



Suruhanjaya Komunikasi dan Multimedia Malaysia

Malaysian Communications and Multimedia Commission

**GUIDELINES TO THE COMMISSION DETERMINATION
ON THE MANDATORY STANDARD FOR
THE PROVISION OF SERVICES THROUGH A MOBILE VIRTUAL NETWORK
DETERMINATION NO. 3 OF 2015**

MCMC(T)/09/MCD(C)/130/04/Jld.1 2016(04)

1 JANUARY 2017

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GLOSSARY

Commission	Malaysian Communications and Multimedia Commission
EFT	Electronic Funds Transfer
HLR	Home Location Register
HO	Host Operator
MNP	Mobile Number Portability
MS for MVN	Mandatory Standards for the Provision of Services Through a Mobile Virtual Network
MVN	Mobile Virtual Network
MVN SP	Mobile Virtual Network Service Provider
SIM	Subscriber Identity Module
SMS	Short Messaging Service

PART A: OBJECTIVE AND SCOPE

1. These guidelines are developed by the Commission pursuant to paragraph 8 of the Commission Determination on the MS for MVN, Determination No. 3 of 2015.
2. These guidelines set out the explanatory notes to the standards in the MS for MVN.

PART B: REQUIREMENT FOR REPORT SUBMISSION

3. All formal letters in the Stage 1 Notice and Stage 2 Notice should be sent to the Chairman's address and email as follows:

Chairman

Malaysian Communications and Multimedia Commission

MCMC Tower 1, Jalan Impact, Cyber 6

63000, Cyberjaya

Selangor Darul Ehsan

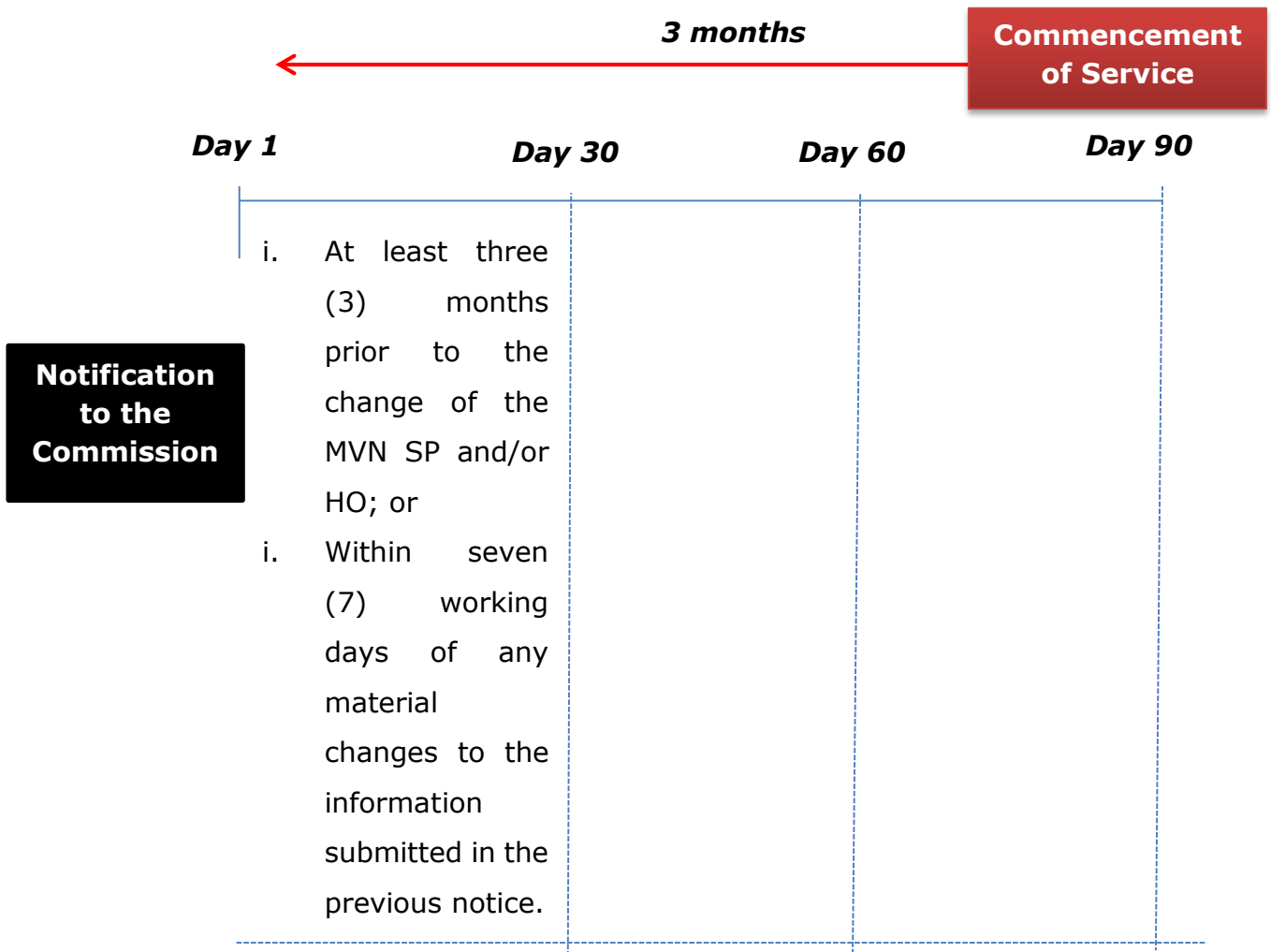
Email : mvn.admin@cmc.gov.my

4. These reports shall be in the form and format as described in these guidelines. Each report shall be accompanied by a declaration signed by an officer of the MVN SP duly authorized by the board of directors, stating that each report is true and accurate.

PART C: REPORTING TEMPLATES

STAGE 1: COMMENCEMENT OF SERVICE

5. The timeline for the Stage 1 is as per below:



6. The MVN SP shall submit the notice to the Chairman of the Commission, but not limited to the following information:

No	Information	Details of Information	Details/Remarks
1	MVN service details	i. Date of service commencement	To be filled up by: a) New MVN SP; or b) Change of MVN SP and/or HO.
		ii. Type(s) of business segment	Example: Youth, tourist, local students, immigrants and et cetera
		iii. Name of the HO	
		iv. Type(s) of services acquired from the HO	As defined in the Mandatory Standards i.e: Public Cellular Services, Wireless Broadband Access Service
2	Information of the Contract	i. Duration of Contract	
		ii. Expiry of Contract	
3	Terms of Contract	i. Amount of Performance Bond paid to HO (if any)	
		ii. Contract renewal terms and terms relating to the termination of Contract (if any)	
		iii. Targeted monthly subscribers	

		iv. Database origin (for ownership of subscriber database)	The location of database is hosted
		v. Number of agents and/or dealers	

STAGE 2: MVN SERVICE TERMINATION

7. This following will be the reference point for the MVN SP and HO in cases of incidents which occurs as per below:

a) **Situation 1: MVN Service Termination**

Applies when discontinuation of MVN services to the subscribers. The timeline for **Situation 1** is as per below:

	<i>3 months</i>			End of Service
	<i>Day 1</i>	<i>Day 30</i>	<i>Day 60</i>	<i>Day 90</i>
	Phase 1		Phase 2	
				Phase 3
Announcement	i. Newspaper ii. SMS iii. Electronic means		i. SMS ii. Electronic means	i. SMS ii. Electronic means
Account Status	i. Line active ii. Top up enabled		i. Line active ii. Top up barred	i. Line active ii. Outgoing barred iii. Top up barred
New Registration/ Port in	The MVN SP/HO must stop any new registrations/port in from the date of issuance of the Stage 2 Notice.			
Notification on MVN Service Termination	The MVN SP must notify: i. The Commission ii. HO iii. Customer			

For **Situation 1**, the MVN SP shall submit the Notice of Service Termination (Stage 2 Notice) in the form of a formal letter to the Chairman of the Commission but not limited to the following information:

No	Information	Details of Information
1	Date of MVN service termination	Effective date of MVN service termination
2	Refund period	The refund period shall commence on the date of issuance of the Stage 2 Notice and shall be completed within three (3) months from the date of issuance of the Stage 2 Notice
3	Standard procedures for refund	<p>Proof of Identity. The MVN SP must prepare a proper process in validating the authenticity of identity of their subscribers during the termination process to avoid from any fraud activities</p> <hr/> <p>Terms and conditions for refund (e.g: circumstances where a refund is payable, applicable balance or deposit paid by the subscribers)</p> <hr/> <p>Timeline for processing the request for refund</p> <hr/> <p>Refund the subscribers who have chosen to:</p> <ul style="list-style-type: none"> i. Terminate their existing services; and ii. Remain to be migrated to the HO
4	Service continuity options	<p>The options to be provided by the MVN SP to the subscribers in the event of MVN service termination shall include:</p> <ul style="list-style-type: none"> i. MNP to another service provider; and ii. Terminating their existing services

		<p>Remaining subscribers who do not choose option (i) or (ii) within two (2) months from the date of issuance of the Stage 2 Notice will be handed over to the HO.</p> <p>For the avoidance of doubt, the handing over here refers to the process where the remaining subscribers will be MNP to HO and shall follow the existing MNP process or any modified process as required.</p>						
5	Contact information	<p>Office address</p> <hr/> <p>Subscriber service hotline number and email address</p> <hr/> <p>Operating hours for subscriber support</p> <hr/> <p>Any other relevant information as may be required by the Commission from time to time</p>						
6	MNP process	Information relating to the porting of subscribers' numbers						
7	Communication to the Subscribers	<p>Announcement in at least one (1) Bahasa Malaysia national daily newspaper and one (1) English national daily newspaper for at least three (3) consecutive days. The format should be as per below:</p> <table border="1" data-bbox="581 1583 1417 1900"> <thead> <tr> <th>Versi Bahasa Malaysia</th> <th>English Version</th> </tr> </thead> <tbody> <tr> <td>PENAMATAN PERKHIDMATAN <Pemberi Perkhidmatan MVN>.</td> <td>SERVICE TERMINATION OF <MVN Service Provider></td> </tr> <tr> <td>Pihak <Pemberi Perkhidmatan MVN> <(Nama Jenama MVN)> ingin memberitahu</td> <td>The <MVN Service Provider> <(MVN's Brand Name)> would like to inform that services will be</td> </tr> </tbody> </table>	Versi Bahasa Malaysia	English Version	PENAMATAN PERKHIDMATAN <Pemberi Perkhidmatan MVN>.	SERVICE TERMINATION OF <MVN Service Provider>	Pihak <Pemberi Perkhidmatan MVN> <(Nama Jenama MVN)> ingin memberitahu	The <MVN Service Provider> <(MVN's Brand Name)> would like to inform that services will be
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Pihak <Pemberi Perkhidmatan MVN> <(Nama Jenama MVN)> ingin memberitahu	The <MVN Service Provider> <(MVN's Brand Name)> would like to inform that services will be							

		<p>orang ramai bahawa perkhidmatan akan ditamatkan berkuatkuasa <hh/bb/tttt> kerana <nyatakan sebab> di bawah Akta Komunikasi dan Multimedia Malaysia 1998.</p> <p>Oleh itu, pengguna perkhidmatan <Nama Jenama MVN> adalah dinasihatkan untuk beralih dengan segera kepada pemberi perkhidmatan yang lain atau memilih untuk dipindahkan kepada Operator Hos bermula <hh/bb/tttt> jika mahu mengekalkan nombor.</p> <p>Bayaran balik kredit yang berbaki hanya dilakukan terhadap pengguna yang menamatkan perkhidmatan atau memilih dipindahkan kepada Operator Hos.</p> <p>Sebarang pertanyaan boleh diajukan kepada:-</p> <ol style="list-style-type: none"> <Nama Jenama MVN> Hotline: <XXX-XXXXXXXX> Isnin – Jumaat dari 9.00 pagi – 6.00 petang Aduan MCMC Hotline: 1800-188-030 	<p>terminated on <dd/mm/yyyy> due to <state the reason for termination> pursuant to the Communications and Multimedia Act 1998.</p> <p>Thus, the <MVN’s Brand Name> subscribers are advised to port out promptly to other Service Providers or to be migrated to the Host Operator effective on <dd/mm/yyyy> if to maintain the original number.</p> <p>Remaining credit refund will only be made for those who want to terminate or to be migrated to the Host Operator.</p> <p>Please contact the undersigned for further enquiries:</p> <ol style="list-style-type: none"> <MVN’s Brand Name> Hotline: <XXX-XXXXXXXX> Mon – Fri from 9.00 am – 6.00 pm MCMC Complaints Hotline: 1800-188-030
<p>Announcement to all subscribers via electronic means (including, but not limited to emails, social networks</p>			

		and/or official website) and SMS to the subscribers at no charge. The format for SMS is as per below:				
		<table border="1"> <thead> <tr> <th>Versi Bahasa Malaysia</th> <th>English Version</th> </tr> </thead> <tbody> <tr> <td>RM0. Notis - <Nama Jenama MVN> akan ditamatkan pada <hh/bb/tt>. Sila tukar talian/kad SIM anda ke rangkaian operator pilihan anda utk kekalkan nombor. Hubungi <XXXXXXX> untuk bantuan</td> <td>RM0. Notice - <MVN's Brand Name> will end their service on <dd/mm/yy>. Pls change service/SIM card to other service provider to retain the number. Call <XXXXXXXXXX> for details</td> </tr> </tbody> </table>	Versi Bahasa Malaysia	English Version	RM0. Notis - <Nama Jenama MVN> akan ditamatkan pada <hh/bb/tt>. Sila tukar talian/kad SIM anda ke rangkaian operator pilihan anda utk kekalkan nombor. Hubungi <XXXXXXX> untuk bantuan	RM0. Notice - <MVN's Brand Name> will end their service on <dd/mm/yy>. Pls change service/SIM card to other service provider to retain the number. Call <XXXXXXXXXX> for details
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8	New Registration/Port In	The MVN SP/HO must stop any new registrations/port in from the date of issuance of the Stage 2 Notice.				
9	Number of Active and Inactive Subscribers	Active - Can perform all or some services. Inactive - Cannot perform any service.				
10	MVN Service	MVN SP to ensure that the outgoing calls and SMS are barred during the Phase III meanwhile the top-up service is barred during the Phase II and Phase III period.				

8. The MVN SP is advised to submit the above information to the Chairman of the Commission three (3) months before the date of MVN service termination as defined in the MS for MVN.
9. The HO is encouraged to notify the Commission on any potential triggering issues that may lead to service termination with the MVN SP.

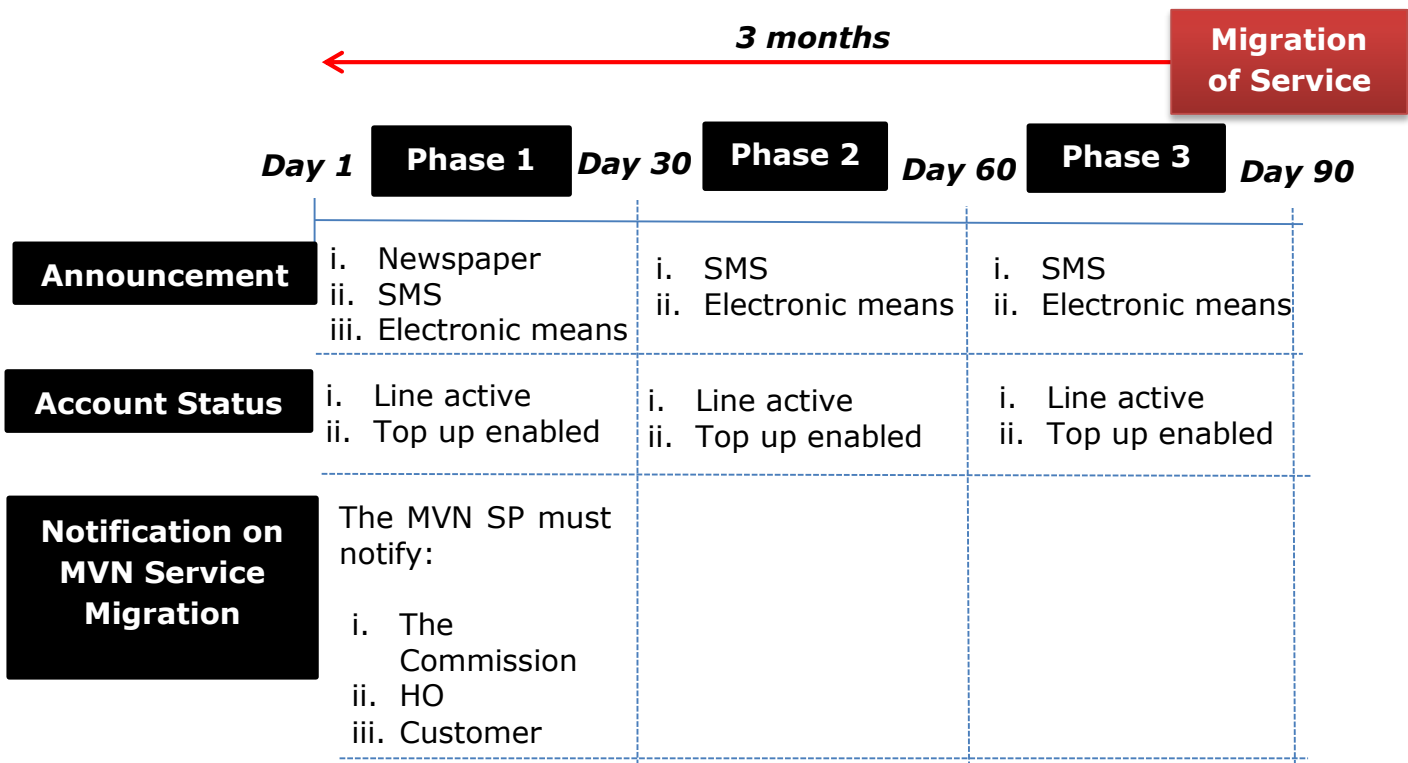
b) Situation 2: MVN Service Migration

Applies when change of MVN SP and/or HO which may include, but not limited to the following scenarios:

- i. MVN SP is changing the HO;
- ii. MVN SP takes over another MVN SP; or
- iii. HO takes over the MVN SP.

For clarity, the MVN service migration refers to a process whereby the subscribers need to change their SIM cards whenever the above situation applies.

The timeline for **Situation 2** is as per below:



Meanwhile for **Situation 2**, the MVN SP shall submit a formal letter to the Chairman of the Commission but not limited to the following information:

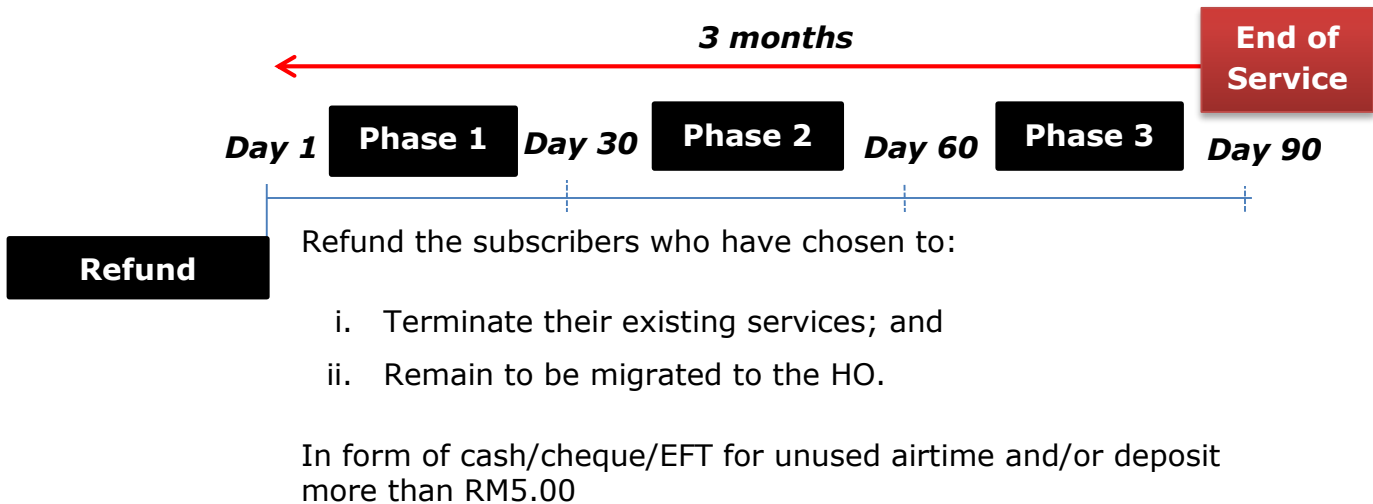
No	Information	Details of Information
1	Date of MVN service migration	
2	Refund period	The refund period shall commence on the date of issuance of the Stage 2 Notice and shall be completed within three (3) months from the date of issuance of the Stage 2 Notice
3	Standard procedures for refund	<p>Proof of Identity</p> <p>The MVN SP must prepare a proper process in validating the authenticity of identity of their subscribers during the migration process to avoid from any fraud activities</p>
		<p>Terms and conditions for refund (e.g: circumstances where a refund is payable, applicable balance or deposit paid by the subscribers)</p>
		<p>Timeline for processing the request for refund</p>
		<p>Refund the subscribers who have chosen to:</p> <ul style="list-style-type: none"> i. Terminate their existing services; and ii. Remain to be migrated to the new MVN SP and/or HO
4	Service continuity options	The options to be provided by the MVN SP to the subscribers in the event of MVN service migration which shall include:

		<p>i. MNP to another service provider; and</p> <p>ii. Terminating their existing services</p> <p>Remaining subscribers who do not choose option (i) or (ii) within two (2) months from the date of issuance of the Stage 2 Notice will be migrated to the new MVN SP and/or HO.</p> <p>For clarity, the MVN service migration refers to a process whereby the subscribers need to change their SIM cards.</p>
5	Contact information	<p>Office address</p> <hr/> <p>Subscriber service hotline number and email address</p> <hr/> <p>Operating hours for subscriber support</p> <hr/> <p>Any other relevant information as may be required by the Commission from time to time</p>
6	MNP process	Information relating to the porting of subscribers' numbers.

7	Communication to the Subscribers	<p>Announcement to all subscribers via electronic means (including, but not limited to emails, social networks and/or official website) and SMS to the subscribers at no charge. The format for SMS is as per below:</p> <table border="1" data-bbox="610 457 1414 850"> <thead> <tr> <th data-bbox="610 457 1013 495">Versi Bahasa Malaysia</th> <th data-bbox="1013 457 1414 495">English Version</th> </tr> </thead> <tbody> <tr> <td data-bbox="610 495 1013 850"> RM0. Notis – Sertai <Nama Jenama MVN> berpindah ke operator perkhidmatan yang baru dengan menukar kad SIM. Layari laman web atau hubungi <XXXXXXXX> untuk maklumat </td> <td data-bbox="1013 495 1414 850"> RM0. Notice – – Join <MVN’s Brand Name> migrating to new service provider by changing your SIM card. Pls visit website or call <XXXXXXXX> for details </td> </tr> </tbody> </table>	Versi Bahasa Malaysia	English Version	RM0. Notis – Sertai <Nama Jenama MVN> berpindah ke operator perkhidmatan yang baru dengan menukar kad SIM. Layari laman web atau hubungi <XXXXXXXX> untuk maklumat	RM0. Notice – – Join <MVN’s Brand Name> migrating to new service provider by changing your SIM card. Pls visit website or call <XXXXXXXX> for details
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9	Number of Active and Inactive Subscribers	<p>Active – Can perform all or some services. Inactive – Cannot perform any services.</p>				
10	MVN Service	<p>MVN SP to ensure that the MVN service must be active at all times.</p>				

STAGE 3: REFUND TO SUBSCRIBERS

10. The timeline for the **Situation 1** is as per below:

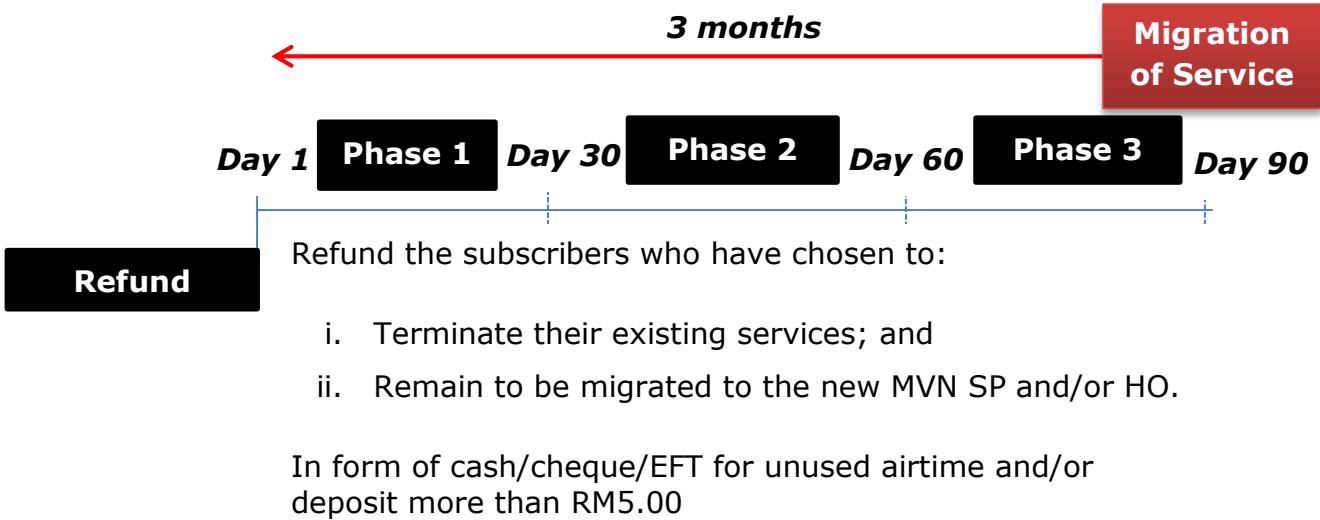


For **Situation 1**, the MVN SP shall ensure on the following to be made upon its subscribers but not limited to:

No	Information
1	Refund the subscribers who have chosen to: <ol style="list-style-type: none"> i. Terminate their existing services; and ii. Remain to be migrated to the HO.
2	Ensure that the request for refund by each subscriber is dealt with in accordance with the standard procedures for refund
3	Ensure that the refund process is completed within three (3) months from the date of issuance of the Stage 2 Notice

4	<p>Announcement to all subscribers via electronic means (including, but not limited to emails, social networks and/or official website) and SMS to the subscribers at no charge. The format for SMS is as per below:</p> <table border="1" data-bbox="196 407 1417 762"> <thead> <tr> <th data-bbox="196 407 807 443">Versi Bahasa Malaysia</th> <th data-bbox="807 407 1417 443">English Version</th> </tr> </thead> <tbody> <tr> <td data-bbox="196 443 807 762"> RM0. Notis - <Nama Jenama MVN> akan membayar balik baki kredit/deposit yang melebihi RM5 melalui [tunai/cek/pindahan elektronik] jika menamatkan perkhidmatan atau memilih utk dipindahkan. Sila layari laman web atau panggil <xxxxxxx> untuk maklumat </td> <td data-bbox="807 443 1417 762"> RM0. Notice - <MVN's Brand Name> will refund unused airtime/deposit if more than RM5 via [cash/cheque/EFT] if terminate service or opt to be migrated. Pls visit website or call <xxxxxxx> for details </td> </tr> </tbody> </table>	Versi Bahasa Malaysia	English Version	RM0. Notis - <Nama Jenama MVN> akan membayar balik baki kredit/deposit yang melebihi RM5 melalui [tunai/cek/pindahan elektronik] jika menamatkan perkhidmatan atau memilih utk dipindahkan. Sila layari laman web atau panggil <xxxxxxx> untuk maklumat	RM0. Notice - <MVN's Brand Name> will refund unused airtime/deposit if more than RM5 via [cash/cheque/EFT] if terminate service or opt to be migrated. Pls visit website or call <xxxxxxx> for details
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11. The timeline for the **Situation 2** is as below:



For **Situation 2**, the MVN SP shall ensure on the following to be made upon its subscribers but not limited to:

No	Information				
1	Refund the subscribers who have chosen to: <ul style="list-style-type: none"> i. Terminate their existing services; and ii. Remain to be migrated to the new MVN SP and/or HO. 				
2	Ensure that the request for refund by each subscriber is dealt with in accordance with the standard procedures for refund				
3	Ensure that the refund process is completed within three (3) months from the date of issuance of the Stage 2 Notice				
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12. The MVN SP shall submit a weekly report whenever the **Situation 1** or **Situation 2** occurred but not limited to:

No	Information	Details/Remarks
1	Date	
2	Total number of subscribers	
3	Total number of subscribers who have ported	
4	Total number of subscribers who have terminated their service	
5	Total number of remaining subscribers	
6	Details on the remaining prepaid value	
7	Progress of refund	

13. The weekly reports shall be accompanied by a declaration signed by a Relevant Key Management Personnel of the MVN SP duly authorized by the board of directors certifying the authenticity and validity of the reports.

STAGE 4: CONTINUITY OF SERVICE

14. In order to ensure the continuity of service to the MVN subscribers, the following shall be adhered, but not limited to:

No	Information
1	The MVN SP shall handover its remaining subscribers, including their database and the HLR, where applicable, to its HO within three (3) months from the date of issuance of the Stage 2 Notice.
2	The HO shall accept the remaining subscribers, database and HLR and shall ensure the continuity of service to these subscribers. The HO shall provide sufficient information regarding its services and packages, subscribers' minimum credit obligation to remain active, terms and conditions as well as other relevant information to the remaining subscribers.
3	Upon receipt of the Stage 2 Notice from the MVN SP, the HO shall publish its own standard procedures to migrate the subscribers, in its official website. The standard procedures shall be in clear and simple language for ease of access and understanding, and shall include, but is not limited to information on the timelines and procedures in migrating the remaining subscribers.
4	The HO and the MVN SP shall ensure that the subscribers' personal data are always protected during the migration period and shall comply with the requirements of all the relevant laws of Malaysia.

PART D: EFFECTIVE DATE AND COMMISSION CONTACT

15. These guidelines shall come into effect on 1st January 2017 and shall continue to be effective unless modified, varied or revoked by the Commission.

16. For any queries and further information on these Guidelines please contact:

Monitoring & Compliance (Communications) Department

Monitoring and Compliance Division

Phone : 03-8688 8000

Email : mvn.admin@cmc.gov.my