



**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
*Malaysian Communications and Multimedia Commission*

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**GUIDELINES ON REGISTRATION OF END-USERS OF PREPAID PUBLIC  
CELLULAR SERVICES  
(MCMC/G/07/06)**

**15 November 2006**

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**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.
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.
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; (c) the end-user is issued with a number for use in connection with the service; and (d) the service provider does not give the end-user a bill or an account for the service after it is used.
Public Cellular Services	Applications services involving a network of base stations or cells for the delivery of voice and data communications.
Registration	Recording of information specified in paragraph 3.4 of end-users by the service provider or its representatives.
Representative	A person appointed 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.
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.

## **GUIDELINES ON REGISTRATION OF END-USERS OF 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, the Commission 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 the Commission from time to time on matters relating to the registration of end-users of public cellular services.
- 1.3. The Commission hereby issues these guidelines to regulate the implementation of the registration of the prepaid public cellular services end-users.
- 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 Commission pursuant to the CMA.

## **PART A: REGISTRATION**

### **2. REQUIREMENT FOR REGISTRATION**

- 2.1 A Service Provider who provides prepaid public cellular service is required to register its end-users.
- 2.2 A Service Provider shall not provide any prepaid public cellular service to any end-user who fails to register with the Service Provider.
- 2.3 All existing end-users are required to be registered by the Service Provider on or before 15 December 2006.

- 2.4 Subject to paragraph 3, a Service Provider may appoint a representative to carry out the registration provided that the representatives are registered with the Service Provider.

### **3. METHOD OF REGISTRATION**

- 3.1 Registration can be carried out either manually, via MyKad or any online platforms as may be approved by the Commission from time to time.
- 3.2 For registration via MyKad, the Service Providers and its representatives shall use MyKad terminals at their outlets for verification of information contained in the MyKad.
- 3.3 For manual registration, verification shall be made against the original MyKad or against the original identification documents as specified in paragraphs 4(a) to 4(d).
- 3.4 The minimum information to be collected during the registration process is the name, address and identification number and any other information as may be required by the Commission.
- 3.5 All information collected is only for the purpose of the prepaid registration exercise and shall not be used for marketing or any other activities.

### **4. VERIFICATION OF INFORMATION**

The Service Provider or its representative is required to ensure that the verification of information provided by the existing end-user and end-user is verified 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. WHAT CONSTITUTES EFFECTIVE REGISTRATION**

#### **Pre-15 December 2006**

- 5.1 Registration is effected upon the Service Provider or its representative recording and verifying the information provided by end-users.

- 5.2 The end-users' information shall be duly captured in the Service Provider's prepaid public cellular service end-users database within 21 days upon registration.
- 5.3 The end-user may access the service to make and receive calls immediately upon recording and verification of information by a Service Provider or its representative.

#### **Post-15 December 2006**

- 5.4 Registration takes effect immediately upon the Service Provider or its representative recording and verifying the information provided by end-users and upon the information duly captured in the Service Provider's prepaid public cellular service end-users database.
- 5.5 The verified information pursuant to paragraph 4 shall be captured in the Service Providers' prepaid public cellular service end-users database via an online system in real time.
- 5.6 The Service Provider shall ensure that the end-user may only access the service to make and receive calls upon the recording, verification of information and the information duly captured in the Service Providers' prepaid public cellular service end-users database.

#### **6. PHOTOCOPYING OF IDENTIFICATION DOCUMENTS DURING REGISTRATION PERIOD**

- 6.1 There is no obligation on the part of the Service Provider and its representative to photocopy identification documents of end-users during registration period including foreigners.
- 6.2 The obligation is only to verify the information provided by the end-users against the original identification documents.
- 6.3 Verification against photocopy of identification documents is not allowed.

#### **7. NOTIFICATION OF SUCCESSFUL REGISTRATION**

- 7.1 A Service Provider shall notify the existing end-users and end-users on status of the registration, whether successful or not within 21 days from date of registration.
- 7.2 The Service Provider shall provide a toll free customer care line for existing end-users and end-users for enquiry on status of their registration.

## **8. RECORD OF REGISTRATION**

- 8.1 A Service Provider is required to keep all physical or electronic records of registration collected by the service provider and its representative as long as the service to the existing end-users and end-users is active.
- 8.2 In the event the service to an existing end-user or end-user is de-activated, the information of the existing end-user or end-user shall be kept for a period of 12 months from the date of de-activation.

## **9. CONFIDENTIALITY OF INFORMATION**

- 9.1 A Service Provider shall ensure that the data collected from the existing end-users and end-users are kept secure, confidential and not exposed to tampering.
- 9.2 A Service Provider shall not disclose to any person any information obtained in the course of registration of its existing end-users and end-users unless required by any other written law.
- 9.3 A Service Provider shall ensure that its representative shall comply with paragraph 9.2 above.
- 9.4 A Service Provider shall submit report on steps taken and processes introduced to ensure the security and confidentiality of information collected in the course of registration to the Commission as and when requested by the Commission.

## **PART B: EFFECT OF NON-REGISTRATION**

### **10. SUSPENSION OF PREPAID PUBLIC CELLULAR SERVICE**

- 10.1 A Service Provider shall suspend a prepaid public cellular service to an existing end-user in the event the said existing end-user fails to register on or before 15 December 2006.
- 10.2 A notice of 14 days shall be given to the existing end-user prior to suspension and the suspension shall be for a period of 14 days from 15 December 2006.

### **11. EFFECT OF SUSPENSION**

During the suspension period, the existing end-user is only able to receive calls, receive SMS, make emergency calls and contact the Service Provider. Outgoing calls and outgoing SMS are not allowed.



## **12. DE-ACTIVATION OF PREPAID PUBLIC CELLULAR SERVICE**

- 12.1 A Service Provider shall de-activate the prepaid public cellular service to an existing end-user if the existing end-user does not register with the Service Provider within the 14 days from the date of suspension.
- 12.2 A Service Provider can also de-activate the prepaid public cellular service to an existing end-user or end-user if the existing end-user or end-user provides false information for registration.
- 12.3 Prior to de-activation of service, 14 days notice shall be given to the affected existing end-user or end-user by the Service Provider of its intention to de-activate. De-activation takes effect on the expiry of the 14 days notice.

## **13. EFFECT OF DEACTIVATION**

- 13.1 Deactivation takes effect when an existing end-user fails to register on or before 29 December 2006.
- 13.2 Upon de-activation, an existing end-user will be totally barred from making or receiving calls, receiving incoming and making outgoing SMS, making emergency calls and making calls to the Service Provider. It may also result in the remaining balance of the amount paid for the service of the end-user being forfeited by the Service Provider.
- 13.3 A Service Provider is entitled to recycle the number of the prepaid public cellular service that has been de-activated and the Service Provider is under no obligation to reissue the same number to the end-user.

## **PART C: GENERAL**

### **14. NOTICE**

Any notice required to be provided by the Service Provider to the existing end-user or end-user pursuant to the provisions under these Guidelines shall be deemed to have been sufficiently provided if the notice is provided via SMS to the existing end-user or end-user.

### **15. AGE REQUIREMENT**

A Service Provider or its representative shall not register an existing end-user and end-user that are below the age of 12.

## **16. AUDIT**

The Commission may from time to time audit the Service Providers' prepaid public cellular service end-users' database and any other related system to ensure the integrity of the data collected in the course of registration.

## **17. EFFECTIVE DATE AND REVISION**

- 17.1 These guidelines shall come into effect on **15 November 2006** and shall continue to be effective until modified, varied or revoked by the Commission.
- 17.2 The Guidelines on Prepaid Registration (MCMC/G/06/06) issued on 5<sup>th</sup> June 2006 is revoked.

## **COMMISSION CONTACT**

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