



Media Statement

MCMC INTRODUCES REGULATORY FRAMEWORK FOR INTERNET MESSAGING AND SOCIAL MEDIA SERVICE PROVIDERS

CYBERJAYA, 1 August 2024 -- The regulatory framework for Internet messaging service and social media service is gazetted today and will come into effect on 1 January 2025. This measure is taken to combat the increasing cases of cybercrime, including online fraud and gambling, cyberbullying, and sexual crimes against children.

With the enforcement of this framework, all Internet messaging service providers and social media service providers with at least eight million users in Malaysia must apply for an Applications Service Provider Class Licence under the Communications and Multimedia Act 1998 (Act 588). Any service provider operating without a licence after this period is committing an offence and appropriate legal action can be taken.

During the grace period (i.e. from 1 August 2024 to 31 December 2024), MCMC will develop comprehensive guidelines detailing the conduct requirements and responsibilities that must be proactively adhered to by the said service providers in Malaysia. Proposed requirements include having robust measures on user data protection, age assurance to restrict users under 13 years old from accessing the platforms of the said service providers, addressing online harm and enhancing content moderation.

Additionally, measures to simplify user complaint procedures and reduce response time as well as to manage deepfakes and harmful content generated by Artificial Intelligence (AI) must also be emphasised by the said service providers.

In developing these guidelines, a public consultation will be conducted by MCMC. All stakeholders including civil society organisations (CSO), non-governmental organisations (NGO), service providers and members of the public are invited to provide feedback once the process commences.

MCMC reiterates that end users of the said service providers **will not be affected** by this regulatory framework and only service providers (e.g: Facebook, Facebook Messenger, Instagram, Telegram, TikTok, WeChat, WhatsApp, X and YouTube) are required to obtain a licence from MCMC if they meet the licensing criteria.

Users on the other hand will benefit from enhanced security features and a better user experience as a result of service providers' proactive compliance with Malaysian laws. Users can expect a safer online environment and clearer channels of complaint regarding online harm.

Detailed information regarding the regulatory framework can be found on MCMC's website at <https://www.mcmc.gov.my>.

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