

**ATTACHMENT 2**

**STANDARD OPERATING PROCEDURE**

**ISSUED PURSUANT TO THE COMMON CODE OF CONDUCT AND  
GUIDELINE ON REGISTRATION OF END-USERS OF PREPAID  
PUBLIC CELLULAR SERVICES (MCMC/G/01/08)**

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## GLOSSARY

Commission	Malaysian Communications and Multimedia Commission
Representative	A person appointed by service provider to carry out registration of end-users of prepaid public cellular services on behalf of service provider
Guidelines	(a) Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/07/06) dated 15 November 2006 (No.1); and  (b) Guidelines on registration of end-users of prepaid public cellular services (MCMC/G/01/08) dated 31st January 2008 (No.2)
Prepaid Public Cellular	Public Cellular Service where: <ul style="list-style-type: none"> <li>a. the service provider provides the service to an end-user;</li> <li>b. the end-user pays for the service before it is used; and</li> <li>c. the end-user is issued with a number for use in connection with the service;</li> </ul>
Public Cellular Service	Applications service involving a network of base stations or cells for the delivery of voice and data communications
Service Provider	A licensee who provides prepaid public cellular service
Standard Operating Procedure (SOP)	Processes deployed by Service Providers in dealing with representatives who breach the Guidelines

## **STANDARD OPERATING PROCEDURE (SOP)**

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## **1. EFFECT**

- 1.1. This Standard Operating Procedure ("SOP") shall have effect notwithstanding anything to the contrary in any agreement between a Representative and a Service Provider.
- 1.2. The provisions of the SOP shall form part of the agreement between a Representative and a Service Provider.

## **2. OBJECTIVE OF THE STANDARD OPERATING PROCEDURE (SOP)**

- 2.1 The SOP is developed by the Service Providers in consultation with the Commission.
- 2.2 The key objective of the SOP is to increase the effectiveness of the Representatives in implementing the registration of prepaid end-users in the manner as set out in the Guidelines.

## **PART A: PENALIZING REPRESENTATIVES**

### **3. PENALIZING OF REPRESENTATIVES**

- 3.1 Service Providers shall impose penalty on Representatives who fail to ensure the accuracy and veracity of the data as such acts constitutes a breach of the Guidelines.
- 3.2 Type of penalties that will be imposed on the Representatives will depend on the severity of their offence which includes suspension and termination.

### **4. WHAT CONSTITUTES A BREACH**

- 4.1 Representatives who commit breach which includes but is not limited to the following:
  - (a) not adhering to the required method of registration as contained in the Guidelines;

- (b) failure to carry out proper verification in registering end-users especially when it involves manual registration;
- (c) selling pre-activated SIM cards to end-users;
- (d) using end-users information to register new numbers without the knowledge of the particular end-user;
- (e) using any false information to register new numbers; or
- (f) any other matter the Commission deems appropriate,

shall be dealt with in accordance to the provisions in paragraph 5.

## **PART B: GENERAL**

### **5. DEALING WITH COMPLAINTS AND BREACHES**

5.1 The processes for dealing with complaints are as follows:

- (a) Service Provider will handle complaints received on any breach specified in paragraph 4 from the following parties:-
  - (i) the Commission;
  - (ii) other Service Providers;
  - (iii) end-users; or
  - (iv) any other sources.
- (b) Service Providers shall revert to the complainant within thirty (30) days from the receipt of a complaint, on the resolution of the said complaint.
- (c) The Representative will be sent a Show Cause Letter should they be found in breach of the Guideline and have to make written submission within seven (7) days from the date of the Show Cause Letter on why such breach is committed.

- (d) If the written submission is unsatisfactory and the Representative is found to be in breach, Service Provider will issue a warning letter to the Representative.
- (e) A Representative who fails to respond to the Show Cause Letter within the stipulated time shall be suspended immediately.
- (f) Service Providers (only if deemed necessary) shall conduct further investigation, and if the Representative is found not to have committed any breach, the suspension may be lifted.
- (g) In the case of a repeated offence, Service Provider shall immediately send the Notice of Suspension to the said Representative and the Representative shall be suspended for a minimum period of three (3) months.
- (h) If the Representative is found to be in breach of the Guideline for three (3) times, the Service Provider shall terminate the Representative's service.

5.2 Service Provider will update the Commission on the complaints received and the resolution of the same twice yearly.

## **6. MITIGATING CIRCUMSTANCES**

6.1 The Representative may appeal against the suspension by submitting any relevant documents and/or documentary evidence to substantiate that they have done all that is necessary to rectify the breaches and have given written undertaking that such breaches will not recur.

6.2 Each appeal will be reviewed and decided upon by the Service Provider on case to case basis.