



MENTERI
Minister
KEMENTERIAN TENAGA, AIR DAN KOMUNIKASI, MALAYSIA
Ministry of Energy, Water and Communications, Malaysia
ARAS 6, BLOK E4/5, KOMPLEKS KERAJAAN PARCEL E
PUSAT PENTADBIRAN KERAJAAN PERSEKUTUAN
62668 PUTRAJAYA

Telefon: 03-8889 3136
03-8889 6311
Faks: 03-8889 3130

COMMUNICATIONS AND MULTIMEDIA ACT 1998

MINISTERIAL DIRECTION

DIRECTION NO. 3 of 2007

In the exercise of the powers conferred by sections 7, 8 and 104 of the Communications and Multimedia Act 1998 [Act 588], the Minister issues the following direction to the Commission.

Citation and Commencement

1. This Direction may be cited as the Ministerial Direction to Determine Mandatory Standard on The Provision of Mobile Content and Services.
2. This Direction shall come into operation on the date of registration of this Direction by the Commission.

Interpretation

3. Any term used in this Direction shall, unless the context otherwise requires, have the same meaning as in the Act or the Regulations made under it.

Mandatory Standards on The Provision of Mobile Content and Services

4. The Commission shall determine a mandatory standard on the provision of mobile content and services.
5. The mandatory standard shall cover:
 - (a) mode of commencement and termination of different type of services;
 - (b) provision of consent before the charging of subscriber accounts;
 - (c) maintenance of records and logs of transactions by content providers and providers of public cellular services;
 - (d) comprehensive and dynamic measures to prevent fraud and abuse;

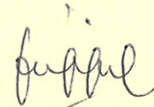
- (e) mechanisms to allow subscribers to check on the status of their subscriptions;
- (f) procedures to address consumer complaints; and
- (g) any other matter deemed necessary by the Commission.

6. The matters which the Commission may address in the Mandatory Standard are not limited to the matters referred to in paragraph 5 above.

7. The Minister may at any time modify, vary or revoke this Direction.

Made: 23 OKTOBER 2007

[KTAK (S) 110/186/2-20(28)KLT 2]



DATO' SRI DR. LIM KENG YAIK
Minister of Energy, Water and Communications