



Media Statement

CYBERJAYA
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INTERNET SERVICE INSTALLATION AND MAINTENANCE WORKS NOW PERMITTED IN GREEN ZONES

Communication and Internet services are categorised as an essential service during the Movement Control Order (MCO) period and related installations are permitted during the order period.

Fixed broadband installations, restoration, network maintenance and new infrastructure installations may continue on the condition that customers and service providers' personnel safety are prioritised depending on risk profile of the locations identified.

New installations may only be conducted at premises located in green zones with no confirmed COVID-19 cases. Whereas installation work for broadband services at customer premises within all yellow and red zones, which are zones with positive cases of COVID-19, are strictly prohibited.

Telecommunications staff and installers are allowed to enter the customer's premise for troubleshooting and restoration work if it is in the green zone. For locations at the yellow and red zones, they are only allowed to troubleshoot until the Distribution Point (DP). Entering premises at the yellow and red zones are only allowed for premises providing essential and critical services.

For maintenance work, staff are allowed to enter customer premises in the green zone. However, for premises at the yellow and red zones, they should only conduct their maintenance work outside the premises.

Service provider staff and customers are required to present their declaration of health before they are allowed to do work in the customer premise. They would also need to comply with customer

interaction guidelines set by respective service providers. Both parties should also ensure that they have face masks on and practise social distancing at all times for everyone's safety.

The prohibition against installations, maintenance and troubleshooting in yellow and red zones have been made because the standard installation procedure requires the service providers (comprising of at least two staff) to enter a customer's home to conduct a technical assessment on the suitability of the premises for fixed broadband installations. Installations, maintenance and troubleshooting work in yellow and red zones pose a high risk and could cause workers and customers to be exposed to COVID-19, thus affecting the safety of both parties.

Consumers living within the yellow and red zones may consider subscribing to wireless broadband services, available without the need for home installations. Consumers are advised to consider the various packages offered by telecommunications companies through their respective websites or by contacting the companies directly.

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About Malaysian Communications and Multimedia Commission (MCMC)

The Malaysian Communications and Multimedia Commission (MCMC) is a statutory body established under the Malaysian Communications and Multimedia Commission Act 1998 (MCMCA) which implements and promotes the Government's national policy objectives for the communications and multimedia sector. MCMC regulates and promotes the development of the communications and multimedia industry, which includes telecommunications, broadcasting, and online activities, postal services and digital certification. The Communications and Multimedia Act 1998 provides that MCMC undertake a policy implementation role, while policy decision-making is vested with the Minister. For more information, visit www.mcmc.gov.my or contact Corporate Communications Department:

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