



**SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA**  
*MALYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION*

**GUIDELINES ON REGISTRATION OF END-USERS OF PREPAID PUBLIC  
CELLULAR SERVICES  
(NO. 3)**

**(SKMM/G/02/09)**

**15 SEPTEMBER 2009**

**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
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## GLOSSARY

SKMM	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);  (b) Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/01/08) dated 31 January 2008 (No.2); and  (c) Guidelines on registration of end-users of prepaid public cellular services (SKMM/G/02/09) dated 15 September 2009 (No.3).
Pre-activated Subscriber Identity Module (SIM) cards	The end user is allowed access to the prepaid public cellular service upon verification and recording of information and prior to it being captured in the Service Providers' end-users database.
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.

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## **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 20<sup>th</sup> February 2006, SKMM 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 SKMM from time to time on matters relating to the registration of end-users of public cellular services.
  
- 1.3. SKMM hereby issues this Guideline on Registration of End-Users of Prepaid Public Cellular Services (SKMM/G/02/09), No. 3 to regulate the sale of pre-activated prepaid SIM cards on board an aircraft for inbound flights to Malaysia.
  
- 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 SKMM pursuant to the CMA.

## **2. APPLICATION FOR SALE OF PRE-ACTIVATED PREPAID SIM CARDS**

- 2.1 Notwithstanding the provisions contained in paragraphs 5.4 to 5.6 of the Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/07/06) and paragraph 5.2(c) of the Common Code of Conduct issued pursuant to the Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/01/08) (No. 2), a Service Provider may sell pre-activated prepaid SIM cards provided that the sales are restricted only on board an aircraft for inbound flights to Malaysia.
- 2.2 A Service Provider who intends to sell pre-activated prepaid SIM cards under paragraph 2.1 shall submit a formal application to SKMM together with a detailed business proposal.
- 2.3 After an application is made under paragraph 2.2, SKMM may in writing require that the Service Provider submits any additional information or document within the time period specified by SKMM.

### **3. CONDITIONS FOR SALE OF PRE-ACTIVATED PREPAID SIM PACK**

If the application is approved, the Service Provider shall be subject to the following conditions:

- (a) The Service Provider is required to verify and record the information of the end-users upon the sale of the pre-activated prepaid SIM cards;
- (b) The information recorded shall be captured in the Service Provider's database within three (3) hours upon the arrival of the inbound flight at the designated Malaysian airport;
- (c) The Service Provider shall terminate the pre-activated line of end-users upon the failure to capture the recorded information of end-users in the Service Provider's database within four (4) hours upon the arrival of the inbound flight at the designated Malaysian airport;
- (d) The recording of end-user information and collection of manual forms at the designated Malaysian airport are to be effected by an authorised representative of the Service Provider; and
- (e) Any other conditions which SKMM may impose.

#### **4. EFFECTIVE DATE AND REVISION**

The Guidelines shall come into effect on 15 September 2009 and shall continue to be effective until modified, varied or revoked by SKMM.

#### **SKMM CONTACT**

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