



DATO' SRI AHMAD SHABERY CHEEK
MENTERI KOMUNIKASI DAN MULTIMEDIA MALAYSIA
MINISTER OF COMMUNICATIONS AND MULTIMEDIA MALAYSIA

COMMUNICATIONS AND MULTIMEDIA ACT 1998
MINISTERIAL DIRECTION TO DETERMINE A MANDATORY STANDARD
FOR THE PROVISION OF SERVICES THROUGH A MOBILE VIRTUAL
NETWORK
DIRECTION NO 3 of 2015

In the exercise of the powers conferred by sections 7 and 104 (3) of the Communications and Multimedia Act 1998 [Act 588], the Minister issues the following Direction to the Commission:

Citation And Commencement

1. This Direction may be cited as the **Ministerial Direction on the Mandatory Standard for the Provision of Services through a Mobile Virtual Network, Direction No 3 of 2015** and shall come into operation on the date of registration of this direction.

Interpretation

2. Any terms used in this Direction shall, unless the context otherwise requires, have the same meaning as in the Act or Regulations made under it.

Licensees' Obligation For the Provision of Services Through a Mobile Virtual Network

3. The Commission shall determine a Mandatory Standard on the obligations that must be complied by licensees in the provisioning of services in the MVN business environment.

4. The Mandatory Standard shall fulfill the standard obligations for the protection of the consumers in the following circumstances:

- (a) Commencement of service;
- (b) Service termination;
- (c) Refund to subscribers; and
- (d) Continuity of service.

5. The matters which the Commission may address in the Mandatory Standard is not limited to the matters referred to in the paragraph 4 above.

6. The Minister may at any time modify, vary or revoke this Direction.

Date : **10 JUL** 2015

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Minister of Communications and Multimedia