



Media Statement

MCMC RELEASES PUBLIC INQUIRY REPORT ON MANDATORY STANDARDS FOR THE REGISTRATION OF PREPAID END-USERS

CYBERJAYA, 28 January 2026 – The Malaysian Communications and Multimedia Commission (MCMC) today released the Public Inquiry (PI) Report on the proposed Commission Determination on the Mandatory Standards for the Registration of End-users of Prepaid Public Cellular Services (Mandatory Standards), pursuant to section 65 of the Communications and Multimedia Act 1998 (CMA 1998).

The PI was conducted pursuant to sections 55 and 61 of the CMA 1998 following the publication of the PI Paper on 14 October 2025. In accordance with section 61(1)(d), the PI exercise was held for a minimum period of **45 days until 28 November 2025**, during which MCMC received **fifteen (15) submissions** – ten (10) from Service Providers and five (5) from members of the public.

Weaknesses in prepaid registration have led to the widespread misuse of SIM cards for fraudulent activities, including online scams. Therefore, the regulatory framework needs to be strengthened to address inconsistent registration practices as well as the presence of pre-activated SIM cards and fraudulent registrations in the market.

Current self-registration mechanisms, which rely on document uploads, remain vulnerable to forgery and identity theft, while the absence of a secure digital identity anchor limits the traceability and accountability of end-users. Collectively, these gaps pose significant risks to consumer safety, national security and the integrity of digital services, necessitating a more secure, uniform and enforceable regulatory framework.

Feedback received indicated **broad and consistent support from both industry and the public for stronger safeguards in prepaid registration**, reflecting a shared recognition that more robust requirements are necessary to protect consumers and strengthen trust in digital services.

The proposed Mandatory Standards introduce a strengthened regulatory framework to enhance the security, integrity and accountability of prepaid SIM registrations. Key measures, including secure automated registration platforms, biometric authentication and clearer responsibilities for Service Providers and Dealers, provide stronger safeguards against fraudulent registrations and the improper use of prepaid services.

A key enhancement within this strengthened regulatory framework is the integration of **MyDigital ID as a verification mechanism for self-registration**, applicable to individuals with MyDigital ID. This supports the Government's national digital identity initiative and provides higher assurance for self-registrations, reinforcing the integrity and reliability of the prepaid registration process.

The PI Report, now published and accessible at <https://mcmc.gov.my/en/resources/reports/public-inquiry-report/public-inquiry-report-on-the-new-commission-determ>, summarises all feedback received and sets out the Commission's final assessment and policy position, reflecting MCMC's commitment to transparent and consultative regulatory development. Following this, MCMC will issue and register the Mandatory Standards as a Commission Determination pursuant to sections 55 and 104(4) of the CMA 1998, together with Frequently Asked Questions (FAQ) **towards the end of February 2026**.

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