



PRESS RELEASE

ESSENTIAL COMMUNICATIONS AND MULTIMEDIA SERVICES TO REMAIN ACCESSIBLE TO CONSUMERS AND BUSINESSES

- **Telecommunications, broadcast, postal and courier sectors, as well as digital signature certification authorities shall continue delivery of essential services in the face of the COVID-19 pandemic**
- **Businesses and consumers are able to have continued access to the broad range of communications and multimedia services, pursuant to the government's measure to restrict movement nationwide from 18 March until 31 March to curb the spread of COVID-19**

CYBERJAYA, 18 March 2020 – MCMC and industry comprising telecommunications, broadcast, postal and courier sectors, and digital signature certification authorities are committed in ensuring continued delivery of essential services in the face of the COVID-19 pandemic.

As the country faces the global pandemic, it is imperative to ensure that Malaysians continue to have access to the broad range of communications services during the Government's Movement Control Order for the period of 18 to 31 March.

To this end, the Malaysian Communications and Multimedia Commission (MCMC) in line with its provisions under the Communications and Multimedia Act (1998), Postal Services Act (2012), and Digital Signature Act (1997), is working with the sectors below to ensure the continued operations of:

1. Access to uninterrupted telecommunications service and customer support channels;
2. Broadcasting and multimedia services on all platforms;
3. Delivery of letters and parcels through contactless transactions and alternate delivery addresses; and
4. Facilitating digital transactions provided to the essential service providers.

Telecommunications

The telecommunications industry will ensure that there is sufficient bandwidth capacity to cater for the increased use by consumers and network performance is strengthened around critical locations such as clinics and hospitals.

Telecommunication operators have put in place business continuity plans to ensure network, online applications, and customer services continue to operate as usual. Mobile and fixed connectivity will be crucial in the coming weeks, to enable citizens to perform a range of activities remotely, and stay connected to their loved ones and to the latest information.

In addition, operators will keep relevant retail touchpoints open to serve the public with the continuous access to telecommunications services; it will operate with minimal staff and opening hours, and limiting the number of customers in the stores where possible. Operators will enforce strict hygiene and sanitisation efforts at these touchpoints during these times.

Operators will also endeavour to support customers during this period, including zero-rated calls to CPMC and related government agency hotlines.

Broadcast

TV and radio broadcast transmission will remain accessible on all platforms. Businesses are also encouraged to leverage on TV shopping channels. Local products can be marketed to generate extra income on TV channels such as Go Shop and CJ Wow Shop, which are made available on myFreeview, a content platform offering TV1, TV2, TV3, Bernama News Channel, Okey, TV9, NTV7, RTM Bes, RTM HD Sports, 8TV, TV Al Hijrah and six (6) radio channels.

Postal & Courier

Pos Malaysia and GD Express Sdn Bhd have taken efforts to continue its delivery services, by reducing contact during delivery and having customers verbalise their Identity Card number to the despatch staff or sending SMS to seek preferred mode of delivery.

To facilitate delivery to those under quarantine, despatch staff may leave the items at the doorstep of affected consignees and communicate via mobile phones.

Where delivery to existing addresses are not possible due to closures, Pos Malaysia is encouraging the utilisation of Parcel Lockers or Ezibox as an alternate delivery address.

These are currently available in 255 locations with the capacity to facilitate the delivery of 15,000 items.

Digital Signature Certification Authorities

Licensed Certification Authorities (CA) shall continue to facilitate trusted digital transactions provided to individuals and companies from both government and the private sectors. Relying parties are advised to refer to their CAs' website or customer service contacts for information on services and support available by the CAs during this period.

Malaysians are encouraged to leverage on the variety of online services made available by service providers, while staying at home during the Movement Control Order period. They are also reminded to always refer to official sources for updates regarding developments related to COVID-19.

About Malaysian Communications and Multimedia Commission (MCMC)

The Malaysian Communications and Multimedia Commission (MCMC) is a statutory body established under the Malaysian Communications and Multimedia Commission Act 1998 (MCMCA) which implements and promotes the Government's national policy objectives for the communications and multimedia sector. MCMC regulates and promotes the development of the communications and multimedia industry, which includes telecommunications, broadcasting, and online activities, postal services and digital certification. The Communications and Multimedia Act 1998 provides that MCMC undertake a policy implementation role, while policy decision-making is vested with the Minister. For more information, visit www.mcmc.gov.my or contact Corporate Communications Department:

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