

REGULATION OF MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA

NUMBER 13 OF 2019

ON

TELECOMMUNICATIONS SERVICE OPERATIONS

BY THE GRACE OF THE ONE AND ALMIGHTY GOD

MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA,

- Considering
- a. that to implement the provisions of Article 14 paragraph (2) of Government Regulation Number 52 of 2000 on Telecommunications Operations and to realize efficiency and effectiveness of investment and ease of doing business in the telecommunications sector, it is necessary to streamline regulations and simplify the Telecommunications Service Operations;
  - b. that implementing regulations governing the telecommunications service operations are deemed no longer relevant with the people's development and legal needs regarding telecommunications services; therefore, they shall be superseded;
  - c. that based on the considerations as referred to in letter a and letter b, it is necessary to establish a Regulation of Minister of Communications and Informatics on Telecommunications Service Operations;
- Noting
- 1. Law Number 36 of 1999 on Telecommunications (State Gazette of the Republic of Indonesia Year 1999 Number 154, Supplement to State Gazette of the Republic of Indonesia Number 3881);
  - 2. Government Regulation Number 52 of 2000 on Telecommunications Operations (State Gazette of the Republic of Indonesia Year 2000 Number 107,

Supplement to State Gazette of the Republic of Indonesia Number 3980);

3. Government Regulation Number 53 of 2000 on Use of Radio Frequency Spectrum and Satellite Orbit (State Gazette of the Republic of Indonesia Year 2000 Number 108, Supplement to State Gazette of the Republic of Indonesia Number 3981);
4. Government Regulation Number 80 of 2015 on Types and Tariffs of Non-Tax State Revenues Applicable to the Ministry of Communications and Informatics (State Gazette of the Republic of Indonesia Year 2015 Number 246, Supplement to State Gazette of the Republic of Indonesia Number 5749);
5. Government Regulation Number 24 of 2018 on Electronically Integrated Business Licensing Services (State Gazette of the Republic of Indonesia Year 2018 Number 90, Supplement to State Gazette of the Republic of Indonesia Number 6215);
6. Presidential Regulation Number 54 of 2015 on Ministry of Communications and Informatics (State Gazette of the Republic of Indonesia Year 2015 Number 96);
7. Regulation of Minister of Communications and Informatics Number 6 of 2018 on Organization and Work Procedure of the Ministry of Communications and Informatics (State Gazette of the Republic of Indonesia Year 2018 Number 1019);
8. Regulation of Minister of Communications and Informatics Number 7 of 2018 on Electronically Integrated Business Licensing Service in the Field of Communications and Informatics (State Gazette of the Republic of Indonesia Year 2018 Number 1041) as amended by Regulation of Minister of Communications and Informatics Number 7 of 2019 on Amendment to Regulation of Minister of Communications and Informatics Number 7 of 2018 on Electronically Integrated Business Licensing Service in the Field of Communications and Informatics (State Gazette of the Republic of Indonesia Year 2019 Number 841);

HAS DECIDED:

To establish : REGULATION OF MINISTER OF COMMUNICATIONS  
AND INFORMATICS ON TELECOMMUNICATIONS  
SERVICE OPERATIONS.

CHAPTER I  
GENERAL PROVISIONS

Article 1

In this Ministerial Regulation the following terms have the following meanings:

1. Telecommunications means any emission, transmission, and/or reception of information in the forms of signs, signals, texts, images, voices, and sounds through wire, optic, radio or other electromagnetic systems.
2. Telecommunications Networks mean a set of telecommunications equipment and its paraphernalia used in telecommunications.
3. Telecommunications Services mean services aimed at meeting the needs for telecommunications by using telecommunications networks.
4. Telecommunications Network Operations mean provision and/or facilitation of telecommunications networks that enable telecommunications operations.
5. Telecommunications Service Operations mean provision and/or facilitation of telecommunications services that enable telecommunications operations.
6. Telecommunications Network Operators mean state-owned enterprises, regional government-owned enterprises, private enterprises, or cooperatives that obtain Telecommunications Network Operations License.
7. Telecommunications Service Operators mean state-owned enterprises, regional government-owned enterprises, private enterprises, or cooperatives that obtain Telecommunications Service Operations License.
8. Subscribers mean individuals, juristic persons, government institutions that use Telecommunications Networks and/or Telecommunications Services based on contracts.
9. Basic Telephony Service Operations mean telecommunications service operations that provide basic telephony services using circuit-switched technology or other technologies.

10. Telephony Value-added Service Operations mean telecommunications service operations that provide value-added services for basic telephony services.
11. Multimedia Service Operations mean Telecommunications Service Operations that provide information technology-based services other than Basic Telephony Service Operations and Value-added Telephony Service Operations.
12. Call Center Services mean a type of service in Telecommunications Service Operations that provide telephony call center services for information inquiries for the interests of Users of Call Center Services.
13. Calling Card Services mean a type of service in Telecommunications Service Operations that provides telephony call services with additional features that enable management of calls and/or billing through an additional process of user authentication or access codes prior to telephony calls.
14. Internet Telephony for Public Purposes Services, hereinafter referred to as ITPP Services, mean a type of service in Telecommunications Service Operations that provides long-distance call telephony services and international call telephony services based on internet protocols, as well as its use through access codes prior to telephony calls.
15. Content Services mean a type of service in telecommunications service operations that provides contents using basic telephony services.
16. Internet Access Services mean a type of service in the Telecommunications Service Operations that provides internet services for Subscribers to be connected to internet networks.
17. Network Access Point (NAP) Services, hereinafter referred to as NAP Services, mean a type of service in the telecommunications service operations that provides internet traffic distribution services and routing for other Telecommunications Service Operators to be connected to international internet networks (IP Transit), be connected to the other NAP Service Operators, and become a point of distribution of domestic Internet access (Internet Exchange), which may function as a temporary storage (caching) and/or internet content distribution controller.
18. Data Communications System Services mean a type of service in the telecommunications service operations that provides data communications services for various solutions that are operated with guarantees for connectivity, quality, and security.

19. Internet Protocol Television Services, hereinafter referred to as IPTV Services, mean a type of service in the Telecommunications Service Operations that provides convergent services of radio and television, videos, audios, texts, graphics and data which are distributed through internet protocol networks whose quality of service, security, and reliability are guaranteed, and is able to provide communications services with users interactively.
20. Independent Content Providers are content developers, content owners, and/or content suppliers who provide contents to Telecommunications Service Operators to provide content services.
21. Electronically Integrated Business Licensing or Online Single Submission, hereinafter referred to as the OSS, means business licensing granted by the OSS Institution for and on behalf of ministers, heads of institutions, governors, or regents/mayors to Business Players through integrated electronic systems.
22. Business Players mean business enterprises or individuals who carry out business activities in certain fields.
23. Operation Worthiness Test means a technical and operational system testing.
24. Telecommunications Service Operations License, hereinafter referred to as Operations License, means the license granted by the Minister to Telecommunications Service Operators to operate Telecommunications Services commercially.
25. Service Commitment means obligations of Telecommunications Service Operators to provide services in a particular area with a commitment to provide services in accordance with the provisions of laws and regulations.
26. Telecommunications Facilities and Infrastructure mean anything that enables and supports the functioning of Telecommunications.
27. Telecommunications Device means any instrument used in telecommunications.
28. Telecommunications Equipment means a set of telecommunications devices that enable telecommunications.
29. Content means messages that may be in the forms of voices, texts, images, videos or other visual forms, presentations in the forms of programs, or a combination of parts thereof, and/or the entire thereof in digital form, which may be created, modified, stored, presented, communicated, and disseminated electronically.

30. Connectivity means connection of Telecommunications Services equipment such as servers, service nodes, and routers physically to Telecommunications Networks.
31. Resale of Telecommunications Services means an activity to resell Telecommunications services through cooperation.
32. Satellite Landing Rights means the rights to use foreign satellites granted by the Minister to Telecommunications Operators.
33. Telecommunications Numbering means the digit combinations that characterize the Subscribers' identity, area, network element, Operator, or Telecommunications Services.
34. Internet Protocol Number, hereinafter referred to as IP Number, means an Internet Protocol Address and an Autonomous System Number.
35. Internet Protocol Address means an identification address assigned to any equipment to be connected to the internet using the internet protocol.
36. Autonomous System Number means a number that is used to identify a group consisting of one or more internet protocols that are connected to other groups in a clearly defined connection policy.
37. Telecommunications Operations Rights Fee, hereinafter referred to as Telecommunications ORF, means the fee payable by any Telecommunications Operators and constitutes Non-Tax State Revenue.
38. Universal Service Obligation Contribution, hereinafter referred to as USO Contribution, means an obligation payable by any Telecommunications Operators and constitutes Non-Tax State Revenue.
39. Fiscal Year means a period of 1 (one) year starting from January to December.
40. Operator Blacklist means a list that contains the identity of Board of Directors, Management, and/or Juristic Persons who are subject to administrative sanctions in accordance with the provisions of laws and regulations.
41. Minister means the Minister who oversees government affairs in the field of communications and informatics.
42. Director General means the Director General whose scope of duties and functions are in the field of Telecommunications operations.

CHAPTER II  
TELECOMMUNICATIONS SERVICE OPERATIONS

Part One  
Telecommunications Service Operators

Article 2

Telecommunications Service Operators shall be in the form of a juristic person established to provide Telecommunications Services based on the provisions of laws and regulations, namely:

- a. state-owned enterprises;
- b. regional government-owned enterprises;
- c. private enterprises; or
- d. cooperatives.

Part Two  
Telecommunications Service Operations Categories

Subpart 1  
General Provisions

Article 3

- (1) Categories of Telecommunications service operations shall comprise:
  - a. Basic Telephony Services Operations;
  - b. Telephony Value-added Services Operations; and
  - c. Multimedia Services Operations.
- (2) For categories of Telecommunications Service Operators as referred to in paragraph (1), the number of operators shall not be limited and the license shall be granted through an evaluation mechanism.

Subpart 2  
Basic Telephony Service Operations

Article 4

- (1) Basic Telephony Service Operations as referred to in Article 3 paragraph (1) letter a shall be operated by:
  - a. circuit-switched based local fixed network operators;
  - b. long distance call fixed network operators;
  - c. international call fixed network operators;
  - d. cellular mobile network operators;
  - e. satellite mobile network operators; or
  - f. terrestrial radio trunking mobile network operators.
- (2) In addition to Basic Telephony Services Operations as referred to in paragraph (1), basic telephony services may be operated by Telecommunications Service Operators that provide basic telephony services through satellites having Satellite Landing Rights.

Article 5

- (1) Basic Telephony Service Operations as referred to in Article 3 paragraph (1) letter a shall comprise the following main features:
  - a. telephony;
  - b. facsimile;
  - c. short message service (SMS); and/or
  - d. multimedia messaging service (MMS).
- (2) Basic Telephony Service Operations may provide additional features.

Subpart 3  
Telephony Value-added Service Operations

Article 6

Telephony Value-added Service Operations as referred to in Article 3 paragraph (1) letter b shall comprise:

- a. Call Center Services;
- b. Calling Cards Services;
- c. ITPP Services; and/or
- d. Content Services.

Subpart 4  
Multimedia Service Operations

Article 7

Multimedia Service Operations as referred to in Article 3 paragraph (1) letter c shall comprise:

- a. Internet Access Services;
- b. NAP Services;
- c. Data Communications System Services; and/or
- d. IPTV Services.

CHAPTER III  
RIGHTS AND OBLIGATIONS OF  
TELECOMMUNICATIONS SERVICE OPERATORS

Article 8

(1) In providing Telecommunications Services, Telecommunications Service Operators shall:

- a. start the commercial operation of Telecommunications Services no later than 120 (one hundred and twenty) calendar days from the date Operations License is effective;
- b. guarantee the implementation of Telecommunications services in accordance with the Operations License;
- c. fulfill Service Commitments;
- d. use Telecommunications Devices and/or Equipment that meet the specified technical requirements and are certified;
- e. prioritize the use of domestically manufactured Telecommunications Devices and/or Equipment insofar as possible and available;

- f. comply with the technical provisions in the National Telecommunications Fundamental Technical Plan in accordance with the provisions of laws and regulations;
- g. obtain Satellite Landing Rights in the event that they use the satellites using satellite filing registered on behalf of a telecommunications administration of another country in accordance with the provisions of laws and regulations;
- h. provide services and protection to Subscribers in accordance with the provisions of the laws and regulations;
- i. make efforts to secure and protect the services they provide and the Telecommunications Facilities and Infrastructure in accordance with the provisions of laws and regulations;
- j. fulfill the obligation to pay Telecommunications ORF in accordance with the provisions of laws and regulations;
- k. fulfill the USO Contribution obligations in accordance with the provisions of laws and regulations;
- l. state every Telecommunications Service Operations cooperation in a written agreement;
- m. provide information service contact that has the facility to handle complaints and inquiries from Subscribers at a minimum in the forms of telephone and electronic mail services;
- n. prioritize the transmission, distribution, and dissemination of important information on national interests to the public;
- o. comply with the provisions of the ownership structure of the Telecommunications Service Operators juristic persons in accordance with the provisions of laws and regulations;
- p. meet the quality of services standards of Telecommunications Services;
- q. note, record, and/or store in detail the use of Telecommunications Services that are used by the Subscribers for a minimum of 3 (three) months;
- r. store records of measurement data of Telecommunications Services provisions quality of services for 1 (one) Fiscal Year and keep them up to the next 1 (one) Fiscal Year;
- s. publish online the achievement of quality of services standards for each reporting period through the information service contact page of the Telecommunications Service Operators; and

- t. submit reports on Telecommunications Service Operations in accordance with the provisions of laws and regulations.
- (2) The Service Commitments as referred to in paragraph (1) letter c shall be in the form of annual Service Commitments and shall be accumulated for 5 (five) years.
- (3) The fulfillment of payment obligations for Telecommunications ORF and the USO Contribution as referred to in paragraph (1) letter j and letter k for Content Service Operators of Premium SMS shall be carried out by Telecommunications Service Operators providing basic telephony services.

### Article 9

In operating Telecommunications Services, Telecommunications Service Operators shall be entitled to:

- a. receive Telecommunications Services licensing services;
- b. receive a service of Telecommunications Numbering determination in accordance with the provisions of laws and regulations;
- c. use the technology of their choice to provide Telecommunications Services in accordance with the provisions of laws and regulations;
- d. receive payments from Subscribers for the provision of Telecommunications Services that they operate;
- e. submit complaints and settlements to the Indonesian Telecommunications Regulatory Body in the event of disputes between Telecommunications Operators relating to Telecommunications Service Operations;
- f. obtain a guarantee of confidentiality of data and information submitted in relation to Telecommunications Service Operations insofar as to be declared confidential by the Telecommunications Service Operators in accordance with the provisions of laws and regulations; and
- g. conduct merger, amalgamation, acquisition, or demerger in accordance with the provisions of laws and regulations.

CHAPTER IV  
PROVISIONS ON TELECOMMUNICATIONS SERVICE OPERATIONS

Part One  
General Provisions

Subpart 1  
Use of Telecommunications Networks in  
Telecommunications Service Operations

Article 10

- (1) In operating Telecommunications Services, the Telecommunications Service Operators shall use the Telecommunications Networks of the Telecommunications Network Operators.
- (2) Telecommunications Service Operators may submit applications to Telecommunications Network Operators to be able to use and/or lease Telecommunications Networks in accordance with the specifications and/or capacity of the Telecommunications Network needed by fulfilling the Telecommunications Network subscription conditions set by the Telecommunications Network Operators.
- (3) In the use of Telecommunications Networks for Telecommunications Service Operations as referred to in paragraph (1), Telecommunications Service Operators shall not re-lease the Telecommunications Network without obtaining a Telecommunications Network Operations license.

Article 11

- (1) Telecommunications Service Operators may establish a Connection with Telecommunications Network Operators.
- (2) The Connection as referred to in paragraph (1) shall be carried out in the form of a leasing by the Telecommunications Network Operators to the Telecommunications Service Operators.
- (3) The Connection between the equipment owned by the Telecommunications Service Operators and the Telecommunications Network shall be carried out in a transparent and non-discriminatory manner.
- (4) Further provisions on the Connection shall be stipulated in a Ministerial Regulation.

Article 12

- (1) For the operation of services connected to the internet outside the territory of Indonesia, the ISP shall cooperate with Telecommunications Service Operators providing the NAP Services as referred to in Article 7 letter b.
- (2) Cooperation between the ISP and Telecommunications Service Operators providing the NAP Services as referred to in paragraph (1) may be carried out:
  - a. independently; and/or
  - b. collectively.

Subpart 2

Telecommunications Devices and/or Equipment

Article 13

- (1) Telecommunications Service Operators shall provide an opportunity for the Subscribers to use the Telecommunications Devices and/or Equipment in the forms of their own Subscribers access and terminal equipment.
- (2) The access equipment as referred to in paragraph (1) shall be parts of the Telecommunications Service Operations for the purpose of connecting Telecommunications Services to be used by the Subscribers.
- (3) The subscribers' terminal equipment as referred to in paragraph (1) shall be equipment/terminals located at the Subscribers' location for telecommunications purposes.
- (4) The use of Telecommunications Devices and/or Equipment by Subscribers in subscribing to Telecommunications Services as referred to in paragraph (1), paragraph (2) and paragraph (3) shall meet technical and certification provisions in accordance with the provisions of laws and regulations.

Subpart 3  
Telecommunications Service Tariffs

Article 14

- (1) Telecommunications Service Operators shall determine the amount of tariff of the Telecommunications Service Operations.
- (2) The amount of tariff as referred to in paragraph (1) shall comply with the tariff formula for Telecommunications Service Operations.
- (3) Further provisions on the tariff formula as referred to in paragraph (2) shall be stipulated by the Minister.

Article 15

- (1) Telecommunications Service Operators shall provide transparent and non-discriminatory service tariff information to Subscribers and/or other Telecommunications Service Operators.
- (2) Provisions on the transparent and non-discriminatory treatment in providing service tariff information as referred to in paragraph (1) shall be stipulated by the Minister.

Subpart 4  
Telecommunications Numbering

Article 16

- (1) The Basic Telephony Service Operations as referred to in Article 3 paragraph (1) letter a shall use the Telecommunications Numbering determined for Telecommunications Network Operators.
- (2) Telecommunications Numbering may be determined for Telephony Value-added Service Operations as referred to in Article 3 paragraph (1) letter b shall comprise:
  - a. Call Center Services;
  - b. Calling Cards Services;
  - c. ITPP Services; and/or
  - d. Content Services.
- (3) Further provisions on Telecommunications Numbering shall be stipulated by the Minister.

Article 17

- (1) Internet Protocol-based Telecommunications Service Operations shall use a public Internet Protocol Address and/or an Autonomous System Number allocated to the said Telecommunications Service Operators.
- (2) The Public Internet Protocol Address and/or an Autonomous System Number as referred to in paragraph (1) may be in the form of Internet Protocol Address and/or Autonomous System Number allocated by the National Internet Protocol Number Registry or allocated by the Telecommunications Service Operators operating the NAP Services.
- (3) In the event of Internet Protocol-based Telecommunications Service Operations, the Telecommunications Service Operators shall perform clock synchronization in accordance with the provisions of laws and regulations.

Subpart 5

Service Provisions on and Protection of  
Telecommunications Service Subscribers

Article 18

- (1) Telecommunications Service Operators shall not provide services that have Contents contradictory to the provisions of laws and regulations.
- (2) In the event that Telecommunications Service Operators fail to provide Contents directly, the Telecommunications Service Operators shall inform the prohibition of the Contents as referred to in paragraph (1) to partners or parties cooperating in providing the Contents.
- (3) In the event of complaint on Contents in violation of the provisions of laws and regulations as referred to in paragraph (1), the Telecommunications Service Operators shall block the said service.

Article 19

- (1) Potential Telecommunications Service Subscribers may submit subscription applications to Telecommunications Service Operators by fulfilling the Telecommunications Services subscription conditions set by the Telecommunications Service Operators and in accordance with the provisions of laws and regulations.

- (2) In the event that the Telecommunications Service Operators do not approve of the subscription applications from potential Subscribers as referred to in paragraph (1), the potential Subscribers may request the Indonesian Telecommunications Regulatory Body to carry out mediation and/or settlement.

#### Article 20

- (1) Telecommunications Service Operators shall store and keep the Subscribers' data confidential at least in the form of the Subscribers' names and identification numbers.
- (2) In the event that Customers of Telecommunications Services unsubscribe, Telecommunications Service Operators shall store Customers' data as referred to in paragraph (1) for a minimum of 90 (ninety) calendar days from the date of unsubscription.
- (3) For the purposes of criminal justice process, the Telecommunications Service Operators shall store recorded data that are directly related to the said trial process until the court decision carries permanent legal force based on:
  - a. written request from the Attorney General and/or the Chief of Police of the Republic of Indonesia for certain criminal offenses; or
  - b. investigator requests for certain criminal acts in accordance with the provisions of laws and regulations.

#### Article 21

Telecommunications Service Operators shall guarantee the accuracy of the use of Telecommunications Services recording system used for billing the Subscribers on the use of Telecommunications Services in accordance with the provisions of laws and regulations.

#### Paragraph 6

Cooperation on Resale of Telecommunications Services

#### Article 22

- (1) The sale of Telecommunications Services may be conducted by Resale of Telecommunications Services between Telecommunications Service

Operators and Telecommunications Service Resellers as stated in a cooperation agreement.

- (2) Telecommunications Service Operators conducting cooperation on the Resale of Telecommunications Services as referred to in paragraph (1) shall guarantee the continuity of all Telecommunications Services that they provide.
- (3) The cooperation on Resale of Telecommunications Services as referred to in paragraph (1) shall be carried out with the following conditions:
  - a. Telecommunications Services Resellers shall use trademark of the Telecommunications Service Operators that is resold and may add the trademark of the Resellers upon reselling to the Subscribers (end users);
  - b. Telecommunications Service Resellers shall meet the provisions of the Telecommunications Services quality of service standards commitment of the Telecommunications Service Operators;
  - c. all revenue generated from the Resale of Telecommunications Services shall constitute the revenue from and be recorded by the Telecommunications Service Operators;
  - d. billing shall indicate the trademark of the Telecommunications Service Operators; and
  - e. in the event of internet protocol-based Resale of Telecommunications Services, Telecommunications Service Resellers shall use the public Internet Protocol Address and the Autonomous System Number assigned to Telecommunications Service Operators.
- (4) Provisions on the Resale of Telecommunications Services as referred to in paragraph (3) shall be exempted from the operations of telecommunications and internet kiosks.

## Part Two

### Provisions on Basic Telephony Service Operations

#### Article 23

- (1) In operating Basic Telephony services, Telecommunications Service Operators shall:
  - a. provide Telecommunications Devices and/or Equipment in operating basic telephony services;

- b. cooperate with satellite operators that have obtained Satellite Landing Rights, in the event of operating basic telephony services through satellites; and
  - c. fulfill a minimum commitment of Basic Telephony Services provided that:
    - 1) total of minimum service capacity provided shall be consistent with the capacity of the Telecommunications Network that is owned/leased; and
    - 2) service area coverage shall be in accordance with the scope of Telecommunications Network Operations.
- (2) In the event that the Basic Telephony Service is carried out through satellites that have obtained Satellite Landing Rights, the Total of Minimum Service Capacity provided as referred to in paragraph (1) letter c:
- a. shall be at a minimum of equivalent to 1 (one) E1 or 30 (thirty) Telephone Line Connections (TLC) in the first year (initial operations); and
  - b. may be increased in the second year onwards.

### Part Three

#### Provisions on Value-added Telephony Service Operations

##### Subpart 1

##### Call Center Services

##### Article 24

- (1) Call Center Service Operations shall be carried out by managing inbound calls to the Call Center for the benefit of users.
- (2) In addition to managing inbound calls as referred to in paragraph (1), Call Center Service Operators may make outbound calls as end-to-end calls between numbers.
- (3) In operating the Call Center Services as referred to in Article 6 letter a, Telecommunications Service Operators shall:
  - a. provide Telecommunications Devices and/or Equipment in operating Call Center Services;
  - b. cooperate with Telecommunications Service Operators operating Basic Telephony services; and

- c. meet the Service Commitment in the form of service capacity provided that:
  - 1) the service capacity shall be at a minimum of equivalent to 1 (one) E1 or 30 (thirty) Telephone Line Connections (TLC) in the first year (initial operations); and
  - 2) the service capacity may be increased in the second year onwards.

Paragraph 2  
Managed Calling Card Services

Article 25

In operating the Managed Calling Card Services as referred to in Article 6 letter b, the Telecommunications Service Operators shall:

- a. provide Telecommunications Devices and/or Equipment in operating Calling Card Services;
- b. cooperate with Telecommunications Service Operators operating Basic Telephony services; and
- c. meet the Service Commitment in the form of service capacity provided that:
  - 1) the service capacity shall be at a minimum of equivalent to 2 (two) E1s or 2 (two) x 30 (thirty) Telephone Line Connections (TLC) in the first year (initial operations); and
  - 2) the service capacity may be increased in the second year onwards.

Paragraph 3  
ITPP Services

Article 26

- (1) In operating the ITPP Services as referred to in Article 6 letter c, Telecommunications Service Operators shall:
  - a. provide Telecommunications Devices and/or Equipment in operating the ITPP Services;
  - b. cooperate with Telecommunications Service Operators operating Basic Telephony services; and

- c. meet the Service Commitment in the form of service capacity provided that:
  - 1) the service capacity shall be at a minimum of equivalent to 1 (one) E1 or 30 (thirty) Telephone Line Connections (TLC) in the first year (initial operations); and
  - 2) the service capacity shall be added with the accumulated capacity available at the end of the fifth year at a minimum of 23 (twenty-three) E1s or 23 (twenty-three) x 30 (thirty) Telephone Line Connections in the second year onwards.
- (2) Telecommunications Service Operators providing the ITPP Services shall not terminate incoming calls from outside the territory of Indonesia.

Paragraph 4  
Content Services

Article 27

- (1) Content Services as referred to in Article 6 letter d shall be in the forms of:
  - a. premium call; and/or
  - b. premium short messaging services (Premium SMS).
- (2) In operating Content Services as referred to in paragraph (1), Telecommunications Service Operators shall:
  - a. provide Telecommunications Devices and/or Equipment in operating Content Services;
  - b. guarantee that all Independent Content Providers contributing to the Content Service Operations are in accordance with the provisions of laws and regulations;
  - c. make a cooperation agreement, in the event that Telecommunications Service Operators operating Premium SMS distribute content from a foreign Independent Content Provider;
  - d. cooperate with Telecommunications Service Operators operating Basic Telephony services;
  - e. meet the service Commitment to the Telecommunications Service Operators operating Premium Call Services in the form of service capacity provided that:

- 1) the service capacity shall be at a minimum of equivalent to 1 (one) E1 or 30 (thirty) Telephone Line Connections (TLC) in the first year (initial operations); and
  - 2) the service capacity may be increased in the second year onwards.
- f. meet the Service Commitment to Telecommunications Service Operators operating Premium SMS in the form of a number of cooperation agreements with Independent Content Providers, provided that:
- 1) there shall be a minimum of 2 (two) cooperation agreements in the first year (initial operation); and
  - 2) the number of cooperation agreements may be increased in the second year onwards with the accumulation of at a minimum of 7 (seven) cooperation agreements at the end of the fifth year.
- (3) Telecommunications Service Operators operating Content Services as referred to in paragraph (1) letter a shall not:
- a. make premium calls to their Subscribers; and
  - b. manipulate confirmation of approval of the use of Content from potential Subscribers in any way.

#### Article 28

- (1) Telecommunications Service Operators operating Premium SMS as referred to in Article 27 paragraph (1) letter b may provide Premium SMS by deducting prepaid deposits or charging postpaid telephone bills through the mechanisms of:
  - a. subscription (pushed services); and/or
  - b. non-subscription (pulled services).
- (2) Ring Back Tone (RBT) which is part of the switching process feature shall not be included in the Premium SMS as referred to in paragraph (1).

Part Four  
Provisions on Multimedia Service Operations

Paragraph 1  
Internet Access Services

Article 29

- (1) The Internet Access Services as referred to in Article 7 letter a may be in the forms of:
  - a. internet access through the Telecommunications Networks;
  - b. internet access with dedicated connection;
  - c. internet access for public spaces (hotspots); and/or
  - d. internet access for on-board connectivity.
- (2) In operating Internet Access Services, Telecommunications Service Operators shall:
  - a. provide Telecommunications Devices and/or Equipment in operating Internet Access Services;
  - b. cooperate with Telecommunications Service Operators operating the NAP Services;
  - c. comply with the provisions of safety and eligibility certification from relevant agencies and the provisions on the use of radio frequency spectrum assigned to Internet Access Services for on-board connectivity; and
  - d. meet the Service Commitment in the form of service capacity provided that:
    - 1) in the first year (initial operations):
      - a) there shall be a minimum of 1 (one) service area coverage available in a municipality/regency; and
      - b) there shall be a minimum of a total of service capacity available in accordance with the classification of municipalities/regencies committed in letter a).
    - 2) the number of municipalities/regencies to the regional coverage may be added and/or service capacity may be increased in the second year onwards.

Subpart 2  
Network Access Point (NAP) Services

Article 30

In operating the NAP Services as referred to in Article 7 letter b, the Telecommunications Service Operators shall:

- a. provide Telecommunications Devices and/or Equipment in operating the NAP Services;
- b. obtain a Telecommunications Network Operations license that has been effective for the operation of a closed fixed network that has been established in the forms of domestic and international routes;
- c. have their own IP Number; and
- d. meet the Service Commitment that comprises:
  - 1) Connectivity Location of the NAP Services node, provided that:
    - a) there shall be a minimum of 2 (two) nodes in 2 (two) different provinces in the first year (initial operation); and
    - b) the location of the node shall be added in the second year onwards with the accumulation of locations available at the end of the fifth year at least 10 (ten) nodes in 10 (ten) different provinces.
  - 2) Domestic Bandwidth Service Capacity, provided that:
    - a) there shall be at a minimum of 1 (one) Gbps in the first year; and
    - b) the service capacity may be increased in the second year onwards.
  - 3) International Bandwidth Service Capacity, provided that:
    - a) there shall be at a minimum of 10 (ten) Gbps in the first year (initial operations); and
    - b) the capacity of the International Bandwidth service shall be increased in the second year onwards with the accumulated capacity available at the end of the fifth year of at least 20 (twenty) Gbps.

Paragraph 3  
Data Communications System Services

Article 31

The Data Communications System Services as referred to in Article 7 letter c may be operated based on internet protocol and/or other internet protocols through:

- a. Telecommunications Networks; and/or
- b. Foreign satellites after obtaining Satellite Landing Rights.

Article 32

In operating the Data Communications System Services as referred to in Article 7 letter c, Telecommunications Service Operators shall:

- a. provide Telecommunications Devices and/or Equipment in operating Data Communications System Services;
- b. cooperate with Telecommunications Network Operators in operating Data Communications System Services through the Telecommunications Networks; and
- c. cooperate with satellite providers and obtain Satellite Landing Rights in operating Data Communications System Services through foreign satellites.

Subpart 4  
IPTV Services

Article 33

In operating the IPTV Services as referred to in Article 7 letter d, Telecommunications Service Operators:

- a. shall provide Telecommunications devices and/or equipment in operating the IPTV Services;
- b. may open up opportunities for cooperation in the provision of the IPTV Services to domestic Independent Content Providers;
- c. shall guarantee that any Independent Content Provider contributing to the IPTV Service has complied with the provisions of laws and regulations;

- d. shall cooperate with Broadcasting Institutions in the event that operations of the IPTV Services provide broadcast contents; and
- e. fulfill the Service Commitment in the form of the number of cooperation agreements with Independent Content Providers with the following provisions:
  - 1) there shall be a minimum of 2 (two) cooperation agreements in the first year (initial operations); and
  - 2) the number of cooperation agreements may be increased in the second year onwards.

Part Five  
Other Provisions

Article 34

- (1) Telecommunications Providers shall meet technical provisions regarding:
  - a. cooperation in Telecommunications Service Operations;
  - b. Resale of Telecommunications Services;
  - c. quality of service standards;
  - d. determination of Telecommunications Numbering;
  - e. safeguard and protection of services and Subscribers;
  - f. complaints and mediation between Telecommunications Operators by the Indonesian Telecommunications Regulatory Body;
  - g. types of important information relating to national interests;
  - h. procedures for transmission, distribution, and delivery of important information;
  - i. additional features in the Basic Telephony Service Operations;
  - j. outbound calls in the Call Center Services; and
  - k. operations of any type of services, including Service Commitments, Telecommunications Equipment provision, minimum capacity provision, and area coverage.
- (2) The technical provisions as referred to in paragraph (1) shall be stipulated by the Director General.

CHAPTER V  
TELECOMMUNICATIONS SERVICES LICENSING

Part One  
Licensing Procedures

Article 35

- (1) Telecommunications Service Operators shall obtain Operations Licenses from the Minister.
- (2) Application for an operations license may be submitted at any time by any business player through the OSS in accordance with the provisions of the laws and regulations.
- (3) Further provisions on the application for Operations License through the OSS shall be regulated in a separate Ministerial Regulation.
- (4) Excluded from the provisions as referred to in paragraph (2), the Minister may close business opportunities for telecommunications service operations in certain areas.

Article 36

- (1) Business Players shall have Operation Worthiness Tests:
  - a. in order to fulfill the Commitment Statement on the Operations License by Business Players;
  - b. if any technological changes in the Telecommunications Service Operations system occur; and/or
  - c. if addition of types and/or categories of Telecommunications Services are made.
- (2) The Operation Worthiness Test as referred to in paragraph (1) shall be carried out through a self-assessment by Business Players.
- (3) In the event necessary, Operation Worthiness Test as referred to in paragraph (2) may be done by sampling method performed by Business Players together with the Ministry based on Business Players' application.
- (4) Business Players shall submit application for the self-assessment as referred to in paragraph (2) and application for sampling as referred to in paragraph (3).
- (5) In the event of an Operation Worthiness Test for the fulfillment of Commitment Statement as referred to in paragraph (1) letter a, Business

Players shall submit application for self-assessment and application for sampling within no later than 15 (fifteen) working days prior to the end of the fulfillment period of the Commitment Statement.

- (6) The Ministry may carry out field verification of the results of the self-assessment on Operation Worthiness Test conducted by Business Players as referred to in paragraph (2).
- (7) Directorate General of Posts and Informatics Operations issues operation worthiness certificate as the result of an Operation Worthiness Test for applicants fulfilling the requirements.
- (8) The Director General may conduct an audit at any time on the results of the Operation Worthiness Tests through self-assessment method by Business Players as referred to in paragraph (2).
- (9) In the event that the results of the field verification of the Operation Worthiness Test conducted by Business Players as referred to in paragraph (6) do not comply with the parameters and procedures for the Operation Worthiness Test, Business Players shall be subject to administrative sanctions.

## Part Two

### Telecommunications Service Operations

#### Article 37

Telecommunications Service Operators may provide services as referred to in Article 4, Article 6, and/or Article 7 when the said services are established in the Operations License and have become effective.

## Part Three

### Modification and Adjustment to Operations License

#### Subpart 1

#### Modification to Juristic Person Name

#### Article 38

- (1) Telecommunications Service Operators shall submit modification to the Operations License in case of modifying the name of juristic person.

- (2) Amendment to the Operations License as referred to in paragraph (1) shall be determined by the Minister.

Paragraph 2  
Modification to Telecommunications Services

Article 39

- (1) Telecommunication Service Operations may submit application for modification to the types and/or categories of Telecommunications Services in the form of termination and/or addition of Telecommunications Services to the Minister.
- (2) The Minister shall evaluate the submission of application for the modification of Telecommunications Services as referred to in paragraph (1) in accordance with the provisions of the laws and regulation.

Article 40

- (1) Telecommunications Service Operators may terminate their Telecommunications Services after obtaining approval from the Minister and offering their Subscribers options to:
  - a. receive transfer of services to other Telecommunications Service Operators providing similar services; and/or
  - b. receive a refund for the subscription fee that has been paid for the remaining subscription period that has not been fulfilled and/or the prepaid deposit of Telecommunications Services that has not been used.
- (2) The termination of telecommunications services as referred to in paragraph (1) shall result in the revocation of:
  - a. Determination of Telecommunications Numbering related to the reduced telecommunications services; and
  - b. other rights attached to the reduced telecommunications services.
- (3) Termination of telecommunications services shall not eliminate other obligations of telecommunications service operators which constitute state receivables.

#### Article 41

Telecommunications Service Operators shall submit application for addition of the Telecommunications Services as referred to in Article 39 paragraph (1) to the Minister in accordance with the provisions of the laws and regulations.

#### Subpart 3

##### Modification to Domicile Address

#### Article 42

- (1) In the event of modifying domicile address of juristic person, Telecommunications Service Operators shall report to the Minister.
- (2) Telecommunications Service Operators shall be responsible for any legal consequences as the result of failing to make the report as referred to in paragraph (1).

#### Subpart 4

##### Adjustment to Service Commitments

#### Article 43

- (1) Telecommunications Service Operators may submit adjustments to Service Commitments in the Operations License provided that such adjustments do not reduce the number of cumulative commitments for 5 (five) years.
- (2) The adjustments as referred to in paragraph (1) shall not be submitted for the first year of Service Commitments.
- (3) Requests for adjustments to the Service Commitments as referred to in paragraph (1) may only be made for the following year's Service Commitments and are submitted within maximum of 20 (twenty) working days prior to the commencement of the next year period.

#### Article 44

- (1) The Minister may make adjustments to the Service Commitments of Telecommunications Service Operators.
- (2) The adjustment of Service Commitments as referred to in paragraph (1) shall be carried out by considering:

- a. fulfillment of service coverage and increase of service capacity to maintain the quality of services needed by the people;
  - b. changes in parameters of development commitment or service provision due to technological developments; and
  - c. Business Players' ability.
- (3) The adjustments as referred to in paragraph (1) shall be submitted to the Telecommunications Service Operators.
  - (4) Telecommunications Service Operators shall carry out the adjustments to commitment as referred to in paragraph (3).

Part Four  
Other Provisions

Article 45

- (1) Telecommunications Operators shall meet technical requirements regarding:
  - a. closing of business opportunities;
  - b. procedures for Operation Worthiness Test;
  - c. procedures for stipulation of Operation License;
  - d. modification to the name of the juristic persons;
  - e. modification to telecommunications services;
  - f. modification to domicile address; and
  - g. adjustment to Service Commitments.
- (2) The technical provisions as referred to in paragraph (1) shall be stipulated by the Director General.

CHAPTER VI  
SUPERVISION AND CONTROL

Part One  
General

Article 46

- (1) Supervision and control over the implementation of this Ministerial Regulation shall be carried out by the Minister.
- (2) Supervision and control as referred to in paragraph (1) shall comprise:
  - a. monitoring and evaluation of the Telecommunications Service operations;
  - b. monitoring and evaluation of the use of Telecommunications Numbering; and
  - c. imposition of sanctions for violations by Telecommunications Service Operators.
- (3) To carry out the supervision and control functions as referred to in paragraph (2), the Minister may form a team or appoint certain work units.

Part Two

Monitoring and Evaluation of Telecommunications Service Operations and  
Reports of Telecommunications Services Operations

Article 47

- (1) Monitoring of Telecommunications Service Operators shall comprise:
  - a. compliance of the Telecommunications Service Operators with the provisions for Telecommunications Service Operation; and
  - b. the imposition of sanctions for violations on the provisions for the Telecommunications Service Operations.
- (2) Evaluation of Telecommunications Service Operators shall comprise:
  - a. annual performance evaluation of Telecommunications Service Operators;
  - b. annual performance evaluation of the use of Telecommunications Numbering; and

- c. five-year comprehensive performance evaluation of Telecommunications Service Operators.
- (3) In carrying out the annual performance evaluation as referred to in paragraph (2) letter a, the Telecommunications Service Operators shall:
- a. submit annual implementation report;
  - b. submit reports on the achievement of the quality of telecommunications services;
  - c. fulfill the Service Commitment in the year of evaluation; and
  - d. comply with the provisions of the Telecommunications Service Operations in accordance with the provisions of the laws and regulation.
- (4) The five-year comprehensive performance evaluation as referred to in paragraph (2) letter c shall be in the form of evaluation on the achievement of Service Commitments during the 5 (five) years of Telecommunications Service Operations and recapitulation of operational summary, conducted every 5 (five) years.

#### Article 48

- (1) The annual reports of Telecommunications Service Operations as referred to in Article 47 paragraph (3) letter a, shall be submitted no later than April 30 of the following year.
- (2) Reports on the achievement of service quality as referred to in Article 47 paragraph (3) letter b shall be submitted together with the annual operations report as referred to in paragraph (1).
- (3) In addition to reports on the achievement of service quality as referred to in paragraph (2), in order to obtain data on service quality, the Minister may conduct measurements of service quality standards.

#### Article 49

- (1) The Minister may request data from the Telecommunications Service Operations other than what has been submitted in the operations report.
- (2) Telecommunications Services Operators shall provide data upon request as referred to in paragraph (1) in accordance with the provisions of the laws and regulations.

#### Article 50

The Minister shall determine the revocation of Telecommunications Numbering Determination in the case of:

- a. Telecommunications Service Operators fail to use Telecommunications Numbering for a period of 12 (twelve) consecutive months; or
- b. Operations License and/or Telecommunications Services License are revoked and/or declared invalid.

#### Third Part Other Provisions

#### Article 51

- (1) Telecommunications Operators shall meet technical requirements regarding:
  - a. procedures for monitoring and evaluation of Telecommunications Service operators;
  - b. procedures for evaluation of the use of Telecommunications Numbering;
  - c. calculation of achievement of fulfillment of Telecommunications Services Commitments;
  - d. assessment of the achievement of the quality standards for the Telecommunications Service Operations;
  - e. revocation of the Determination of Numbering; and
  - f. report of the Telecommunications Service Operators.
- (2) The technical provisions as referred to in paragraph (1) shall be stipulated by the Director General.

#### CHAPTER VII SANCTIONS

#### Article 52

- (1) Violations of the provisions of Article 8 paragraph (1) letter a, Article 8 paragraph (1) letter b, Article 8 paragraph (1) letter g, Article 8 paragraph (1) letter i, Article 8 paragraph (1) letter m, Article 8 paragraph (1) letter o, Article 8 paragraph (1) letter p, Article 8 paragraph (1) letter q, Article

8 paragraph (1) letter r, Article 12 paragraph (1), Article 17 paragraph (1), Article 18 paragraph (1), Article 18 paragraph (2), Article 18 paragraph (3), Article 20 paragraph (1), Article 20 paragraph (2), Article 20 paragraph (3), Article 22 paragraph (4), Article 23, Article 24 paragraph (3), Article 25, Article 26 paragraph (1), Article 26 paragraph (2), Article 27 paragraph (2), Article 27 paragraph (3), Article 29 paragraph (2), Article 30, Article 32, Article 33 letter a, Article 33 letter c, Article 34 paragraph (1), Article 45 paragraph (1), Article 47 paragraph (3) letter b, Article 49 paragraph (2), and/or Article 51 paragraph (1) letter a until letter e may be subject to administrative sanctions in the form of:

- a. reprimand letter;
  - b. revocation of telecommunications services; and/or
  - c. revocation of operations license.
- (2) Violations of the provisions as referred to in Article 8 paragraph (1) letter t shall be subject to administrative sanctions in the form of:
- a. reprimand letter;
  - b. fine; and/or
  - c. revocation of operations license.
- (3) Violations of the provisions of Article 8 paragraph (1) letter l, Article 8 paragraph (1) letter s, Article 13 paragraph (1), and/or Article 48 paragraph (2) shall be subject to administrative sanctions in the form of a reprimand letter.
- (4) The reprimand letter as referred to in paragraph (1), paragraph (2), and paragraph (3) shall be given at a maximum of 3 (three) times with a period of 7 (seven) working days each.
- (5) The imposition of administrative sanctions in the form of a second and/or third reprimand letter as referred to in paragraph (3) shall consider responses and/or written objections from the Telecommunications Service Operators, if any.
- (6) The imposition of administrative sanctions as referred to in paragraph (1) and paragraph (2) shall be carried out gradually.

### Article 53

- (1) Telecommunications Service Operators who fail to meet the obligations of the Service Commitment for 5 (five) years as referred to in Article 8 paragraph (1) letter c and paragraph (2) shall be subject to administrative sanctions with the following conditions:

- a. Telecommunications Service Operators who fail to provide services shall be subject to administrative sanctions as referred to in Article 52 paragraph (1); and/or
  - b. Telecommunications Service Operators whose percentage of accumulated achievement of fulfillment of service commitments are greater than 0% (zero percent) but less than 100% (one hundred percent) shall be subject to administrative sanctions in the form of reprimand letter and/or revocation of Telecommunications Services.
- (2) Telecommunications Service Operators who fail to meet the Service Commitments annually as referred to in Article 8 paragraph (1) letter c and paragraph (2) shall be given a notification letter.

#### Article 54

Administrative sanctions in the form of fines are carried out based on the amount provided in a Government Regulation on Non-Tax State Revenues at Ministry of Communications and Informatics.

#### Article 55

Violations of the provisions of Article 8 paragraph (1) letter d, Article 8 paragraph (1) letter e, Article 8 paragraph (1) letter f, Article 8 paragraph (1) letter h, Article 8 paragraph (1) letter j, Article 8 paragraph (1) letter k, Article 8 paragraph (1) letter n, Article 10 paragraph (3), Article 13 paragraph (4), Article 14 paragraph (1), Article 14 paragraph (2), Article 15 paragraph (1), Article 35 paragraph (1), and/or Article 47 paragraph (3) letter d shall be subject to sanctions in accordance with the provisions of the laws and regulations.

#### Article 56

- (1) Board of Directors, Management and/or Juristic Person of Telecommunications Service Operators may be stipulated in Telecommunications Operators Blacklist provided that:
- a. Telecommunications Service Operators are subjected to administrative sanctions in the form of revocation of Operations License and/or the rights to provide Telecommunications Services;
  - b. Telecommunications Service Operators fail to conduct transfer of Subscribers and/or refund of subscription fee in accordance with the provisions in Article 40 paragraph (1); and/or

- c. Telecommunications Service Operators fail to fulfill the obligations of Non-Tax State Revenues which are state receivables effective at the Ministry of Communications and Informatics as referred to in Article 40 paragraph (3).
- (2) Director General determines the Blacklist as referred to in paragraph (1).
  - (3) Board of Directors, Management and/or Juristic Person of Telecommunications Service Operators who have been listed in Telecommunications Operators Blacklist, shall be prohibited from engaging in Telecommunications Service Operations:
    - a. for 2 (two) years from the date of listing in the Blacklist; and/or
    - b. insofar as obligations that are receivables to the state are not fulfilled.
  - (4) Board of Directors, Management and/or Juristic Person of Telecommunications Service Operators may be excluded from Telecommunications Operators Blacklist after complying all the provisions referred to in paragraph (3).
  - (5) The exclusion from Blacklist as referred to in paragraph (4) are determined by the Director General.

## CHAPTER VIII TRANSITIONAL PROVISIONS

### Article 57

- (1) Telecommunications Service Operators who have obtained a Telecommunications Service Operation License before the entry into force of this Ministerial Regulation, shall adjust to the provisions in this Ministerial Regulation no later than 24 (twenty-four) months after this Ministerial Regulation comes into force.
- (2) Operations License of Telecommunications Service Operators who fail to make adjustments after the transitional period as referred to in paragraph (1) ends shall be invalid.

### Article 58

- (1) Exempted from the provisions as referred to in Article 57, for:
  - a. Multimedia Internet Operators of the NAP Services shall meet the provisions as referred to in Article 30 letter b, no later than 60 (sixty) months after this Ministerial Regulation comes into force; and

- b. the IPTV Operators who have obtained an IPTV Operation Approval Letter shall obtain an adjustment to be Telecommunications Service Operators who provide the IPTV Services in accordance with this Ministerial Regulation no later than the end of the approval period.
- (2) In the event that Telecommunications Service Operators that have obtained an Operations License intend to propose additional Telecommunications Service, the Telecommunications Service Operators shall adjust their Operations License in accordance with the provisions of the laws and regulations.
  - (3) Telecommunications Service Operators who obtain Telecommunications Numbering determination shall adjust Telecommunications Numbering Determination in accordance with amendments to the Telecommunications Service Operators License.

## CHAPTER IX CLOSING PROVISIONS

### Article 59

As from the time at which this Ministerial Regulation comes into force:

- a. provisions in Regulation of Minister of Communications and Informatics Number 11 of 2014 on Procedures for Imposing Administrative Sanctions in the Form of Fines on Telecommunications Operators;
- b. provisions in Regulation of Minister of Communications and Informatics Number 7 of 2018 on Electronically Integrated Business Licensing Services in the Field of Communications and Informatics as amended by Regulation of Minister of Communications and Informatics Number 7 of 2019 on Amendment to Regulation of Minister of Communications and Informatics Number 7 of 2018 on Electronically Integrated Business Licensing Services in the Field of Communications and Informatics; and
- c. the provisions which constitute implementing regulations in the Operations of Telecommunications Services,

shall be declared as remaining in effect insofar as not contradictory with the provisions in this Ministerial Regulation.

Article 60

As from the time at which this Ministerial Regulation comes into force:

- a. Decision of Minister of Transportation Number: KM. 21 of 2001 on the Telecommunications Service Operations;
- b. Decision of Minister of Transportation Number: KM. 30 of 2004 on Amendment to Decree of Minister of Transportation Number: KM. 21 of 2001 on Telecommunications Service Operations;
- c. Regulation of Minister of Communications and Informatics Number: 05/PER/M.KOMINFO/1/2006 on the Telecommunications Kiosk Operations;
- d. Regulation of Minister of Communications and Informatics Number 10 of 2007 on Use of Paid Telecommunications Service Features;
- e. Regulation of Minister of Communications and Informatics Number: 07/P/M.Kominfo/04/2008 on Second Amendment to Decree of Minister of Transportation Number: KM. 21 of 2001 on Telecommunications Service Operations;
- f. Regulation of Minister of Communications and Informatics Number: 31/PER/M.KOMINFO/09/2008 on Third Amendment to Decree of Minister of Transportation Number: KM. 21 of 2001 on Telecommunications Service Operations;
- g. Regulation of Minister of Communications and Informatics Number 14/PER/M.KOMINFO/04/2011 on Quality Standards of Internet Telephony for Public Purposes Services (Official Gazette of the Republic of Indonesia Year 2011 Number 255);
- h. Regulation of Minister of Communications and Informatics Number 25 of 2012 on Quality Standards of Basic Telephony Services on Long Distance Call Fixed Networks (Official Gazette of the Republic of Indonesia Year 2012 Number 959);
- i. Regulation of Minister of Communications and Informatics Number 26 of 2012 on Quality Standards for Basic Telephony Services on International Call Fixed Networks (Official Gazette of the Republic of Indonesia Year 2012 Number 960);
- j. Regulation of Minister of Communications and Informatics Number 27 of 2012 on Quality Standards of Basic Telephony Services on Limited Mobility Fixed Networks (Official Gazette of the Republic of Indonesia Year 2012 Number 961);
- k. Regulation of Minister of Communications and Informatics Number 15 of 2013 on Quality of Standards for Basic Telephony Services on Local Fixed

Networks (Official Gazette of the Republic of Indonesia Year 2013 Number 609);

- l. Regulation of Minister of Communications and Informatics Number 16 of 2013 on Quality Standards for Basic Telephony Services on Cellular Mobile Networks (Official Gazette of the Republic of Indonesia Year 2013 Number 610);
- m. Regulation of Minister of Communications and Informatics Number 34 of 2014 on Quality Standards of Satellite Mobile Network Service Operators and Satellite Basic Telephony Service Operators (Official Gazette of the Republic of Indonesia Year 2014 Number 1379);
- n. Regulation of Minister of Communications and Informatics Number 8 of 2015 on Fourth Amendment to Decree of Minister of Transportation Number: KM. 21 of 2001 on Telecommunications Service Operations (Official Gazette of the Republic of Indonesia Year 2015 Number 251);
- o. Regulation of Minister of Communications and Informatics Number 8 of 2017 on Operations of Internet Telephony for Public Purposes Services (Official Gazette of the Republic of Indonesia Year 2017 Number 233);
- p. Regulation of Minister of Communications and Informatics Number 9 of 2017 on Providing Content Service Provision on Cellular Mobile Networks (Official Gazette of the Republic of Indonesia Year 2017 Number 234),

shall be repealed and declared ineffective.

#### Article 61

This Ministerial Regulation shall come into force after 6 (six) months from the date of its promulgation.

For public cognizance, it is hereby ordered that this Ministerial Regulation be promulgated in the Official Gazette of the Republic of Indonesia.

Established in Jakarta  
on 18 October 2019

MINISTER OF COMMUNICATIONS AND INFORMATICS  
OF THE REPUBLIC OF INDONESIA,

signed

RUDIANTARA

Promulgated in Jakarta  
on 25 October 2019

DIRECTOR GENERAL OF LAWS AND REGULATIONS  
MINISTRY OF LAW AND HUMAN RIGHTS  
OF THE REPUBLIC OF INDONESIA,

signed

WIDODO EKATJAHJANA

OFFICIAL GAZETTE OF THE REPUBLIC OF INDONESIA YEAR 2019 NUM-  
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UNOFFICIAL ENGLISH TRANSLATION

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