



PREPAID REGISTRATION EXERCISE IN MALAYSIA

The Malaysian Government has directed that every single prepaid mobile service users in the country to be registered. The main reason for this directive is aimed at curbing misuses of the prepaid public cellular services and at the same time to address security concerns.

Pursuant to the Cabinet's Directive, the Ministry of Energy, Water and Communications (MEWC) together with the Malaysian Communications and Multimedia Commission (MCMC) has been tasked with the responsibility of ensuring that all the licensees who provide prepaid public cellular services register their subscribers by 15th December 2006.

A Regulation to address the duties and obligations of the prepaid public cellular service providers in registering their subscribers is currently being drafted by MEWC and MCMC. The Regulation among others would cover issues in relation to compliance with registration, penalty for non-compliance, verification of information provided during registration, effect of non-registration and other related issues.

Presently all the prepaid public cellular service providers namely, Celcom (Malaysia) Berhad, DiGi Telecommunications Sdn Bhd and Maxis Communications Berhad are registering all their postpaid and prepaid subscribers.

WHO MUST REGISTER

All users regardless of their nationality are required to register as long as they are subscribers of a Malaysian prepaid public cellular service. This includes Malaysian citizens, foreign workers and tourists.

Registration is compulsory for every single prepaid mobile number that a user has, with the respective service provider.

WHERE AND HOW

To register, the users are required to visit their service providers' service center, authorized agent or dealers with their mobile phone and identity card/passport for verification. Users are required to be personally present for registration; registration by proxy is not allowed. Registration will be done electronically using the MyKad reader. For users that do not have the MyKad, registration will be done manually using their Identity Card, Passport and other official identification documents.

DOCUMENTS NEEDED

For registration purpose, users will be required to provide their name, MyKad/Identity Card number/Passport Number (original document required for verification) and their address.

OTHER REQUIREMENTS

All information provided during the registration process will be treated with strict confidentiality. If the user provides false information during the registration process, the service provider will immediately terminate the user's prepaid public cellular service.

The registration exercise is free of charge and complaints should immediately be lodged with either the service providers or MCMC in the event of any registration outlets asking for payment to register.

TIMELINE TO REGISTER

The timeline to register is by 15th of December 2006. A user who fails to register within the deadline will find his or her service discontinued. For the first 14 days after discontinuation, you will only be able to receive phone calls and make emergency calls.

Upon the lapse of the 14 days, your number will be de-activated if you still do not register. Once deactivated, you will need to purchase a new card and register to enjoy prepaid services.

CONTACT DETAILS

For further enquires please contact the following numbers: -

MCMC

1 800 888030

Celcom

03- 3630 8888

03- 3630 1111

DiGi

016 2211800

Maxis

1 300 82 0120