



Media Statement

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

CYBERJAYA, 15 October 2025 – The Malaysian Communications and Multimedia Commission (MCMC) has commenced a Public Inquiry on the Proposed Commission Determination on the Mandatory Standards for the Registration of End-users of Prepaid Public Cellular Services.

This Public Inquiry (PI) is conducted in accordance with Sections 55 and 61 of the Communications and Multimedia Act 1998 (CMA 1998) to ensure transparency, inclusivity and regulatory accountability in the development of the Mandatory Standards.

This move provides an opportunity for stakeholders to share their views and feedback on the proposed standards, helping MCMC to assess the practicality, effectiveness and impact of the provisions before finalising the standards.

The proposed Mandatory Standards will replace the Guidelines on Registration of End-users of Prepaid Public Cellular Services 2017.

The new standards is designed to strengthen the integrity of the registration process while enhancing security measures through secure automated platforms with Multi-Factor Authentication (MFA).

Under the newly proposed provisions, MCMC will have the authority to issue directions and undertake enforcement actions not only against Service Providers but also against Dealers involved in the registration of prepaid end-users.

This aims to ensure that accountability extends across the entire registration chain, where Dealers are also subject to obligations under Section 51 of the CMA 1998, in order to reduce the potential for malpractices that compromise consumer protection.

In addition, the revised provisions also introduce stronger safeguards for minors. Individuals aged between 12 and 17 will be required to have their registration process carried out by a parent or legal guardian.

The proposed standards also see the introduction of a new limit on the number of SIM cards that can be registered under a single individual, whether Malaysian or non-Malaysian, to curb the ongoing problem of SIM misuse.

MCMC welcomes active participation from all stakeholders to ensure that the standards to be implemented are comprehensive, practical and aligned with the current needs of the telecommunications industry.

Feedback and comments may be submitted through the channels specified in the PI Paper at <https://www.mcmc.gov.my/en/media/announcements/notice-public-inquiry-on-proposal-of-new-commiss>, from now until 28 November 2025.

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

