



Media Statement

MCMC HAS ENGAGED SOCIAL MEDIA PLATFORMS AND STAKEHOLDERS 37 TIMES IN LAST SIX MONTHS

CYBERJAYA, 26 May 2026 – The Malaysian Communications and Multimedia Commission (MCMC) has conducted a series of engagements and discussions with various stakeholders, including social media platforms, as part of Malaysia’s ongoing efforts to strengthen online safety and better protect children from harmful content and interactions.

The discussions focused on the proactive mitigation and moderation of harmful content, including child sexual abuse material (CSAM), scams, cyberbullying and related harms, as well as parental control tools, account safeguards and platform accountability.

These efforts contributed towards the enforcement of the Online Safety Act 2025 (ONSA) on 1 January 2026, which strengthens the accountability of platform providers in addressing harmful content and improving user safety in Malaysia. ONSA operates in tandem with the Communications and Multimedia Act 1998 (CMA 1998) to support online safety measures, including child protection safeguards and the under-16 implementation for the creation of social media accounts. The measures are aimed at supporting safer and age-appropriate online experiences for younger users, with greater emphasis on parental supervision, platform safeguards and responsible platform design.

To date, MCMC has conducted a total of **37 engagement sessions** involving platform providers, enforcement agencies, third-party verifiers and relevant stakeholders as part of Malaysia’s broader online safety and child protection efforts. Of these, six engagements were conducted prior to the enforcement of ONSA, while a further 31 engagements have since been conducted, including sessions under the Regulatory Sandbox initiative focusing on implementation readiness and age verification measures.

Among the key engagements undertaken by MCMC were working visits and technical discussions in Singapore involving major platform providers. The engagements involved representatives from MCMC, the Ministry of Communications, the Royal Malaysia Police (PDRM) and the National Cyber Security Agency (NACSA), and focused on cybercrime prevention, platform accountability and harmful content moderation.

Following these engagements, MCMC initiated the Regulatory Sandbox in January 2026 to assess implementation approaches for age verification measures involving government agencies, platforms and verification ecosystem partners, among others.

Timeline	Engagement Session
November 2025	Engagements involving industry players, platforms, government agencies, NGOs, CSOs, academia and international organisations focused on the scope of ONSA subsidiary instruments and operational readiness in anticipation of the enforcement of ONSA, including child safety measures and risk mitigation measures.
December 2025	Further stakeholder engagements were conducted to continue discussions on the proposed subsidiary instruments and implementation readiness under ONSA.
January 2026	Engagements were conducted to introduce the Regulatory Sandbox and discuss platform implementation of age verification and harmful content controls, involving platform providers and third-party verifiers.
February 2026	Engagements with enforcement agencies and relevant stakeholders were conducted through the Regulatory Sandbox Task Force and a Technical Briefing Session.
April 2026	Continuous engagement sessions were held with platform providers and third-party verifiers to support smooth implementation and compliance with age verification requirements.
May 2026	Continuous engagements with platform providers and third-party verifiers to facilitate the implementation of age verification requirements and ensure compliance readiness.

Table 1: Stakeholder and Platform Engagements on Child Protection Measures

The series of engagements conducted in November and December 2025 focused on briefing stakeholders on the scope of the subsidiary instruments under ONSA, obtaining operational insights and feedback to ensure the proposed measures are practical, proportionate and implementable, as well as supporting ecosystem preparedness ahead of ONSA enforcement.

Subsequently, engagements conducted under the Regulatory Sandbox since January 2026 have focused on stakeholder coordination and alignment relating to age verification requirements and harmful content control measures, while identifying operational, technical and compliance considerations to support platform readiness ahead of implementation.

MCMC CORPORATE COMMUNICATIONS

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: corporate.communications@mcmc.gov.my | W: www.mcmc.gov.my



Suruhanjaya Komunikasi
Dan Multimedia Malaysia



MCMC_RASMI



SKMM_MCMC



MCMCTV