



## **PREPAID REGISTRATION EXERCISE IN MALAYSIA**

In 2006, Malaysian Government has directed that every single prepaid mobile service user in the country to be registered. The main reason for this directive is aimed at curbing misuses of the prepaid public cellular services and at the same time to address security concerns.

Pursuant to the Cabinet's Directive, the Ministry of Energy, Water and Communications (MEWC) together with the Malaysian Communications and Multimedia Commission (MCMC) has been tasked with the responsibility of ensuring that all the licensees who provide prepaid public cellular services to register their subscribers by 15<sup>th</sup> December 2006.

The Guidelines on Registration of End-Users of Prepaid Public Cellular Services (Prepaid Guidelines) (MCMC/G/06/06) that came into force on 5 June 2006 among others cover issues in relation to compliance with registration, verification of information provided during registration, effect of non-registration and other related issues. It was later revoked and replaced by Guidelines on Registration of End-Users of Prepaid Public Cellular Services (No.1) (MCMC/G/07/06) dated 15 November 2006 after the success of its implementation nationwide.

In addition to the first guidelines, the Commission also issued other variance of Guidelines on Prepaid Registration as below:

<b>Guidelines</b>	<b>Purpose</b>
Guidelines on Registration of End-Users of Prepaid Public Cellular Services (No.2) (MCMC/G/01/08) – Date: 31 Jan 2008	Management of Representatives

Guidelines on Registration of End-Users of Prepaid Public Cellular Services (No.3) (SKMM/G/02/09) – Date: 15 Sept 2009	Application for sale of pre-activated prepaid SIM card
Guidelines on Registration of End-Users of Prepaid Public Cellular Services (No.4) (SKMM/G/01/11) – Date: 13 Oct 2011	Additional identification documents acceptable for verification of information

On 1<sup>st</sup> June 2017, the Commission issued a new Guidelines on Registration of End-Users of Prepaid Public Cellular Services (SKMM/G/01/17), and all the previous guidelines were revoked.

### **WHO MUST REGISTER**

All users regardless of their nationality are required to register as long as they are subscribers of a Malaysian prepaid public cellular service. This includes Malaysian citizens, foreign workers and tourists. Registration is compulsory for every single prepaid mobile number that a user has, with the respective service provider.

### **WHERE AND HOW**

To register, the users are required to visit their service providers' service center, authorized agent or dealers with their mobile phone and identity card/passport for verification. Users are required to be personally present for registration; registration by proxy is not allowed.

Registration will be done electronically using either MyKad reader, Optical Character Recognition, Biometric Reader or any other automated platform as approved by the Commission. For users that do not have the MyKad, registration will be using other official identification such as Passport and/or Work ID.

## **DOCUMENTS NEEDED**

For registration purpose, users will be required to provide their name, MyKad / Identity Card number / Passport Number (original document required for verification) and their address.

## **OTHER REQUIREMENTS**

All information provided during the registration process will be treated with strict confidentiality. If the user provides false information during the registration process, the service provider shall terminate the user's prepaid public cellular service.

The registration exercise is free of charge and complaints should immediately be lodged with either the service providers or MCMC in the event of any registration outlets asking for payment to register.

## **CONTACT DETAILS**

For any queries and further information, please contact:

Monitoring and Compliance (Communications) Department  
Monitoring and Compliance Division  
Malaysian Communications and Multimedia Commission  
63000 Cyberjaya  
Selangor Darul Ehsan  
Tel: +60 3-8688 8000  
Fax: +60 3-86881000  
Website: [www.skmm.gov.my](http://www.skmm.gov.my)