



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

**GUIDELINES ON REGISTRATION OF END-USERS OF PREPAID PUBLIC
CELLULAR SERVICES
(NO. 2)**

(MCMC/G/01/08)

31st January 2008

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GLOSSARY

Commission	Malaysian Communications and Multimedia Commission.
End-user	A person who uses the prepaid public cellular service.
Guidelines	(a) Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/07/06) dated 15 November 2006 (No.1); and (b) Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/01/08) dated 31 st January 2008 (No.2).
Prepaid public cellular services	Public cellular service where: (a) the service provider provides the service to an end-user; (b) the end-user pays for the service before it is used; and (c) the end-user is issued with a number for use in connection with the service.
Public Cellular Services	Applications services involving a network of base stations or cells for the delivery of voice and data communications.
Representative	A person appointed and registered by service provider to carry out registration of end-users of prepaid public cellular services on behalf of service provider.
Service	Prepaid Public cellular service.
Service Provider	A licensee who provides prepaid public cellular services.
Standard Operating Procedure (SOP)	Processes deployed by Service Providers in dealing with Representatives who breach the Guidelines.

**GUIDELINES ON REGISTRATION OF END-USERS OF PREPAID PUBLIC
CELLULAR SERVICES
NO. 2**

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COMMISSION CONTACT

1. OBJECTIVES AND SCOPE OF GUIDELINES

- 1.1. Pursuant to the Ministerial Direction on the Registration of Subscribers of Prepaid Public Cellular Services, Direction No. 1 of 2006 dated 20th February 2006, the Commission is directed to undertake necessary steps to ensure that all licensees who provide prepaid public cellular services register their subscribers.
- 1.2. Under the Ministerial Declaration on Standard Conditions for Application Service Provider Class Licence, Declaration No. 32 of 2006 dated 9 October 2006:
 - 1.2.1 condition 10.1 requires that licensees who provide public cellular services shall carry out the registration of end-users of public cellular services; and
 - 1.2.2 condition 10.2 requires that licensee shall comply with any guidelines issued by the Commission from time to time on matters relating to the registration of end-users of public cellular services.
- 1.3. The Commission hereby issues this Guideline on registration of end-users of prepaid public cellular services (MCMC/G/08/07), No. 2 to regulate the implementation of the registration of the prepaid public cellular services end-users. This Guideline No. 2 is in addition to the earlier issued Guideline No. 1.
- 1.4 These guidelines should be read together with the Communications and Multimedia Act 1998 (CMA) and its related subsidiary legislations, instruments, codes and guidelines that have been issued by Commission pursuant to the CMA.

PART A: REPRESENTATIVES

2. MANAGEMENT OF REPRESENTATIVES

2.1 A Service Provider shall register any Representatives who offer for subscription public cellular service provided by the Service Provider.

2.2 The details on the management of the representatives are specified in the Common Code of Conduct in the **Appendix A**.

3. PENALIZING OF REPRESENTATIVES

3.1 A Service Provider shall penalize any Representative who breaches the Guidelines and the Common Code of Conduct.

3.2 The details on the penalizing of Representatives and related matters are specified in the Standard Operating Procedure.

PART B: OTHERS

4. COMPLIANCE WITH THE GUIDELINE

All licensees who provide public cellular services are required to comply with the provisions of this Guideline including the Common Code of Conduct in **Appendix A** which will form part of the Guidelines.

5. AMENDMENT TO GLOSSARY

The term "Prepaid Public Cellular" in the Glossary of the Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/07/06) dated 15 November 2006 is amended and replaced as follows:

Prepaid public cellular services	Public cellular service where: (a) the service provider provides the service to an end-user;
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	<p>(b) the end-user pays for the service before it is used; and</p> <p>(c) the end-user is issued with a number for use in connection with the service.</p>
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6. EFFECTIVE DATE AND REVISION

The Guidelines shall come into effect on 31st January 2008 and shall continue to be effective until modified, varied or revoked by the Commission.

COMMISSION CONTACT

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1. EFFECT

- 1.1. This Common Code of Conduct ("Code") shall have effect notwithstanding anything to the contrary in any agreement between a Representative and a Service Provider.
- 1.2. The provisions in this Code and the Standard Operating Procedures shall be incorporated in the agreement between a Representative and a Service Provider.

2. OBJECTIVE OF THE CODE

- 2.1 This Code has been developed in consultation with the Service Providers.
- 2.2 The key objective of the Code is to increase the effectiveness of the Representatives in implementing the registration of prepaid end-users in the manner as set out in the Guidelines.

PART A: MANAGEMENT OF REPRESENTATIVES

3. Requirement for Registration

Service Providers shall register all their Representatives.

4. Management and maintenance of database of Representatives

- 4.1 The Service Providers shall manage and maintain a database of the registered Representatives and the information is to be provided to the Commission as and when required by the Commission.
- 4.2 The Service Provider shall notify of any changes to their database twice yearly to the Commission.

4.3 The Commission may from time to time audit the database to ensure the integrity of the said database.

5. Penalizing Representatives

5.1 The Standard Operating Procedure developed in consultation with the Commission, outlines the processes in dealing with Representatives in relation to penalties and related matters.

5.2 The Service Providers shall ensure that Representatives who breach any of the following provisions:-

- (a) not adhering to the required method of registration as contained in the Guidelines;
- (b) failure to carry out proper verification in registering end-users especially when it involves manual registration;
- (c) selling pre-activated SIM cards to end-users;
- (d) using end-users information to register new numbers without the knowledge of the particular end-user;
- (e) using any false information to register new numbers; or
- (f) any other matter the Commission deems appropriate.

shall be penalized in accordance with the Standard Operating Procedures.

5.3 The list of terminated Representatives due to the reasons stated in 5.2 shall be provided to the Commission as and when required by the Commission.

6. Equipping Representatives with MyKad Readers/similar device

- 6.1 Service Providers shall use its best endeavor to equip all the Representatives with MyKad readers or similar device for the purpose of verification of the information contained in the MyKad of the end-user wherever possible.
- 6.2 The Service Providers shall provide twice yearly progress report on paragraph 6.1 above to the Commission.

7. Registration of SIM Packs

- 7.1 Service Provider shall not register more than ten (10) SIM packs per customer, inclusive of individual or corporate entity.
- 7.2 The above requirement is only applicable to new end-users and will not affect end-users who registered prior to 1 April 2008.

PART B: GENERAL

8. EFFECTIVE DATE AND REVISION

The provisions of this Code shall come into effect on 31st January 2008 and shall continue to be effective until modified, varied or revoked by the Commission, except for Section 7, which shall come into effect on 1st April 2008.