



FAQ - NUMBERING CHARGES

The MCMC is responsible for the regulation and management of numbering resources for the purposes of communications under the Communications and Multimedia Act 1998 (Act 588). On 9 September 2016, the Communications and Multimedia (Numbering) Regulations 2016 which empowers the MCMC to impose charges for numbering resources in Malaysia came into force, and applies to all numbering resources including those that had been assigned prior to this date.

Accordingly, as of 9 September 2016, licensees under the Communications and Multimedia Act 1998 that hold number(s), namely the assignment holder(s) will be charged for any number(s) that they are assigned or have been assigned.

The following are frequently asked questions on charges involving the numbering resources. **Part A** is on the charges on existing assignments, **Part B** is on charges involving applications for new or for additional numbering resources and **Part C** is on the proration of fees. If your particular concern is not answered in this FAQ, please contact the Numbering and Electronic Addressing Management Department at neamd@mcmc.gov.my for further information or clarification.

PART A - CHARGES ON EXISTING ASSIGNMENT

Q1. I have number(s) that I currently hold before the Numbering Regulation came into effect, will I be charged for these numbers?

All numbers held will be subjected to the numbering charge(s).

Q2. What if I no longer need the number(s), can I surrender and return them?

Pursuant to Regulation 17 of the Numbering Regulations, an assignment holder must surrender any unused number(s).

Q3. How do I surrender a number?

Paragraph 4.3 of the Numbering and Electronic Addressing Plan ("NEAP"), "Surrender of Numbers" describes the terms and conditions that an assignment holder must comply with in order to surrender the assigned number(s).

Q4. Am I entitled to any refund(s) once I surrender the number(s)?

No refunds will be made for the surrender.

Q5. Will I be charged for number(s) that are yet to be issued to the end user(s)?

An assignment holder will be charged for all number(s) held irrespective of whether or not the assignment holder has issued the number(s) to an end-user.

Q6. Where can I find these charges?

The applicable charges are in the NEAP - Part B, Section IV – Charging, and payable in Ringgit Malaysia only.

Q7. When do I need to pay?

At this inception stage, MCMC will issue a *payment notice* in the first quarter of 2017 to all the assignment holders. The payment notice will list all the number(s) held by the assignment holder(s). This payment shall be for the number(s) that the assignment holder(s) holds for the year 2017.

Assignment holders that want to surrender numbers are advised to do so **60 working days** before the *payment notices* are issued in the first quarter of 2017.

Q8. What about the subsequent payment for the incoming year?

For the incoming year, MCMC will issue the payment notices in fourth quarter of the year for the numbers that the assignment holders are going to hold for the incoming year.

For the next subsequent years:

All assignment holders will receive *payment notices* in fourth quarter of the year.

Q9. Are these charges due annually?

All assignments of numbering resources are valid until **31st December**, up to the end of the year in which the assignment is approved. Thus, the charges are due annually.

Q10. When is the payment due date?

An assignment holder will have **30 working days** from the date of issuance of the payment notice to make the payment.

An assignment letter will be issued for each assignment of number(s) as proof that payment has been received.

Q11. What are the charges for numbering assignments?

There are two (2) charges:

- i) Application fee; and
- ii) Assignment fee

Both fees are yearly recurring charges that the Commission will collect from the assignment holders.

Q12. What is the application fee?

The application fees as prescribed in Table 1 of the NEAP Part B, Section IV – Charging.

Q13. What is the assignment fee?

The assignment fees as prescribed in Table 2 of the NEAP Part B, Section IV – Charging.

Q14. How do I make payment?

Payments can be made either via: -

i) MCMC's e-Payment

This is for amounts up to RM 1 million. Access is via the link <https://epayment.skmm.gov.my/en>

e-Payment will be available via MCMC's NUMSYS in late March/early April 2017. If you make a payment via e-Payment, once the payment is made, you will be taken to a confirmation screen that will let you know if your payment was received successfully. A payment receipt will be generated and issued electronically.

ii) Banker's cheque or Company cheque

All cheques are to be made payable to "***Suruhanjaya Komunikasi dan Multimedia Malaysia***"

If you make a payment via banker's cheque or company cheque, an electronic receipt will be email to you once the payment has been processed.

Q15. What happens if I have overpaid a payment notice?

If you have overpaid a payment notice in error, you are not entitled to a refund. As such, it important that you pay the exact amount shown on the payment notice.

Q16. What if I make late payment or I do not pay?

There is no late payment penalty, however pursuant of Regulation 15 of the Numbering Regulations 2016, MCMC may take any of the action below: -

- i) Suspend or cancel the assigned number(s);
- ii) Suspend or cancel the assignment holder's NSP (I) licence; or
- iii) Take regulatory action under the Communications and Multimedia Act 1998.

PART B - CHARGES FOR NEW APPLICATIONS

Q17. I would like to apply for a number, what would I need to do?

- i) Proceed as you normally would do when applying for number(s). **Each application for number(s) specified in the NEAP** shall be submitted online via the NUMSYS.
- ii) Each application must be accompanied with the requisite application fee. The payments for the application fees preferred can be made online, or manually using a banker's cheque or a company cheque.
- iii) An application will only be assessed upon receipt of complete application documentation together with the requisite application fees.

Q18. How much is the application fee?

The application fees as prescribed in Table I of the NEAP Part B, Section IV – Charging.

Q19. How long does it take for me to know whether my application has been approved or not?

Applicants will be notified within **30 working days** as to whether the application(s) is approved or not.

- i) For application(s) for numbers that carry an assignment fee, MCMC will notify and send the successful applicant(s) a payment notice.
- ii) Otherwise, MCMC will proceed to issue assignment letter and the number(s) is therefore deemed to be approved for assignment by the MCMC.

Q20. How do I know what type of number(s) requires an assignment fee to be paid?

The assignment fees as set out by the Commission is in Table 2 of the NEAP- Part B, Section IV – Charging.

Q21. What if I want number(s) that are not listed in the Table 2 above?

If you are applying for number(s) that are not listed in Table 2, you will only need to pay the requisite application fee(s).

Q22. For number(s) that carries an assignment fee, do I pay the assignment fee together with the application fee?

- i) An applicant will only pay the assignment fee when the application has been approved.
- ii) MCMC will send a notification when to pay the assignment fee via a payment notice.
- iii) An applicant has **30 working days** from the date of issuance of the payment notice to pay for the assignment fee.

Q23. What if I have overlooked and missed the deadline to pay the assignment fee?

If you pay late, or if your payment does not go through (in the event your banker's cheque or company cheque bounces), the approval of the application shall lapse. The applicant is required to reapply for a new approval.

Application fees are non-refundable. As such, you will need to resubmit a new application and together with the requisite application fee.

Q24. I would like to apply for more than one (1) type of number, can I just submit using one (1) single application?

Each type of numbers must be applied for separately.

Additionally, each application must be for either a single or multiple block of number(s) or a single number/code as shown in the NUMSYS.

However, each number / block number applied for will be subject to application fee as determined by the commission as stipulated in NEAP

Q25. What would be the total quantity of number(s) or code(s) that I can apply in one single application?

Table 3 below shows the quantity of number(s) or code(s) for a single application. Please note this list is not exhaustive and only includes some of the most common numbers/codes.

Types of number	Quantity in one application
Geographic Numbers	1,000
Short Numbers	1
Special Service Numbers (with exception of Premium Service Number)	10,000
Premium Service Numbers	100
Mobile Numbers	Up to 100,000
International Mobile Subscriber Identity (IMSI)	1,000,000,000
National Signalling Point Codes	1
International Signalling Point Codes	1
Routing Numbers	1

TABLE 3: Quantity per Application

Q26. Are the fees a one-time or yearly charge?

Each assignment is valid until **31st December**, up to the end of the year in which the assignment is approved.

As such, both the application fees and the assignment fees are yearly recurring charges that the Commission will collect from the assignment holders.

An assignment holder will receive a payment notice every fourth quarter of the year for the assignment(s) held by the said assignment holder.

PART C - PRORATION OF THE ASSIGNMENT FEES

Only the assignment fee can be prorated. The calculation is on the basis of number of quarters and is prorated to end of the calendar year of a given year, which is until 31st December. The minimum assignment fee due is for one quarter where one (1) quarter or three (3) months is the minimum duration. The assignment fee(s) will be prorated only if the minimum duration has been met. New quarters begin on January 1, April 1, July 1 and October 1.

Q27. Can the fees be prorated?

- Only the assignment fee can be prorated.
- The prorated fee(s) reflects the time duration between when the application is approved up to the end of the calendar year.

Q28. If I make an application in March 2017, how will the assignment fee(s) be prorated?

The calculation will begin when the application is approved and not when the applicant(s) submits the application.

If MCMC receives an application in March 2017 (first quarter of 2017), but the application is only approved in April 2017 (second quarter of 2017), the calculation for the assignment fee to be paid is for the second quarter, third quarter and fourth quarter of 2017.

PART D - CHARGES ON CHERISHED NUMBERS ASSIGNMENT

Q29. What are Cherished Numbers?

Cherished Numbers are numbers which are more desirable to end-user(s) than others of its type, due to the specific digits it contains. The Cherished Numbers also can refer to individual numbers or block of numbers which are special, easily recognisable or memorable, or may be considered lucky by end-user(s).

As stipulated in the Numbering Regulations 2016, the term 'Cherished Numbers' has been defined accordingly as a set of numbers from the reserved numbers determined by the MCMC as the Cherished Numbers.

Q30. What is the category of numbers?

Only mobile number for public cellular services.

Q31. Who is eligible to apply for the Cherished Numbers?

The eligibility criteria to participate in a bidding session for the assignment of Cherished Numbers shall be as follows:

- a) the applicant is a NSP(I) license holder [**"Licensee"**] providing Public Cellular Services; and
- b) the licensee shall not be in breach of any provisions under the CMA 1998, the subsidiary legislation issued under the CMA 1998, or any other instruments, plans, guidelines or regulatory policies made or issued under the CMA 1998.

Q32. How to apply for Cherished Numbers?

An invitation to participate in the bidding session will be issued by MCMC to all eligible licensees.

Q33. What is the total number of each Cherished Numbers block?

The total number of each Cherished Numbers block is 10,000 running numbers.

Q34. How much is the application fee?

The application fees as set out by the Commission is in the NEAP - Part B, Section IV (Charging) is not exceeding RM 3,500.00 per number block application.

Q35. How much is the assignment fee?

The commission will set the base price on each Cherished Numbers. Therefore, the assignment fee of the Cherished Numbers is based on the highest bidding price.

Q36. Are these charges due annually?

All assignments of Cherished Numbers is one-off payment in which the assignment is approved. Thus, there is no annual charges.

Q37. What other requirements of the commission to be complied with by the Cherished Numbers Assignment Holder?

In principle, all the conditions for Cherished Numbers assignment and standard conditions for assignments and the rights & obligations of assignment holders as provisioned under the NEAP are applicable for all the numbering assignments.