



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

REPORT ON

MARKET SURVEILLANCE OF COMMUNICATIONS
EQUIPMENT FOR THE YEAR 2016

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INTRODUCTION

Communications equipment are required to be certified according to the Communications and Multimedia (Technical Standards) Regulations 2000 before the equipment can be placed on the market. The certification is performed based on the standards published by Malaysian Communications and Multimedia Commission ("MCMC") which cover the requirements on safety, radio frequency, electromagnetic compatibility and interoperability.

In order to monitor the market compliance, MCMC has conducted a series of market surveillance of communications equipment since 2012. This report provides the findings of the market surveillance program conducted in 2016.

PRE-MARKET SURVEILLANCE 2016

Pre-market surveillance activities were conducted prior to the commencement of the actual market surveillance program. The aims were to have a closer engagement with the industry players in addressing the non-compliant cases found in the previous market surveillance exercises and to promote better understanding among the industry players on the regulatory requirements, standards and certification process.

Thirteen (13) engagement sessions were held with the suppliers and distributors to discuss the non-compliance cases. An awareness workshop was also organized with major distributors and online stores to provide update on the regulatory requirements and certification procedures.

MARKET SURVEILLANCE 2016

Sampling Plan and Coverage Area

The market surveillance activities involved the purchase of 126 samples for 90 models of products. It covers 15 product categories such as cellular phones, computers, mobile radios, telephones, Wi-Fi products, short range wireless devices and hybrid products such as laptops, smart TV and wireless wearables.

A more targeted approach was adopted for market surveillance 2016 whereby samples were purchased from major outlets such as authorized dealers, chain stores, hypermarket and service provider outlets. The

approach has enabled MCMC to assess the compliance level among the major players and facilitated post-market surveillance corrective and enforcement actions against the offenders. The samples were purchased throughout the country according to a sampling plan.

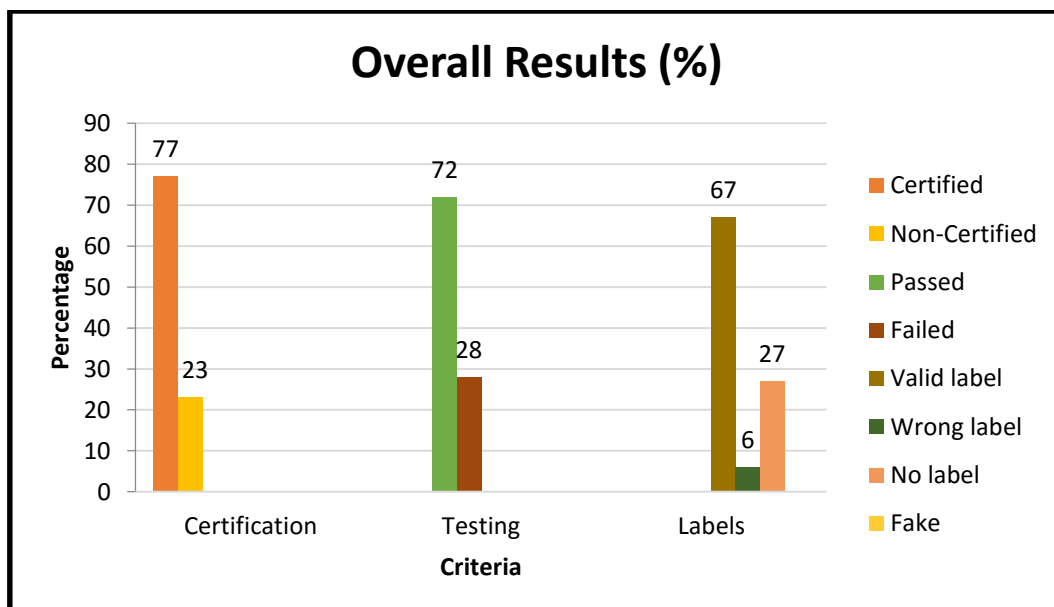
Evaluation Criteria

The samples were evaluated to determine the compliance to the requirements enforced by MCMC for the following areas:

- a) Certification status;
- b) Laboratory testing (communications, electromagnetic compatibility and safety); and
- c) Labelling status.

Findings

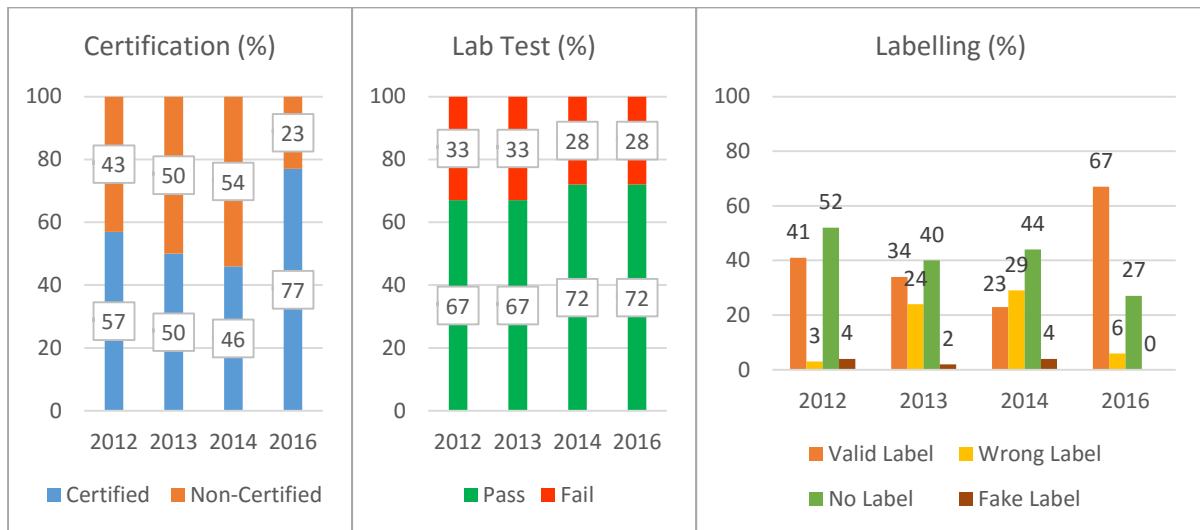
The overall results for the certification, testing and labeling of the 126 purchased samples are shown below.



| | Certified | Non-Certified | Pass | Fail | Valid Label | Wrong Label | No Label | Fake Label |
|----------------------|-----------|---------------|----------|----------|-------------|-------------|----------|------------|
| Certification | 69 (77%) | 21 (23%) | - | - | - | - | - | - |
| Testing | - | - | 65 (72%) | 25 (28%) | - | - | - | - |
| Labels | - | - | - | - | 84 (67%) | 8 (6%) | 34 (27%) | 0 (0%) |

Note: The certification and testing results are calculated according to the models of the samples, while the labelling is calculated according to the individual samples

The comparison of the findings for the market surveillance for the year 2012, 2013, 2014 and 2016 are shown below.



The certification and labelling results for the year 2016 have shown a substantial improvement which may be partly attributed to the importation control of hybrid products through the implementation of Customs (Prohibition of Imports) (Amendment) (No.4) Order 2015 on 1 October 2015 and the implementation of Self-Labelling Program in June 2015.

CONCLUSION

The findings from this market surveillance program have provided valuable information on the current market situation and assisted MCMC in identifying areas of improvement to the existing safeguards in order to further reduce the percentage of non-compliances.

The findings of market surveillance 2016 show that communications devices sold at major outlets have higher compliances level compared to the market in general. The public should always exercise caution by ensuring communications devices that they want to purchase carry the MCMC label. In case of doubt, they can verify the validity of the label by using Check Your Label mobile application.