



Media Statement

CYBERJAYA

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MINIMAL DISRUPTION TO INTERNET SERVICE FROM DAMAGED SUBMARINE CABLE

The Malaysian Communications and Multimedia Commission (MCMC) was informed by Telekom Malaysia Berhad (TM) regarding the damage on one of the Asia Pacific Cable Network 2 (APCN2) submarine cable segments which connects Chongming, China and Lantau, Hong Kong (segment 3).

The APCN2 submarine cable, which connects Malaysia to Singapore, Hong Kong and the United States, is one of 14 submarine cable systems worldwide jointly owned by TM.

While the consortium maintaining the APCN2 identifies the exact location of the damage for restorative work, TM has taken swift action of dispersing affected traffic flow through their other submarine cables in order to reduce the impact for users. TM has also activated additional capacity through the Cahaya Malaysia submarine cable system which connects Malaysia's international traffic to Japan.

Internet users in Malaysia have only experienced minimal interruption, as there are other submarine cables available to channel Internet traffic as needed.

Additionally, global giants such as Akamai Technologies, Amazon.com, Facebook Inc., Google Inc., Microsoft MSN, and other international content providers have peering connections at the Malaysia Internet Exchange (MyIX) and most of them provide cache servers at local Internet service providers' network. This means that their content is accessible locally by Internet users without any interruption.

TM has given assurance that all necessary steps will be taken to reduce the impact of service interruption to users.

MCMC will continue to monitor the situation to ensure that Internet services to users will not be severely interrupted, especially during the Movement Control Order (MCO) period. The community's dependence on broadband services at this time is crucial, especially for sectors such as commerce, service and even education where online learning has been implemented.

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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 Communication and Multimedia Act 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:

Kamalavacini Ramanathan
Director
Tel: +6010-2251073

Markus Lim Han King
Deputy Director
Tel: +6012-2995027

Mohd Faizal Azizan
Deputy Director
Tel: +6011-2828 6745

Suruhanjaya Komunikasi dan Multimedia Malaysia | Malaysian Communications and Multimedia Commission
MCMC Tower 1, Jalan Impact, Cyber 6, 63000 Cyberjaya, Selangor MALAYSIA
T: + 60 3 86 88 80 00 | F: + 60 3 86 88 10 00 | E: scd@mcmc.gov.my | W: www.mcmc.gov.my

