



## **Press Release**

### **MCMC ISSUED 107 COMPOUNDS TOTALLING RM3.83 MILLION TO TELECOMMUNICATIONS COMPANIES**

- **The total compound value issued to Telcos as of 31 July 2019 is 20.4% higher than the total compound value issued for the entire 2018**
- **The compounds were issued for various offences such as non-compliance towards the Guidelines on Registration of End Users of Prepaid Public Cellular Services, General Consumer Code and Mandatory Standards**

**CYBERJAYA, 17 August 2019** --- The Malaysian Communications and Multimedia Commission (MCMC) has issued 107 compounds amounting to RM3.83 million to telecommunications companies (Telcos) as of 31 July 2019, for various offences such as non-compliance towards the Guidelines on Registration of End Users of Prepaid Public Cellular Services, General Consumer Code and Mandatory Standards.

The total compound value issued is 20.4% higher than the total compound valued issued to Telcos for the entire 2018, which is at RM3.18 million.

As of 31 March 2019, 63 compounds worth RM2.32 million were issued, while 44 compounds worth RM1.51 million were issued between April 2019 and 31 July 2019.

Of the 44 compounds issued, YTL Communications Sdn Bhd received the highest number of 15 compounds valued at RM750,000, followed by Symphonet Sdn Bhd which was also issued with 15 compounds worth RM150,000 and Maxis Broadband Sdn Bhd with six (6) compounds worth RM250,000.

Digi Telecommunications Sdn Bhd and Enabling Asia Tech Sdn Bhd were issued two (2) compounds totalling RM200,000, while Celcom Axiata Berhad, Tune Talk Sdn Bhd, Telekom Malaysia Berhad and U Mobile Sdn

Bhd were each issued one (1) compound with the total value of RM160,000.

MCMC's action in issuing compounds for non-compliance among Telcos shows its commitment and seriousness in handling issues related to consumers' interest. This is also MCMC's continued effort in ensuring Telcos deliver superior customer service with good quality, as well as protecting and strengthening consumer rights.

MCMC also reminds Telcos to always abide by the license conditions, General Consumer Code and legal instruments under the Communications and Multimedia Act 1998.

---

#### **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 undertakes a policy implementation role, while policy decision-making is vested with the Minister. For more information, visit [www.mcmc.gov.my](http://www.mcmc.gov.my) or contact:

Kamalavacini Ramanathan  
Director, Corporate Communications Department

Markus Lim Han King  
Deputy Director, Corporate Communications Department

Tel: +603 8688 8000    Fax: +603 8688 1007    E-mail: [scd@mcmc.gov.my](mailto:scd@mcmc.gov.my)

**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](mailto:scd@mcmc.gov.my) | W: [www.mcmc.gov.my](http://www.mcmc.gov.my)

