



Media Statement

CYBERJAYA

7 July 2023

INTERNET SERVICE PROVIDERS ARE URGED TO COMPLY WITH THE COMMUNICATIONS AND MULTIMEDIA ACT (CMA) 1998

The Malaysian Communications and Multimedia Commission (MCMC) takes the matter of allowing escalating abuse of network facilities, network services, or application services seriously. To address this issue, MCMC has taken action and urged Internet Service Providers (ISPs) on their obligations and duties under Section 263 of the Communications and Multimedia Act 1998 ("CMA 1998")

The Section 263 of the CMA 1998 require ISPs to:

1. Use their best endeavours to prevent the services that they provide from being used to commit any offence, and to prevent the commission or attempted commission of an offence under Malaysian laws and henceforth would require their commitment in allocating sufficient resources, and expertise to promptly ensure that the requirements of this Section are met.
2. Carry out any request or instructions from the MCMC in preventing the commission or attempted commission of an offence under any written law of Malaysia or otherwise in enforcing the laws of Malaysia, including but not limited to, the protection of the public revenue and preservation of national security.

ISPs are requested to provide a report with action plans addressing the issue of content infringement and outlining their future plans to enhance their capabilities in combatting online harms, ensuring information security and maintaining network integrity.

The main areas of concern regarding online harms include the dissemination of child sexual abuse material, online gambling, content inciting racial or religious discontent, scams and phishing, the sale and promotion of illegal drugs and prohibited substances, impersonation, the spread of disinformation and fake news, and the unlicensed sale of health products.

According to Section 244 of the CMA 1998, not only the organisation itself but also its directors, chief officers, or individuals who effectively control the company may face charges if they knowingly facilitate criminal activities after being informed of such crimes being committed. This provision is intended to prevent the abuse of Internet platforms for illegal purposes.

ISPs are expected to make every effort to prevent criminal conduct on their platforms and promptly remove any online harms, considering the growing number of public complaints related to the abuse of network facilities and offences.

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