



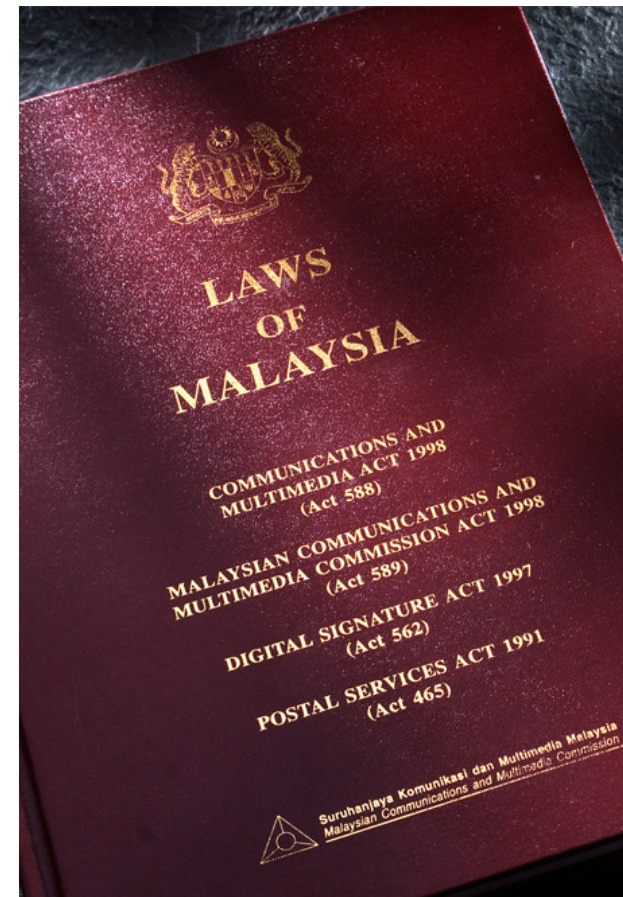
# **NETWORKED MEDIA CONTENT SEMINAR**

**PROTECTION OF USERS: CMA PERSPECTIVE**  
**30 October 2013**

# MCMC - BACKGROUND

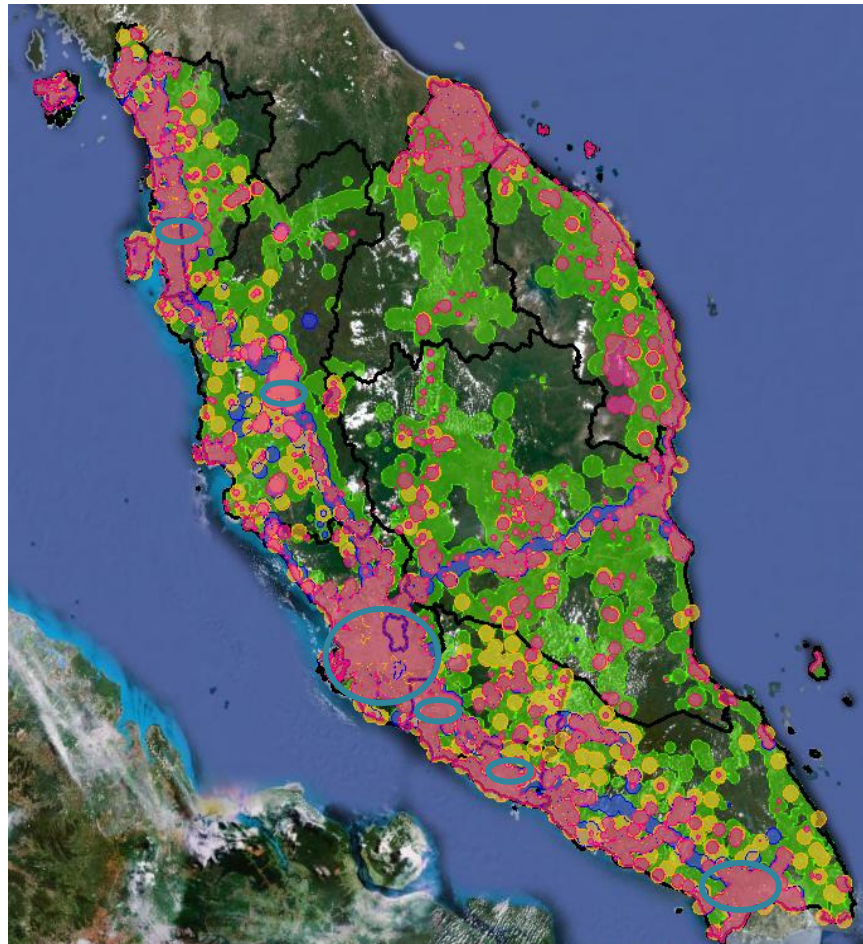


- MCMC is a statutory body established by the Malaysian Communications and Multimedia Commission Act 1998 (MCMCA) that implements and promotes the national policy objectives for the communications and multimedia sector.
- MCMC undertakes the role of regulating and ensuring the development of the communications and multimedia industry which encompasses the telecommunications and broadcasting sectors, online activities, postal services and digital certificates.
- MCMC operates autonomously, but is subject to policy directions issued by the Minister.

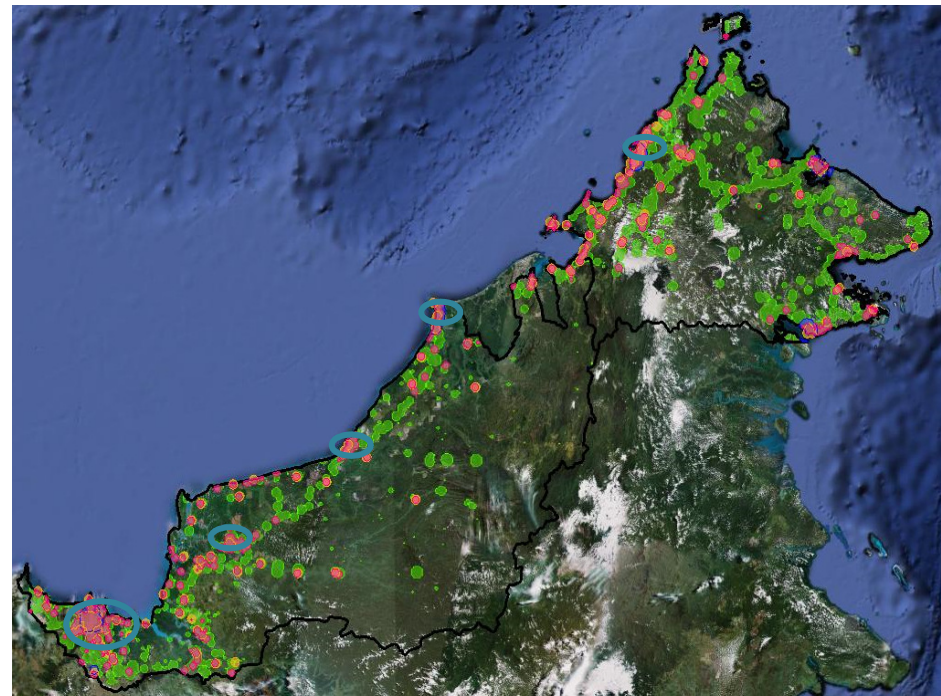


# Communications Services & Coverage 2012

<b>66.0%</b> Household Broadband Penetration Rate	<b>141.6%</b> Cellular Penetration	<b>6.6 million</b> No of broadband subscriptions	<b>3.3 million</b> No of mobile broadband subscriptions	<b>14.6 million</b> 3G subscribers	<b>41.1 million</b> Cellular subscribers
--	---------------------------------------	---	--	---------------------------------------	---



<b>96%</b> Cellular coverage in populated areas	<b>82%</b> 3G coverage in populated areas	<b>17.5 million</b> Internet users
--	--	---------------------------------------



● ADSL   
 ● 3G   
 ● 2G   
 ● WiMAX   
 ○ Unifi

Source : MCMC  
Dec 2012



# Overview of the Malaysian Online Landscape

# A look at recent history – 10 years ago



Face book didn't exist



Twitter was a sound



The Cloud was in the sky



4G was a parking place



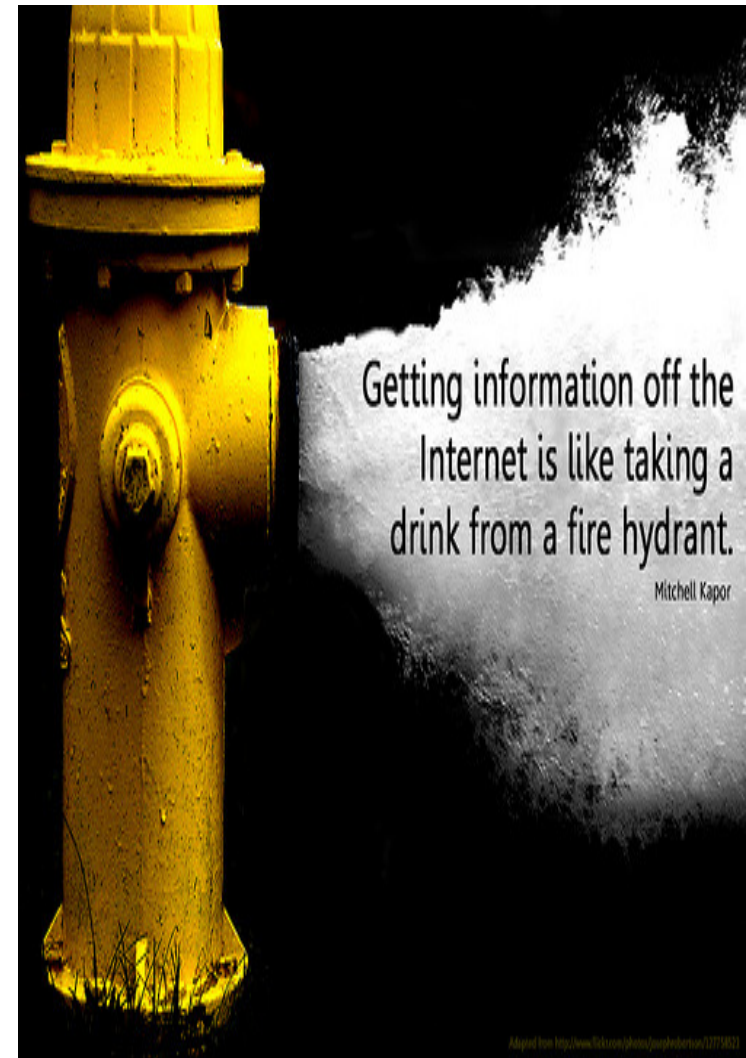
LinkedIn was a prison



Applications were what you sent to colleges

Thomas Friedman – NY Times Columnist  
& Pulitzer Prize winning author

# Now... social media galore





Malaysia

# Internet Use by Malaysians



Internet population

Malaysia population - 26,160,256

64.7% of Malaysian use the Internet. Internet users - 16,900,000

## Top 5 social media channels



Facebook  
14,000m Page views  
75.5% Reach



Blogspot  
1700m Page views  
42.4% Reach



WordPress  
15m Page views  
16.1% Reach

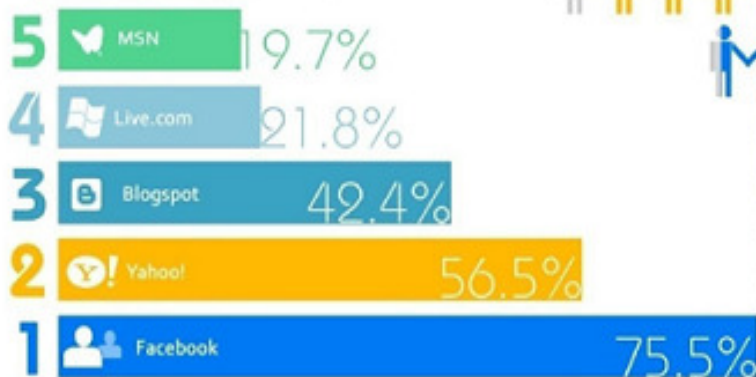


Twitter  
25m Page views  
7.6% Reach

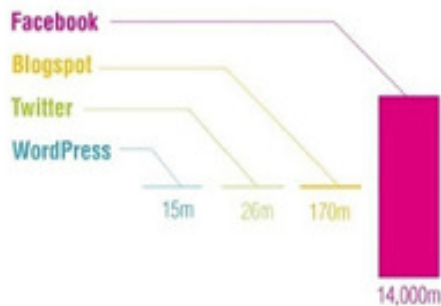


Metacafe  
5.1m Page views  
5.6% Reach

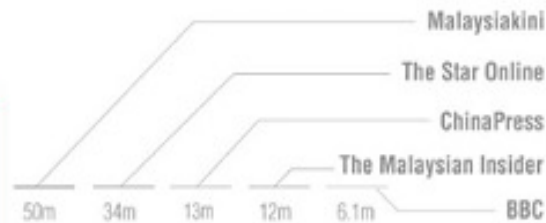
## Top 5 websites (% Reach)



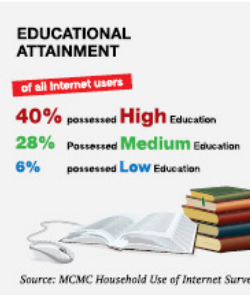
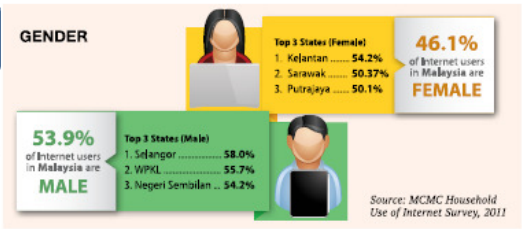
## Social media



## Mainstream media



## 2011



## 2012

## DEMOGRAPHICS: GENDER/AGE

56.4% of Internet Users in Malaysia are **MALE**

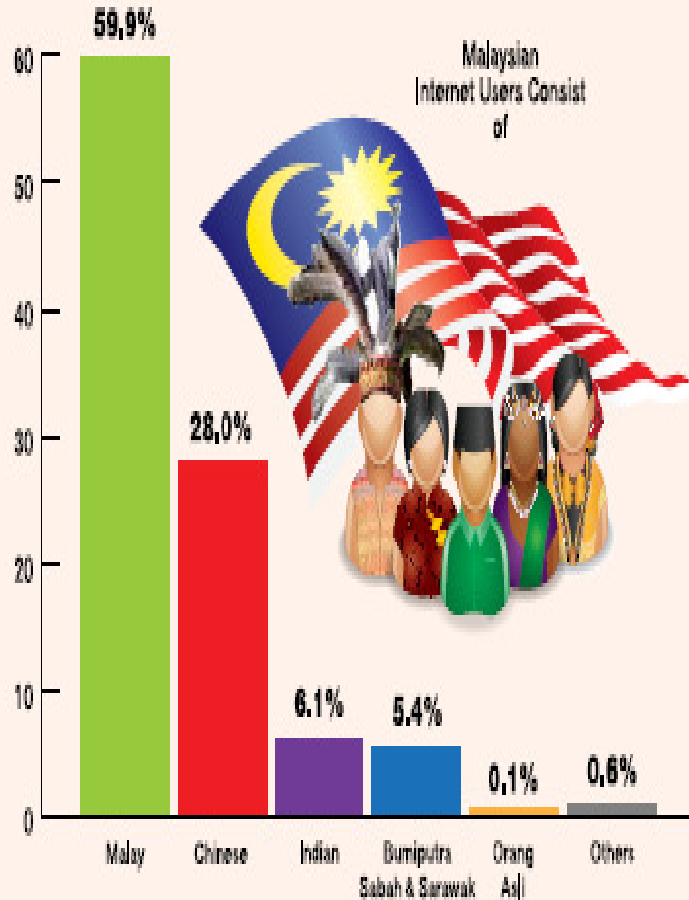


43.6% of Internet Users in Malaysia are **FEMALE**

# Malaysian Internet User Profile

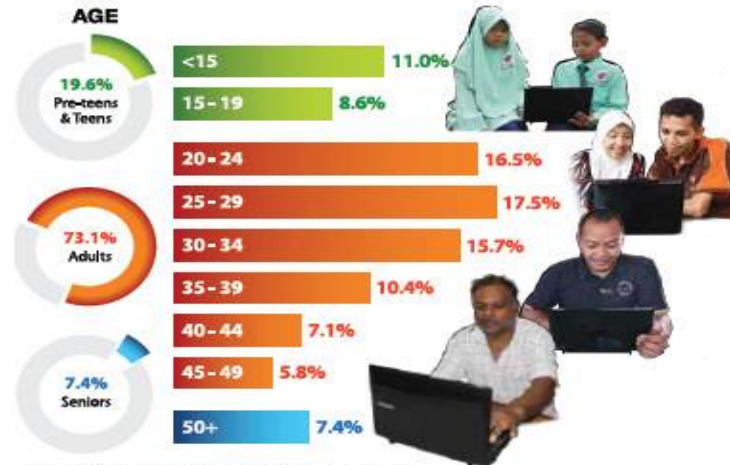


## ETHNICITY



Source: MCMC Household Use of Internet Survey, 2011

## 2011



Source: MCMC Household Use of Internet Survey, 2011

## 2012

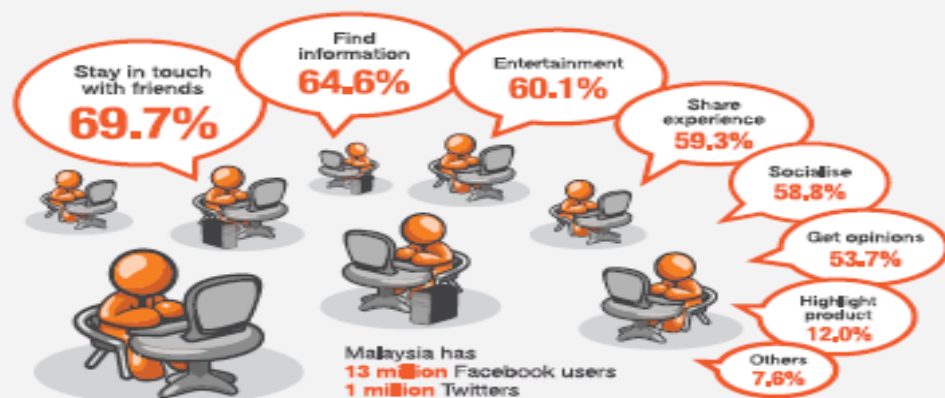
PreTeen & Teens  
**13.2%**

Adults  
**73.9%**  
(34% age 20-29)

Seniors  
**13.2%**

## WHAT'S ON YOUR MIND?

What did Malaysian social networkers really do?

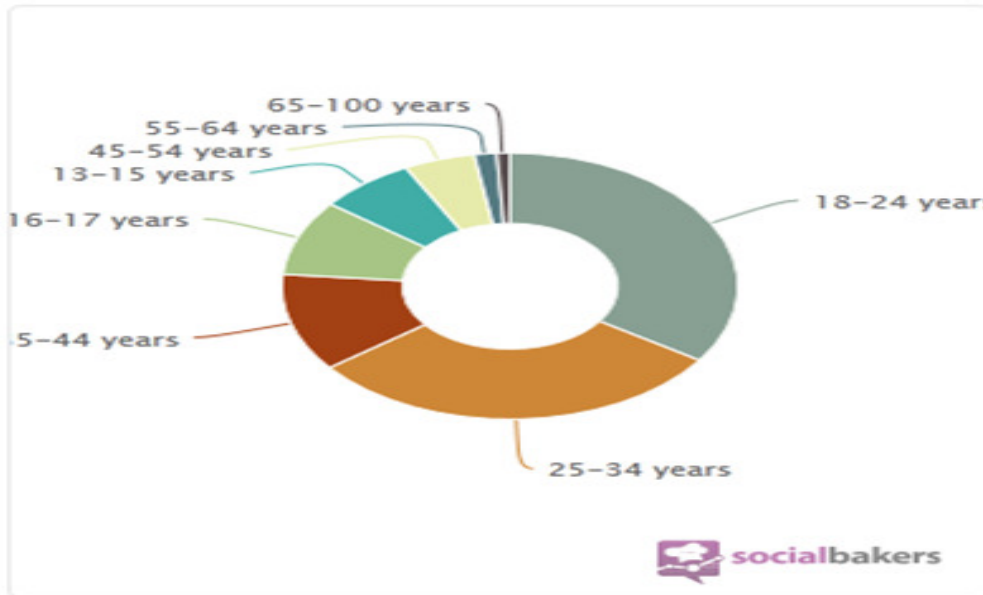




# Social Media use



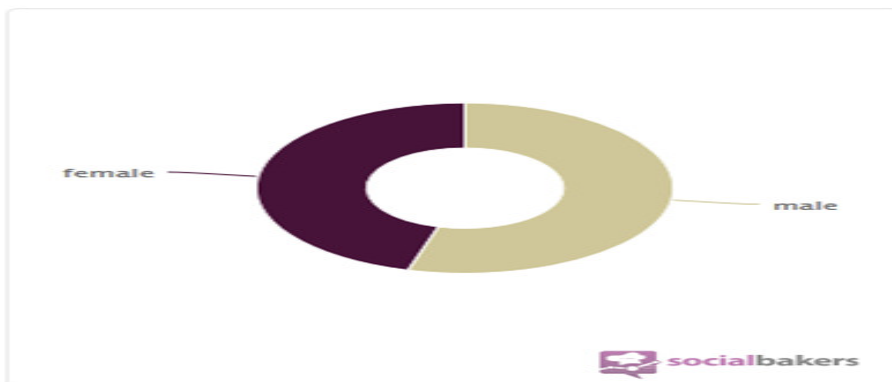
Malaysian Facebook Users – by Age and Gender  
 User age distribution



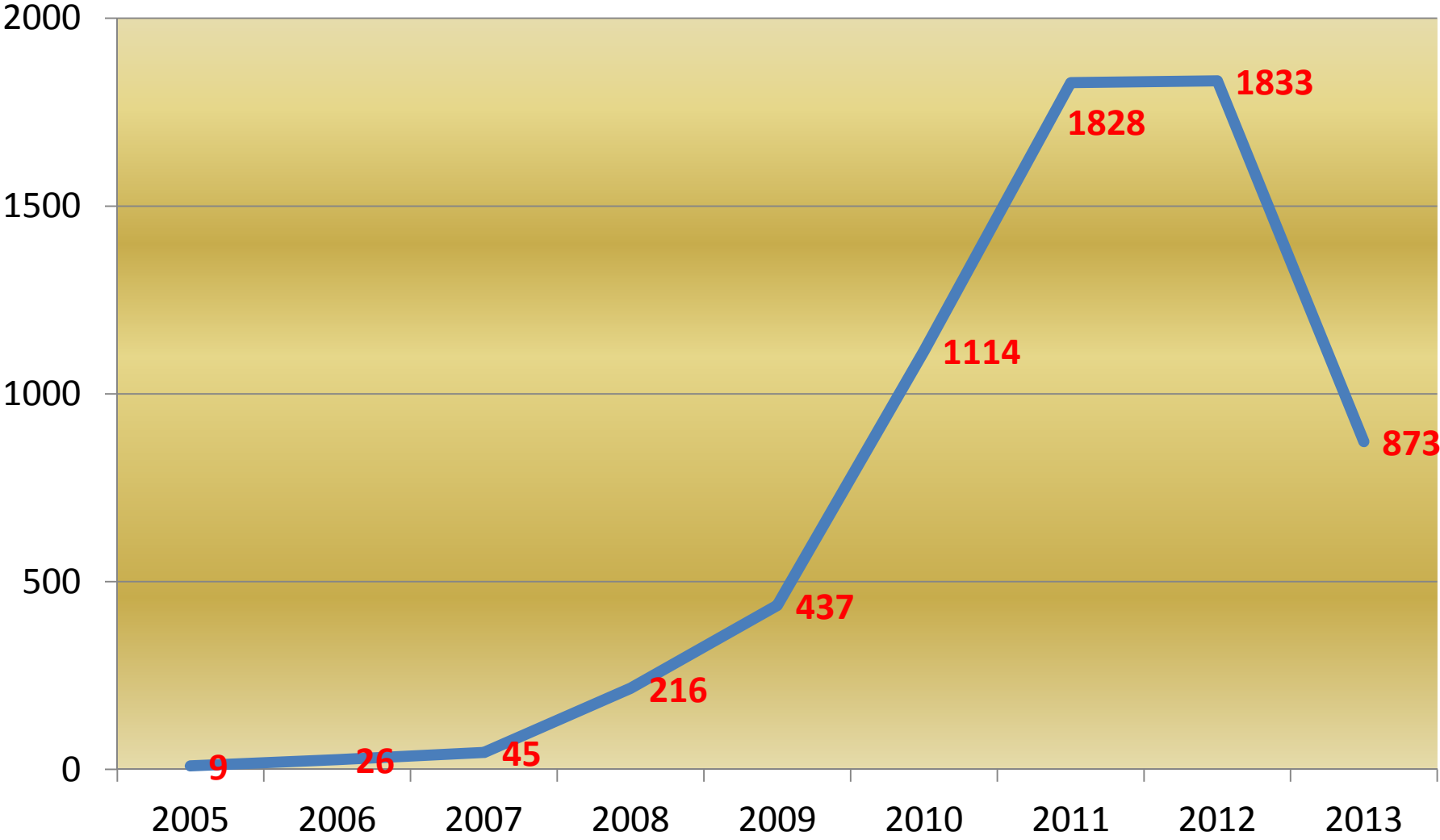
Top 20 sites surfed by Malaysians in 2012

1. Facebook
2. Google.com.my
3. Youtube
4. Blogspot.com
5. Yahoo
6. Blogger.com
7. Wikipedia
8. Maybank2u.com.my
9. Twitter
10. Mudah.my
11. Windows Live
12. WordPress.com
13. Lowyat.Net
14. Malaysiakini.com
15. Cari.com.my
16. Lelong.com.my
17. Amazon.com
18. cimbclicks.com.my
19. The Star Online
20. Airasia.com

Male/Female User Ratio



# NEW MEDIA COMPLAINTS TREND



# TYPE OF COMPLAINTS



- Misuse of Personal Data (Photos, Phone numbers)
- Dissemination of offensive pictures
- Online Defamation/Sedition
- False/Misleading news
- Fake profiles
- Negative/Provocative remarks against race and religion
- Bullying/Physical threat
- Porn
- Insulting royal institutions
- Hacking
- Fraud/Scam
- Trademark/Copyright Infringement
- Wrongful Information/Misinformation about Islam

## RELEVANT PROVISIONS FROM CMA 1998 ON PROTECTING THE USERS



Section 211 (Prohibition on provision of offensive content).  
*Offensive content is defined as “content which is indecent, obscene, false, menacing or offensive in character with intent to annoy, abuse, threaten or harass any person”.*



Section 233 (Improper use of network facilities or network services) makes, creates or solicits and initiates transmission any comment, request, suggestion or other communications which is obscene, indecent, false, menacing or offensive in character with intent to annoy, abuse, threaten or harass another person.

## REQUIREMENTS FOR ASSISTANCE UNDER CMA 1998

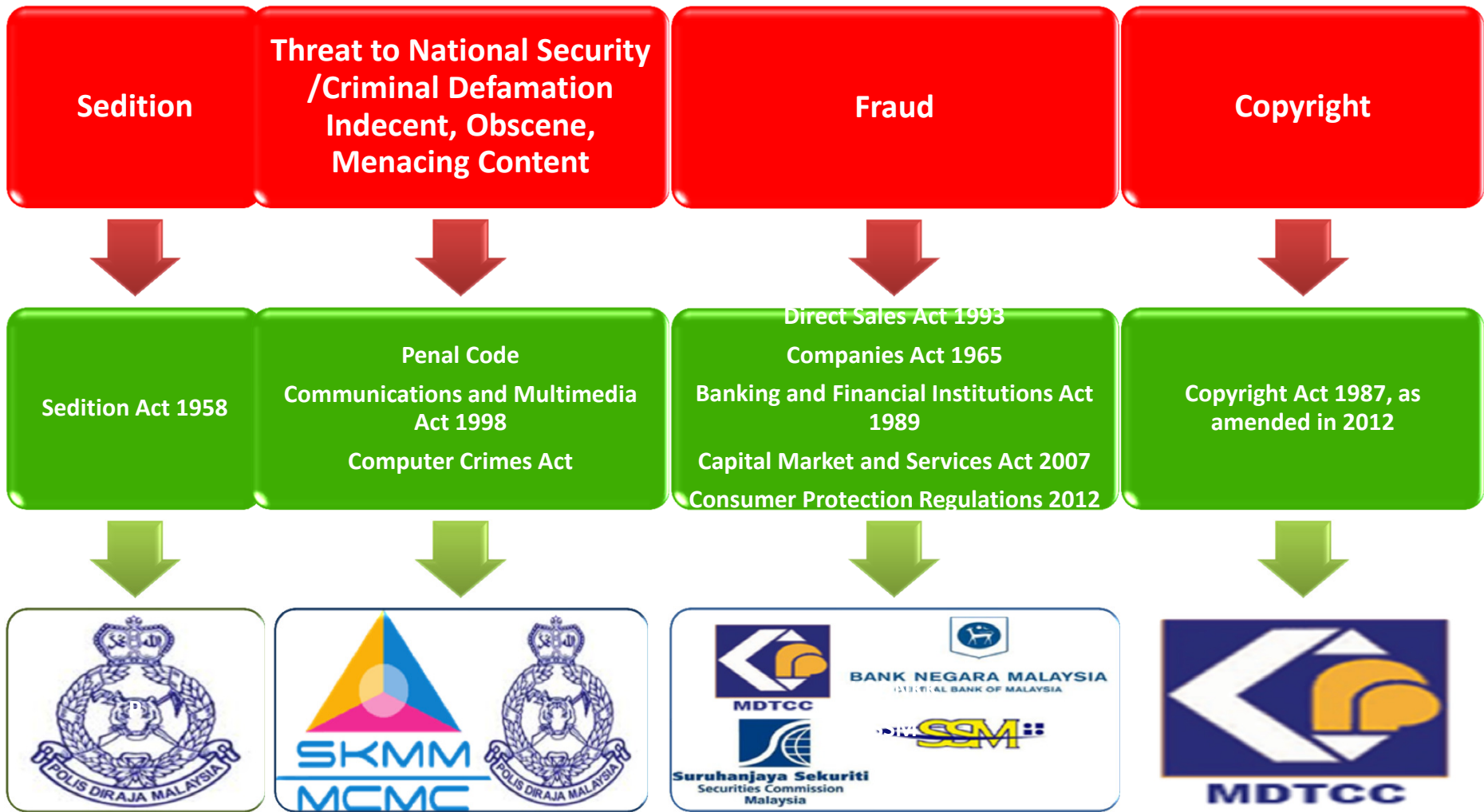
### Sec 263 (1)

- **General duty of licensee to use his best endeavor to prevent his network facilities from being used for the commission of an offence under the laws of Malaysia**

### Sec 263 (2)

- **General duty of licensees to assist in preventing the commission or attempted commission of an offence under the any laws of Malaysia.**

# Some Laws Relating to Online Offence

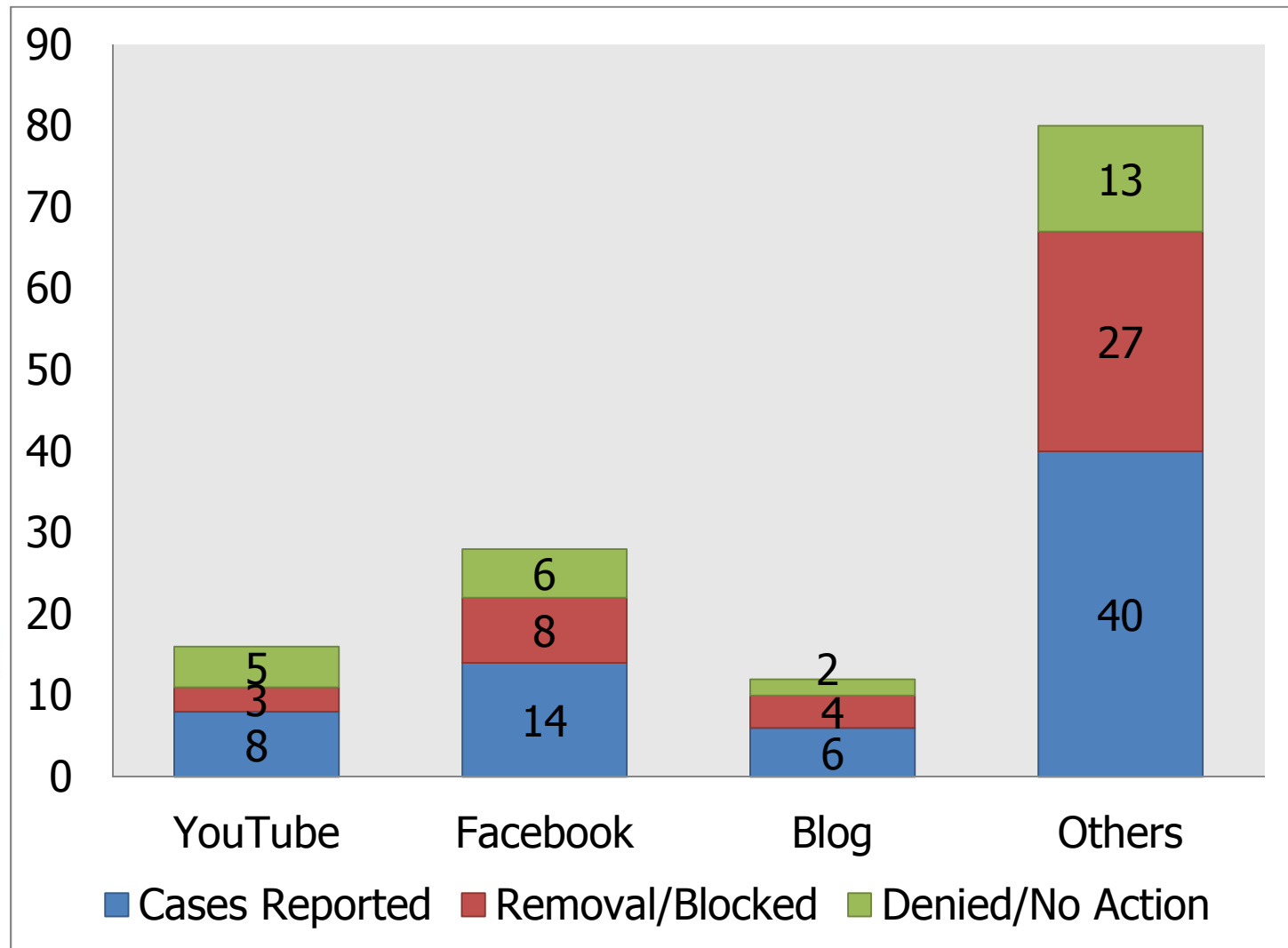


# ACTIONS TAKEN BY MCMC



- Advisory to complainants
- Notices to Administrators/Moderators for removal
- Abuse Report to Providers
- Blocking of access
- Referral to Content Forum
- Referral to other agencies
- Investigation
- Prosecution

# Cases reported and action taken for removal of content (Jan-Sep 2013)





# Notices (Removal of Content)




From: SKMM New Media Unit  
To: 'cc-advoc@yahoo-inc.com'; 'copyright@yahoo-inc.com'  
Cc:  
Subject: FRAUDULENT PROFILE AND DISCLOSURE OF PERSONAL PHOTOS (<http://www.flickr.com/photos/nurazzahngahmohdnazrimohiddin>)

Sent: Mon 7/15/2013 11:32

Our Ref: SKMM(T)09-NMD/960/2013/Jld.7(301)  
[cc-advoc@yahoo-inc.com](mailto:cc-advoc@yahoo-inc.com); [copyright@yahoo-inc.com](mailto:copyright@yahoo-inc.com)

Yahoo! Inc.  
Customer Care - Privacy Policy Issues  
701 First Avenue  
Sunnyvale, CA 94089  
(408) 349-5070



Dear Sir,  
**FRAUDULENT PROFILE AND DISCLOSURE OF PERSONAL PHOTOS** (<http://www.flickr.com/photos/nurazzahngahmohdnazrimohiddin>)


We refer to the above matter.

2. Kindly note we represent the Malaysian Communications and Multimedia Commission (the Commission) being the statutory regulator for the communication and multimedia industry in Malaysia. Accordingly the Commission monitors the efficacy of the said industry in pursuant to the Communications and Multimedia Act 1998 (CMA 1998) and other related legal provision necessary to safeguard national integrity.

From: SKMM New Media Unit  
To: 'durov2005@gmail.com'  
Cc: 'cfo@vkontakte.ru'; 'noc@vkontakte.ru'  
Bcc: Sharizzaman bin Ahmad Sabaruddin; Elvira Shamsuddin  
Subject: CHILD OBSCENE CONTENT ON VK.COM

Sent: Tue 6/11/2013 5:57

Our Reference : SKMM(T)09-MIMD/960/2013/Jld.6(254)  
Date : 11 June 2013



Dear Sir/Madam,  
**CHILD OBSCENE CONTENT ON VK.COM**

We refer to the above matter.

2. For your information, the Malaysian Communications and Multimedia Commission (the Commission) is the regulator for the communications and multimedia industry in Malaysia and we are responsible for the administration of the Communications and Multimedia Act 1998.

3. In this regard, the Commission is writing as the complainant to seek your assistance on this matter. The Commission note that someone has made a profile on <http://vk.com/kualalumpurkids> using the nickname of "Kualalumpur Kids", and the account is being used to promote child gay services in Malaysia, and also to spread child pornographic content among all the vk.com members.

4. Based on our investigation into the complaint, provisioning of such content contravenes Section 233(1) of the Communications and Multimedia Act 1998 as well as the Child

# Notices (Removal of Content)



From: SKMM New Media Unit  
To: 'Webmaster Adpost.com'  
Cc:  
Subject: RE: Fraudulent Advertisement - <http://www.adpost.com/my/personals/24913/>

Sent: Mon 7/15/2013 2:58

---

From: SKMM New Media Unit  
Sent: Thursday, June 27, 2013 5:38 PM  
To: <mailto:webmaster@adpost.com>  
Subject: Fraudulent Advertisement - <http://www.adpost.com/my/personals/24913/>

Our Reference : SKMM(T)09-NMD/960/2013/Jld.6(280)  
Date : 27 June 2013

[webmaster@adpost.com](mailto:webmaster@adpost.com)

Fraudulent Advertisement - <http://www.adpost.com/my/personals/24913/>

We refer to the above matter.

- For your information, the Malaysian Communications and Multimedia Commission (the Commission) is the regulator for the communications and multimedia industry in Malaysia and we are responsible for the administration of the Communications and Multimedia Act 1998.
- In this regard, the Commission requests for the removal of an advertisement link at <http://www.adpost.com/my/personals/24913/>. We had received a complaint from Ms Olivia Karren Anak Peter that the advertisement, which contains her personal information including her photo and mobile telephone number, was put up without her knowledge and consent. As a result, Ms Olivia Karren has been receiving calls from unknown persons due to the details posted in the said advertisement.
- Based on our investigations into the complaints, the fraudulent information on the complainant is found to be in contravention of the following provision of the Malaysian Law:



From: SKMM New Media Unit  
To: 'annlavin@google.com'; 'lilhshun@google.com'  
Cc:  
Bcc: Elvira Shamsuddin  
Subject: ACCOUNT ON YOUTUBE IN BREACH OF MALAYSIAN LAW

Sent: Wed 6/5/2013 3:40

---

Dear Sir/Madam,

**ACCOUNT ON YOUTUBE IN BREACH OF MALAYSIAN LAW**  
<http://www.youtube.com/user/AmirahAfiqahIrdinald>

We refer to the above matter.

- Kindly note we represent the Malaysian Communications and Multimedia Commission (the Commission) being the statutory regulator for the communication and multimedia industry in Malaysia. Accordingly, the Commission monitors the efficacy of the said industry in pursuant to the Communications and Multimedia Act 1998 (CMA 1998) and other related legal provision necessary to safeguard national integrity.
- The Commission has received a complaint regarding the content found at <http://www.youtube.com/user/AmirahAfiqahIrdinald>. The material is deemed to be both offensive and false and it contravenes the following provision:  
*Section 233 (1) (a) CMA 1998: A person who by means of any network facilities or network service or application service knowingly –*
  - Makes, creates or solicits; and
  - Initiates the transmission of,*Any comment, request, suggestion or other communication which is obscene, indecent, false, menacing or offensive in character with intent to annoy, abuse, threaten or harass another person commits an offence.*
- In addition, we note that the account was opened by an unknown party without the consent of actual individual. For your information, Ms Amirah, who associated with the account and the video content is under 18 years old, and thus considered a child under the Child Act of Malaysia. As such, your assistance in ensuring the safety and well-being of the child is appreciated. Therefore, we hereby request for the removal of the account as well as all content at <http://www.youtube.com/user/AmirahAfiqahIrdinald>.

Thank you.

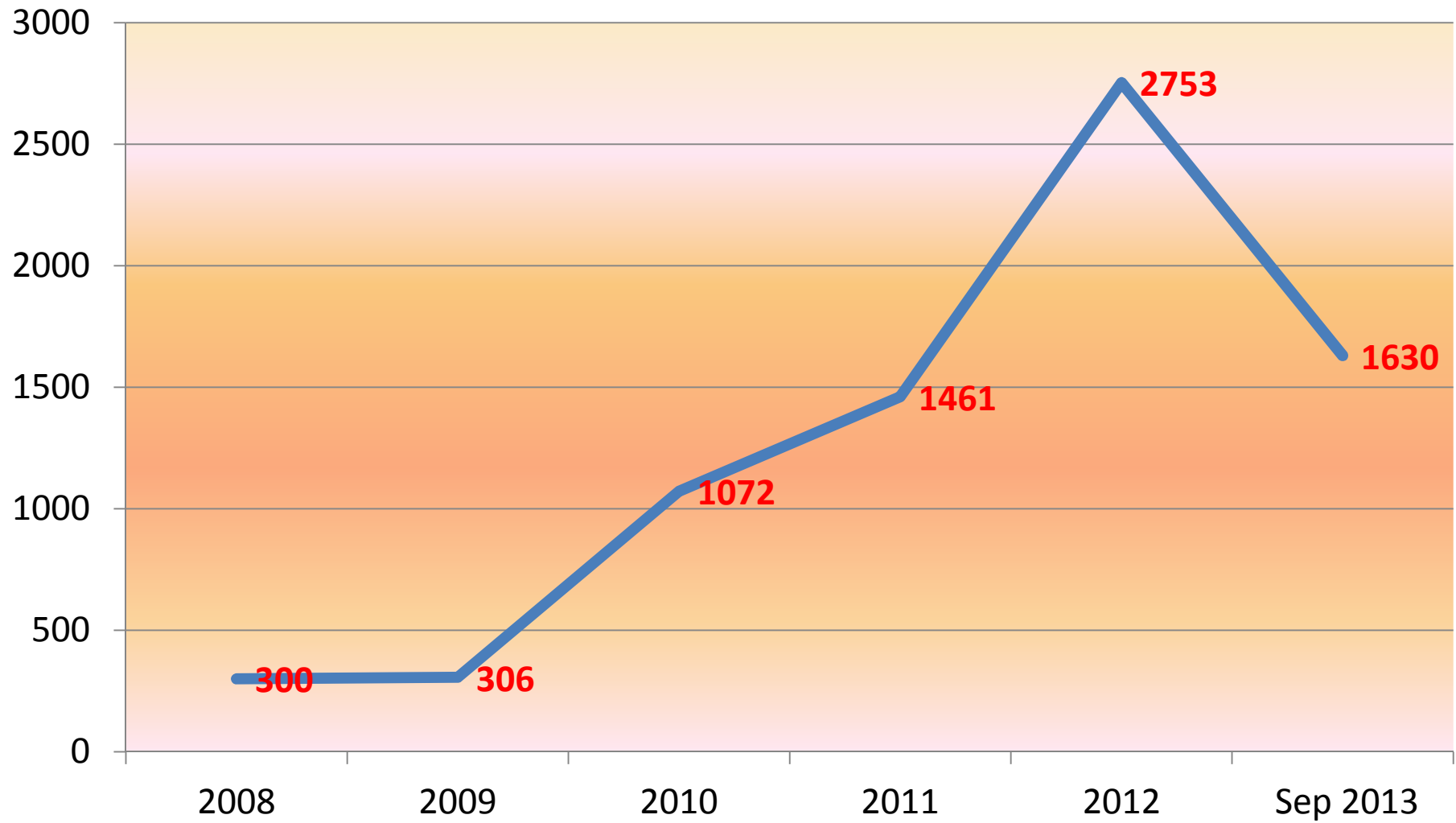


# Notice of Removal of Content



A screenshot of a web browser with two tabs open. The left tab shows a Blogger page with the message: "Blog has been removed. Sorry, the blog at komiknabi.blogspot.com has been removed. This address is not available for new blogs. Did you expect to see your blog here? See: 'I can't find my blog on the web, where is it?'". The right tab shows a YouTube video page for "Zulkifli Nordin (PERKASA) menghina agama hindu" by Chandra Lawan Tetap Lawan. The video player shows a red YouTube logo with a white speech mark, indicating the content is unavailable. The video title is "Zulkifli Nordin (PERKASA) menghina agama hindu" and it has 18 videos in the series. The right sidebar shows a list of related videos, including "Cina Dan India Adalah Kaum Pendatang", "[ GEMPAR ] ZULKIFLI NOORDIN kena lanyak di", "Masyarakat India Wajib Tonton..! Indians MUST", "Zul Nordin: Perkara Yang Berlaku Sebelum Peristiwa 13", "Zulkifli Nordin - 'Bar Council turut hina agama Hindu'", "PKR Bidas Ketua PERKASA Hina Agama Hindu - Buletin", and "Ceramah Zulkifli Nordin Di Sg. Rokam, Ipoh". The browser's taskbar at the bottom shows the date and time as 9:46 AM on 6/19/2013.

# BLOCKING OF SITES



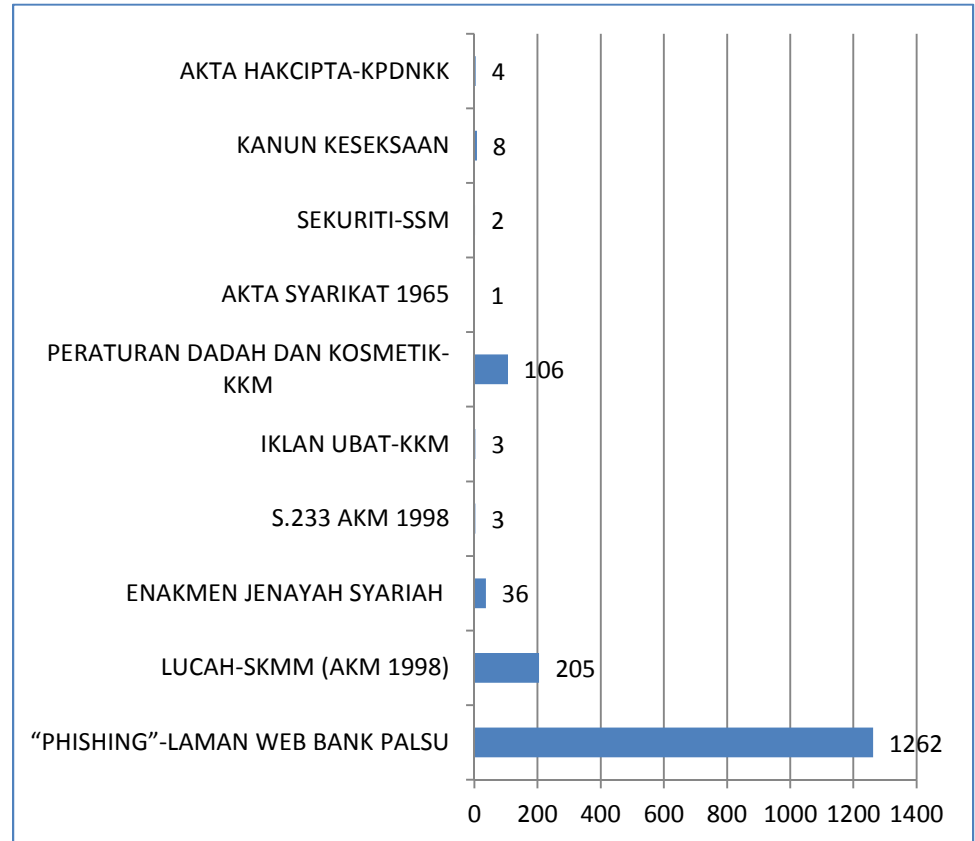
# DETAILS OF BLOCKED SITES



Request for blocking from law enforcement agencies:-



## Total sites blocked (Jan-Sep 2013)



Note : A total of **1630** blocked, **163** based on request from other law enforcement agencies and **1467** blocked pursuant to breach of CMA 1998.

# Notices on Blocked Sites



## MAKLUMAN

Laman sesawang ini tidak dapat diakses di Malaysia kerana kandungannya melanggar undang-undang negara.

### NOTIFICATION

*This website is not available in Malaysia as it violates the National law.*

\* Untuk maklumat lanjut/ for more information [click here](#)

Akses kepada laman sesawang ini dihalang di bawah Seksyen 263(2) Akta Komunikasi Dan Multimedia 1998 kerana melanggar undang-undang Malaysia di bawah:

*Access to this site has been denied under Section 263(2) Communications And Multimedia Act 1998 as it violates the following Malaysian law:*

### AKTA/ACT

Akta Komunikasi Dan Multimedia 1998

*Communications And Multimedia Act 1998*

### KESALAHAN/OFFENCE

Melanggar peruntukan Seksyen 211/233

*Breached provision of Section 211/233*

### AGENSI PENGUATKUASA/ENFORCEMENT AGENCY

Suruhanjaya Komunikasi dan Multimedia Malaysia

*Malaysian Communications and Multimedia Commission*

Pertanyaan/Inquiries: [newmedia.unit@cmc.gov.my](mailto:newmedia.unit@cmc.gov.my)

# PAPARAN NOTIS/AMARAN



Akses kepada laman sesawang ini dihalang di bawah Seksyen 263(2) Akta Komunikasi Dan Multimedia 1998 kerana melanggar undang-undang Malaysia di bawah:

*Access to this site has been denied under Section 263(2) Communications And Multimedia Act 1998 as it violates the following Malaysian law:*

## AKTA/ACT

Akta Jualan Dadah 1952

*Sale of Drugs Act 1952*

## KESALAHAN/OFFENCE

Melanggar Peraturan 7(1)(a) Peraturan Kawalan Dadah dan Kosmetik 1984

*Breached Regulation 7(1)(a) Control of Drugs and Cosmetics Regulations 1984*

## AGENSI PENGUATKUASA/ENFORCEMENT AGENCY

Kementerian Kesihatan Malaysia/P

*Ministry of Health Malaysia*

Pertanyaan/*Inquiries: [ ].gov.my*





# More Examples



<http://sultan.perak.gov.my/>

Sending offensive comment at DYMM Sultan Perak's office website [S.233(1)(a)CMA98]

Chan Hong Keong & Khoo Hui Shuang  
[Mahkamah Sesyen Jenayah 4, Butterworth Pulau Pinang. Kes No: 62-(42&58)-2009]

Found guilty. Fine of RM50,000 and 1 year imprisonment

Making defamatory e-mail delivery

Using internet application to send menacing e-mail from the\_artemis@ymail.com with intention to annoy others. [S.233910(a) CMA98]

Mohd Noor Bin Ismail  
[Mahkamah Sesyen (4) Ayer Keroh, Melaka. Kes No: 63-71-2010]

Pleaded guilty. Fine of RM6,000.

<http://www.freakytor.org>

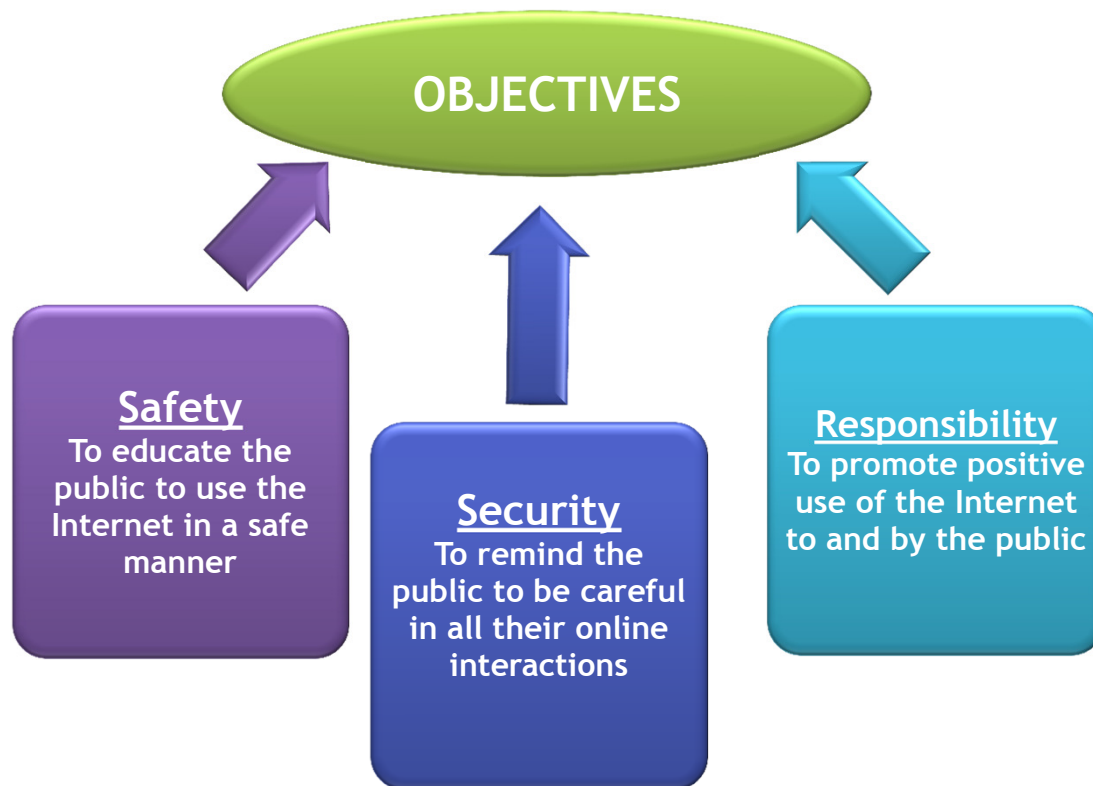
Selling of pirated copies product over internet [S.233(1)(a) CMA98]

Lee Pey Fung

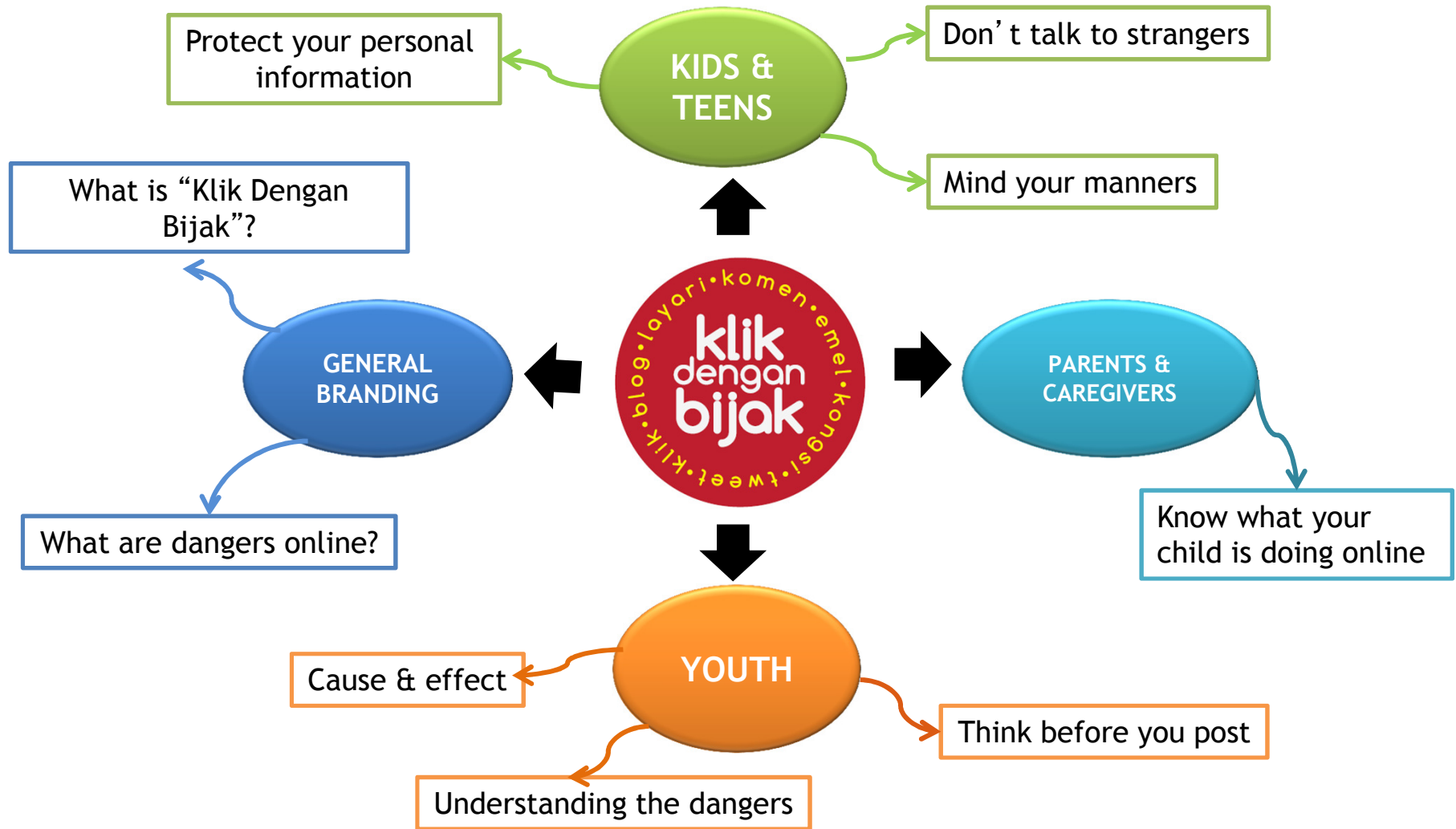
NFA. The website is no longer in operation.



- An initiative by MCMC to educate and inculcate a culture of positive use of the Internet.
- National launch on 1 July 2012 in Penang
- Is based on the Rukun Negara (National Principles) & Good Behaviour & Morality Campaign
- Consistent with the National Policy Objectives of the Communications and Multimedia Act 1998.
- Complements existing initiatives by MCMC e.g. 1Malaysia Internet Centre, National Broadband Initiative, U-Pustaka, Getting Malaysian Businee Online (GMBO) etc.



# TARGET AND MESSAGES



# REPORTS BY USERS TO SERVICE PROVIDERS



# Report Page

The screenshot shows the Facebook interface for the page 'Muhammad Speaks'. A reporting dialog box is open, asking 'Is this page about you or a friend?'. The 'Hate speech' option is selected under 'Yes, this page is about me or a friend:'. A sub-menu for 'Hate speech' is open, with 'Targets a religious group' selected. A 'Continue' button is visible at the bottom of the dialog. A context menu is also open on the right side of the page, with 'Report Page' selected. Red annotations with arrows point to these specific steps: '1 Klik Sini' points to the menu icon, '2 Pilih Report Page' points to the 'Report Page' option, '3-Pilih Hate Speech' points to the 'Hate speech' radio button, '4- Pilih Target a religious group' points to the selected option in the sub-menu, and '5 - Klik Continue' points to the 'Continue' button.

1 Klik Sini

2 Pilih Report Page

3-Pilih Hate Speech

4- Pilih Target a religious group

5 - Klik Continue

www.facebook.com/pages/Muhammad-Speaks/198902856795660

facebook

Search

93

Is this page about you or a friend?

Yes, this page is about me or a friend:

- It's harassing me
- It's harassing a friend

No, this page is about something else:

- Spam or scam
- Hate speech

Choose a type

- Choose a type
- Targets a race or ethnicity
- Targets a religious group
- Targets based on gender or orientation
- Targets people with a disability or disease

Continue Cancel

Like

- Add to Interest Lists...
- Add to My Page's Favorites
- Share...
- Send Feedback
- Report Page
- Privacy

Community

Prophet of Islam in his own wo

About

Post Photo / Video

Write something...

Muhammad Speaks

17 hours ago

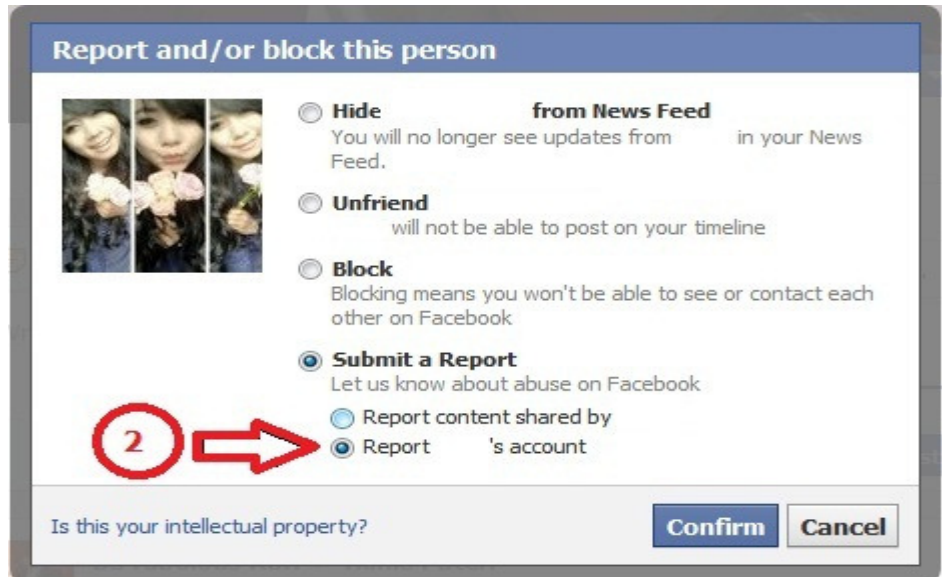
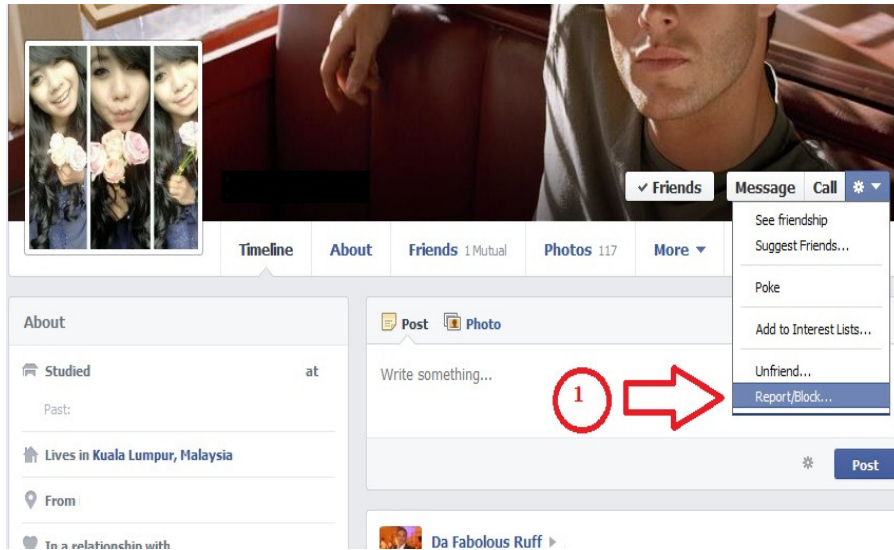
Gujjar King

Pakistan has evolved

MilaSwam.Blogspot.Com

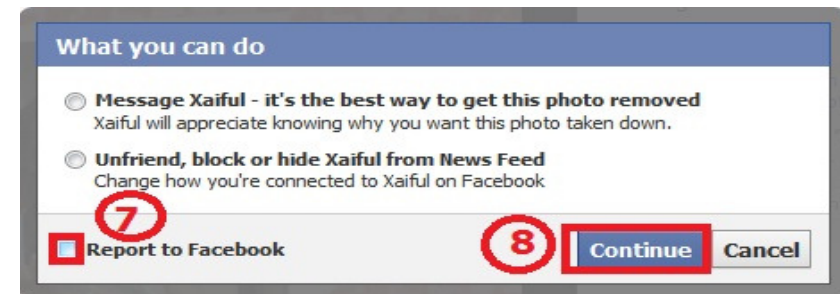


# Report Profile



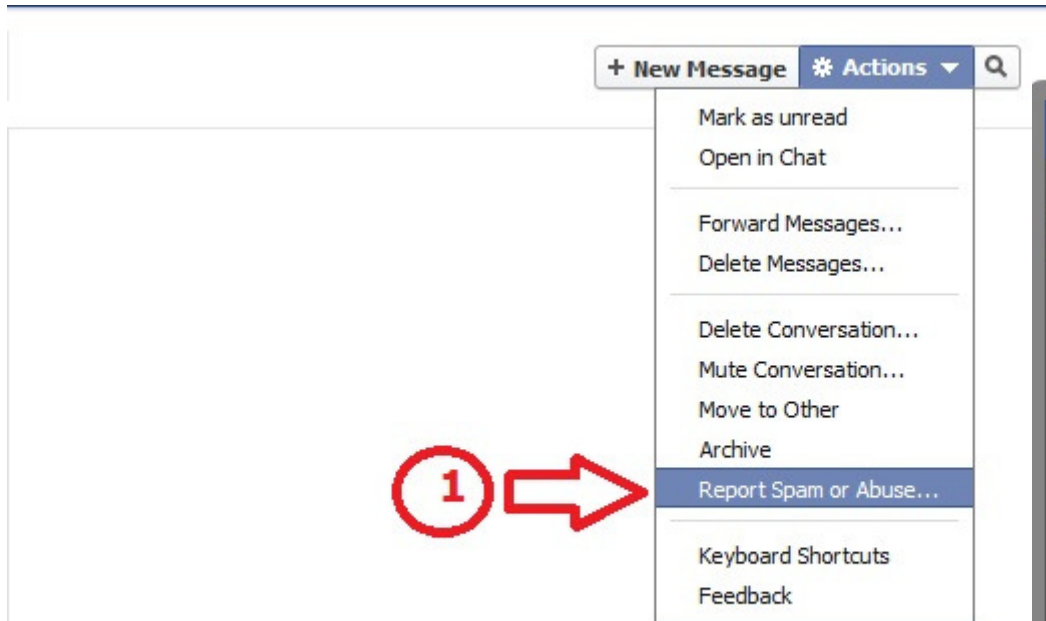


# Report Photo





# Report Message



A screenshot of the Facebook interface showing the 'Actions' menu. The menu is open, displaying various options. A red circle with the number '1' and a red arrow points to the 'Report Spam or Abuse...' option.

- + New Message
- \* Actions
- Mark as unread
- Open in Chat
- Forward Messages...
- Delete Messages...
- Delete Conversation...
- Mute Conversation...
- Move to Other
- Archive
- Report Spam or Abuse...**
- Keyboard Shortcuts
- Feedback

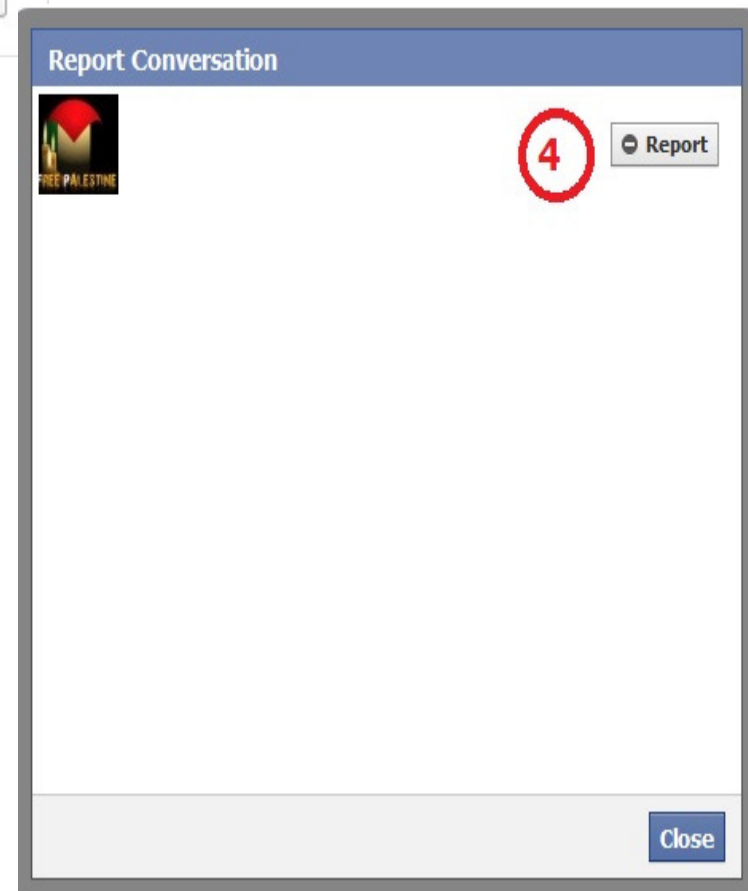


A screenshot of the 'Report Spam or Abuse' dialog box. It contains three radio button options. A red circle with the number '2' is next to the first option, and a red circle with the number '3' is next to the 'OK' button.

**Report Spam or Abuse**

- Mark this conversation as spam and move it to the Spam folder.
- Report individual messages from a hacked friend as spam and delete them.
- Report conversation participant(s) for harassing or threatening me.

**2** **3** OK Cancel



A screenshot of the 'Report Conversation' dialog box. It shows a profile picture of a user with a red heart icon and the text 'FREE PALESTINE'. A red circle with the number '4' is next to the 'Report' button. A 'Close' button is at the bottom right.

**Report Conversation**

**4** Report

Close





# Report Status

shared a link. 20 hours ago

**1** Report/mark as spam...

**Bangsa Cina DAP Wajib Ditentang Walaupun Bermendi Darah**

Risalah ini adalah risalah asal dalam bahasa Cina yang telah diterjemahkan ke dalam bahasa Melayu oleh seorang rakan

Like · Comment · Share 66

273 people like this.

akak, abang bersabarlah, ini gambar dari pelajar taiwan, mereka hanya tidak puas tentang dirty election. Kita tak ada niat nak menghina melayu, kita support melayu jadi menteri kita, kita pun tidak ada niat nak merampas hak melayu. Kita cuma nak kerajaan... See More

Like · Reply · 20 · 17 hours ago

i like.....melayu bangkitlah anda...masa berjihad sebenar...boikot kdai cina ..boikot kerja dengan cina

Like · Reply · 18 · 20 hours ago via mobile

4 Replies

Thanks for your feedback. You can Undo this action or Report this content as abusive.

**2**

Is this post about you or a friend?

**Yes, this post is about me or a friend:**

- I don't like this post
- It's harassing me
- It's harassing a friend

**No, this post is about something else:**

- Spam or scam
- Sexually explicit content
- Hate speech **3**

Choose a type

- Choose a type
- Targets a race or ethnicity **4**
- Targets a religious group
- Targets based on gender or orientation
- Targets people with a disability or disease

Is this  **4** Continue Cancel

What you can do

Message Papa Gomo to remove  
Let Papa Gomo know that you found this post objectionable

Report to Facebook **5** **6** Continue Cancel



# Blogspot/Google



## Report abuse

Blogger takes violations of our Terms of Service very seriously. We encourage you to read through our [Terms of Service](#) as well as the [Blogger Content Policy](#) before filing a report with us.

After careful review, Blogger may remove content or place a content warning page before viewing content deemed offensive, harmful, or dangerous.

Additionally, we are aware that there may be content on Blogger that is personal in nature or feels invasive. Please note that Blogger is a provider of content creation tools, not a mediator of that content. We allow our users to create blogs, but we don't make any claims about the content of these pages. We strongly believe in freedom of expression, even if a blog contains unappealing or distasteful content or presents unpopular viewpoints. We realize this may be frustrating, and we regret any inconvenience this may cause you. In cases where contact information for the author is listed on the page, we recommend that you work directly with this person to have the content in question removed or changed.

Here are some examples of content we will not remove unless provided with a court order:

- Parody or satire of individuals
- Distasteful imagery or language
- Political or social commentary

## What happens when content is removed?

When content is removed from a blog, the author(s) and admin(s) will be notified by email, a message on their Blogger dashboard, or both. Readers attempting to access that content will be shown a message that indicates that the content has been removed and, a link to a copy of the removal notice itself.

If you believe that you've found a blog that violates our Terms of Service, select the abuse type below to access the relevant contact form.

- [Legal issues](#)
- [Hate speech, violent or crude content](#)
- [Harassment](#)
- [Spam, phishing, or malware](#)
- [Nudity](#)
- [Posting of private information](#)
- [Impersonation](#)



# Wordpress

<http://en.wordpress.com/abuse/>

## Report content to WordPress.com staff

Please enter your email

1

Please enter the full address of the website/content you are reporting

2

Why are you reporting this?

- This content is **spam**
- This content should be marked as **mature**
- This content is **abusive**
- This content promotes **self-harm/suicide**
- This content infringes upon my **copyright**

3

[cancel](#)

4

Continue



# Twitter

## (Profil/Akaun Palsu)

<https://support.twitter.com/forms/impersonation>

Help Center  English Sign in

### Report an account for impersonation.

Fill out the form below to request help.

What is your issue?

- My account was suspended.
- I can't sign into my account.
- My account has been hacked or compromised.
- Someone is using my email address without my permission.
- I am being impersonated.

Not what you need help with? [Choose another topic](#)

**1** →



# Twitter

## **Penyalahgunaan Hak Cipta ("Copyright Infringement")**

<https://support.twitter.com/forms/dmca>

## **Pornografi**

[https://support.twitter.com/forms/general?subtopic=photos\\_search](https://support.twitter.com/forms/general?subtopic=photos_search)

## **Paparan/Penyalahgunaan Maklumat Peribadi**


<https://support.twitter.com/forms/abusiveuser>

# You Tube



Broadcast Yourself™




00:05 / 13:51

**Celaka Si Anti Islam Sam Bacile buat cerita hina Islam dan Nabi Muhamm...**

 **pekidamalaysia30** · 39 videos [Convert to mp3](#)






[Subscribe](#) 141

24,792  12  295

[Like](#) [About](#) [Share](#) [Add to](#)   

**Report this video**

**What is the issue?\***

- Sexual content 
- Violent or repulsive content 
- Hateful or abusive content** 
  - Select one
  - Promotes hatred or violence**
  - Abusing vulnerable individuals
  - Bullying
- Spam or misleading 
- Infringes my rights 
- Captions report (CVAA)

Flagged videos and users are reviewed by YouTube staff 24 hours a day, seven days a week to determine whether they violate Community Guidelines. Accounts are penalized for Community Guidelines violations and serious or repeated violations can lead to account termination. If you would like to report a channel, please [click here](#)

## **BIRO ADUAN PENGGUNA:**

**Suruhanjaya Komunikasi & Multimedia Malaysia,  
Off Persiaran Multimedia,  
63000 Cyberjaya, Selangor.**

**Faksimili:**

**+603 8688 1880**

**Talian Hotline Aduan:**

**1-800-888-030**

**SMS :**

**SKMM ADUAN [Complaint Details] SMS to 15888**

**Masa Operasi:**

**8:30am - 5:30pm**

**(Isnin -Jumaat)**

**E-mail: [aduanskmm@cmc.gov.my](mailto:aduanskmm@cmc.gov.my)**

**Website: <http://www.skmm.gov.my>**

Suruhanjaya Komunikasi dan Multimedia Malaysia - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://www.facebook.com/pages/Suruhanjaya-Komunikasi-dan-Multimedia-Malaysia/655938824432577

Search for people, places and things

Brandon Federick Find Friends Home





**SKMM**  
**MCMC**

**Suruhanjaya Komunikasi dan Multimedia  
Malaysia**

70 likes

Government Organization  
SKMM adalah sebuah badan berkanun ditubuhkan di bawah Akta Suruhanjaya Komunikasi dan Multimedia Malaysia 1998 (ASKM) bagi melaksanakan dan mempromosi matlamat



70

Apakah bidangku  
SKMM bagi menan  
Akta Komunikasi dan  
Multimedia 1998 (Ak



About - Suggest an Edit

Photos

Likes

Notes 2

Videos

Highlights

Create Page

Sponsored

Hotel di Sydney



Tempah bilik anda di Y Hotel Hyde Park melalui Expedia hari ini. Harga dari RM0

Groupon Klang



5 New things to do in Klang every day.  
\*Example of an upcoming deal  
371,987 people like Groupon Malaysia.

Now

Launched

Chat

10:24 AM  
6/12/2013

<https://www.facebook.com/pages/Suruhanjaya-Komunikasi-dan-Multimedia-Malaysia/655938824432577>



TERIMA KASIH

[Newmedia.unit@cmc.gov.my](mailto:Newmedia.unit@cmc.gov.my)



| SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA |