



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

**COMMUNICATIONS AND MULTIMEDIA ACT 1998**

**COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR THE  
REGISTRATION OF END-USERS OF PREPAID PUBLIC CELLULAR SERVICES**

**DETERMINATION NO. 1 OF 2026**

IN exercise of the powers conferred by section 55 and subsection 104(1)(b) of the Communications and Multimedia Act 1998 [Act 588] (“Act”), the Commission hereby determines as follows:

**Citation and commencement**

1. This determination may be cited as the **Commission Determination on the Mandatory Standards for the Registration of End-Users of Prepaid Public Cellular Services, Determination No. 1 of 2026**.
2. This Determination shall come into force on 26 February 2026.

**Interpretation**

3. For the purpose of this Determination, unless the context otherwise requires:
  - (a) any term used in this Determination shall have the same meaning as in the Act or the subsidiary legislations made under it;
  - (b) words denoting the singular shall include the plural and vice versa; and
  - (c) the following terms shall have the stated meaning:

“Assisted Registration” means the Registration (as defined below) process where an End-user (as defined below) requires assistance from the Service Provider (as defined below) or the Dealer (as defined below) to register their SIM Card (as defined below);

“Authorised Platform” means the Service Provider's official, secured and client-facing platform used by the End-user (as defined below) for Self-Registration (as defined below), which may include, but not limited to, an online portal, mobile application, or any other platforms;

“Business Entity” means an entity established to engage in business activities, charitable activities, or other activities allowed under the relevant laws in Malaysia, including but not limited to the Companies Act 2016, the Registration of Businesses Act 1956, and the Limited Liability Partnerships Act 2012;

“Business Entity Document” means a document required for Registration (as defined below), including the original and valid documents specifying the legitimacy of the Business Entity as specified in subparagraph 8.2 of this Determination;

“Dealer” means any person or agent or representative appointed and issued with a unique Dealer identification code (“DID”) by the Service Provider (as defined below), to carry out the Registration (as defined below) of the End-user (as defined below) in respect of the Prepaid Services (as defined below);

“End-user” means a person who uses the Prepaid Services (as defined below), which may be an Individual (as defined below) or a Business Entity;

“False Registration” means a Registration (as defined below) that is deemed invalid, due to, but not limited to, invalid Identification Document (as defined below), errors in the Registration data, including no record found, invalid or inaccurate information;

“Identification Document” means a document required for Registration (as defined below), including the original and valid documents specifying the identity of the Individual (as defined below) as specified in subparagraph 7.6 of this Determination;

“Identity Authority” means the National Registration Department (“NRD”), Immigration Department of Malaysia (“IDM”) and/or any Government agencies that administer personal identification, citizenship, and/or immigration matters;

“Individual” means a single natural person who does not represent any Business Entity;

“Multi-Factor Authentication” means an identifier to authenticate an Individual during the Registration (as defined below) which shall consist of at least two (2) of the following: biometric (fingerprint or facial recognition), National Digital Identity (“MyDigital ID” or any equivalent terms), document on Chip Content Information certified by NRD, IMM13 document certified by IDM, Dokumen Pendaftaran Pelarian issued by IDM (or any equivalent document), one-time password, personal identification number, security token, verification code, financial account, or any other authentication deemed reasonable by the Commission that will be notified to the Service Provider (as defined below) from time to time;

“Prepaid Services” means a prepaid Public Cellular Services where the Service Provider (as defined below) provides a cellular service to the End-user and the End-user pays for the cellular service before using the service;

“Prepaid Services End-user System” means any system provided by the Service Provider (as defined below) to capture, record, retain and store End-user Registration for Prepaid Services and any other information;

“Pre-activated SIM Card” means any SIM Card (as defined below) that is already active and can be used immediately after the receipt, where such activation occurred without verifying the End-user’s Identification Document or Business Entity Document or was registered by an Unauthorised Registration (as defined below), or both;

“Registration” means recording and verifying the End-user by the Service Provider (as defined below) or the Dealer against the Identification Document or Business Entity Document, as the case may be, for the purposes of provisioning the Prepaid Services;

“Service Provider” means the Applications Service Provider Class Licensee who provides the Prepaid Services;

“Self-Registration” means the Registration process where the End-user can register their SIM Card (as defined below) without the assistance of the Service Provider or the Dealer through the Service Provider’s Authorised Platform;

“Subscriber Identity Module Card” or “SIM Card” means a physical or embedded card that stores identification information that pinpoints a smart device to a specific mobile network;

“Short Messaging Service” or “SMS” means 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;

“Suspension” means temporarily disabling access to Prepaid Services, which includes, but is not limited to, making outbound calls, sending outbound SMS and accessing data, except for outbound calls to the Service Provider and 999 communications to emergency services;

“Termination” means disabling the access to the Prepaid Services from making outbound and inbound calls, SMS and accessing data;

“Unauthorised Person” means any person or agent or representative who carries out the Registration of the End-user without being duly appointed by the Service Provider;

“Unauthorised Registration” means the use of another End-user’s Identification Document or Business Entity Document without consent by any third party, which may include, but is not limited to, disclosing the Identification Document or Business Entity Document, for the purpose of the Registration of a new SIM Card; and

“Watermark” means a visible, non-removable overlay containing the name of the Service Provider and/or Dealer, which is used to mark the Identification Document collected by the Service Provider and/or Dealer for the purpose of Registration of Prepaid Services only.

#### **Licensees and Persons subject to this Determination**

4. This Determination shall be applicable to the Service Providers and the Dealers. This Determination shall also be applicable to any other persons as may be directed by the Commission pursuant to subsection 105(4) read together with section 51 of the Act.

#### **Audit**

5. The Commission may, from time to time, and in accordance with the provisions of the Act, conduct an audit on any Service Providers, any Dealers, the Prepaid Services End-user System or any other related system, and any records and/or database that are required to be kept and/or maintained under this Determination, to ensure the integrity of the information collected in the course of Registration.

## **PART A: REGISTRATION**

### **6. REQUIREMENT FOR REGISTRATION**

- 6.1 The Registration of the End-user for Prepaid Services shall be carried out by the Service Provider or the Dealer.
- 6.2 The Service Provider shall not provide any Prepaid Services to any End-user who fails to register with the Service Provider or the Dealer.
- 6.3 The Service Provider or the Dealer shall not use the information of an End-user for the purpose of Registration involving a new SIM Card without the consent of the said End-user.
- 6.4 The Service Provider or the Dealer shall not register any End-user who is below the age of twelve (12).
- 6.5 Registration for any minor who is between the ages of twelve (12) and seventeen (17) (hereinafter referred to as "**Minor**") shall be carried out by a parent or guardian on behalf of the Minor, subject to the following:
  - 6.5.1 The Registration of the Minor as the End-user shall be carried out in accordance with paragraph 7 of this Determination; and
  - 6.5.2 The Service Provider or the Dealer shall record and verify the Identification Document of the Minor's parent or guardian in accordance with paragraph 7 of this Determination, including the parent's or guardian's contact number, relationship with the Minor, and their consent to complete the Registration of the Minor.
- 6.6 The Service Provider or the Dealer shall ensure that the Registration of Prepaid Services for the End-users shall not be carried out by the Unauthorised Person.

### **7. METHOD OF REGISTRATION FOR INDIVIDUAL**

- 7.1 The Service Provider or the Dealer is required to use the secured automated platforms with Multi-Factor Authentication for the Registration and to verify the authenticity of the Identification Document shown and/or provided by the Individual.
  - 7.1.1 **Assisted Registration**
    - (a) **Malaysian citizens / Permanent Residents / Temporary Residents:** MyKad reader with biometric authentication (fingerprint).

- (b) **Non-Malaysian:** Passport reader with biometric authentication (facial recognition).
- (c) **Non-Malaysian – IMM13 Document Holder:** Submission of the IMM13 document certified by IDM, with the original document to be sighted at the time of Registration.
- (d) **Non-Malaysian – Dokumen Pendaftaran Pelarian Holder (or any equivalent document):** Biometric authentication or submission of the Dokumen Pendaftaran Pelarian issued by IDM, with the original document to be sighted at the time of Registration, as the case may be.

#### 7.1.2 Self-Registration

Identification Document scanning with e-verification through MyDigital ID, performed exclusively on the Service Provider's Authorised Platform with Multi-Factor Authentication.

#### Information for Registration of the Individual

7.2 For the purposes of Registration of Individual, the following information is required to be obtained and recorded by the Service Provider or the Dealer:

- (a) **Malaysian citizens / Permanent Residents / Temporary Residents:**
  - (i) full name as per Identification Document;
  - (ii) identification number as per Identification Document;
  - (iii) permanent address as per Identification Document;
  - (iv) expiry date of Identification Document (*only applicable for Temporary Resident Identity Card-holder*);
  - (v) current address; and
  - (vi) any other information as may be required by the Commission that will be notified to the Service Provider from time to time.
- (b) **Non-Malaysian (workers or students):**
  - (i) full name as per passport;
  - (ii) passport number;
  - (iii) passport issuing country;
  - (iv) passport expiry date;
  - (v) company name and address as provided in work permit document or student pass with university address;
  - (vi) current address; and
  - (vii) any other information as may be required by the Commission that will be notified to the Service Provider from time to time.

(c) **Non-Malaysian (tourist) visiting Malaysia for not more than three (3) months:**

- (i) full name as per passport;
- (ii) passport number;
- (iii) passport issuing country;
- (iv) passport expiry date;
- (v) hotel or temporary residential address; and
- (vi) any other information as may be required by the Commission that will be notified to the Service Provider from time to time.

(d) **Non-Malaysian - IMM13 Document Holder:**

- (i) full name as per the IMM13 document;
- (ii) identification number as per IMM13 document (beginning with IP/KDN/HF);
- (iii) IMM13 issuing date;
- (iv) IMM13 expiry date; and
- (v) current address.

(e) **Non-Malaysian – Dokumen Pendaftaran Pelarian Holder (or any equivalent document):**

- (i) full name as per the Dokumen Pendaftaran Pelarian;
- (ii) identification number as stated in the Dokumen Pendaftaran Pelarian;
- (iii) document issuing date;
- (iv) document expiry date; and
- (v) current address.

7.3 The Service Provider or the Dealer is required to ensure that only one (1) type of Identification Document can be used for the Registration of Permanent Residents, Temporary Residents and Non-Malaysians.

7.4 The Service Provider or the Dealer shall not register any End-user who submitted any invalid Identification Document during Registration.

7.5 Examples of the Identification Documents (MyKad, MyTentera, MyPR, MyKAS and IMM13 Document) are described in **Appendix A**.

### **Document Authentication**

7.6 The Service Provider or the Dealer shall ensure that the information shown and/or provided by the Individual for the purposes of Registration as specified in subparagraph 7.2 above (with the exception of the current address and hotel or temporary residential address) is verified against the information contained in the original Identification Document stated below:

- (a) **Malaysian citizens / Permanent Residents / Temporary Residents:**
  - (i) National Registration Identity Card ("MyKad");
  - (ii) Malaysian Armed Forces Identity Card ("MyTentera");
  - (iii) Permanent Resident Identity Card ("MyPR"); or
  - (iv) Temporary Resident Identity Card ("MyKAS").
  
- (b) **Non-Malaysian (workers or students):**
  - (i) passport from their country of origin; and
  - (ii) work permit Identification Document; or
  - (iii) student pass.
  
- (c) **Non-Malaysian (tourist) who is visiting Malaysia for less than three (3) months:**
  - (i) passport from their country of origin; and
  - (ii) visa document (if applicable).
  
- (d) **Non-Malaysian - IMM13 Document Holder:**
  - (i) original IMM13 document (certified by IDM).
  
- (e) **Non-Malaysian – Dokumen Pendaftaran Pelarian Holder (or any equivalent document):**
  - (i) original Dokumen Pendaftaran Pelarian (issued by IDM).

7.7 For the purposes of verifying the hotel or temporary residential address, the same shall be verified by the Service Provider or the Dealer against any documentation that shows proof that the Individual is currently staying at the said address, which may include, but is not limited to, a hotel reservation or booking form and duly recorded by the Service Provider or the Dealer in the Prepaid Services End-user System.

### **Biometric Authentication (facial recognition)**

- 7.8 For the purposes of verifying the information of the Identification Document using facial recognition as specified in subparagraph 7.1.1(b) above, the Service Provider shall ensure that the authentication techniques shall include but not be limited to:
- (a) comparing the image in the Identification Document with live facial capture of the End-user;
  - (b) live image and/or video must be captured;
  - (c) must not allow still images to be uploaded;
  - (d) must require to perform certain actions in real-time, for example: nodding the head up and down or moving the eyeballs to different locations on the screen; and
  - (e) any other techniques deemed reasonable by the Commission that will be notified to the Service Provider from time to time.

### **8. METHOD OF REGISTRATION FOR BUSINESS ENTITY**

- 8.1 For the purposes of Registration for Business Entity, the same shall only be carried out by the Service Provider. No Dealer can be appointed to carry out the Registration for Business Entity.
- 8.2 The following Business Entity Document is required to be obtained, recorded and verified by the Service Provider:
- (a) the name and business address;
  - (b) certification of incorporation or certificate of registration of business issued by the Companies Commission of Malaysia or any other documents relating to the incorporation or registration as a Business Entity; and
  - (c) letter of authority to purchase the Prepaid Services on behalf of the Business Entity.
- 8.3 In addition to the above, the Service Provider shall also obtain and record the Identification Document of the authorised representative of the Business Entity who has been authorised to purchase the Prepaid Services on behalf of the Business Entity. The information required is as per the information for an Individual as specified in subparagraph 7.2(a) or (b) of this Determination, as the case may be.

8.4 The Service Provider shall ensure that the Business Entity Document provided by the authorised representative of the Business Entity for the purposes of Registration of the Business Entity is verified against the original document and duly recorded by the Service Provider in the Prepaid Services End-user System.

9. **THE USE OF INFORMATION OBTAINED DURING THE REGISTRATION AND COMPLIANCE WITH THE PERSONAL DATA PROTECTION ACT 2010**

9.1 All information obtained and recorded pursuant to paragraphs 7 and 8 of this Determination shall be used for the purposes of the Registration of the Prepaid Services only and shall not be used for other commercial activities, which may include, but is not limited to, marketing and advertising, unless consent is given by the End-user.

9.2 The handling of all personal information and data by the Service Provider and the Dealer shall be in accordance with the requirements of the Personal Data Protection Act 2010.

10. **LIMITATIONS OF THE NUMBER OF SIM CARDS**

10.1 In respect of the SIM Card, the Registration shall be subject to the following limitations:

(a) **Malaysian citizens / Permanent Residents / Temporary Residents:**

The Service Provider shall not register **more than five (5) SIM Cards** per Individual **per Service Provider**.

(b) **Non-Malaysian:**

The Service Provider shall not register **more than two (2) SIM Cards** per Individual **per Service Provider**.

10.2 The requirement under subparagraph 10.1 above shall not apply to the Non-Malaysian who have registered more than two (2) SIM Cards per Service Provider under their name prior to the enforcement of this Determination.

10.3 There is no limitation on the number of SIM Cards for the purposes of the Registration for a Business Entity.

## **11. WHAT CONSTITUTES EFFECTIVE REGISTRATION**

- 11.1 Registration would be considered completed and valid once the Service Provider or the Dealer has duly recorded and verified the information provided by the Individual or the authorised representative of the Business Entity in accordance with paragraphs 7 and 8 of this Determination. The Registration takes effect immediately upon the said information being duly captured in the Prepaid Services End-user System.
- 11.2 The information pursuant to paragraphs 7 and 8 of this Determination shall be recorded in the Prepaid Services End-user System in real-time.
- 11.3 The Service Provider shall ensure that the End-user can access the Prepaid Services once the Registration takes effect.
- 11.4 The Service Provider shall ensure that no SIM Card is activated or there shall be no access to the Prepaid Services prior to the completion of Registration in accordance with paragraphs 11.1 and 11.2 above. Pre-activated SIM Cards are strictly prohibited.

## **12. NOTIFICATION OF REGISTRATION STATUS**

- 12.1 The Service Provider shall notify the End-user of the status of the Registration within twelve (12) hours from the completion of the Registration.
- 12.2 The Service Provider shall provide a customer support channel for the End-user for enquiry on the status of their Registration.

## **13. SERVICE VALIDITY FOR NON-MALAYSIAN (TOURIST)**

- 13.1 Non-Malaysian (tourist), under subparagraph 7.2(c) of this Determination, shall be allowed to use the Prepaid Services for up to a maximum period of three (3) months only, effective from the completion of Registration.
- 13.2 The Service Provider shall ensure that the Prepaid Services registered under the name of the Non-Malaysian (tourist) is automatically terminated upon the expiry of the applicable service validity period, and in any event not later than the expiry of the three (3) months maximum period.

## **14. RECORD OF REGISTRATION**

- 14.1 The Service Provider shall keep, retain and preserve all records of the Registration of End-user including all information and updated information obtained by the Service Provider and/or the Dealer as long as the Prepaid

Services to the End-user is still active, either in physical or electronic form which may include, but not be limited to:

- (a) papers, documents, or printed materials; or
- (b) any visual recording (live images and/or videos); and
- (c) any sound recording, or any electronic, magnetic, mechanical or other form of sound recording howsoever made, or any sounds or electronic impulses (if any).

14.2 The Service Provider shall ensure that the End-user is able to update the information.

14.3 In the event the Prepaid Services to the End-user is terminated, the information obtained in relation to the Registration of the said End-user shall be kept and retained for a period of eighteen (18) months from the date of termination of the Prepaid Services.

## **15. CONFIDENTIALITY AND SECURITY OF INFORMATION**

15.1 The Service Provider and the Dealer shall ensure sufficient security measures are in place and shall ensure that the information of the End-user is kept and handled securely to prevent any loss, misuse, modification, unauthorised or accidental access or disclosure, alteration or destruction.

15.2 The Service Provider and the Dealer shall take all reasonable action to prevent the Unauthorised Registration. For the purposes of the Registration, verification of information shall be in accordance with the provisions under subparagraphs 7.2 and 8.2 of this Determination to protect the confidentiality of specified End-user information in connection with the purpose for which the information has been disclosed or collected by the Service Provider or the Dealer.

15.3 The Service Provider and the Dealer shall not disclose to any person, any information obtained in the course of Registration of the End-user unless required under any written law of Malaysia.

15.4 The Service Provider shall provide information to the Commission on the steps taken and processes introduced to ensure the security and confidentiality of information collected in the course of Registration, as and when instructed by the Commission.

## **PART B: EFFECT OF FALSE REGISTRATION**

### **16. SUSPENSION OF PREPAID SERVICES**

- 16.1 The Service Provider shall suspend the Prepaid Services provided to the End-user in the event the information provided by the End-user is found to be inaccurate or false.
- 16.2 A notice of three (3) working days shall be given to the relevant End-user referred to in subparagraph 16.1 above to update the inaccurate or false information ("**Notice Period**"), failing which the Prepaid Services will be suspended.
- 16.3 The suspension shall be in effect for a period of seventeen (17) working days commencing from the expiry of the Notice Period ("**Suspension Period**"). If the End-user successfully provides accurate information within the Suspension Period, the suspension will be lifted.
- 16.4 During the Suspension Period, the suspended End-user will only be able to receive calls, SMS and make calls to emergency services or to the Service Provider. The suspended End-user will not be able to make outbound calls, send outbound SMS and access data, except for outbound calls to the Service Provider and 999 communications to emergency services.

### **17. TERMINATION OF PREPAID SERVICES**

- 17.1 The Service Provider shall terminate the Prepaid Services if the suspended End-user fails to provide accurate and updated information within the Suspension Period.
- 17.2 A notice shall be given to the suspended End-user by the Service Provider three (3) days before the expiry of the Suspension Period to inform of its intention to terminate the Prepaid Services and the effect of Termination.
- 17.3 The Service Provider is entitled to recycle the number (subject to the provision under the Numbering and Electronic Addressing Plan issued by the Commission) related to the Prepaid Services that have been terminated, and the Service Provider is under no obligation to re-issue the same number to the previously terminated End-user during any new Registration in the future.

## **PART C: SPECIAL EVENT**

### **18. REGISTRATION OF SIM CARDS IN BULK**

18.1 In the event the Service Provider receives a bulk request from voluntary organisations or society bodies to use temporary Prepaid Services for special events such as the Malaysian General, State or Small Election, Political General Assembly and/or any other event, the Registration requirement for each SIM Card shall comply with the requirements for Individual and Business Entity Registration in paragraphs 7 and 8 of this Determination, as the case may be.

## **PART D: OBLIGATIONS OF THE SERVICE PROVIDER AND THE DEALER**

### **19. OBLIGATIONS OF THE SERVICE PROVIDER**

19.1 The Service Provider shall register all the Dealers that it appoints to undertake Individual Registration for Prepaid Services and issue a DID for each Dealer.

19.2 The Service Provider shall manage and maintain a database of the registered Dealers which include name, company name and address, contact details and DID. The information provided must be accurate, true and up-to-date at all times.

19.3 The Service Provider shall submit the accurate and up-to-date database of the registered Dealer and/or the list of blacklisted Dealers to the Commission as and when requested.

19.4 The Service Provider shall conduct due diligence on all new applicants who applied to become a Dealer through an assessment. This includes assessing the background of the applicants, which may include, but is not limited to:

- (a) the financial information;
- (b) business track record; and
- (c) any other relevant information.

If the Service Provider believes that the applicant poses a high risk of committing illegal activities, the Service Provider shall blacklist the applicant and reject their applications.

19.5 The Service Provider shall equip all its Dealers with the secured automated platform as specified in subparagraph 7.1 of this Determination for the purposes of the Registration and to verify the authenticity of the information contained in the Identification Document provided by the Individual, wherever possible.

- 19.6 The Service Provider shall ensure that any unregistered Dealers or Dealers without the capability to register new SIM Cards at the point of sales, including those not equipped with the secured automated platform with Multi-Factor Authentication for the Registration and to verify the authenticity of the Identification Document, shall not be allowed to register the Individual.
- 19.7 The Service Provider shall audit its Dealers on the Registration of End-user for Prepaid Services undertaken by its Dealers every quarter. The Dealer audit report shall include, but are not limited to:
- (a) the Dealer's compliance with the Registration of End-user for Prepaid Services;
  - (b) the Dealer's non-compliance with the Registration of End-user for Prepaid Services which includes:
    - (i) Registration without consent of the particular End-user; and
    - (ii) using any false information to register new numbers; and
  - (c) any other matter the Commission deems appropriate that will be notified to the Service Provider from time to time.
- 19.8 The Service Provider shall ensure that all its Dealers carry out Registration activities in accordance with the Registration requirements under this Determination.
- 19.9 Where the Service Provider has reason to believe that a Dealer has failed to carry out the Registration in accordance with this Determination, the Service Provider shall:
- (i) conduct an investigation and suspend the Dealer's appointment with immediate effect; and
  - (ii) where such failure is determined, the Service Provider shall terminate and blacklist the Dealer with immediate effect.

## **20. OBLIGATIONS OF THE DEALER**

- 20.1 The Dealer shall not commence Individual Registration until the appointment is formalised and a DID has been issued by the Service Provider.
- 20.2 The Dealer shall provide accurate and updated information to the Service Provider and shall notify any changes immediately.
- 20.3 The Dealer who is not appointed by the Service Provider or who is not equipped with secured automated platform with Multi-Factor Authentication for the

Registration and to verify the authenticity of the Identification Document, shall not be permitted to register the Individual.

20.4 The Dealer shall ensure that the DID issued by the Service Provider is not misused, shared or used by any Unauthorised Person for Registration.

**PART E: REQUIREMENT FOR REPORT SUBMISSION**

**21. REPORTING**

21.1 The Service Provider shall audit its Prepaid Services End-user System, any other related system, records or database.

21.2 The Service Provider shall furnish audit reports as specified in Table 1 below to the Commission every quarter. Each report shall be accompanied by a declaration signed by an officer of the Service Provider duly authorised by the board of directors, stating that each report is true and accurate.

21.3 The Service Provider shall submit the reports based on the following timelines:

**Table 1: Reporting Timeline**

No	Item	Reporting Period	Submission Date
1	Report on the audit of the Prepaid Services End-user System and records of Registration (pursuant to audit result from paragraph 21.1)	Quarterly	<ul style="list-style-type: none"> <li>▪ Quarter 1: By 30 April of the same year</li> <li>▪ Quarter 2: By 31 July of the same year</li> <li>▪ Quarter 3: By 31 October of the same year</li> <li>▪ Quarter 4: By 31 January of the following year</li> </ul>
2	Dealer audit report (pursuant to audit result from paragraph 19.7)		
3	Verified End-user data		

The Service Provider shall submit the report based on the format as described in **Appendix B** (for items 1 and 2 of Table 1 above).

21.4 Percentage for inaccuracy of audited verified End-user data with Identity Authority, shall not be more than 1% of the total number of Registration received effective from 1 July 2026.

The **formula** to derive the inaccuracy described in subparagraph 21.4 is as follows:

$$\frac{\text{Total number of False Registration}}{\text{Total number of Registration}} \times 100 \%$$

## **PART F: GENERAL**

### **22. IDENTIFICATION OF SIM CARD REGISTERED**

22.1 The Service Provider shall develop a free-of-charge mechanism that enables the End-user to verify the number of SIM Cards registered under the End-user's name and ensure that no SIM Cards are registered without the End-user's consent.

### **23. THE USE OF WATERMARK**

23.1 The Service Provider shall ensure that Watermark is used to mark the copy of Identification Document collected for the purpose of the Registration of Prepaid Services via an online and/or any secured automated platform, as per the sample provided below:



### **24. SIM CARD REPLACEMENT PROCESS**

24.1 The process of the SIM Card replacement shall be undertaken by the Service Provider only.

24.2 For the purposes of the SIM Card replacement, the Service Provider is required to verify the authenticity of the Identification Document with biometric authentication or MyDigital ID and shall also verify at least one (1) information related to usage of the Prepaid Services.

24.3 Upon satisfactory receipt of validated information, the Service Provider may execute the SIM Card replacement and provide the End-user with a new SIM Card.

24.4 The Service Provider shall keep, retain and preserve all records, documents and information obtained during the SIM Card replacement process in accordance with the record keeping requirements set out in Paragraph 14 of this Determination.

**25. SIM CARD HANDOVER**

25.1 The Service Provider shall ensure the physical SIM Card is delivered directly to and/or collected by the End-user who registered the Prepaid Services via the methods stipulated below:

- (a) Delivery (including postal/courier services or in-person hand-over): in activating the SIM Card, the Service Provider shall provide any secure and effective identity-verification mechanism for the SIM activation to the End-user upon completion of delivery.
- (b) Self-Collect: the End-user may bring along the original Identification Document and softcopy acknowledgement of successful Registration to self-collect the SIM Card at the authorised centre/outlet.

Made on 26 February 2026



**TAN SRI MOHAMAD SALIM BIN FATEH DIN**  
*Chairman*  
*Malaysian Communications and Multimedia Commission*

EXAMPLE OF IDENTIFICATION DOCUMENT

(a) National Registration Identity Card ("MyKad")

(i) Front View



(ii) Back View



(b) Malaysian Armed Forces Identity Card ("MyTentera")

(i) Front View



(ii) Back View



(c) Permanent Resident Identity Card ("MyPR")

(i) Front View



(ii) Back View



(d) Temporary Resident Identity Card ("MyKAS")

(i) Front View




(ii) Back View







## REPORTING TEMPLATE

	<b>REPORT ON THE AUDIT OF THE PREPAID SERVICES END-USER SYSTEM AND RECORDS OF REGISTRATION</b>		CPRD/ PRA-F08A
			Version 1/2026
ORGANISATION:			
NAME OF LICENSEE:			
DURATION/YEAR:			
<b>PART I: REGISTRATION OF INDIVIDUAL - SUBSCRIBER'S INFORMATION</b>			
TOTAL SUBSCRIBER INFORMATION AUDITED:			
PERIOD OF REGISTRATION:			
<u>MALAYSIAN</u>			
NO	ITEM	TOTAL	
1	Registration using a picture of ID		
2	Registration using a photocopy of ID		
3	Registration using a tampered ID		
4	Registration using inaccurate information (by comparing the ID photo and data captured by the MyKad reader/ MyDigital ID)		
<u>NON-MALAYSIAN</u>			
NO	ITEM	TOTAL	
1	Registration using a picture of a Passport		
2	Registration using a photocopy of a Passport		
3	Registration using a tampered Passport		
4	Registration using inaccurate information (by comparing the passport photo and data captured by the passport reader)		
PLEASE SUMMARISE AND ATTACH A DETAILED REPORT OF THE AUDIT FINDINGS AND THE CORRESPONDING ACTIONS TAKEN.			
<p><b>Note:</b> PART I: Applies to all subscribers newly registered during the audit period across all registration platforms.</p>			

**PART II: DECLARATION**

**DECLARATION VERIFYING THE REPORT ON THE AUDIT OF THE PREPAID SERVICES END-USER SYSTEM AND RECORDS OF REGISTRATION PURSUANT TO COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR THE REGISTRATION OF END-USERS OF PREPAID PUBLIC CELLULAR SERVICES, DETERMINATION NO. 1 OF 2026**

I, ..... (I/C No: .....) have been duly authorised by the board of directors of ..... ("Company") to execute this declaration, and hereby declare that the information contained in this report on the audit of the Prepaid Services End-user System and records of registration for the reporting period of \*January to March / April to June / July to September / October to December 202X submitted to the Malaysian Communications and Multimedia Commission pursuant to the Commission Determination on the Mandatory Standards for the Registration of End-Users of Prepaid Public Cellular Services, Determination No. 1 of 2026, is true, accurate and complete, to the best of my knowledge and belief.

Declared by:

.....  
[Position/Designation]

Telephone:

Email address:

Date:

***\*strike out where not applicable***



# DEALER AUDIT REPORT

CPRD/  
PRA-F08B

Version  
1/2026

ORGANISATION:

NAME OF LICENSEE:

DURATION/YEAR:

## PART I: DEALER'S CONDUCT

AUDIT APPROACH:

TOTAL NO. OF REGISTERED DEALERS:

TOTAL NO. OF DEALERS AUDITED:

*Attach an up-to-date list of all registered Dealers (name, company name and address, contact details, DID)*

NO	ITEM	TOTAL DEALER
1	Compliance	
2	Non-Compliance	

PLEASE SUMMARISE AND ATTACH A DETAILED REPORT OF THE AUDIT FINDINGS AND THE CORRESPONDING ACTIONS TAKEN

The audit findings, to include but not be limited to the following:

- Date of audit;
- Name, address and details of the Dealer audited;
- Location of audit;
- Type/scope of audit conducted; and
- Findings and action taken.

Note: Minimum 10 Dealers need to be audited quarterly.

## PART II: DECLARATION

DECLARATION VERIFYING THE REPORT ON THE DEALER AUDIT PURSUANT TO COMMISSION DETERMINATION ON THE MANDATORY STANDARDS FOR THE REGISTRATION OF END-USERS OF PREPAID PUBLIC CELLULAR SERVICES, DETERMINATION NO.1 OF 2026.

I, ..... (I/C No: .....) have been duly authorised by the board of directors of ..... ("Company") to execute this declaration, and hereby declare that the information contained in this report on the dealer audit for the reporting period of \*January to March / April to June / July to September / October to December 202X submitted to the Malaysian Communications and Multimedia Commission pursuant to the Commission Determination on the Mandatory Standards for the Registration of End-Users of Prepaid Public Cellular Services, Determination No. 1 of 2026, is true, accurate and complete, to the best of my knowledge and belief.

Declared by:

.....  
[Position/Designation]

Telephone:

Email address:

Date:

*\*strike out where not applicable*