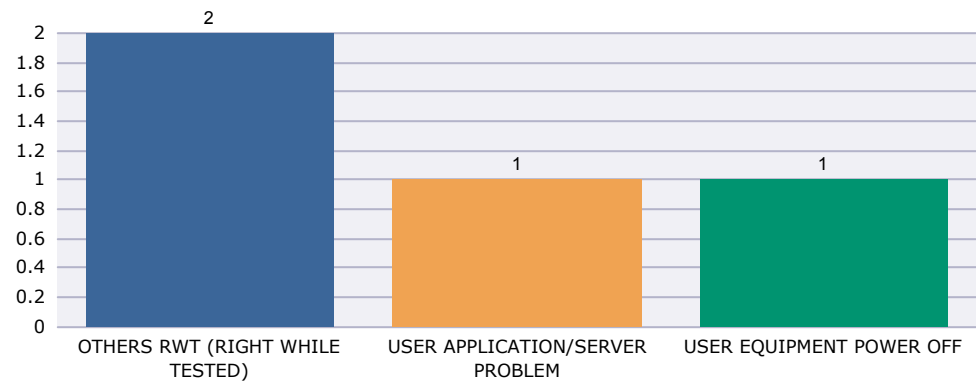


Figure 3: Summary of Tickets Report (TR) by Closure Code



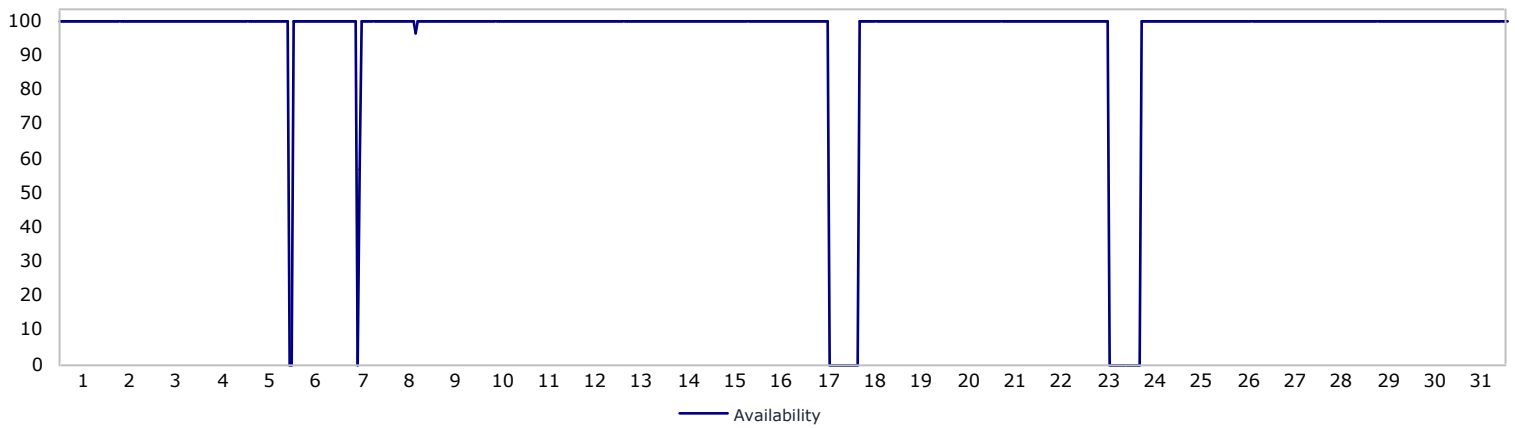
4.2 List of Tickets Report (TR) for October 2018

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	TTCR	IM196149	CIDB Tawau	Detected line down SAMS critical alarm created on Oct 2, 2018 2:02:19 PM SGT	Power - Failure	USER EQUIPMENT POWER OFF	IPVPN Over Metro-E	10/02/18 14:15:05	10/02/18 14:18:04	00:03:00	00:00:00	00:03:00
2	CR	IM197502	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	HQ (En Abu/0192152474) reported on behalf user (Cik Lina) unable to access internet	Right While Tested	OTHERS RWT (RIGHT WHILE TESTED)	IPVPN Over Leased Line	10/15/18 10:52:52	10/15/18 11:08:41	00:15:36	00:00:00	00:15:36
3	CR	IM198990	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	HQ (En Shamsul) reported on behalf user line DOWN * Advice user at site off and on MyGOVNET equipment. He noted.	Right While Tested	OTHERS RWT (RIGHT WHILE TESTED)	IPVPN Over Metro-E	10/26/18 08:18:02	10/26/18 08:31:44	00:13:48	00:00:00	00:13:48
4	APCR	IM199067	Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)	User (Cik Lina) reported unable to access system CIDB	Related to User	USER APPLICATION/SERVER PROBLEM	IPVPN Over Metro-E	10/26/18 16:06:23	10/30/18 09:44:31	89:38:24	88:12:00	01:26:24

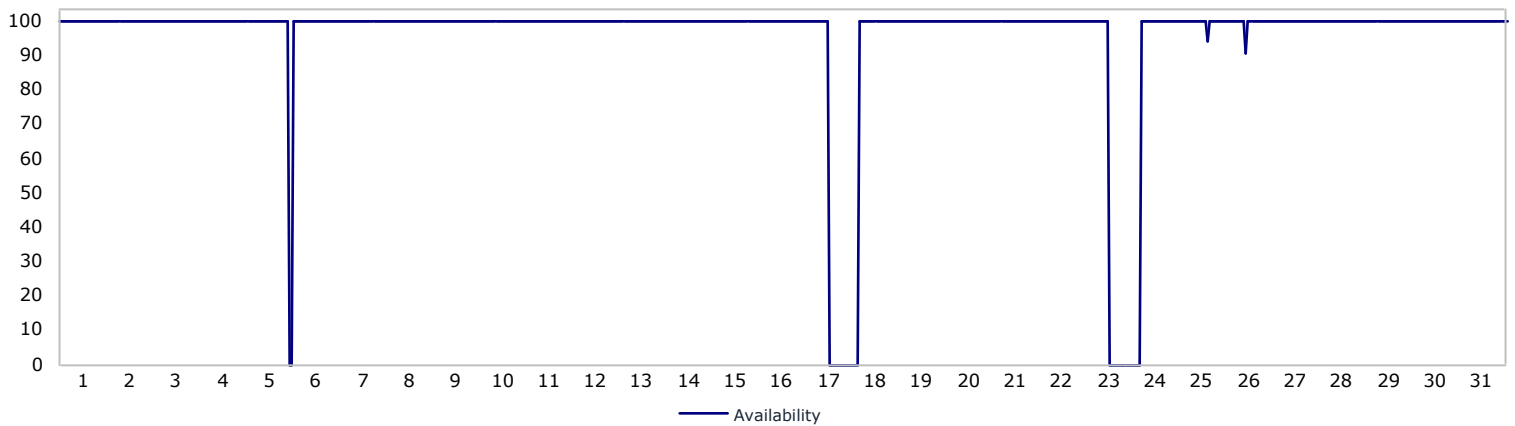
APPENDIX

Availability Graph for October 2018

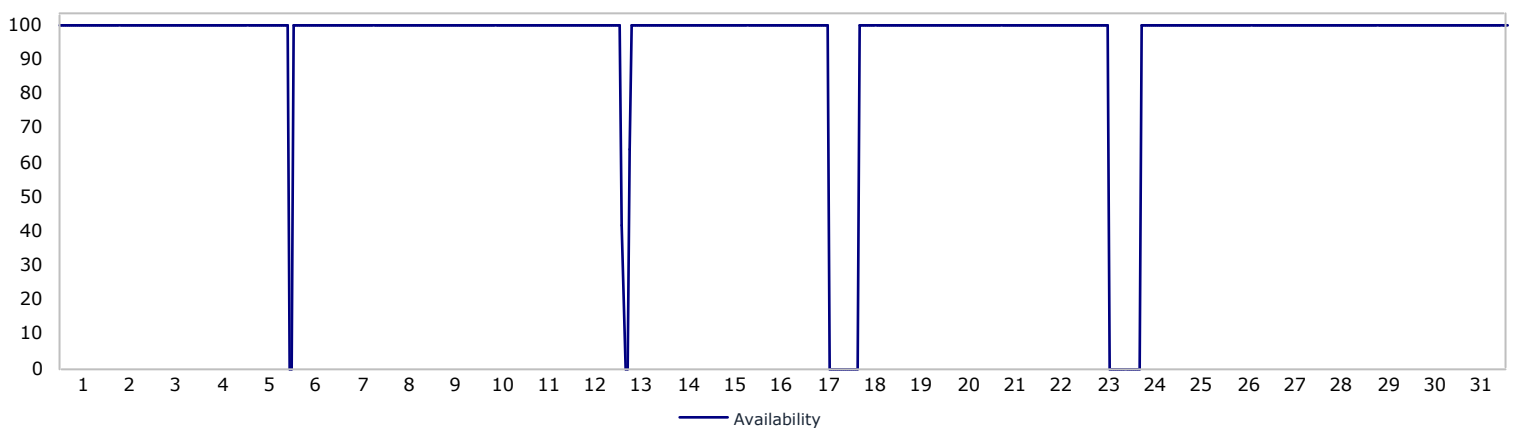
1 CIDB Miri

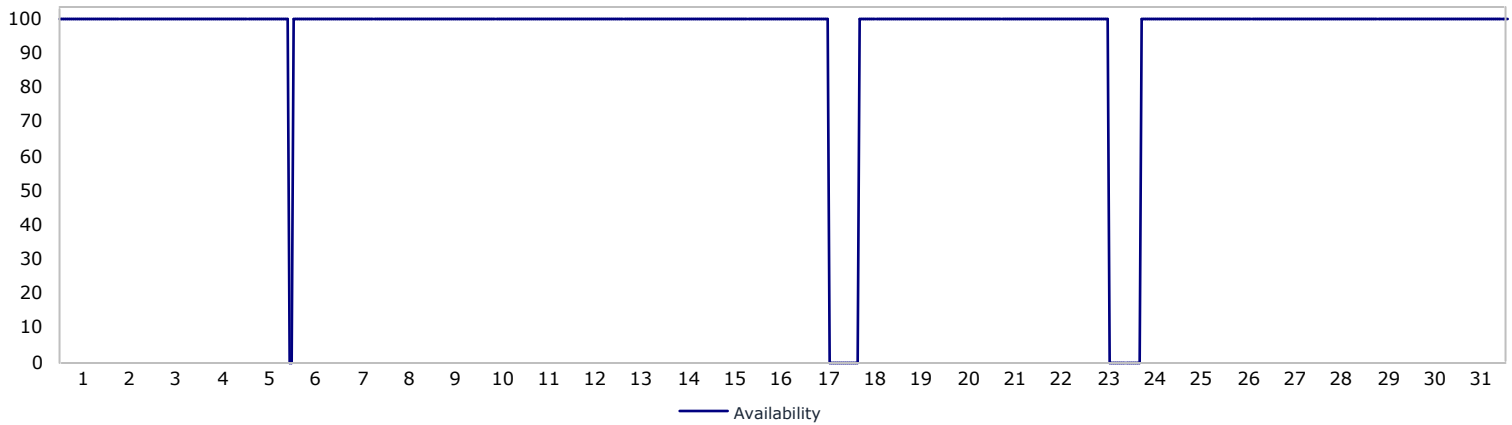
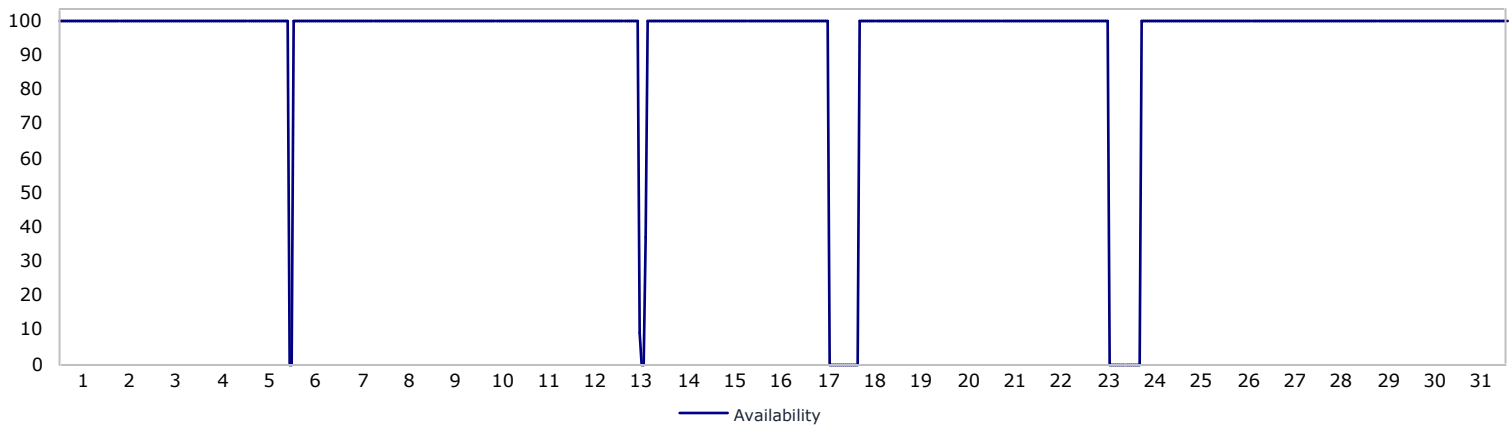
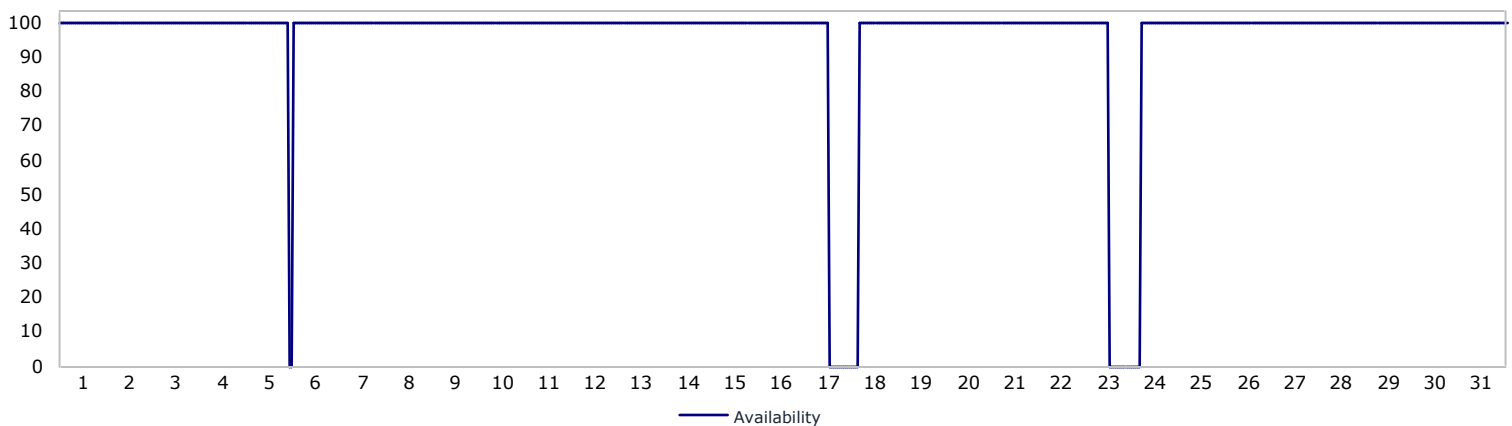
Availability : 95.2%*Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

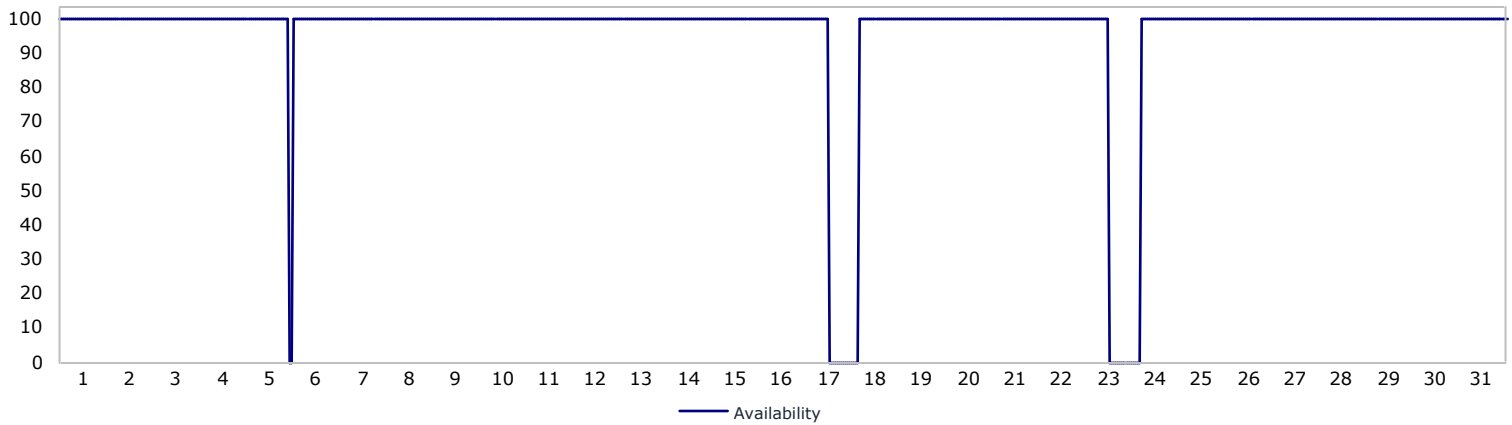
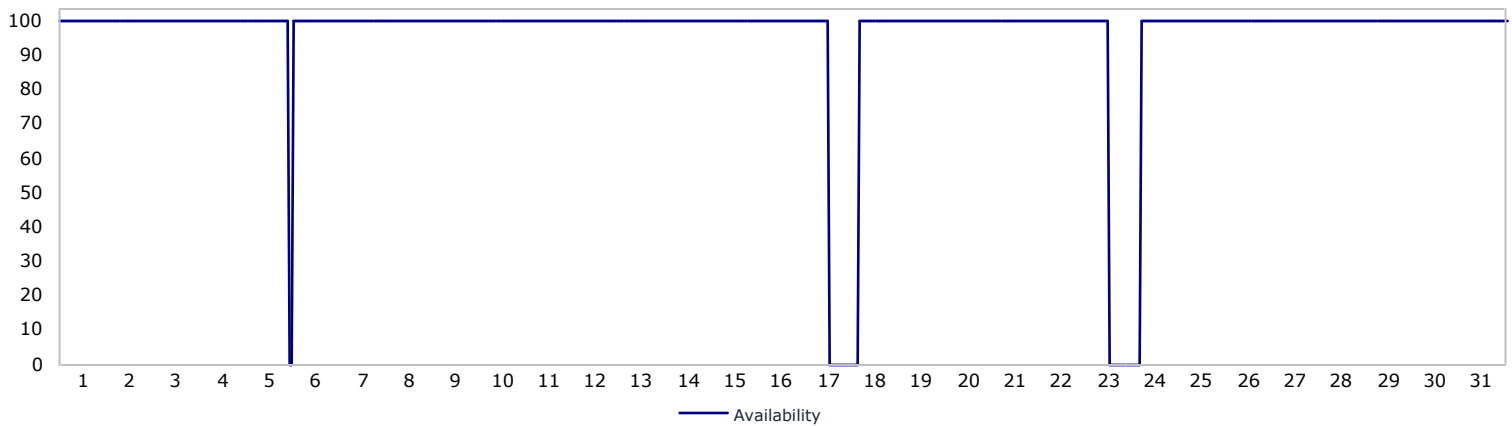
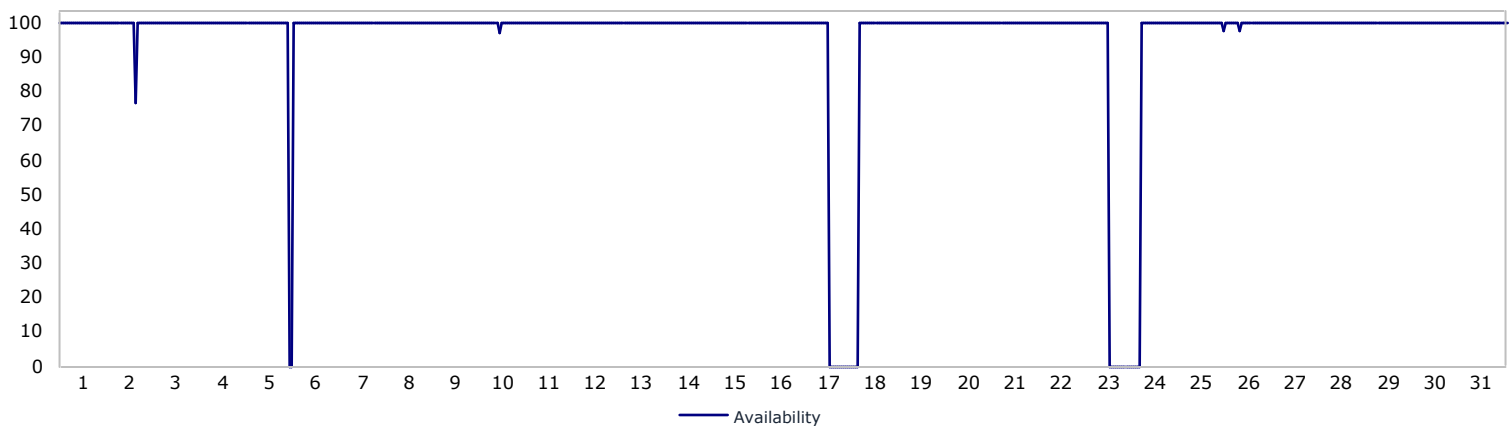
2 CIDB Negeri Kedah

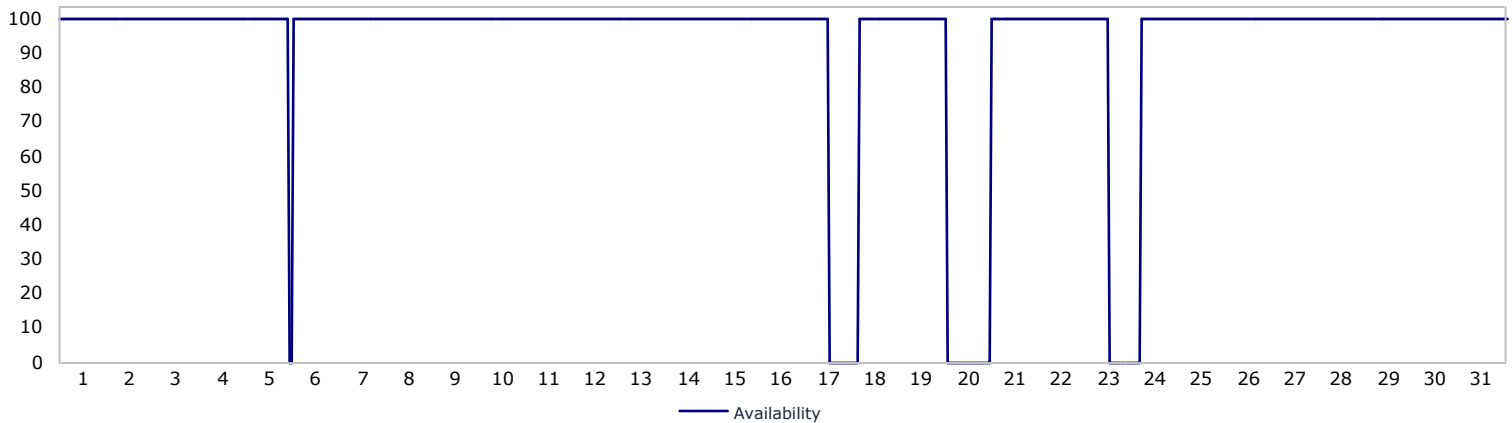
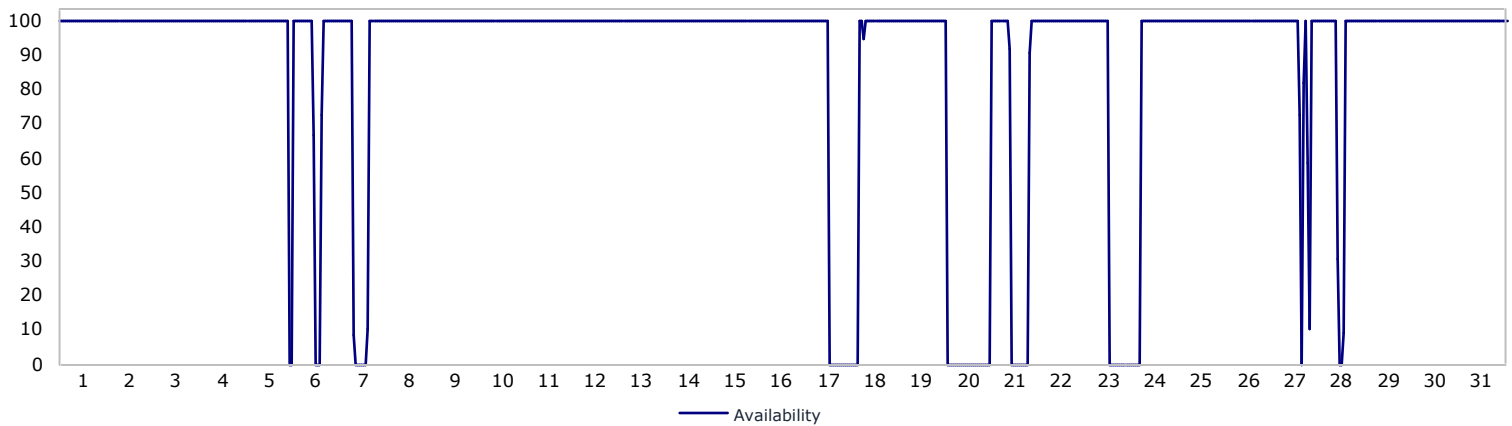
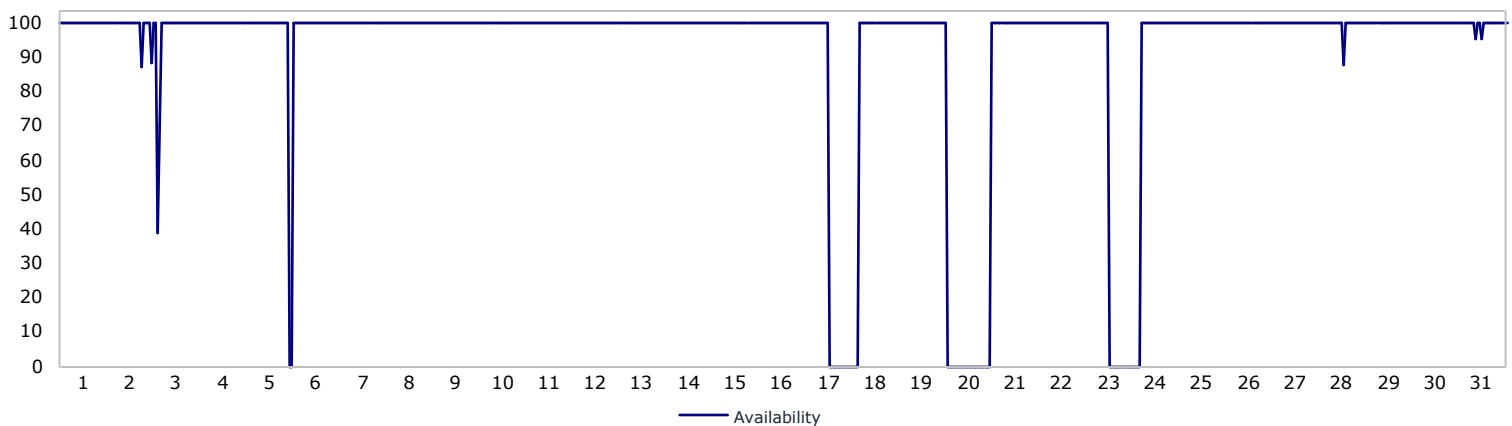
Availability : 95.4%*Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

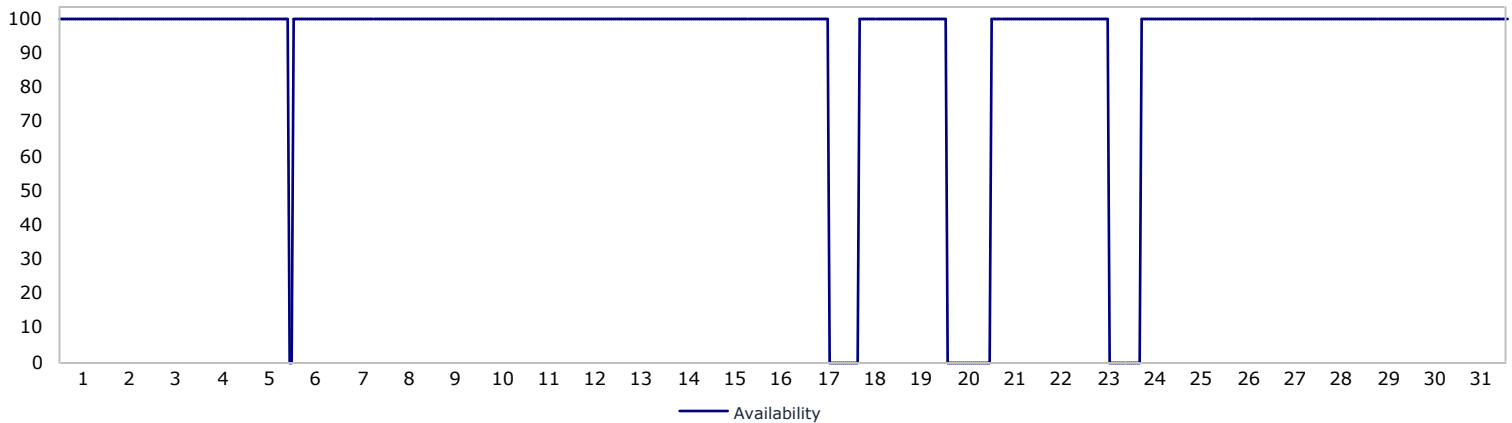
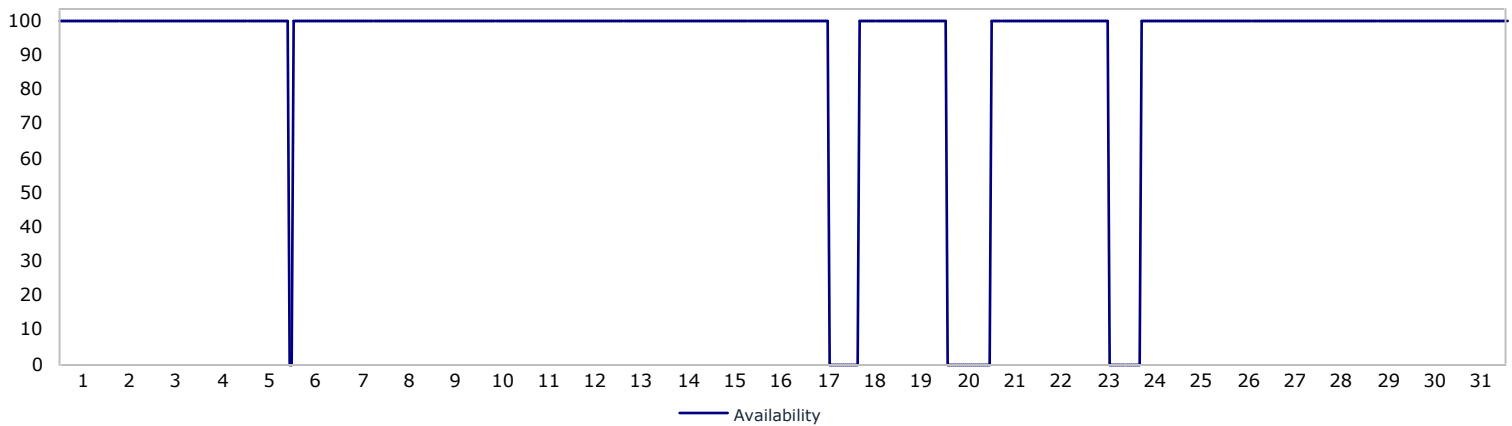
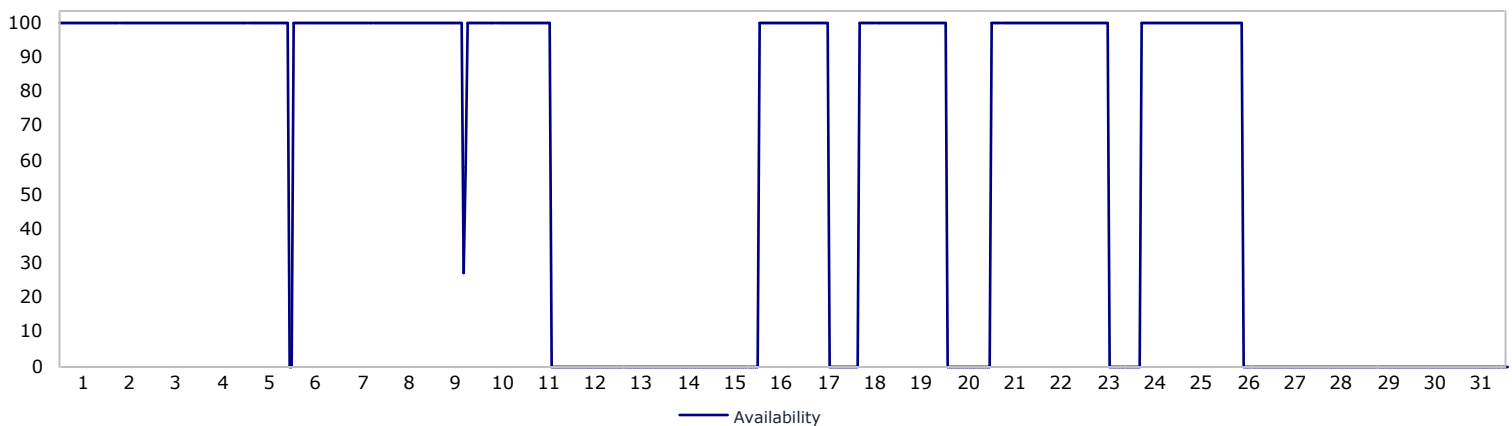
3 CIDB Negeri Kelantan

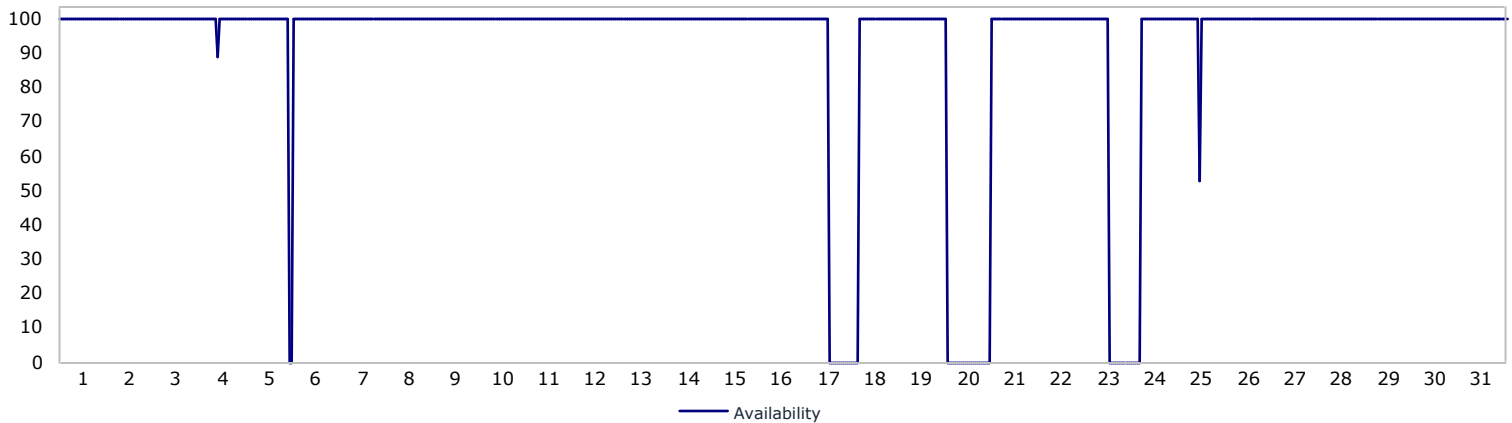
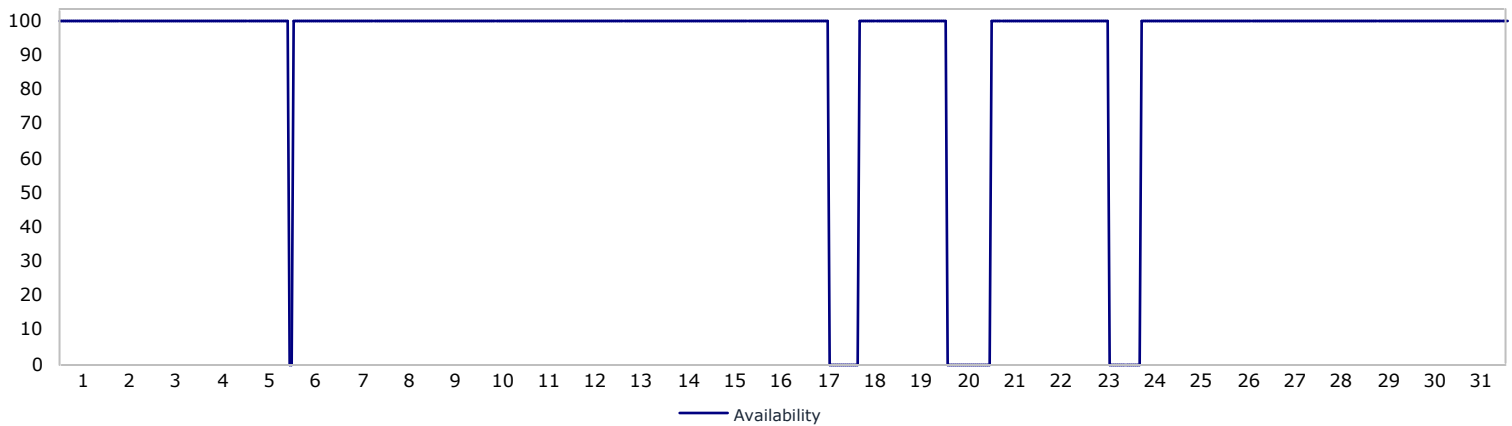
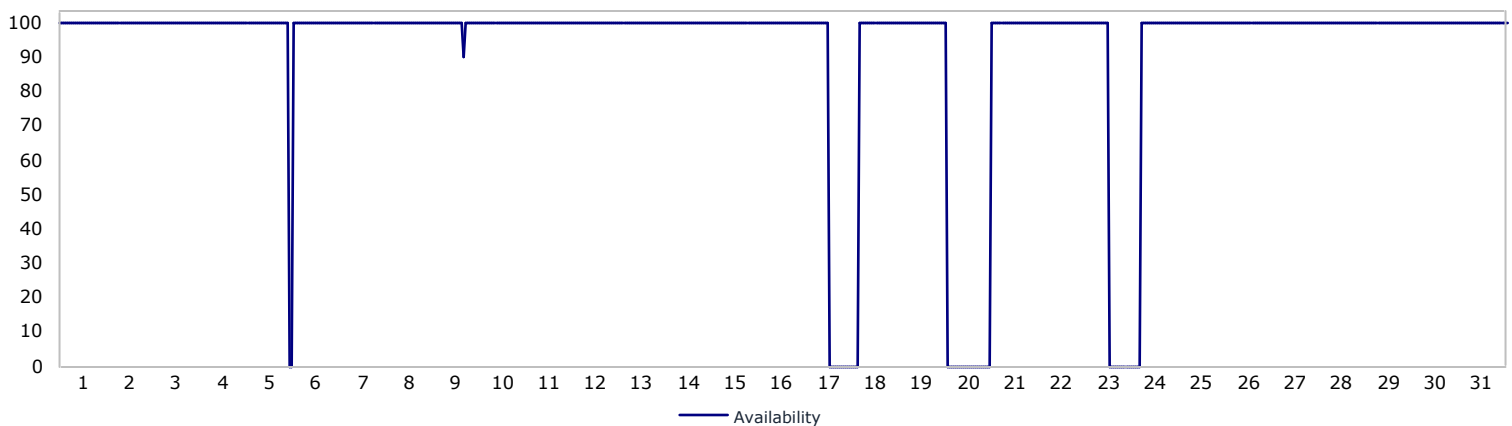
Availability : 95.0%*Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

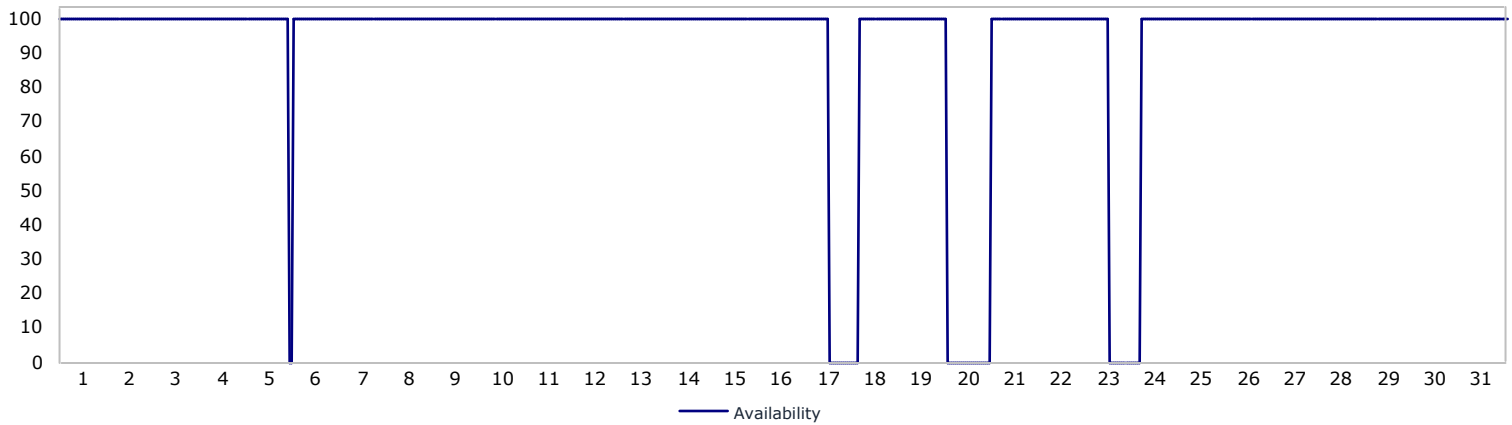
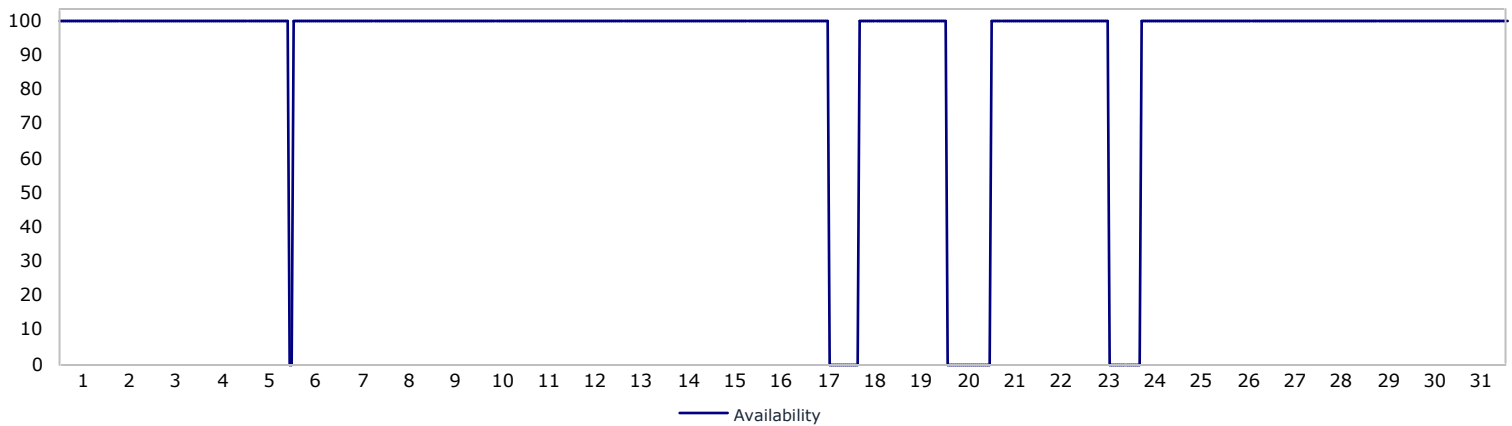
4 CIDB Negeri Melaka**Availability : 95.4%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***5 CIDB Negeri Pahang****Availability : 95.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***6 CIDB Negeri Pulau Pinang****Availability : 95.4%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

7 CIDB Negeri Sabah**Availability : 95.4%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***8 CIDB Negeri Terengganu****Availability : 95.4%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%***9 CIDB Tawau****Availability : 95.4%***Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%*

10 Ibu Pejabat CIDB**Availability : 92.3%***Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%***11 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Bintulu****Availability : 88.7%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***12 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Cawangan Sandakan****Availability : 92.2%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%*

13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur**Availability : 92.3%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***14 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Johor****Availability : 100.0%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***15 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perak (KWSP Ipoh) (Konso)****Availability : 59.8%***Technology : MSS 1-10 Ports , Speed : 7,000 Kbps , SLG : 99.3%*

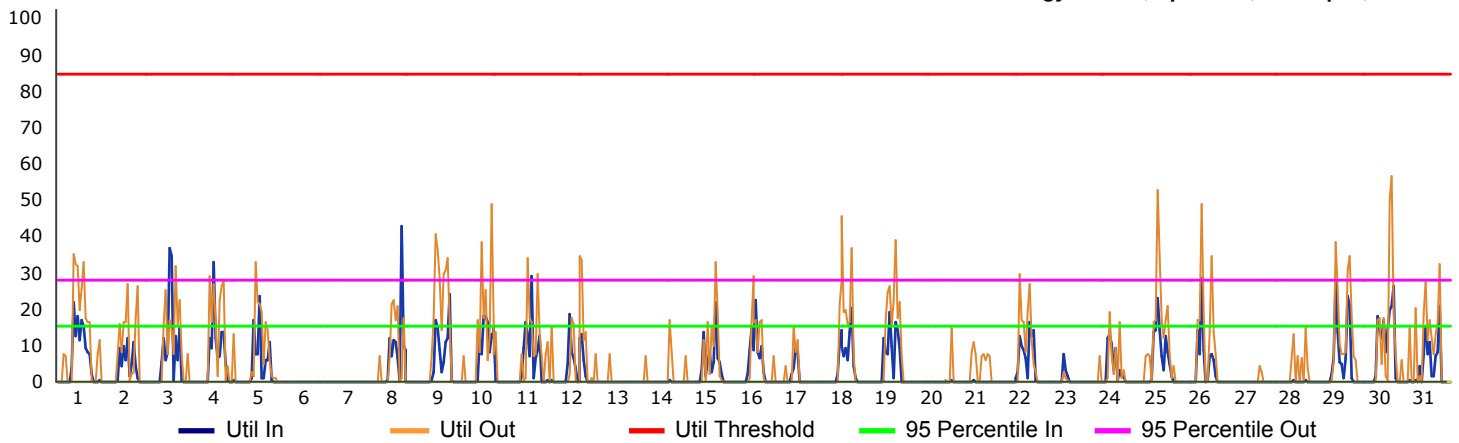
16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis**Availability : 92.3%***Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%***17 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sarawak****Availability : 92.3%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***18 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Selangor****Availability : 92.3%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan**Availability : 92.3%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%***20 Sektor Teknologi, Lembaga Pembangunan Industri Pembinaan Malaysia****Availability : 92.3%***Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%*

Utilization Graph for October 2018

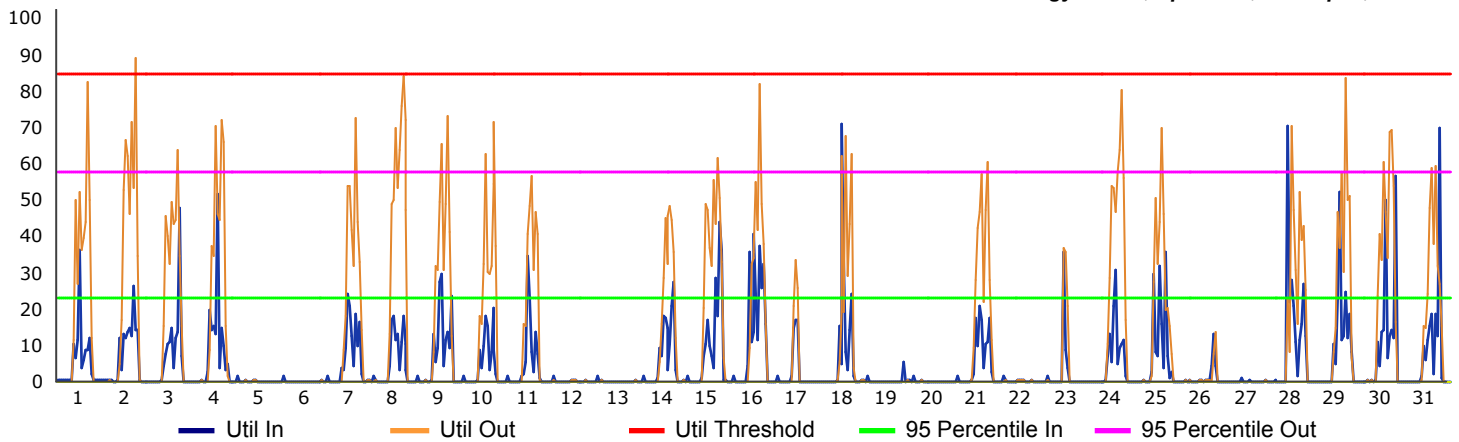
1 CIDB Miri

Max In : 42.85% | 95 Percentile In: 15.38%
Max Out : 56.81% | 95 Percentile Out: 28.25%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%



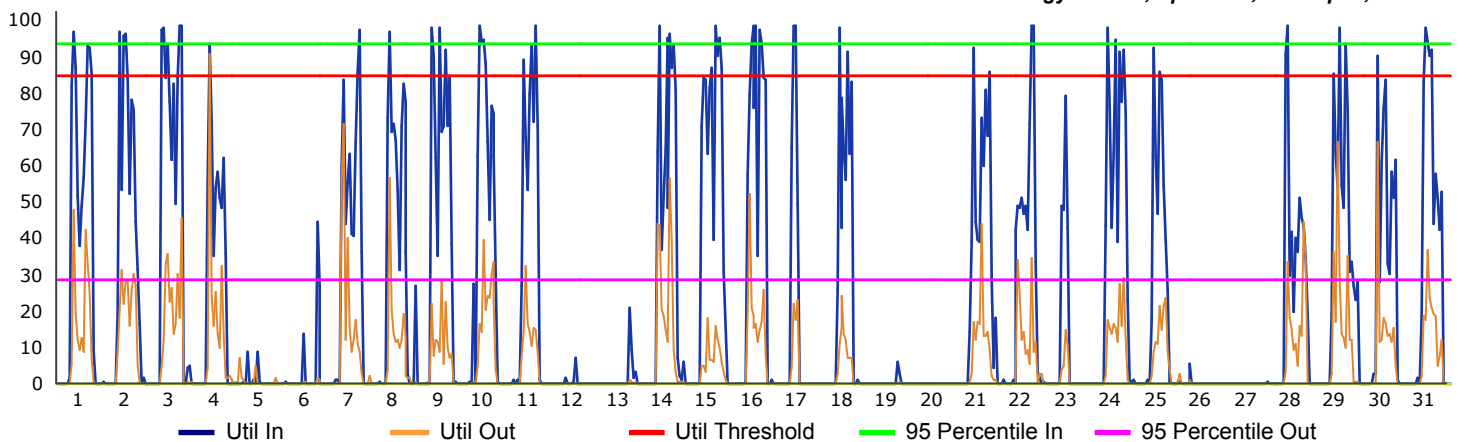
2 CIDB Negeri Kedah

Max In : 70.97% | 95 Percentile In: 23.37%
Max Out : 88.93% | 95 Percentile Out: 57.94%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%



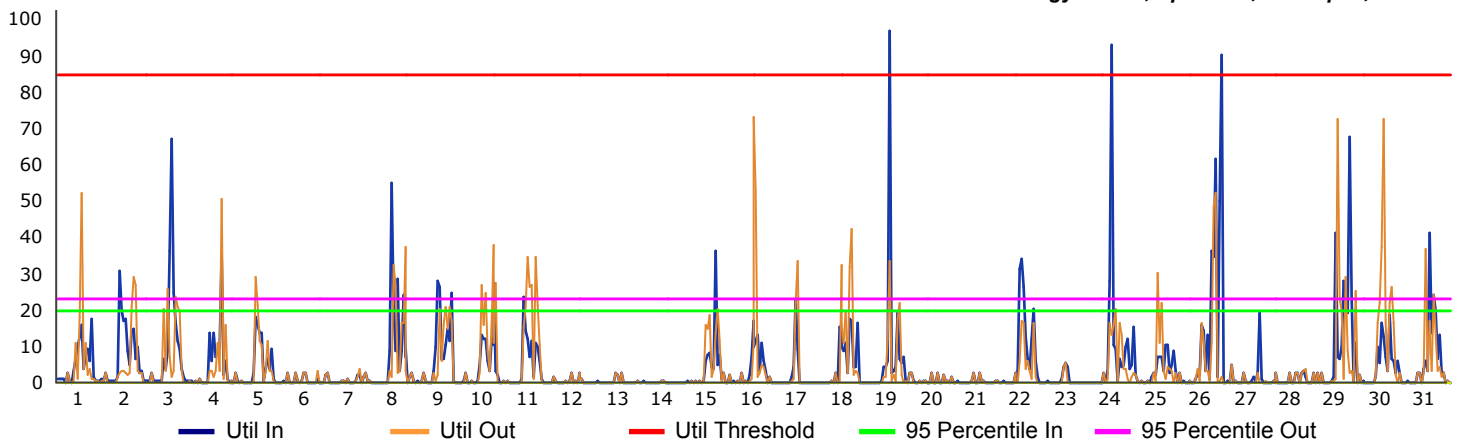
3 CIDB Negeri Kelantan

Max In : 98.70% | 95 Percentile In: 93.75%
Max Out : 90.60% | 95 Percentile Out: 28.99%
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

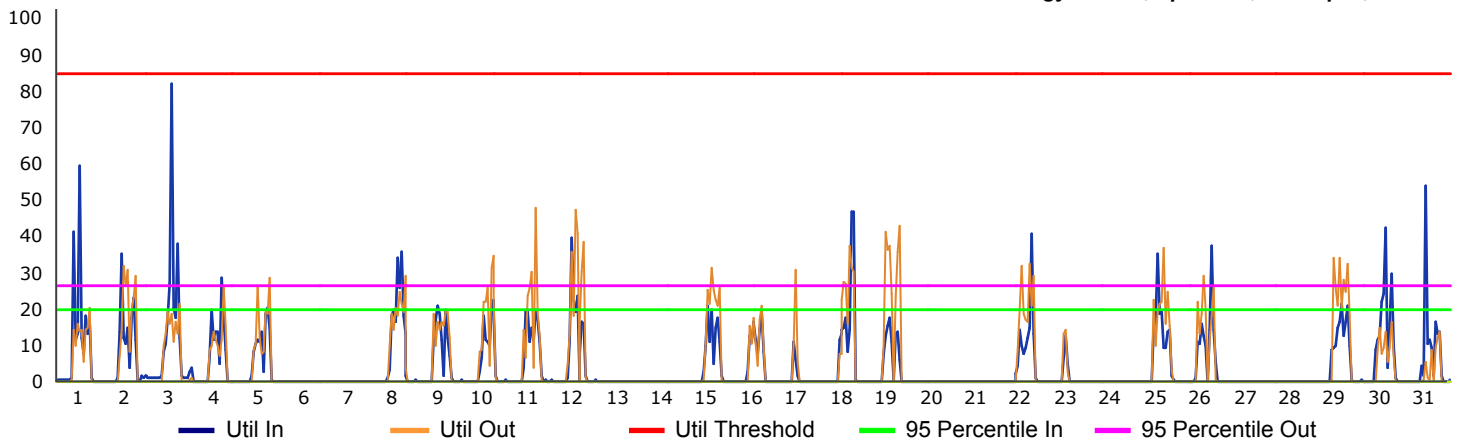


4 CIDB Negeri Melaka

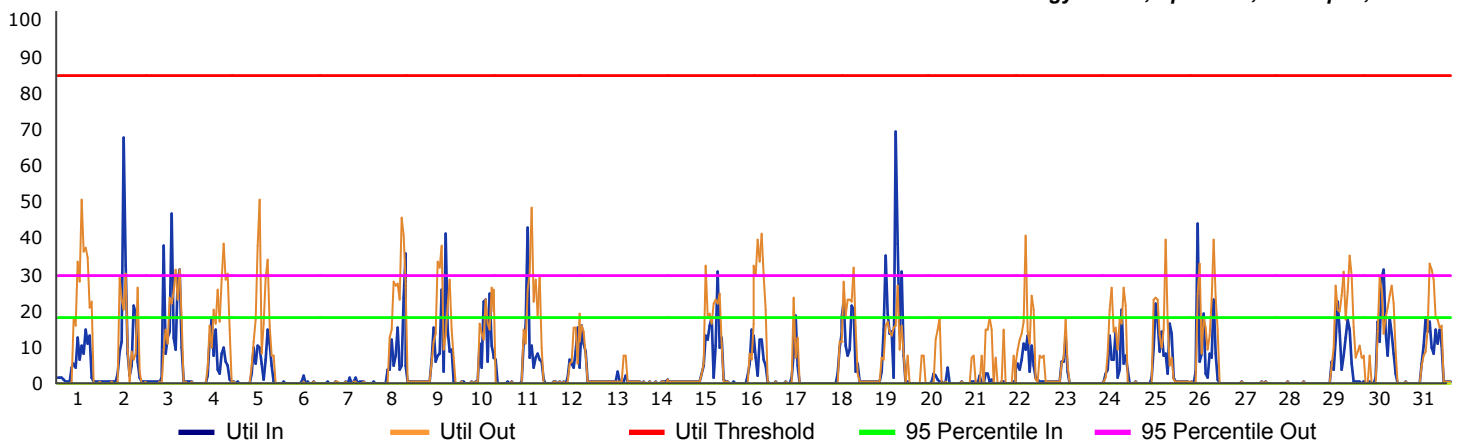
Max In : 97.11% | 95 Percentile In: 19.78%
Max Out : 73.26% | 95 Percentile Out: 23.49%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

**5 CIDB Negeri Pahang**

Max In : 82.18% | 95 Percentile In: 19.76%
Max Out : 47.73% | 95 Percentile Out: 26.62%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

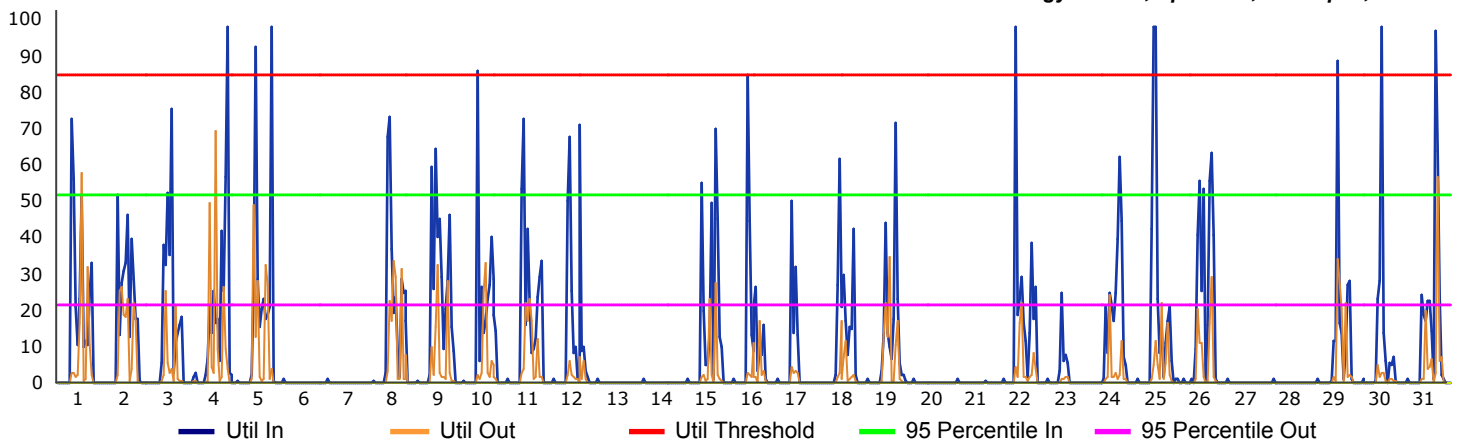
**6 CIDB Negeri Pulau Pinang**

Max In : 69.33% | 95 Percentile In: 18.32%
Max Out : 50.93% | 95 Percentile Out: 29.78%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

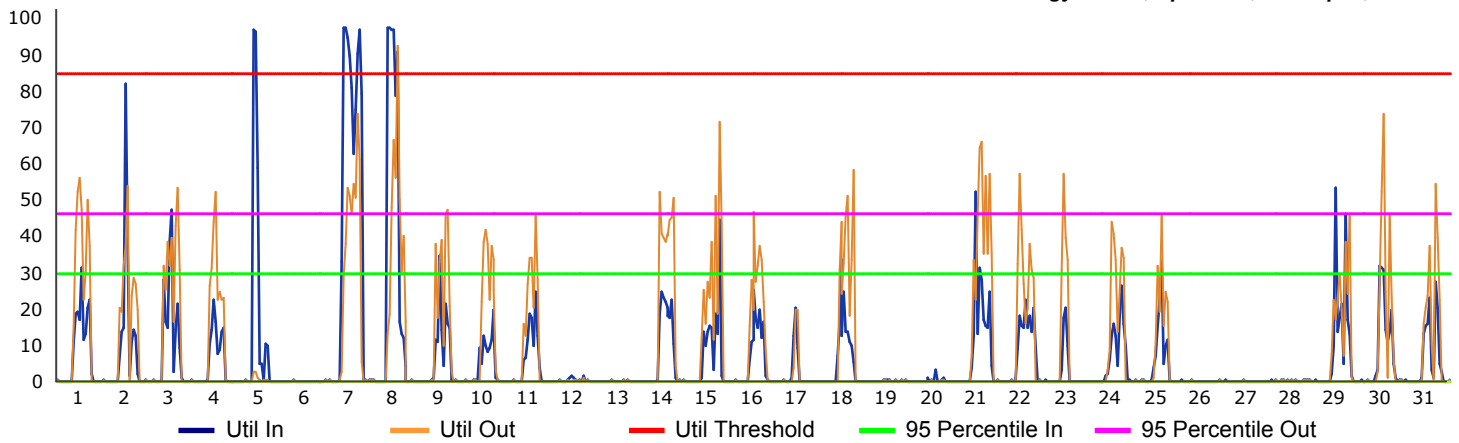


7 CIDB Negeri Sabah

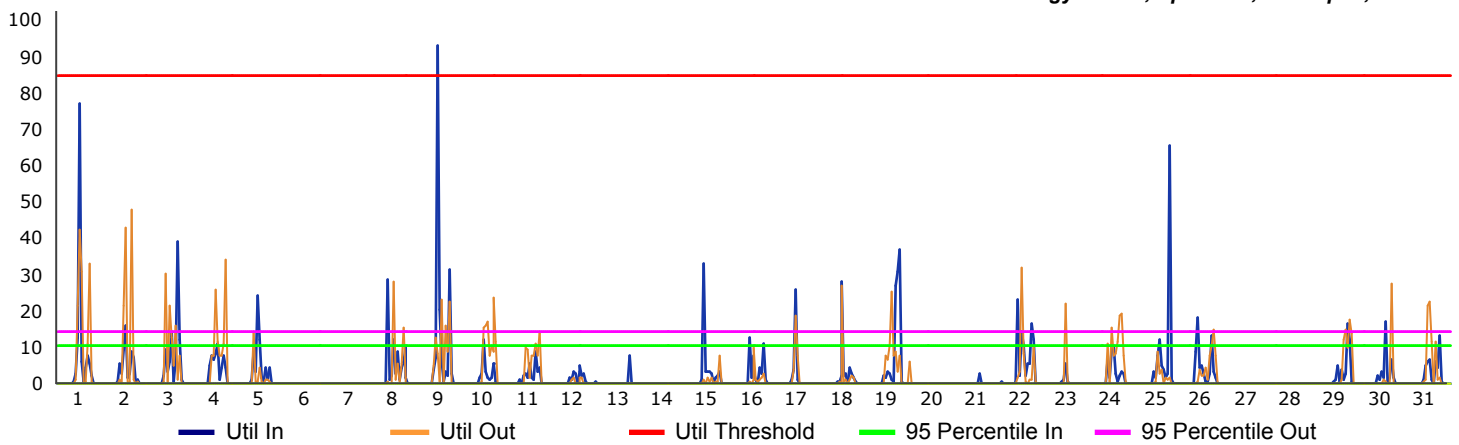
Max In : 98.22% | 95 Percentile In: 52.06%
Max Out : 69.23% | 95 Percentile Out: 21.80%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

**8 CIDB Negeri Terengganu**

Max In : 97.33% | 95 Percentile In: 29.93%
Max Out : 92.62% | 95 Percentile Out: 46.39%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

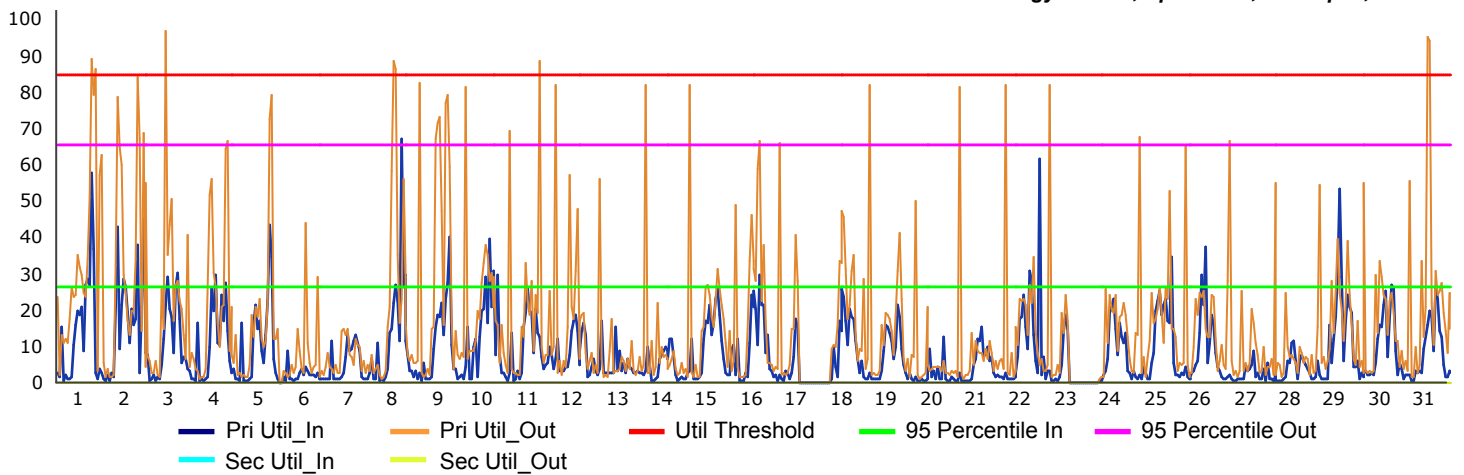
**9 CIDB Tawau**

Max In : 92.81% | 95 Percentile In: 10.50%
Max Out : 47.71% | 95 Percentile Out: 14.51%
Technology : IPLL , Speed : 2,000 Kbps , SLG : 99.7%

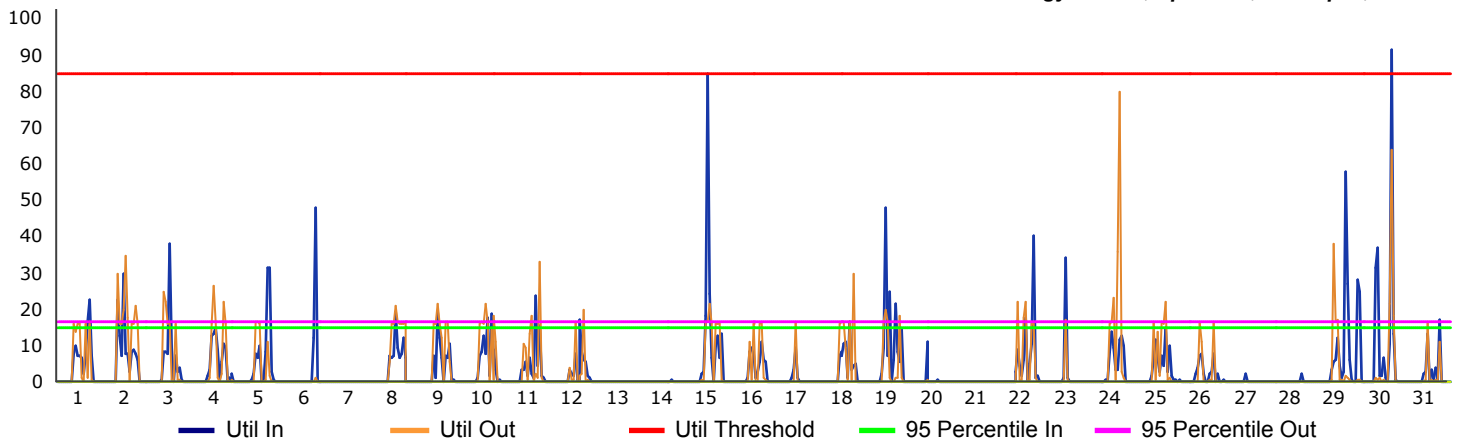


10 Ibu Pejabat CIDB

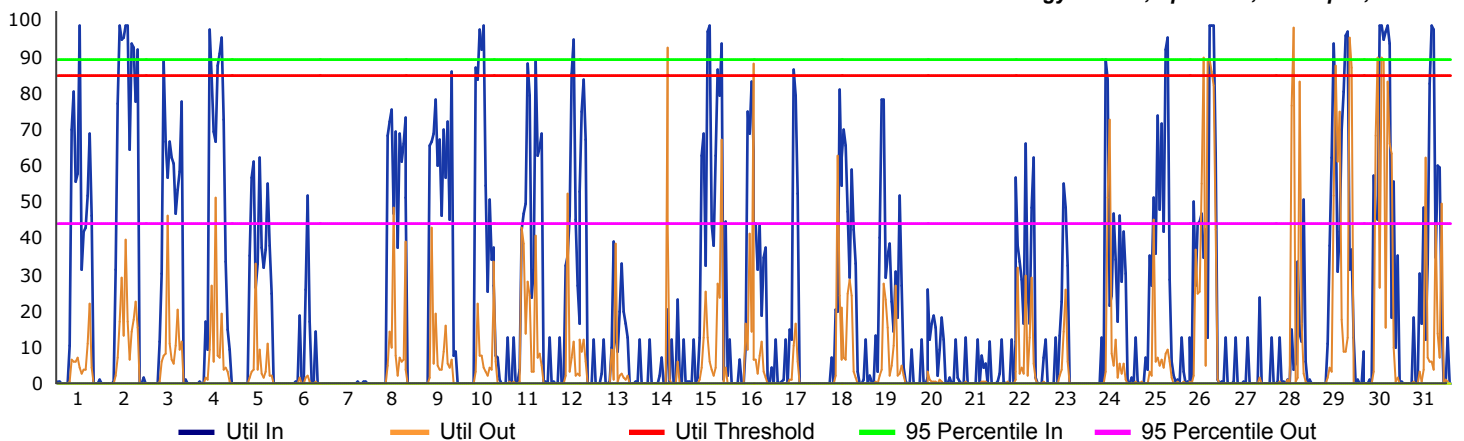
Max In : 67.33% | 95 Percentile In: 26.76%
Max Out : 96.66% | 95 Percentile Out: 65.67%
Technology : IPME , Speed : 20,000 Kbps , SLG : 99.9%

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

Max In : 91.27% | 95 Percentile In: 14.83%
Max Out : 79.81% | 95 Percentile Out: 16.86%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

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

Max In : 98.75% | 95 Percentile In: 89.16%
Max Out : 97.90% | 95 Percentile Out: 43.99%
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

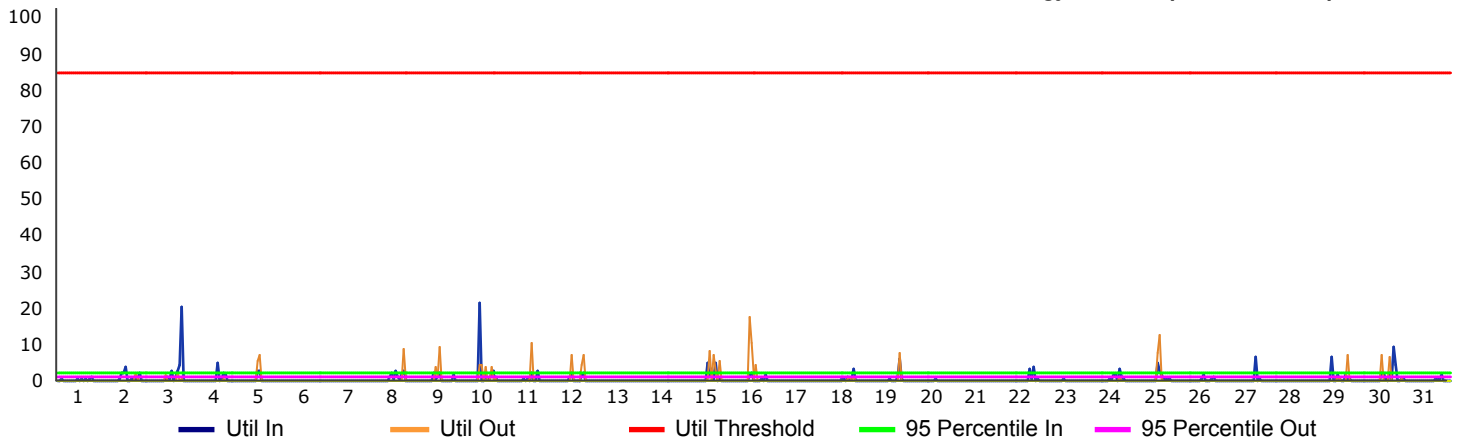


13 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Kuala Lumpur

Max In : 21.77% | 95 Percentile In: 2.30%

Max Out : 17.71% | 95 Percentile Out: 0.97%

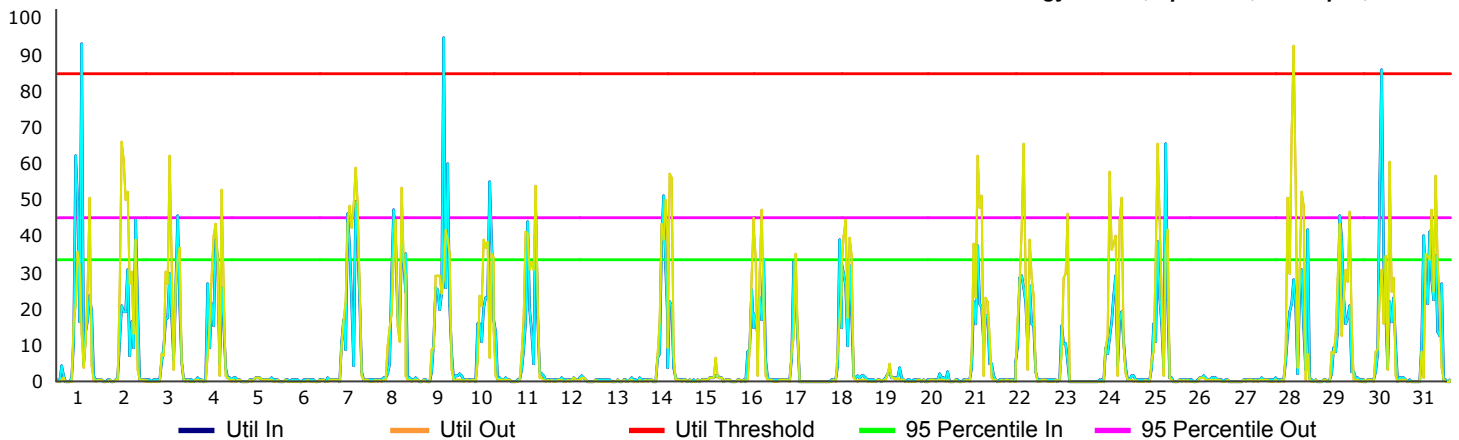
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

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

Max In : 94.43% | 95 Percentile In: 33.51%

Max Out : 92.54% | 95 Percentile Out: 45.22%

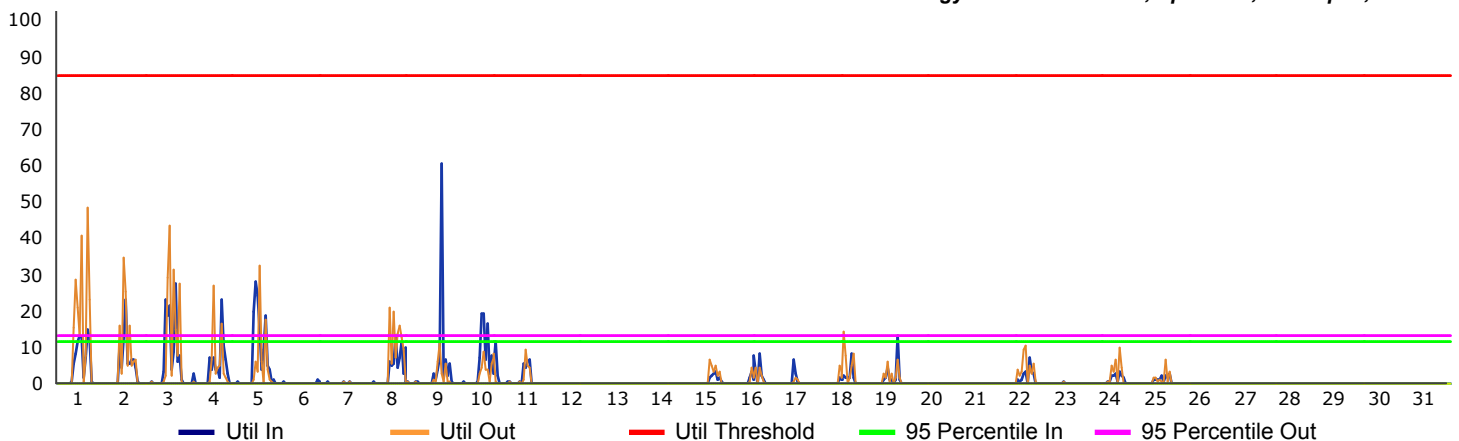
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

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

Max In : 60.67% | 95 Percentile In: 11.52%

Max Out : 48.30% | 95 Percentile Out: 13.53%

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

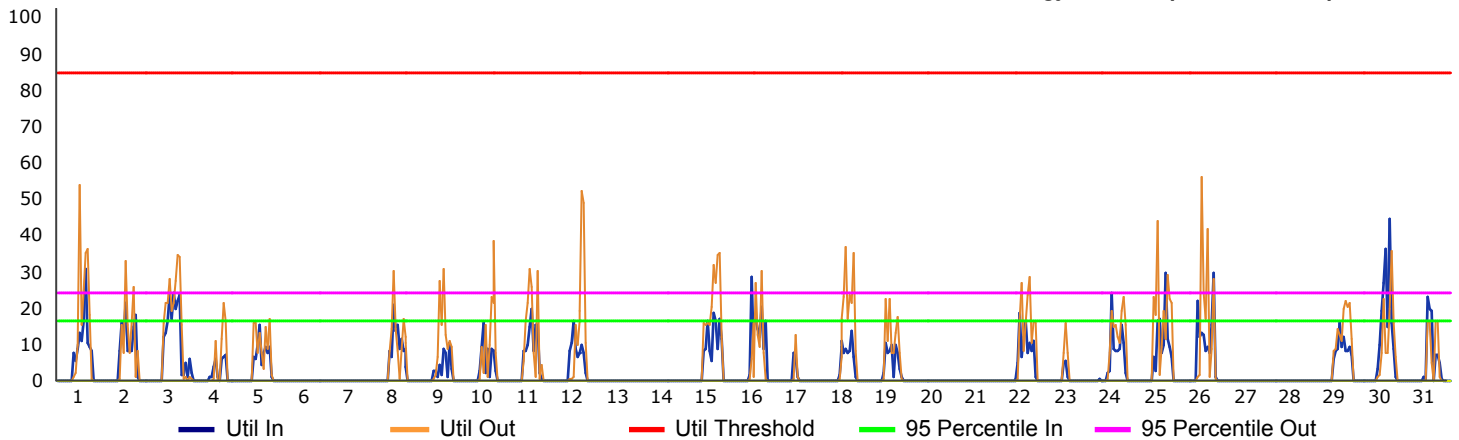


16 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Perlis

Max In : 44.88% | 95 Percentile In: 16.42%

Max Out : 56.04% | 95 Percentile Out: 24.23%

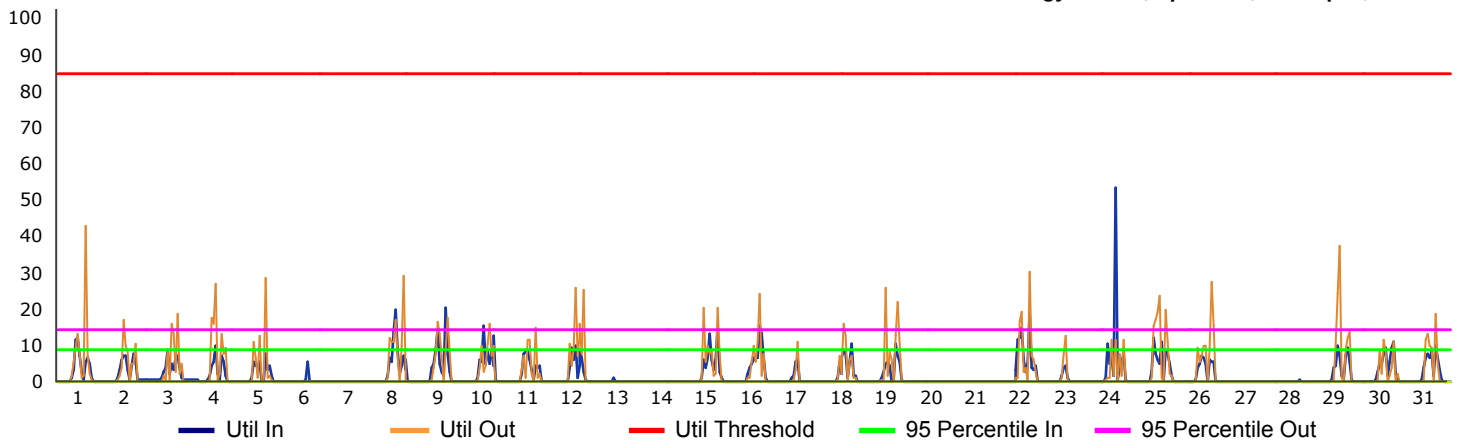
Technology : IPME , Speed : 2,000 Kbps , SLG : 99.7%

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

Max In : 53.37% | 95 Percentile In: 8.70%

Max Out : 42.94% | 95 Percentile Out: 14.66%

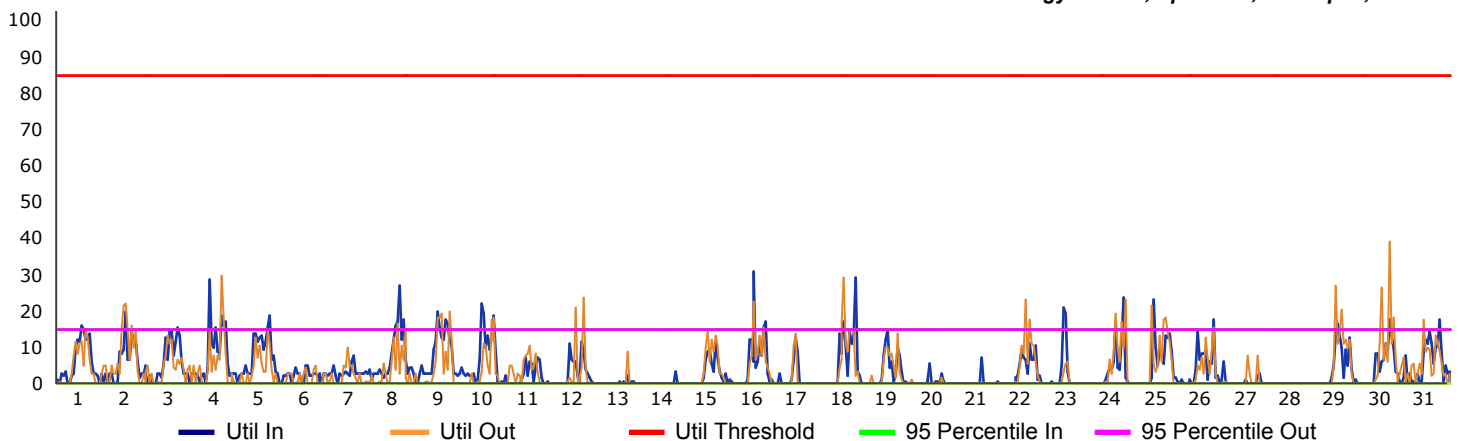
Technology : IPME , Speed : 6,000 Kbps , SLG : 99.7%

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

Max In : 30.88% | 95 Percentile In: 15.20%

Max Out : 39.11% | 95 Percentile Out: 15.14%

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

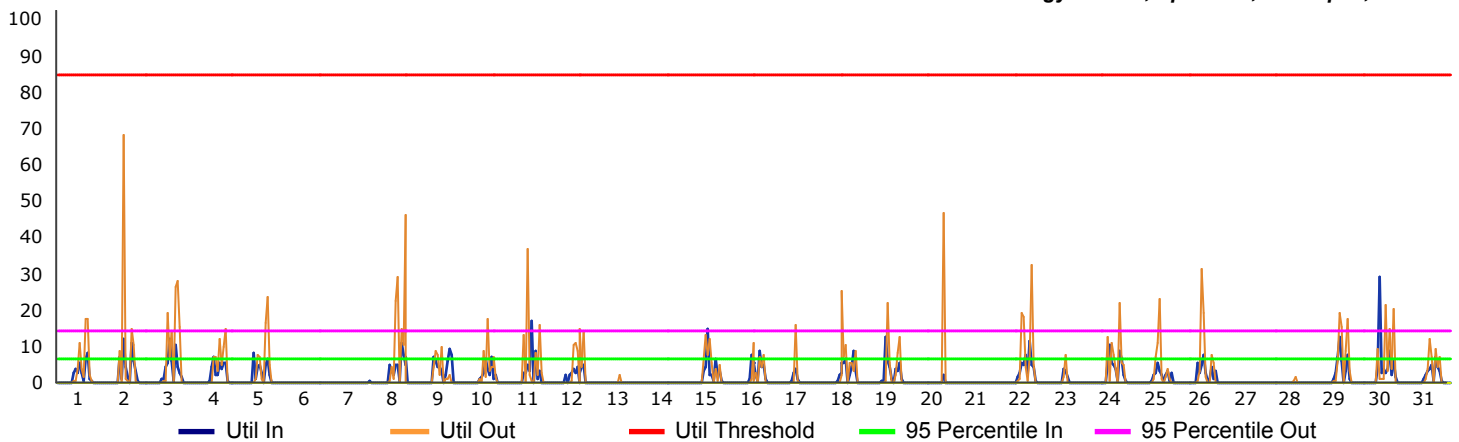


19 Lembaga Pembangunan Industri Pembinaan Malaysia (CIDB) Negeri Sembilan

Max In : 29.02% | 95 Percentile In: 6.80%

Max Out : 68.40% | 95 Percentile Out: 14.68%

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

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

Max In : 77.30% | 95 Percentile In: 13.58%

Max Out : 96.05% | 95 Percentile Out: 81.37%

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

