

Universiti Teknologi MARA

Improving TMnet's Streamyx Service

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ABSTRACT

Streamyx is a fast internet access service provide by Internet Service Provider (ISP), TMnet where TMnet is a subsidiary of Telekom Malaysia. The TMnet's Streamyx service is new in Malaysia and it was launched in year 2002. Currently there are about 60,000 TMnet's Streamyx subscribers and the number is increasing exponentially from day to day. The TMnet Streamyx service is based on Digital Subscriber Technology (DSL) which utilizes existing copper telephone line. The ISP will save infrastructure cost in providing a fast internet access to the TMnet's Streamyx customers. The customer will enjoy rich multimedia application such as movie on line without interrupting telephone call.

Although a lot of benefits have given by TMnet's Streamyx service, there are a lot of complaints can be heard from the customers regarding the quality of this service. The purpose of this report is to elaborate on how to improve the TMNet's Streamyx service. The study objectives and scope will be explained in this report. The study is carried out due to a problem arises with the service which is voice out by the TMnet's Streamyx customer. This will explain in the problem statement. The study will have a significant to TMnet, Telekom Malaysia and the TMnet's users.

This report also will review the current and previous situation regarding the TMnet's Streamyx service. This includes the TMnet Streamyx technologies and customer feedback to the service. Lastly the report will explain on how the study will be carried out and the expected output from it.