



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

**GUIDELINES ON PREPAID REGISTRATION
(MCMC/G/06/06)**

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**Malaysian Communications and Multimedia Commission
63000 Cyberjaya
Selangor Darul Ehsan
MALAYSIA
Tel: +60 3-8688 8000
Fax: +60 3-8688 1000
Website: www.mcmc.gov.my**

GLOSSARY

CMA	Communications and Multimedia Act 1998
Commission	Malaysian Communications and Multimedia Commission
De-activate	To disable prepaid public cellular service to be used to make calls including emergency services and to the service provider and to receive calls
Dealer	A person who offers for subscription any prepaid public cellular service provided by the service provider and is registered by the service provider
Public Cellular Services	Applications services involving a network of base stations or cells for the delivery of voice and data communications
End-user	A person who uses the prepaid public cellular service
Existing end-user	An end-user who is using the prepaid public cellular service without registration on or before 15 December 2006
Registration	Recording of information specified in Para 3.4 of end-users by the service provider or dealers
Service	Prepaid public cellular service
Service Provider	A licensee who provides prepaid public cellular services
SMS	Short messaging service provided by the Service Provider and is used to transmit and receive short text messages to and from short messaging service enabled devices
Suspend	Disable a prepaid public cellular service to be used to make calls other than to emergency services or to the service provider or receive calls

**MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION
GUIDELINES ON REGISTRATION OF PREPAID END-USERS**

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1. OBJECTIVES AND SCOPE OF GUIDELINES

- 1.1. The prepaid registration exercise is carried out pursuant to a Government Directive issued on 7 April 2004 directing that every single prepaid mobile service user in the country be registered.
- 1.2. The objective of this guideline is to provide guidance to Service Providers for the implementation of registration of existing end user and end-user of prepaid public cellular services.
- 1.3. The scope of this guideline will cover the following: -
 - (a) Requirement for Registration;
 - (b) Method of Registration;
 - (c) Verification of Information;
 - (d) Record of Registration;
 - (e) Confidentiality of Information;
 - (f) Registration of Dealers;
 - (g) Suspension of prepaid public cellular service;
 - (h) De-activation of prepaid public cellular service;
 - (i) Notice; and
 - (j) Other Requirements.
- 1.4 This guideline 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 MCMC pursuant to the CMA.

2. REQUIREMENT FOR REGISTRATION

- 2.1 A Service Provider who provides prepaid public cellular service is required to register their end-user.
- 2.2 A Service Provider should not provide any prepaid public cellular service to any end-user who fails to register with the Service Provider.
- 2.3 All existing end-user are required to be registered by the Service Provider on or before 15th December 2006.
- 2.4 Dealers may be appointed to carry out the registration provided the dealers are registered with the relevant Service Providers.

3. METHOD OF REGISTRATION

- 3.1 Registration should be online via MyKad and manual for those without MyKad. No other method of registration including via SMS is allowed.
- 3.2 To this end the Service Providers and their dealers should have MyKad terminals at their outlets for verification of information/data stored in the MyKad.
- 3.3 In situations where the Service Providers or its dealers are not equipped with MyKad reader or any other suitable device, manual registration can still be carried out provided verification is against the original MyKad or against the original documents as per paragraph 4 (a) to (d).
- 3.4 The minimum information to be collected during the registration process is the name, address and number as per the Identification Card or other acceptable document e.g. passport and any other information as required by the Commission.
- 3.5 Information collected is only for the purpose of the prepaid registration exercise and should not be used for marketing or any other activities.

4. VERIFICATION OF INFORMATION

The Service Provider or a dealer is required to verify the information provided by the existing end-user and end-user against the information contained in the MyKad or against the originals of the following documents:-

- (a) National Identity Card for Malaysians without MyKad;
- (b) National Identity Card for Malaysian Permanent Resident;
- (c) Malaysian Armed Forces and Policy Personal Identity Card; and
- (d) Work Permit Identification Card or Passport for foreigners.

5. RECORD OF REGISTRATION

- 5.1 A Service Provider is required to keep all physical or electronic records of registration collected by the service provider and its dealers as long as the service to the existing end-user and end-user is active.
- 5.2 In the event the service to the exiting end-user and end-user is deactivated, the information of the exiting end-user and end-user shall

be kept for a period of twelve (12) months from the date of deactivation.

6. CONFIDENTIALITY OF INFORMATION

- 6.1 The Service Provider has the obligation of ensuring that the data collected from the existing end-user and end-user are secure, confidential and not liable to tampering.
- 6.2 The information collected is not to be disclosed to any person unless as required by any other written law.
- 6.3 Full report on steps taken and processes introduced to ensure the security and confidentiality to be submitted to the Commission as and when requested.

7. REGISTRATION OF DEALERS

A Service Provider is required to register any person who offers for subscription prepaid public cellular service provided by the Service Provider.

8. SUSPENSION OF PREPAID PUBLIC CELLULAR SERVICE

- 8.1 A Service Provider is required to suspend a prepaid public cellular service of existing end-user in the event the said existing end-user fails to register before 15th December 2006.
- 8.2 A notice of 14 days should be given to the existing end-user prior to suspension and the suspension shall be for a period of 14 days from 15th December 2006.

9. DE-ACTIVATION OF PREPAID PUBLIC CELLULAR SERVICE

- 9.1 A Service Provider is required to de-activate the prepaid public cellular service of an existing end-user if the existing end-user does not register with the relevant service provider within the 14 days from the date of suspension.
- 9.2 A Service Provider can also de-activate prepaid public cellular service of an existing end-user and end-user if the existing end-user and end-user provides false information for registration.
- 9.3 Prior to deactivation of service, 14 days notice must be given to the affected existing end-user and end-user by the Service Provider of its

intention to de-activate. De-activation is to take effect on the expiry of the 14 days notice.

10. NOTICE

Any notice required to be provided by the Service Provider to the existing end-user and end-user as per paragraph 8 and 9 above shall be deemed to have been sufficiently provided if the notice is provided by SMS to the end user.

11. OTHER REQUIREMENT

- 11.1 End-user must be at least 12 years old (with a valid identification card) to purchase a prepaid SIM Card and register.
- 11.2 Those under 12 years of age will need a parent or guardian to purchase and register them as the owner of the prepaid SIM card with the child registered as a user.

12. EFFECTIVE DATE AND REVISION

These guidelines shall come into effect on 5 June 2006 and shall continue to be effective until modified, varied or revoked by the Commission.

MCMC CONTACT

For any queries and further information, please contact:

Information Network Security Department
Malaysian Communications and Multimedia Commission
63000 Cyberjaya
Selangor Darul Ehsan

Tel: +60 3-8688 8000

Fax: +60 3-8688 1003