

# NUMBERING AND ELECTRONIC ADDRESSING PLAN

This Plan is developed by the Commission pursuant to Section 180 of the Communications and Multimedia Act 1998 and is issued on 17 October 2016

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# PART A

## INTRODUCTION TO THE NUMBERING AND ELECTRONIC ADDRESSING PLAN

The following sets out the specific chapters to Part A:

1. Overview
2. Persons to Comply
3. Term and Review
4. Revocation
5. Rules and Electronic Addresses Superseded





# 1. Overview

## 1.1 Introduction

- 1.1.1 Under Section 179(1) of the Communications and Multimedia Act 1998 (Act 588) ("Act"), the Malaysian Communications and Multimedia Commission ("Commission") is vested with the control, planning, administration, management and assignment of the numbering and electronic addressing of network services and applications services.
- 1.1.2 Pursuant to Section 180(1) of the Act, the Commission is responsible for the development of a numbering and electronic addressing plan ("Plan") for the numbering and electronic addressing of such network services and applications services.
- 1.1.3 Section 180(2) of the Act provides that this Plan may set out rules which include, but are not limited to:
  - 1.1.3.1 the use of different numbers and electronic addresses for different kinds of services;
  - 1.1.3.2 the assignment of numbers and electronic addresses;
  - 1.1.3.3 the transfer of assigned numbers and addresses;
  - 1.1.3.4 the portability of assigned numbers and electronic addresses;
  - 1.1.3.5 the requirements for network service providers and applications service providers to maintain a plan for assigning and re-assigning numbers and electronic addresses; and
  - 1.1.3.6 the rates/fees for the assignment and transfer of numbers and electronic addresses which may be imposed by the Commission.
- 1.1.4 Numbering and electronic addressing are crucial for the proper operation of networks, the provision of network based services and the development of an online economy and society.
- 1.1.5 The efficiency and simplicity of numbering and electronic addressing arrangements, and the timely availability of numbering and

electronic addressing resources, can either facilitate or hinder the socio-economic development of a country's communications network and the convergence between information processing, broadcasting and communications.

## **1.2 Background**

- 1.2.1 Communications systems facilitate the electronic delivery of messages to their intended addresses. Numbering and electronic addresses have long been recognised as a key facilitator in the provision of communications services. They provide the means to route calls, access services and to identify and contact the intended recipients of such communication.
- 1.2.2 With the advent of new technologies, new protocols and the new services which they enable, the range of purposes served by numbering and addressing systems has also changed. Originally, telecommunications numbering systems were designed to permit the addressing of fixed network (PSTN) telephone calls. The numbering system was previously relatively simple as it related to a single technology and service, and its main purpose was to define precise network addresses on a geographic basis. In contrast, today's requirements are far more complex in that numbering and electronic addressing systems may be numeric or alphanumeric (telecommunications), or alphabetical (domain names). They encompass multiple technologies (such as telephony and IP technologies) and services (such as fixed or mobile services for voice and data including graphics, audio and video).
- 1.2.3 Given these new dimensions and added complexities, comprehensive planning is needed to ensure that such numbering systems and electronic systems facilitate the orderly development of future networking arrangements and of communications services.
- 1.2.4 Numbering and electronic addressing do not merely concern telecommunications operators. Numbering and electronic addressing is a matter of great importance to communications carriers and service providers, content applications service providers, information technology companies, content providers, subscribers and end-users, as well as to governments and regulators.

## **1.3 The Strategy for Numbering and Electronic Addressing**

- 1.3.1 Numbers and electronic addresses are finite and therefore are considered as national resources of great importance. The design, adoption and management of numbers and electronic addresses can

advance national interests. Therefore the proper planning of this resource must be made to facilitate the development of existing services and the introduction of new services by ensuring the proper structure and adequacy of the appropriate numbers and electronic addresses.

- 1.3.2      Numbering and electronic addressing plans are required to provide a consistent and predictable framework within which numbers are designated, to be assigned and used for network addressing and for other purposes (such as geographic and functional prefix codes). However a numbering and electronic addressing plan which does not evolve to take into account the rapid changes in the communications industry will tend to hinder the development of network and applications services.
- 1.3.3      Therefore, this Plan has been developed to provide a consistent and predictable numbering and electronic addressing framework as well as to anticipate and facilitate the orderly development of this Plan in anticipation of future requirements.
- 1.3.4      This Plan provides clear rules for the use, assignment, revocation and suspension of numbering and electronic addressing resources in line with the Act.
- 1.3.5      This Plan sets out, amongst others, the categories, structures and use of numbers and electronic addresses for the reference of the relevant industry players who require numbers and electronic addresses for their activities.
- 1.3.6      The structure of the numbering and electronic addressing complies with the relevant International Telecommunication Union Standard Sector (ITU-T) Recommendations.

## **1.4      Improving Existing Framework(s)**

- 1.4.1      This numbering and electronic addressing plan is developed:
  - 1.4.1.1      with the intention of ensuring the efficient management and utilisation of numbers and electronic addresses and the facilitation of new markets and technological development;
  - 1.4.1.2      to ensure that a reasonable capacity of numbers and electronic addresses are kept in reserve for potential

new services and to ease the future expansion of numbering and electronic addressing requirements;

1.4.1.3 with the express acknowledgement that end-users of communications services are an important and relevant stakeholder of the use of numbers and electronic addresses, and due consideration is given to end-users expectations of embedded information in numbers and electronic addresses such as service types, rates and charges and other information of importance to end-users; and

1.4.1.4 for easy administration, technical feasibility and practical implementation.

1.4.2 This Plan sets out, amongst other things, the categories, structures and use of numbers and electronic addresses for the reference of the relevant industry players who require numbers and electronic addresses for their activities.

## **1.5 Structure of this Plan**

1.5.1 This Plan is structured as follows:

1.5.1.1 **PART A** introduces this Plan, sets out the strategic framework of numbering and electronic addressing in Malaysia, the applicable principles, identifies the persons who are to comply with this Plan and sets out the term and review period of this Plan;

1.5.1.2 **PART B** is the detailed plan and sets out, amongst other things, the use of numbers and electronic addresses for network and applications services, the structures of such numbers and electronic addresses, the rules for application and assignment, and the conditions of assignment; and

1.5.1.3 **PART C** sets out the schedules referred thereto, abbreviations and glossary for the terms used in this Plan.

## 1.6 Guiding Principles

1.6.1 This Plan has been developed based on a set of guiding principles which are consistent and aligned with the objectives of the Act. The principles are as follows:

- 1.6.1.1 **Availability and accessibility** – numbers and electronic addresses should be readily available and accessible to meet the requirements and growth of Malaysia’s communications and multimedia industries and end-users for the foreseeable future;
- 1.6.1.2 **Fairness** – this Plan has been developed to ensure equitable access to numbering and electronic addressing resources, and shall be administered in a way that is fair and non-discriminatory;
- 1.6.1.3 **Efficiency** – this Plan has been developed to ensure the efficient usage of numbering and electronic addressing resources;
- 1.6.1.4 **Competitive and technologically neutral** – this Plan has been developed to be neutral as between industry players and technologies in order to promote innovation and competition at all levels;
- 1.6.1.5 **User friendliness** – the structure of numbers and electronic addresses which are directly perceived by human end-users when using any services should be as easy to use such as entry into terminals and memorisation, which includes enabling those numbers or electronic addresses that are used by such end-users to be more personal and portable;
- 1.6.1.6 **Information** – the structure of numbers and electronic addresses which are directly perceived by human end-users should allow the end-users to discern any important information about the proposed service which is not available by other means (for example, rates and geographical location information); and
- 1.6.1.7 **Value** - the value in certain types of numbers and electronic addresses should be protected and realised in the national and individual end-users interest. An

example of the realisation of value is charging for numbers which have inherent and widespread appeal.

## **1.7 Nomenclature of this Plan**

- 1.7.1 The Act, which came into force on 1 April 1999, has brought with it many new terminologies and concepts to the regulation of the communications and multimedia industry. It is therefore important to set out clearly certain key nomenclature and terminology used within this Plan to avoid confusion.
- 1.7.2 Whilst the Act has defined “number” to mean a “number, letter or symbol”, it has not defined “electronic addresses”. Nevertheless, it is clear that the term “number and electronic addressing” as used in the Act is intended to encompass all public telephony numbers currently administered by the Commission as well as data numbers, Internet Protocol addresses, domain name addresses and any other unique identifiers for any communication within the purview of the Act.
- 1.7.3 It is not always possible for this Plan to apply the same planning and policy decisions for all numbers and electronic addresses. Despite convergence, E.164 numbering and Internet naming and addressing schemes remain different and distinct at present. Therefore, specific reference will need to be made to these two different and distinct types of numbers and electronic addresses separately where appropriate.
- 1.7.4 For the purposes of this Plan, the Commission has adopted the nomenclature, that where a reference to “number” or “numbers” is made independent from the term “electronic addresses”, it refers specifically to the unique identifiers for all communication within the purview of the Act other than IP addresses, Autonomous System Numbers and domain names.
- 1.7.5 It should be noted that “Names” are not defined in the Act, but the legal definition of the word “Numbers” is sufficiently wide to encompass names. However, for the sake of clarity this Plan uses the term “Names” to mean a form of electronic address which uses words and/or alphabets as a human recognisable representation of the address, such as domain names.

## **2. Persons to Comply**

### **2.1 Introduction**

- 2.1.1 As this Plan is intended to encompass both numbers and electronic addresses, the persons to whom this Plan applies to, and who are required to comply are set out in Section 2.2 below.

### **2.2 Persons who are required to comply**

- 2.2.1 The following persons are required to comply with this Plan:
- 2.2.1.1 All Licensees;
  - 2.2.1.2 All Registrars; and
  - 2.2.1.3 Any other parties specified by the Commission.

### 3. Term and Review

#### 3.1 Term

- 3.1.1 This Plan has effect from the date it is issued and continues for such time until revised, varied or replaced by the Commission.

#### 3.2 Plan Reviews and Revisions

- 3.2.1 The Commission may revise, vary or revoke this Plan at any time.
- 3.2.2 Any revision, variation or revocation shall be effected by way of a notice in writing that is published in the Commission's website or in any national newspapers, and shall take effect on the date of its publication or at a specified date determined by the Commission.
- 3.2.3 All changes to this Plan shall be made in a timely manner to ensure minimal service disruption to the end-users.
- 3.2.4 Any revision, variation or revocation shall be by way of notice in writing and shall be referred to as "NEAP Amendment Notice". All NEAP Amendment Notices shall have a sequential number and the year of issuance as illustrated below:

Illustration:

**"NEAP Amendment Notice No. 1 of 2015"**

- 3.2.5 All NEAP Amendment Notices shall be published by the Commission. Upon publication or unless otherwise stated in the NEAP Amendment Notice, all NEAP Amendment Notices shall come into effect on the date of publication or at a specified date, determined by the Commission. Publication may be done electronically.
- 3.2.6 The Commission shall maintain a register of all NEAP Amendment Notices issued.

#### 3.3 Explanatory Statements

- 3.3.1 The Commission may from time to time, clarify the meaning, scope, application or provide any explanation in respect of any matter set out in this Plan, whether pursuant to a request from an affected person or on its own motion.



- 3.3.2 All clarifications or explanations shall be by way of notice in writing to be known as "NEAP Explanatory Statements". All NEAP Explanatory Statements shall comprise a sequential number and the year of issue, as illustrated below.

Illustration:

**"NEAP Explanatory Statement No. 1 of 2015"**

- 3.3.3 All NEAP Explanatory Statements shall be published by the Commission. Upon publication or unless otherwise stated in the NEAP Explanatory Statement, all NEAP Explanatory Statements shall come into effect on the date of publication or at a specified date, determined by the Commission. Publication may be done electronically.
- 3.3.4 The Commission shall maintain a register of all NEAP Explanatory Statements issued.
- 3.3.5 For the avoidance of doubt, no NEAP Explanatory Statements shall be deemed to be a revision of this Plan as set out in Section 3.2 of Part A above.

## **4. Revocation**

- 4.1. The Numbering and Electronic Addressing Plan issued by the Commission on 26 January 2006 is hereby revoked.

## **5. Rules on Electronic Addresses Superseded**

- 5.1 In accordance with the provisions of the Act, and in the exercise of the Commission's powers under Section 179 and Section 180 of the Act, all rules relating to electronic addresses including registration of domain names which are not issued by the Commission, are hereby superseded.



# **PART B**

## **THE DETAILED PLAN**

The following sets out the specific chapters to Part B:

Section I	General
Section II	Numbers
Section III	Electronic Addressing
Section IV	Charging



## **Section I - GENERAL**

The following sets out the specific chapters to Part B – Section I:

Subsection 1	Numbering Plan Structure
Subsection 2	Reservation of Numbers
Subsection 3	Assignment of Numbers
Subsection 4	Transfer, Suspension or Cancellation and Surrender of Numbers
Subsection 5	Mobile Number Portability

# 1. Numbering Plan Structure

## 1.1 Overview

1.1.1 The numbers available for use in connection with network and applications services in Malaysia are categorised as follows:

1.1.1.1 Geographic Numbers;

1.1.1.2 Non-Geographic Numbers; and

1.1.1.3 Other Numbers.

## 1.2 Number Categories

The three (3) categories of numbers are further elaborated below:

### 1.2.1 **Geographic Numbers**

Geographic Numbers are numbers used for services which correspond to a discrete geographic area where the digits in certain parts of the number string indicate a specific geographical location of the person or service being called. The use of Geographic Numbers is presently limited to fixed telephony and data services or other similar services.

### 1.2.2 **Non-Geographic Numbers**

Non-Geographic Numbers are numbers used for services that do not correspond to discrete geographical areas.

1.2.2.1 Non-Geographic Numbers comprise of:

- (a) Short Numbers (which encompass Short Codes, Special Service Number prefixes & Access Codes);
- (b) Special Service Numbers; and
- (c) Mobile Numbers (including numbers having a nomadic characteristic).

### 1.2.3 **Other Numbers**

The Other Numbers category consists of the following types of numbers:

1.2.3.1 **Data Network Numbers** are numbers used in a public data network that is solely identified by Data Network Identification Codes ("DNIC"). DNIC is a unique code

comprising of four digit numbers used to identify a country and a specific public data network in that particular country. The identification code for the specific public data network in the particular country is defined in ITU-T Recommendation X.121<sup>1</sup>.

- 1.2.3.2     **Telex Numbers** are used for telex services and the number structure has been defined in ITU-T Recommendation F.69<sup>2</sup> to include the Telex Destination Code which is used for routing purposes in international exchanges. The Telex Destination Codes may also be used within national telex networks or international gateway exchanges for recording call details for billing and accounting purposes as well as segregating particular types of traffic.
- 1.2.3.3     **International Public Telecommunication Numbers** consist of Global Services Numbers and International Network Numbers. **Global Services Numbers** are administered at an international level based on ITU-T Recommendation E.164<sup>3</sup>. Examples of the use of such numbers are services such as Universal International Freephone Service and other shared cost and Universal Premium Rate Services. **International Network Numbers** are used for internationally interconnected physical node and systems. Such numbers are not used for private networks.
- 1.2.3.4     **ATM Network Addresses** are addresses which are required for public ATM Switched Virtual Circuits services.
- 1.2.3.5     **Signalling Point Codes** are numbers used for node addressing within the Signalling System No. 7 networks.
- 1.2.3.6     **Routing Numbers** are numbers which are required for mobile number portability service(s) to enable traffic to be routed towards ported mobile numbers.

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<sup>1</sup> ITU-T Recommendation X.121: International numbering plan for public data networks

<sup>2</sup> ITU-T Recommendation F.69: Plan for telex destination codes

<sup>3</sup> ITU-T Recommendation E.164: The international public telecommunication numbering plan

## **2. Reservation of Numbers**

### **2.1 Reserving Numbers from Application**

- 2.1.1 The Commission may reserve any unassigned numbers under this Plan for planning purposes or to realise the value of cherished numbers.
- 2.1.2 The Commission may decide that any category of numbers or certain numbers or range of numbers under this Plan shall be reserved numbers.
- 2.1.3 A number that has been reserved may only be available for an application for assignment:
  - 2.1.3.1 if the reserved number designation is removed by the Commission; or
  - 2.1.3.2 if the application is made pursuant to an invitation by the Commission.
- 2.1.4 If the reservation of numbers includes the numbers in an existing assignment, the numbers in the assignment shall be deemed to be cancelled unless such numbers have been issued to the end-users.
- 2.1.5 If the Commission decides to assign reserved numbers, the Commission may issue and publish the following matters at the appropriate time:
  - 2.1.5.1 The eligibility criteria for the reserved number assignment;
  - 2.1.5.2 The method of assignment of the reserved number assignment;
  - 2.1.5.3 The applicable conditions attached to the said assignment;
  - 2.1.5.4 The necessary application form; and
  - 2.1.5.5 Such other matters as may be deemed necessary in the opinion of the Commission.
- 2.1.6 The Commission shall not be bound to accept any offers for the application of reserved numbers.

## **2.2 Cherished Numbers**

- 2.2.1 The Commission may only reserve Non-Geographic numbers which it considers to be cherished by Malaysians in order to protect and realise its value.
- 2.2.2 The following principles are adopted when deciding whether a number is a cherished number:
  - 2.2.2.1 Repeated digits - numbers containing the same digit repeated four (4) or more times consecutively;
  - 2.2.2.2 Increasing or decreasing sequences - numbers containing an increasing or decreasing sequence of four (4) or more consecutive digits;
  - 2.2.2.3 Alternating sequences - numbers containing consecutive alternating digits with a length of six (6) or more alternating digits;
  - 2.2.2.4 Repeated pairs - numbers containing consecutive pairs of repeated digits of a length of six (6) or more repeating digits; and
  - 2.2.2.5 Other patterns regarded as valuable by the Commission.
- 2.2.3 If the Commission decides to assign cherished numbers by way of auction, tender or any other means, the Commission may issue and publish any of the following matters at the appropriate time:
  - 2.2.3.1 the eligibility criteria for the assignment of cherished numbers;
  - 2.2.3.2 the applicable conditions attached to any assignment;
  - 2.2.3.3 the necessary application forms;
  - 2.2.3.4 the type of process by which the cherished numbers are to be assigned and the rules thereof;
  - 2.2.3.5 the entry fees for prospective applicants;
  - 2.2.3.6 the reserve price and deposits required (if any);

- 2.2.3.7 the basis on how the Commission would handle two or more equal applicants;
- 2.2.3.8 the method(s) of payment of the charges for the assignment;
- 2.2.3.9 the cherished numbers which are on offer;
- 2.2.3.10 the extent, if any, to which the transfer or dealing with the assignment will be permitted;
- 2.2.3.11 the type of services which the assignment shall be utilised; or
- 2.2.3.12 such other matters as may be deemed necessary in the opinion of the Commission.

## **2.3 No Charge by Assignees to End-Users**

- 2.3.1 No charging shall be permitted by assignment holders or sub-assignment holders for the issuance of any non-geographic numbers to end-users.
- 2.3.2 Assignment of geographic numbers to end-users, shall not be subject to any charge by the assignment holders, merely because the number is in a form or structure which falls within the designation of a cherished number as set out in paragraph 2.2.2, of Part B, Section I, subsection 2 above.
- 2.3.3 No charging shall be permitted by assignment holders or sub-assignment holders for the issuance of any non-geographic numbers to end-users, merely because the numbers issued are in a form or structure which falls within the designation of a cherished number as set out in paragraph 2.2.2, of Part B, Section I, subsection 2 above.



### 3. Assignment of Numbers

#### 3.1 Overview

- 3.1.1 The Commission would like to ensure that the assignment of numbers and electronic addresses are made in a fair, transparent and efficient manner while ensuring that the value of such numbers and electronic addresses are realised and protected.
- 3.1.2 Whilst it is desirable to have a set of generic and common principles for all numbers and electronic addresses, the Commission is also required to take into account international agreements, conventions, recommendations, standards and practices and as such, it is not possible to adopt uniform procedures and principles in all cases.
- 3.1.3 An assignment of numbers may be for either of the following:
  - 3.1.3.1 Normal Numbers;
  - 3.1.3.2 Special Numbers; or
  - 3.1.3.3 Cherished Numbers.

#### 3.2 Application for an Assignment of Normal Numbers and Special Numbers

- 3.2.1 Unless otherwise provided under this Plan, as a general rule, any **Network Service Provider Individual licensee** under the Act requiring the use of a number may apply to the Commission for an assignment.
- 3.2.2 A person who does not hold any Network Service Provider Individual licence and intends to use the following number(s) shall appoint a Network Service Provider Individual licensee to apply for the relevant numbers and to operate the relevant service(s). The said numbers are as follows:
  - 3.2.2.1 Short Numbers:
    - (a) Common Inter-carrier Short Code;
    - (b) Internationally Accessible Short Code;

- (c) Mobile Content and Text Messaging Short Code (messaging services).

3.2.2.2 Special Service Numbers:

- (a) Toll Free Service Number;
- (b) Freephone Service Number;
- (c) Premium Service Number;
- (d) Caller Party Pay Messaging Service Number;
- (e) Call Forwarding Service Number;
- (f) Dial-up Internet Access Service Number; and
- (g) Multimedia Service Number.

3.2.3 Notwithstanding subsection 3.2.1 and 3.2.2 above, the Commission may assign numbers to any other party as may be deemed necessary by the Commission.

3.2.4 No number may be used for providing any network or applications service unless:

3.2.4.1 the Commission has issued a number assignment for that purpose pursuant to an application; or

3.2.4.2 the use of the number is by a person who has been pre-issued the number by the Commission under this Plan; or

3.2.4.3 the number is designated by the Commission for use in conjunction with assigned numbers such as Area Codes and Access Codes.

3.2.5 Every application made under this Plan shall either be an application for an assignment of normal numbers or an application for an assignment of special numbers, and shall be accompanied by:

3.2.5.1 the applicable forms as may be issued by the Commission;

- 3.2.5.2 the proposed business plan which shall include the description of service, area of coverage, type of technology, standard operating procedures and network topology;
- 3.2.5.3 a valid contract to verify the existence of all interconnection and commercial arrangement(s) with the relevant network service provider(s); and
- 3.2.5.4 the non-refundable application fee as prescribed by the Commission, made payable to "**Suruhanjaya Komunikasi dan Multimedia Malaysia**".
- 3.2.6 The assignment holder, not less than sixty days before the expiry of a numbering assignment, shall make a fresh application to the Commission for the reapplication of the numbering assignment and subsection 3.2.5 shall apply *mutatis mutandis* for the application.
- 3.2.7 The assignment of all numbers which are set out in this Plan shall be deemed to be an assignment of normal numbers unless stated otherwise in the specific subsection in respect of each type of number(s) in the Plan.
- 3.2.8 Special numbers shall mean numbers for any services which are not set out in this Plan.
- 3.2.9 Applications for number assignments shall be made for such unit or blocks as stipulated under this Plan.
- 3.2.10 Upon the issue of the assignment, the Commission shall be entitled to make public or enter any of the details accompanying any successful application in a database for the purposes of administering number assignments under the Act.
- 3.2.11 If the Commission decides that any such disclosure will prejudice the interests of the assignment holder and such disclosure is not in the public interest, or if the nondisclosure is required in compliance with any law, the Commission shall keep such information confidential.

### **3.3 Evaluating an Application for the Assignment of Numbers**

- 3.3.1 In evaluating any applications for an assignment of numbers, the following factors will be considered:
  - 3.3.1.1 numbers are unique national resources;

- 3.3.1.2 assignments must give effect to this Plan;
  - 3.3.1.3 assignments should take into account the likely effects on all industry stakeholders such as the licensees and consumers;
  - 3.3.1.4 all applications must be assessed and decided upon in a fair and consistent manner. Unless otherwise stated in this Plan, all application for the assignments of numbers shall be on a "first come first served" basis;
  - 3.3.1.5 assignments must promote access by end-users of network services and applications services in Malaysia;
  - 3.3.1.6 assignments must be an efficient use of the resource and successful applicants must be able to use the assigned numbers within the time stipulated in the conditions of assignment. In the absence of such a condition, the default period for use of the assigned numbers is twelve (12) months from the date of the assignment; and
  - 3.3.1.7 any other matters deemed relevant at the time of the assignment.
- 3.3.2 All applications for numbering assignments shall be deemed to have been withdrawn at the end of the applicable period specified in subsection 3.4.3, in the event the applicants fail to provide the necessary proof of usage of all existing assignment(s) and comply with any other disclosure requirements specified in this Plan or in the prescribed application forms.
- 3.3.3 The Commission may at any time request the applicant to provide within a specified period, such further information or documents as may be necessary, and if the applicant fails to comply, the application shall automatically be rejected upon the expiry of the period specified in such a request.
- 3.3.4 If the applicant complies with the request for further information or documents, the application shall be deemed to have been submitted to the Commission on the date the complete information and accurate documents were submitted by the applicant.

3.3.5 In the event of a competing application for the assignment of the same numbers or number blocks, the Commission shall give primacy to the "first come first served" principle.

3.3.6 The decision of the Commission made under this Plan shall be final and binding on the applicants.

### **3.4 Decision of the Commission**

3.4.1 Any approval by the Commission for an assignment shall be kept confidential until the issue of the said assignment to the applicant.

3.4.2 The Commission shall reserve the numbers of the approved application during the period pending payment of the prescribed assignment fees by the successful applicant.

3.4.3 The Commission shall inform an applicant by a written notice of its decision whether to approve or to reject an application for assignment:

3.4.3.1 in the case of an application for an assignment of normal numbers, within thirty (30) working days from the date of receipt of the complete submission by the Commission;

3.4.3.2 in the case of the application for an assignment of special numbers, within forty five (45) working days from the date of receipt of the complete submission by the Commission; or

3.4.3.3 in the case of the application for assignment of cherished numbers, within the period prescribed in the invitation issued by the Commission under subsection 2.1.3.2. Part B, Section I, shall apply.

3.4.4 If the Commission neither approves nor rejects the application after the expiry of the period specified in subsection 3.4.3 above, the Commission is deemed at the end of the applicable period, to have rejected the application.

3.4.5 The withdrawal or rejection of any application does not prejudice the applicant from making any subsequent application for the same type of number(s). Each application will be assessed on its own merits.

### **3.5 Form of Assignment**

- 3.5.1 An assignment by the Commission for any number applied for may:
- 3.5.1.1 be issued in a form as specified by the Commission;
  - 3.5.1.2 state the conditions in which the assignment holder may deal with the whole or part of the assignment; and
  - 3.5.1.3 contain such conditions as the Commission may impose.
- 3.5.2 The approval of any application or the grant of an assignment shall not be construed as conferring on any person any proprietary right over the numbers being applied for or assigned, as the case may be.

### **3.6 Numbering Assignment Registry**

- 3.6.1 The Commission shall maintain a registry, either in physical form or electronic media, of all numbering assignments.

### **3.7 Standard Conditions for Assignments**

- 3.7.1 All assignment holders shall comply with the following standard conditions for any assignment granted by the Commission pursuant to an application for an assignment:
- 3.7.1.1 The assignment holder shall comply with the provisions of the Act, all subsidiary legislation and other instruments, plans, guidelines or regulatory policies made or issued under the Act;
  - 3.7.1.2 The assignment holder shall comply with any other relevant written laws;
  - 3.7.1.3 The assignment holder shall use the assigned numbers for the purpose stated in the assignment;
  - 3.7.1.4 The assignment holder shall pay the assignment fees as specified in this Plan to the Commission within the period specified by the Commission;
  - 3.7.1.5 No charging shall be permitted by assignment holders or sub-assignment holders for the issuance of any non-geographic numbers to end-users;

- 3.7.1.6 No charging shall be permitted by assignment holders or sub-assignment holders for the issuance of any non-geographic numbers to end-users, merely because the numbers issued are in a form or structure which falls within the designation of a cherished number as set out in paragraph 2.2.2, of Part B, Section I, subsection 2 of this Plan;
- 3.7.1.7 The assignment holder shall not charge, sell, auction, trade or otherwise transfer any assignments;
- 3.7.1.8 The assignment holder shall utilise the assigned numbers within twelve (12) months after the date of the said assignment;
- 3.7.1.9 The assignment holder shall take all steps necessary to maximise the use of any assigned numbers;
- 3.7.1.10 The assignment holder shall maintain a plan for issuing and re-issuing numbers in accordance with this Plan;
- 3.7.1.11 The assignment holder shall submit an annual utilisation report in a format specified by the Commission within thirty (30) days from 31 December in every calendar year;
- 3.7.1.12 The assignment holder shall ensure that caller identification information is not concealed and shall display the actual originating number, unless required by an authorised law enforcement agency in a legally appropriate manner to conceal the caller identification information;
- 3.7.1.13 It is the responsibility of the assignment holder to ensure that the assigned numbers are accessible from all other network services;
- 3.7.1.14 Sub-assignments to valid Applications Service Provider (ASP) Class licensees providing public cellular services shall be made by assignment holders, strictly for the purposes of providing the said service and must be in compliance with this Plan. The Commission shall be informed of all sub-assignments made within 7 days of any such sub-assignment in writing. The assignment

holder shall be responsible for ensuring compliance of all sub-assignments made by it.

*Note: The above may be achieved through contract terms, due-diligence checking, and/or positive action in response to any justified requests that the Commission may make to oblige compliance; and*

- 3.7.1.15 Any other conditions as may be imposed by the Commission.

### 3.7.2 **Standard Conditions for Pre-Assignments**

The following standard conditions shall apply to all pre-assigned numbers by the Commission under this Plan:

- 3.7.2.1 The assignment holder shall use the assigned numbers for the purpose stated in this Plan;
- 3.7.2.2 The assigned numbers shall not be issued by the assignment holder to any person; and
- 3.7.2.3 The assignment holder shall take all steps necessary to maximise the use of any assignment.

- 3.7.3 The Commission may modify, vary or revoke any of the conditions issued with an assignment from time to time by way of written notification to the assignment holder or by way of publication of a NEAP Amendment Notice.

## 3.8 **Rights and Obligations of Assignment Holders**

- 3.8.1 Where an assignment holder is permitted to issue the numbers to end-users, the assignment holder shall be subject to the following obligations:
  - 3.8.1.1 Issuance of numbers to end-users shall be made in a fair, equitable and non-discriminatory manner;
  - 3.8.1.2 Issuance of numbers is to be made on a “first come first served” basis;
  - 3.8.1.3 An end-user with an issued number shall not acquire any proprietary right or title over any number issued to him or her by the assignment holder but shall be entitled to continued and undisturbed enjoyment of the number



that is lawfully being used by the end-user for an appropriate service;

- 3.8.1.4 The end-user of an issued number, may at any time request the assignment holder providing the service in which the number relates to, to replace, suspend or cancel the issued number;
- 3.8.1.5 The assignment holder shall not charge end-users for the issuance of any numbers, whether for administrative purposes or otherwise unless explicitly specified or permitted by the Commission;
- 3.8.1.6 The assignment holder who issues numbers to its end-users shall ensure that such end-users only use the issued numbers for the service which they applied for and that the end-users are appropriately informed that they shall not charge, sell, auction or trade in numbers that have been issued to them whether for administrative purposes or otherwise;
- 3.8.1.7 The assignment holder shall keep and maintain records of all numbers issued to its end-users and the records shall contain the following matters:
  - (a) the details of the numbers issued;
  - (b) the name of the end-users with the numbers issued;
  - (c) the current addresses of the end-users; and
  - (d) any other details as may be determined by the Commission.
- 3.8.1.8 The Commission may request an assignment holder to submit the records within any period, in any manner and form specified by the Commission;
- 3.8.1.9 If the records are used for the purposes of a national directory service, the Commission may include the records or any part of the records submitted by an assignment holder into a database for the purposes of creating a national directory service; and

- 3.8.1.10 It is mandatory that the assignment holder surrenders the associated numbering assignment to the Commission, upon the suspension or termination of its service or non-renewal, cancellation or surrender of its Network Service Provider Individual licence.
- 3.8.2 Numbers that have been issued shall not be suspended or cancelled by the assignment holder except:
  - 3.8.2.1 Where the end-user has not complied with the conditions of use of the issued numbers as may be specified by the assignment holder;
  - 3.8.2.2 In compliance with any decision made by the Commission; or
  - 3.8.2.3 Upon the end-user's request.
- 3.8.3 The end-user with an issued number may request the assignment holder providing the network service or applications service to cancel his or her issued number and re-assign a new number in replacement.
- 3.8.4 Any number which has been cancelled by the assignment holder after the number has been used in respect of any network or applications service shall not be re-issued by the assignment holder until at least six (6) months from the date of the cancellation. This six (6) months period is referred to as the Cooling-off Period, whereby the number shall be placed in quarantine and cannot be re-issued to any person during the six-month quarantine period.

## **3.9 Utilisation Report**

- 3.9.1 An assignment holder who is required to submit a usage report under the standard conditions of assignment as set out in subsection 3.7.1.11., shall set out the following information in the report:
  - 3.9.1.1 The current use in percentage terms of all assignments issued;
  - 3.9.1.2 Numbers currently being quarantined from being re-assigned;
  - 3.9.1.3 Numbers ported (if applicable);

- 3.9.1.4 The type of network services and applications services that the assignment is currently being used for;
  - 3.9.1.5 The network facilities relating to the network services and applications services that the assignment is currently being used for;
  - 3.9.1.6 The profile of the assignment holder's end-users who have been issued a number(s); and
  - 3.9.1.7 Any other information as may be specified by the Commission.
- 3.9.2 In respect of assignments of numbers issued prior to the date of this Plan, the Commission may require the assignment holder to provide a utilisation report in the form set out in subsection 3.9.1 above.
- 3.9.3 The Commission shall be entitled to publish or include in any database the whole or any part of the details in the usage report for public examination.
- 3.9.4 If the Commission decides that any such disclosure will prejudice the interests of the assignment holder and such disclosure is not in the public interest, or if the non-disclosure is required in compliance with any law, the Commission shall keep such information confidential.

### **3.10 Application for Assignment of Additional Numbers**

- 3.10.1 The applicant shall be eligible to apply for an assignment of additional numbers upon achieving seventy percent (70%) utilisation of the existing assignment of all numbers.
- 3.10.2 The applicant may apply to the Commission for an assignment of additional numbers and subsection 3.2 and 3.3 above shall apply.
- 3.10.3 The applicant shall not be eligible to apply for additional numbers if:
- 3.10.3.1 the annual charge for any existing assignment(s) of numbers is unpaid; or
  - 3.10.3.2 the assignment holder is in breach of any provisions under the Act, all subsidiary legislation and other instruments, plans, guidelines or regulatory policies made or issued under the Act.

## **4. Transfer of Numbers, Suspension or Cancellation Assignment of Numbers and Surrender of Numbers**

### **4.1 Transfer of Numbers Between End-Users**

- 4.1.1 An end-user of an assignment holder may request the assignment holder to transfer his or her issued number to another end-user who subscribes to the same network service or applications service from the assignment holder.
- 4.1.2 The transfer request may only be effected with the agreement of the assignment holder and the receiving end-user.
- 4.1.3 The assignment holder may refuse to effect the transfer if, in its reasonable opinion, the transfer request:
  - 4.1.3.1 is part of an act of charging, selling, auctioning or trading in a number issued to the requesting end-user; or
  - 4.1.3.2 cannot be practicably undertaken due to technical impediments which cannot be reasonably resolved.
- 4.1.4 A number that has been assigned to a network service or applications service provider may not be transferred from that assignment holder to another service provider.

### **4.2 Suspension or Cancellation of Assignment**

- 4.2.1 An assignment granted by the Commission may be suspended or cancelled in whole or in part under any of the following circumstances:
  - 4.2.1.1 where the assignment or use of the assignment is inconsistent with this Plan;
  - 4.2.1.2 where the assignment is no longer in use;
  - 4.2.1.3 upon the breach of any condition of the assignment;
  - 4.2.1.4 upon the failure to pay any prescribed fees in relation to the assignment;
  - 4.2.1.5 upon the contravention of any provisions of the Act, all subsidiary legislation and other instruments, plans,

guidelines or regulatory policies made or issued under the Act;

4.2.1.6 for non-compliance with this Plan, or any NEAP Amendment Notices issued pursuant to this Plan;

4.2.1.7 if the assignment holder's licence issued under the Act is suspended, cancelled, surrendered or not renewed;

4.2.1.8 if the suspension or cancellation is in the public interest; or

4.2.1.9 If the suspension or cancellation is requested by the assignment holder.

4.2.2 In deciding to suspend or cancel the issued numbers, the Commission must evaluate the benefits brought about by the suspension or cancellation against the consequences of the proposed suspension or cancellation on end-users and the assignment holder.

4.2.3 Before suspending or cancelling an assignment, the Commission shall notify the assignment holder in writing of its intention.

4.2.4 The assignment holder shall within thirty (30) working days from the date of issuance of the written notice, provide a written submission to the Commission stating the reasons for not suspending or cancelling the assignment.

4.2.5 The Commission shall give due consideration to any submission made by the assignment holder before making a decision to suspend or cancel the assignment.

4.2.6 If a suspension or cancellation of an assignment affects members of the public such as where the numbers are currently in use, the Commission shall give due consideration to any submission made by members of the public before making a decision to suspend or cancel the assignment.

4.2.7 The suspension or cancellation of an assignment shall take effect on the expiry of fourteen (14) working days from the date on which the notice of suspension or cancellation is served on the assignment holder unless the Commission decides that a longer period is necessary after taking into consideration the interest of the public.

- 4.2.8 In respect of a suspension or cancellation of any assignment of numbers, the Commission shall, as soon as may be practicable ensure that a notice of suspension or cancellation detailing the numbers suspended or cancelled to be published in at least one (1) national language and one (1) English language national daily newspaper for at least three (3) consecutive days.
- 4.2.9 If the assignment has been suspended or cancelled by the Commission, the assignment holder shall, unless otherwise notified by the Commission in writing, immediately cease any further issuance to end-users of the numbers affected by the suspension or cancellation on the date the suspension or cancellation of the assignment takes effect.
- 4.2.10 If the suspension or cancellation of an assignment relates to numbers which are currently in use:
- 4.2.10.1 the assignment holder shall, unless otherwise notified by the Commission in writing, cease the use of such numbers within nine (9) months from the date of the suspension or cancellation of the assignment takes effect;
  - 4.2.10.2 the assignment holder to which the suspended or cancelled numbers relate shall give at least six (6) months prior written notice to its end-users affected by the Commission's decision to suspend or cancel the numbers; and shall offer a choice of alternative number(s) to the affected end-users as replacement, if the assignment holder continues to be a licensed service provider under the Act to provide the same network service and/or applications service to which the suspended or cancelled numbers relate; and
  - 4.2.10.3 shall offer an alternative number to the affected end-user as replacement if the assignment holder continues to be licensed under the Act to provide the same network service and/or applications service to which the suspended or cancelled numbers relate.
- 4.2.11 The cancellation shall not prejudice or affect the rights of the Commission or the Government to recover any money due to them or to obtain any remedy arising from or in relation to any breach of any condition of the assignment or the failure by the assignment holder to implement or comply with the Act, subsidiary legislation

and other instruments, plans, guidelines or regulatory policies made or issued under the Act.

### **4.3 Surrender of Numbers**

4.3.1 An assignment holder may surrender the assigned numbers, by submitting a request to surrender in writing to the Commission. Such a request shall contain the information set out in subsections 4.3.2.1 until 4.3.2.5 below. Such request to surrender shall be deemed to be an application to surrender.

4.3.2 The information to be provided by the assignment holder is as follows:

4.3.2.1 name and contact details of the applicant;

4.3.2.2 details of the licence granted under the Act, the network or applications service and other technical details (such as details of the network facilities) under which the assignment is used;

4.3.2.3 details of the assignment which the applicant intends to surrender including the numbers involved, date of the assignment by the Commission or transfer by another assignment holder (if applicable) and whether any such numbers are currently in use;

4.3.2.4 the reason(s) for the surrender; and

4.3.2.5 Any other information and document(s) that the Commission may require.

4.3.3 An application or request to surrender an assignment, shall be deemed to be approved on the expiry of thirty (30) working days from the date the application or request is submitted to the Commission, unless prior thereto the applicant is informed in writing by the Commission to the contrary.

4.3.4 However, the Commission shall not accept the following types of application(s) to surrender:

4.3.4.1 The application seeks to surrender numbers in non-standard block sizes;

- 4.3.4.2 The application seeks to surrender numbers in standard block sizes but the application comprises of numbers from different assignments; or
    - 4.3.4.3 Any of the numbers in the application to surrender is still being used for a network service and/or applications service.
  - 4.3.5 A rejection by the Commission of any application or request to surrender shall be deemed to take effect on the date of the notice informing the applicant of the rejection.
- 4.4 Revision, Variation or Revocation of Numbers**
- 4.4.1 Any changes of any numbers already assigned which is caused by a revision or replacement of this Plan shall not be deemed to be an act of suspension or cancellation under this Plan.
  - 4.4.2 Unless the previous assignment is cancelled by the Commission, any re-numbering of the numbers assigned shall not be deemed to be a new assignment of numbers.
  - 4.4.3 Where the revision or revocation of this Plan requires the re-numbering of numbers which have been used in relation to a network service or applications service, the Commission may, where applicable, prepare a migration plan setting out the procedures and timetable for the change due to the revision or revocation.



## **5. Mobile Number Portability**

### **5.1 Introduction**

- 5.1.1 Mobile Number Portability (“MNP”) is the ability for an end-user to change from one Public Cellular Service provider to another Public Cellular Service provider whilst retaining the said mobile number.

### **5.2 Obligation to Implement and Facilitate the MNP Services**

- 5.2.1 All licensees providing applications services for the delivery of voice and data communications shall:
- 5.2.1.1 do all acts necessary to prepare and/or facilitate the implementation of MNP;
  - 5.2.1.2 ensure that all calls and data be delivered to the appropriate recipient mobile network; and
  - 5.2.1.3 comply with the provisions of this Plan.

### **5.3 Compliance to MNP Industry Business Rules**

- 5.3.1 The MNP Industry Business Rules sets out the operational procedures and processes for the MNP processes by and amongst all Public Cellular Service providers, which includes, but is not limited to the following:
- 5.3.1.1 procedures between Porting Participants to enable an end-user to retain his or her mobile number when transferring from one Public Cellular Service provider to another Public Cellular Service provider;
  - 5.3.1.2 procedures and processes which are competitively neutral and non-discriminatory for the operations of MNP;
  - 5.3.1.3 processes which are competitively neutral by which Porting Participants may exchange information with each other in accordance with applicable laws; and
  - 5.3.1.4 the implementation of a robust and flexible process that supports the implementation of MNP in a timely manner.

- 5.3.2 All Porting Participants shall comply with the MNP Industry Business Rules as set out in Schedule E-1 of this Plan. Certain parts of the MNP Industry Business Rules which contain proprietary information are omitted and such information shall be issued by the Commission to the Porting Participant(s) by way of a notice in writing. All Porting Participants shall comply with the MNP Industry Business Rules and any further requirements imposed here by way of written notice(s).

#### **5.4 Responsibilities and Obligations of Public Cellular Service Providers**

- 5.4.1 Public Cellular Service providers shall implement MNP in accordance with this Plan.
- 5.4.2 Public Cellular Service providers shall make available to end-users information about the process and effect of porting their mobile number.
- 5.4.3 The Public Cellular Service provider who is the Donor Network Operator ("DNO") shall not hinder, delay or prevent the porting process on any basis except by issuing a reject code as specified in the MNP Industry Business Rules.
- 5.4.4 Only the Public Cellular Service provider who is the Recipient Network Operator ("RNO") shall be allowed to impose porting charges to the end-users, subject to the maximum amount provided for under this Plan whilst the DNO is not allowed to impose any porting charges to the end-users.
- 5.4.5 Only the RNO is allowed to initiate the first contact with the end-users during the porting process. The DNO is prohibited from doing so.
- 5.4.6 There shall be no change in the service offering that is provided to the end-user during the porting process except for international roaming services where the DNO has the discretion to suspend the service during the porting process.

#### **5.5 Porting Charges**

- 5.5.1 The maximum charge that may be imposed to an end-user by the RNO shall not exceed RM 25.00 per Mobile Subscriber Integrated Services Digital Network (MSISDN) ("porting charge").

- 5.5.2 The porting charge(s) may be reviewed by the Commission in consultation with the Porting Participants from time to time.

## **5.6 Donor Compensation**

- 5.6.1 The inter-operator porting compensation shall be at RM 10.00 per successful ported MSISDN ("Donor Compensation"), whereby the RNO shall compensate the DNO for a successful port request based on the report produced by the Number Portability Central Clearinghouse ("NPC"). Any disputes between the RNO and DNO in relation to the report produced by the NPC shall be dealt with in accordance with the dispute resolution procedures provided in this Plan.
- 5.6.2 The maximum amount of the Donor Compensation may be reviewed by the Porting Participants from time to time.

## **5.7 Consumer Protection**

- 5.7.1 Porting Participants shall comply with the following provisions:
- 5.7.1.1 The DNOs shall not harass, entice or call their end-users who are porting to persuade them to remain with the DNOs upon the initiation of a port request;
  - 5.7.1.2 The Porting Participants shall:
    - (a) inform their end-users of the cost and other obligations relating to the termination of their existing service prior to porting; and
    - (b) ensure that end-users are able to obtain information about the effect of porting and any costs and obligations relating to the termination of the services.
  - 5.7.1.3 The Porting Participants shall not hinder, delay or prevent a port on the basis except by issuing a reject code as specified in the MNP Industry Business Rules;
  - 5.7.1.4 In addition to the above paragraph, the RNO shall also offer other packages which does not entail any commitment period to the end-user; and

- 5.7.1.5 such other matters that the Commission may consider necessary.

## **5.8 Dispute Resolution**

- 5.8.1 Disputes in relation to the operations and implementation of MNP between Porting Participants shall be resolved in accordance to the dispute resolution process and procedures as set out in Schedule E-2 of this Plan – MNP Guidelines for Dispute Resolution.

## **5.9 Compliance to Technical Specifications**

- 5.9.1 Porting Participants and where relevant, Non-Porting Participants, shall comply with the technical specifications for the NPC - MNP Technical Specifications.
- 5.9.2 As the MNP Technical Specifications contain proprietary information, the MNP Technical Specifications shall be issued by the Commission to the Porting Participants by way of a notice in writing. All Porting Participants shall comply to the MNP Technical Specifications.

## **5.10 Relationship of Parties and Costs for the Establishment and Operations of the Number Portability Central Clearinghouse**

- 5.10.1 The Commission may enter into an agreement with an appointed independent party to build, operate and/or manage the NPC.
- 5.10.2 The Commission in exercise of its powers under Section 181 of the Act, will appoint a specified independent party to operate and manage the NPC for a period to be determined by the Commission, with an option for the Commission to renew the same to the specified independent party subject to the performance of the terms in the Operations and Management Agreement by the specified independent party.
- 5.10.3 Porting Participants and Non-Porting Participants shall enter into standard Service Level Agreements with the NPC Operator in relation to the MNP service.
- 5.10.4 The costs for the establishment and the operations of the NPC shall be borne by the Porting Participants in accordance with the principles of allocation as contained in the "Allocation of Costs for the Establishment, Operations and Maintenance of the Number Portability Clearinghouse" as contained in Schedule E-3 of this Plan.

## **Section II - NUMBERS**

The following sets out the specific chapters to Part B – Section II:

Subsection 6	Geographic Numbers
Subsection 7	Non-Geographic Numbers – Short Numbers
Subsection 8	Non-Geographic Numbers – Special Service Numbers
Subsection 9	Non-Geographic Numbers – Mobile & ENUM Type Numbers
Subsection 10	Other Numbers

## 6. Geographic Numbers

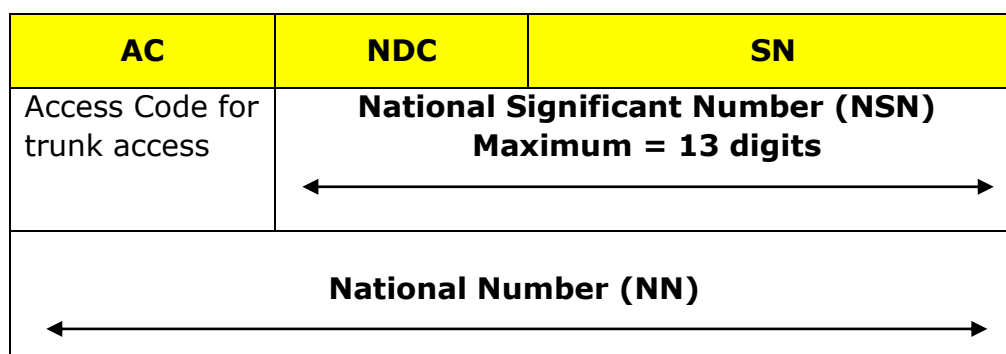
### 6.1 Overview

- 6.1.1 Geographic Numbers are numbers used for services which correspond to a geographic area where the digits in certain parts of the number string indicate a specific geographical location of the person or service being called. The uses of Geographic Numbers are limited to fixed telephony and data services, and must be used in connection with the provision of communications services in Malaysia.
- 6.1.2 A call made to a geographic number must be terminated at a location in a charge area as set out in Schedule A.
- 6.1.3 The call charge must be calculated as if the call were terminated at a geographical location in the relevant charge area.

### 6.2 Number Structure

- 6.2.1 Malaysia has adopted ITU-T Recommendation E.164 for its Geographic Numbers, where the number structure is stipulated as follows:

**FIGURE 6.1: NUMBER STRUCTURE FOR GEOGRAPHIC NUMBERS**



Where,

NSN = NDC + SN

NN = AC + NDC + SN

AC = The Access Code for trunk access

NSN = National Significant Number

NDC = National Destination Code (or better known as Trunk Code)

SN = Subscriber Number

- 6.2.2 Under ITU-T Recommendation E.164, the maximum number of digits for NSN is 15-n, where “n” is the number of digits of the Country Code (n = 2 in the case of Malaysia). Therefore the allowed maximum digit for NSN in Malaysia is 13.

### 6.3 Area Code

- 6.3.1 An Area Code is the combination of the Access Code (AC) for trunk access and the Trunk Code (TC). The Access Code for trunk access is the digit “0”.
- 6.3.2 Trunk Codes are numbers associated with a geographic area of broad significance such as a state or territory. Some states and territories have been designated with a dedicated Area Code, while other states share the same Trunk Code.
- 6.3.3 All Trunk Codes have one (1) digit except for Sabah, Sarawak and Labuan which have a two (2) digit Trunk Code.
- 6.3.4 Figure 6.2 below shows the Trunk Code designation in Malaysia.

---

**FIGURE 6.2: TRUNK CODE DESIGNATION**

AREA CODE		GEOGRAPHICAL AREA
AC	TC	
0	3	Kuala Lumpur, Putrajaya and Selangor
0	4	Perlis, Kedah and Pulau Pinang
0	5	Perak
0	6	Negeri Sembilan and Melaka
0	7	Johor
0	8X	Sarawak
0	8Y	Sabah
0	87	Labuan
0	9	Pahang, Terengganu and Kelantan

Where,

AC	=	Access Code	X	=	2 to 6
TC	=	Trunk Code	Y	=	7 to 9

- 
- 6.3.5 The Area Codes for Malaysia are illustrated in Figure A-1 of Schedule A.
- 6.3.6 Certain geographical areas located on state borders do not follow the above area code designation. The areas are as follows:

No.	Location	State	Area Code Assigned
1.	Mantin	Negeri Sembilan	03
2.	Muar	Johor	06
3.	Tanjung Malim	Perak	03
4.	Genting Highland	Pahang	03
5.	Cameron Highlands	Pahang	05
6.	Triangkap	Pahang	05
7.	Kampung Raja	Pahang	05
8.	Ringlet	Pahang	05
9.	Ulu Bernam	Selangor	05
10.	Pengkalan Hulu	Perak	04
11.	Bukit Kepong	Johor	06
12.	Kampung Baru Lenga	Johor	06
13.	Kampung Parit Raja	Johor	06
14.	Panchor	Johor	06
15.	Pagoh	Johor	06
16.	Sungai Mati Rsu	Johor	06
17.	Bukit Gambir Drs	Johor	06
18.	Sagil	Johor	06
19.	Sri Ledang	Johor	06
20.	Tangkak	Johor	06
21.	Parit Bakar	Johor	06
22.	Bukit Pasir	Johor	06
23.	Bakri	Johor	06
24.	Parit Jawa	Johor	06
25.	Sri Menanti	Johor	06

6.3.7 The following are Access Codes with the same 0X number structure which are used to access bordering countries:

**FIGURE 6.3: ACCESS CODES FOR BORDERING COUNTRIES**

AREA CODE		DESTINATION
AC	TC	
0	2	Republic of Singapore*
0	80	Brunei (from Sabah, Sarawak and Labuan)

Where,

AC = Access Code

TC = Trunk Code

\*The process to require all calls to Singapore to be made via full international dialling is currently on going. Calls to Singapore will be preceded by dialling the "00" (International Call Prefix) followed by "65" (Singapore's Country Code) instead of "02" (followed by the subscriber number).



## 6.4 Subscriber Numbers

### i. Subscriber Number Structure

6.4.1 There are three (3) different lengths of Subscriber Numbers for Geographic Numbers in Malaysia. The number structures are as follows:

#### 6.4.1.1 Eight digit Subscriber Numbers

**FIGURE 6.4: NUMBER STRUCTURE FOR EIGHT DIGIT SUBSCRIBER NUMBERS**

AREA CODE		← EIGHT DIGIT SUBSCRIBER NUMBER →		
AC	TC	SNL	SNSL	3 <sup>rd</sup> to 8 <sup>th</sup> Digit of Subscriber Number
0	A	Y1	Y2	XXXXXX

Where,

AC = Access Code

TC = Trunk Code

A = See Figure 6.2 for list of designated Trunk Codes

SNL = Subscriber Number Level Code

SNSL = Subscriber Number Second Level Code

X = 0 to 9

Y1 = 2 to 9

Y2 = 0 to 9

Note: When Y1 is 9, Y2 shall not be 9.

When Y1 is 2 to 8, Y2 can be 0 to 9.

#### 6.4.1.2 Seven digit Subscriber Numbers

**FIGURE 6.5: NUMBER STRUCTURE FOR SEVEN DIGIT SUBSCRIBER NUMBERS**

AREA CODE		← SEVEN DIGIT SUBSCRIBER NUMBER →	
AC	TC	SNL	2 <sup>nd</sup> to 7 <sup>th</sup> Digit of Subscriber Number
0	A	Y1	XXXXXX

Where,

AC = Access Code

TC = Trunk Code

A = See Figure 6.2 for list of designated Trunk Codes  
 SNL = Subscriber Number Level Code  
 X = 0 to 9  
 Y1 = 2 to 9

Note: When Y1 is 9, 2<sup>nd</sup> digit of Subscriber Number shall not be 9.  
 When Y1 is 2 to 8, 2<sup>nd</sup> digit of Subscriber Number can be 0 to 9.

### 6.4.1.3 Six digit Subscriber Numbers

**FIGURE 6.6: NUMBER STRUCTURE FOR SIX DIGIT SUBSCRIBER NUMBERS**

AREA CODE		SIX DIGIT SUBSCRIBER NUMBER	
AC	TC	SNL	2 <sup>nd</sup> to 6 <sup>th</sup> Digit of Subscriber Number
0	8A	Y1	XXXXX

Where,

AC = Access Code  
 TC = Trunk Code  
 A = See Figure 6.2 for list of designated Trunk Codes  
 SNL = Subscriber Number Level Code  
 X = 0 to 9  
 Y1 = 2 to 9

Note: When Y1 is 9, 2<sup>nd</sup> digit of Subscriber Number shall not be 9.  
 When Y1 is 2 to 8, 2<sup>nd</sup> digit of Subscriber Number can be 0 to 9.

6.4.2 In geographical areas where the six (6) digit Subscriber Number is applicable, the Trunk Code comprises of two (2) digits.

### ii. Subscriber Number Level Code Designation

6.4.3 The first digit of a Subscriber Number is presently associated with a geographic location in Malaysia and is referred to as a Subscriber Number Level code (SNL) digit. Throughout Malaysia the SNL has been designated in accordance with the demarcated geographical areas illustrated in Figure A-2 to Figure A-9 of Schedule A.

6.4.4 In the event of any uncertainty of the SNL designation for any geographical area, an interested party may request the Commission to provide the geographical co-ordinates (longitude and latitude) of the geographical area of a designated SNL.

- 6.4.5 The Commission intends to convert all existing seven (7) and six (6) digit Subscriber Numbers to a uniform eight (8) digits in the future so as to achieve a uniform length of subscriber numbers nationally. Upon such migration, all Subscriber Numbers will be in eight (8) digits in length and the Trunk Code for geographical areas which currently have two (2) digits will be shortened to one (1) digit.
- 6.4.6 The Commission may consult the industry from time to time to decide the most appropriate time and manner to implement this migration.

### **iii. Subscriber Number Second Level Code**

- 6.4.7 For Geographic Numbers in the "03" Area Code which are eight digit Subscriber Number structure, the second digit of the Subscriber Number as at the date of issue of the Plan identifies the service providers.
- 6.4.8 Numbers which have not been designated for the SNSL are hereby reserved for Next Generation Networks service providers or other similar service providers.

## **6.5 Use of Geographic Numbers**

- 6.5.1 The Subscriber Numbers issued shall only be used in relation to a network service or applications service for fixed telephony and data services that terminates a call at a location in a geographical charge area designated for the SNL of that number.
- 6.5.2 The use of a Subscriber Number having the same Trunk Code as the caller when dialled without the Trunk Code shall give the caller access to an end-user, network or applications service which is located, supplied or operated at the same geographical area as the caller.
- 6.5.3 The use of an Area Code together with a Subscriber Number shall give the caller access to an end-user, network or applications service which is located, supplied or operated at the geographical area associated with the dialled Area Code.
- 6.5.4 Malaysian Geographic Numbers shall not be issued to end-users or termination nodes located outside the SNL of that number.

## **6.6 Application**

- 6.6.1 All applications for Geographic Numbers shall not exceed blocks of 10,000 running numbers.

- 6.6.2 The Commission will consider the following factors when deciding whether to approve an application for Geographic Numbers:
- 6.6.2.1 The uniformity of access procedures for all applicable networks;
  - 6.6.2.2 The applicable applications service is primarily for PSTN switches;
  - 6.6.2.3 The minimal changes levied to the network facilities and network services for the connection of a call request for such applications service;
  - 6.6.2.4 The applicable cost to the calling party;
  - 6.6.2.5 The ability to support mobile number portability service; and
  - 6.6.2.6 Any other services eligible for Geographic Numbers.

## **6.7 Conditions of Assignment**

- 6.7.1 The standard conditions set out in Part B – Section I, subsection 3.7.1 shall apply.

## **7. Non-Geographic Numbers – Short Numbers**

### **7.1 Overview**

7.1.1 Short Numbers are Non-Geographic Numbers as these numbers have no connection to any geographical location in Malaysia. Short Numbers are primarily used for the following purposes:

7.1.1.1 to establish a call to a particular designated service, such as the emergency number (999) or directory services (103) by dialling or keying in the full string of numbers, by a caller;

7.1.1.2 as an access code or prefix to a particular service followed by the end-user's identification (ID) or Personal Identification Number (PIN). An example here is a calling card service (1092); or

7.1.1.3 as an access code to access a particular network service or an applications service, such as a Premium Service or Toll Free Service.

7.1.2 In this Plan, Short Numbers comprise of Access Codes, Short Code Numbers and Special Service Number prefixes.

### **7.2 Access Code**

7.2.1 Access Code "0" is a code used as a prefix to access certain network or applications services such as international, trunk and cellular mobile services, designated by the Commission. Access Code "0" is not assigned to any party under the Act.

7.2.2 The designated Access Codes usages are as set out in Schedule B.

### **7.3 Short Code Number Categories**

7.3.1 Short Code Numbers can be 3, 4 or 5 digit numbers to signify the type of services dialled. All Short Code Numbers start with the number "1", except for emergency services which start with the number "9".

7.3.2 Short Code Numbers are classified into the following categories:

7.3.2.1 Commonly Known Short Code (CKSC);

- 7.3.2.2 Common Intercarrier Short Code (CISC);
- 7.3.2.3 Independent Short Code (ISC);
- 7.3.2.4 Internationally Accessible Short Code (IASC);
- 7.3.2.5 Carrier Selection Code (CSC); and
- 7.3.2.6 Dial-up Internet Access Code.

7.3.3 The outline of the number structure for Short Code Numbers pursuant to this Plan is illustrated in the coded chart in Figure 7.1.

**FIGURE 7.1: SERIES NUMBER STRUCTURE OF THE NATIONAL SHORT CODE**

	0	1	2	3	4	5	6	7	8	9
10	100	101	102	103	104	105X	106X	107X	108X	109X
11			112							
12			122XX							
13	130X	131XX	132XX	133XX	134XX	135XX	136XX	137XX	138XX	139XX
14		141XX								
15	150X	151X	152X	153XX	154XX	155XX	156XX	157XX	158XX	159XX
16	160X									
17	170X									
18	180X	181X	182X	183X	184X	185X	186X	187X	188XX	189XX
19	190X									
99										999

	Commonly Known Short Code (CKSC)		Independent Short Code (ISC)
	Common Intercarrier Short Code (CISC)		Carrier Selection Code (CSC)
	Internationally Accessible Short Code (IASC)		Reserved
	Special Service Number (SSN)		Dial-up Internet Access Code

## **7.4 Commonly Known Short Code ("CKSC")**

### **7.4.1 Purpose**

- 7.4.1.1 CKSC is a form of Short Number, which is assigned only for specific public services and are utilised for access to similar applications services across all network services.
- 7.4.1.2 Prior to the issuance of this Plan, the Commission has designated a list of services in the numbering assignment registry for CKSC in Malaysia and has pre-assigned the numbers for the use of all fixed network service and applications service providers with an individual licence, except for the CKSC number "112".

### **7.4.2 Number Structure**

- 7.4.2.1 All CKSC consist of three (3) digit numbers, and start with the number "1" except for emergency services which start with the number "9".

### **7.4.3 Applicable Conditions**

- 7.4.3.1 In addition to the standard conditions for pre-assigned CKSC numbers (see Part B Section I, subsection 3.7), it shall be a condition for the assignment holders to notify the Commission of its use of the CKSC numbers for the applicable applications services before thirty (30) working days from the commencement date of the service(s).

## **7.5 Common Intercarrier Short Code ("CISC")**

### **7.5.1 Purpose**

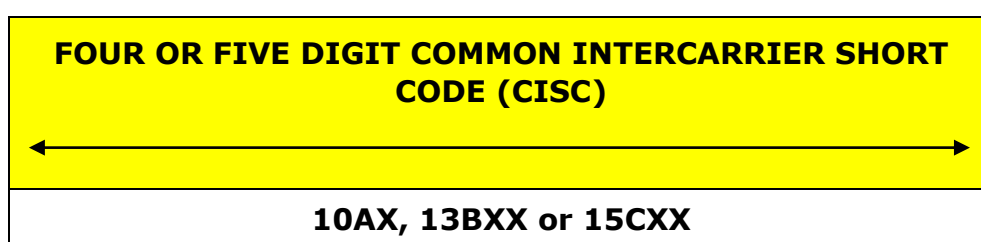
- 7.5.1.1 The CISC is a unique code assigned for a particular network or applications service that may be accessed from other network services of other service providers. It is intended for services which are of significant community value such as:
  - (a) information based services, for example public announcements (weather, time etc.);

- (b) assistance based services, for example a helpline service; and
- (c) mass calling services for example televoting, opinion polls and charity programmes.

## 7.5.2 Number Structure

7.5.2.1 The CISC may consist of four (4) or five (5) digits. The number structure for CISC is as follows:

**FIGURE 7.2: NUMBER STRUCTURE FOR COMMON INTERCARRIER SHORT CODE**



Where,

A = 5 to 9\*  
 B = 4 to 9  
 C = 3 to 9  
 X = 0 to 9

\*Note: Digit 8 is only available upon the migration of CKSC "108"

## 7.5.3 Categories of CISC

7.5.3.1 The categories of CISC are as follows:

- (a) 10**A**X is for information based services;
- (b) 13**B**XX is for mass calling services; and
- (c) 15**C**XX is for assistance based services.

## 7.5.4 Application

7.5.4.1 Each application shall be for one (1) category of CISC number only.

7.5.4.2 The Commission shall take the following factors into consideration when deciding whether to approve any application for a CISC:



- (a) Uniformity of access procedures for all applicable networks;
- (b) The applicable applications service is one which is primarily for the benefit of the public on a widespread basis;
- (c) Minimal changes to the network facilities and network services for the connection of a call request for such applications service;
- (d) The applicable costs to the calling party; and
- (e) Whether the requirement could be better satisfied by an assignment of a Special Service Number.

#### **7.5.5 Assignment**

- 7.5.5.1 Each assignment of CISC shall be for one (1) CISC number only.

#### **7.5.6 Conditions of Assignment**

- 7.5.6.1 The standard conditions set out in Part B – Section I, subsection 3.7.1 shall apply.
- 7.5.6.2 The successful applicant shall ensure that the assigned CISC is accessible from other network services.
- 7.5.6.3 The assigned CISC are described in the Commission’s numbering assignment registry.

### **7.6 Independent Short Code (“ISC”)**

#### **7.6.1 Purpose**

- 7.6.1.1 ISC is used for providing applications services to end-users within the assignment holder’s network service only, or for the assignment holder’s own internal use. Examples of services with ISC are voicemail, test number, helpline and end-user services.
- 7.6.1.2 Access to an applications service provided from other networks using the ISC is not allowed and this enables

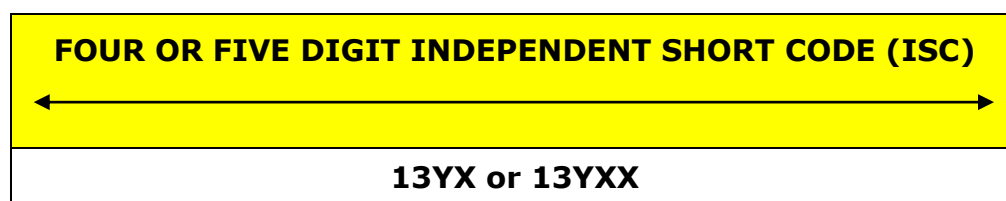
the same ISC to be assigned to another network service provider.

## 7.6.2 Number Structure

7.6.2.1 ISC may consist of four (4), or five (5) digit numbers. The number structure for ISC is as follows:

---

**FIGURE 7.3: NUMBER STRUCTURE FOR INDEPENDENT SHORT CODE**



Where,

X = 0 to 9

Y = 1 to 3

Note: not inclusive of ISC 12273 which has been assigned for the industry to implement the single ISC number for care line services – 1CARE

---

## 7.6.3 Application

7.6.3.1 All applications for ISC shall provide the Commission with the following information:

- (a) A description of the applicable applications service to be accessed using the ISC;
- (b) The applicable rates for accessing the applications service;
- (c) The commencement date or intended commencement date of the applications service; and
- (d) Such other information as may be relevant.

## 7.6.4 Conditions of Assignment

7.6.4.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.

## **7.6.5 Special Requirements for Pre-Assigned ISC**

7.6.5.1 In addition to the standard conditions for pre-assigned numbers as set out in Part B, Section I, subsection 3.7.2, it is a requirement for pre-assigned ISC, that the assignment holder notify the Commission of its intended use of the pre-assigned ISC numbers and provide the Commission with the following information:

- (a) A description of the applicable applications service to be accessed using the ISC;
- (b) The applicable rates for accessing the applications service;
- (c) The commencement date or intended commencement date of the applications service; and
- (d) Such other information as may be relevant.

7.6.5.2 The information required under subsection 7.6.5.1 above shall be submitted at the time of notification of intended use or after the applications service has been put into use. The required information shall be submitted to the Commission no later than thirty (30) working days from the commencement date of the applications service.

## **7.7 Internationally Accessible Short Code ("IASC")**

### **7.7.1 Purpose**

7.7.1.1 IASC is a unique code which enables a particular network service or applications service to be accessed from outside Malaysia. IASC is intended to be used for information-based services such as tourist information, weather forecast, trade and other information which serve national interests.

### **7.7.2 Number Structure**

7.7.2.1 IASC consist of a five (5) digit code used in the form of a full string of numbers. The number structure for IASC is as follows:

**FIGURE 7.4: NUMBER STRUCTURE FOR INTERNATIONALLY ACCESSIBLE SHORT CODE**

CALLER PREFIX		FIVE DIGIT INTERNATIONALLY ACCESSIBLE SHORT CODE (IASC)
IP	CC	141XX

Where,

IP = International Dial Prefix for Caller  
 CC = Malaysia's assigned Country Code, e.g. '60'  
 X = 0 to 9

### 7.7.3 Application

7.7.3.1 Each application shall be for one (1) category of IASC number only.

### 7.7.4 Assignment

7.7.4.1 Each assignment of an IASC shall be for one (1) IASC number only.

### 7.7.5 Conditions of Assignment

7.7.5.1 The standard conditions set out in Part B – Section I, subsection 3.7.1 shall apply.

7.7.5.2 It is the responsibility of the successful applicant to ensure that the assigned IASC is accessible overseas.

## 7.8 Carrier Selection Code ("CSC")

### 7.8.1 Purpose

7.8.1.1 CSC are numbers to enable a PSTN calling party to access a preferred service provider for carrying long distance communication on a call by call or pre-selected basis.

7.8.1.2 Call by call requires end-users to dial a prefix followed by an area code for long distance calls and country code for international calls.

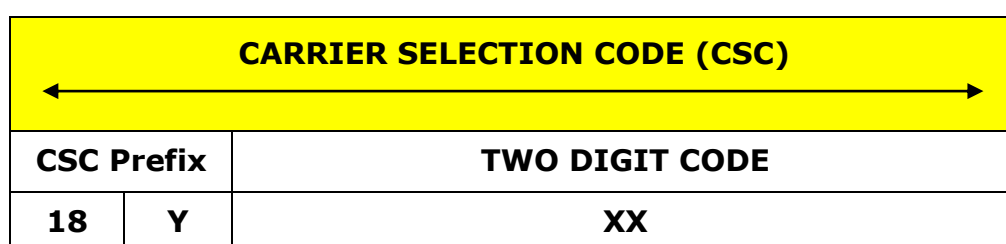
- 7.8.1.3 Pre-selection requires end-users to register prior to use of a certain service provider for long distance and international calls. Therefore, when end-users dial an area code for long distance calls or country code for international calls, these calls are automatically routed to a selected service provider.

## 7.8.2 Number Structure

- 7.8.2.1 The number structure for CSC is as follows:

---

**FIGURE 7.5: NUMBER STRUCTURE FOR CARRIER SELECTION CODE**

CARRIER SELECTION CODE (CSC)		
		
CSC Prefix	TWO DIGIT CODE	
18	Y	XX

Where,

X = 0 to 9

Y = 1 to 9

---

## 7.8.3 Pre-Assignments

- 7.8.3.1 The CSCs which were assigned prior to the issuance of this Plan, and which have been migrated to the 18YXX number structure are described in the Commission's numbering assignment registry.

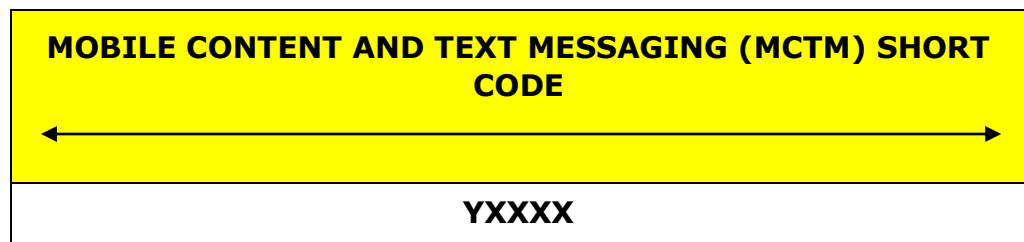
## 7.8.4 Conditions of Assignment

- 7.8.4.1 The standard conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.
- 7.8.4.2 It is the responsibility of the successful applicant to ensure that the assigned CSC is accessible from other network services.



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**FIGURE 7.7: NUMBER STRUCTURE FOR MOBILE CONTENT AND TEXT MESSAGING SHORT CODE**



Where,

X = 0 to 9

Y = 2 to 8

## 8. Non-Geographic Numbers - Special Service Numbers

### 8.1 Overview

8.1.1 Special Service Numbers are Non-Geographic Numbers which are used for the following services:

8.1.1.1 Toll Free Service (1-300);

8.1.1.2 Freephone Service (1-800);

8.1.1.3 Premium Service (1-600);

8.1.1.4 Caller Party Pay Messaging Service (Paging Service) (1-500);

8.1.1.5 Forwarding Service or formerly known as Personal Numbering Service (1-700);

8.1.1.6 Dial-up Internet Service (1508); and

8.1.1.7 Multimedia Service (1-900).

8.1.2 The above services are accessed by numbers that do not indicate the geographic location of the persons or services being called or accessed. These services are considered as a national and unified service to ensure that any caller is able to access the services by dialling the same digits regardless of the network of location he or she is calling from.

8.1.3 The Prefix used for Special Service Numbers is **1A0X** where:

A = 1 to 9

X = 0 to 9

8.1.4 The total digit length follows ITU-T Recommendation E.164 and does not exceed thirteen (13) digits.

### 8.2 Toll Free Service Numbers

#### 8.2.1 Purpose

8.2.1.1 Toll Free Service Numbers are numbers used for a service where a calling party of the said number will only be charged at a local call rate of the relevant applications service of the calling party.



## 8.2.2 Number Structure

8.2.2.1 The prefix '1300' is designated for Toll Free Service Numbers and the number structure is as follows:

**FIGURE 8.1: NUMBER STRUCTURE FOR TOLL FREE SERVICE NUMBERS**

TOLL FREE SERVICE NUMBER		
Prefix	Two Digit Service Provider Code	Four Digit Service Number
1300	AB	XXXX

Where,

1300 = Toll Free Service Number Prefix

A = 0 to 9

B = 0 to 9

X = 0 to 9

## 8.2.3 Application

8.2.3.1 Each application for Toll Free Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned Service Provider Code ("AB").

## 8.2.4 Assignment

8.2.4.1 Each assignment of Toll Free Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned AB code.

## 8.2.5 Service Provider Code Assignment

8.2.5.1 The assignment of AB codes for Toll Free Service Numbers as at the date of this Plan are described in the Commission's numbering assignment registry.

## 8.2.6 Conditions

8.2.6.1 The standard conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.

- 8.2.6.2 The successful applicant must ensure that the assigned Service Provider Code is accessible from other network services.

## 8.3 Freephone Service Numbers

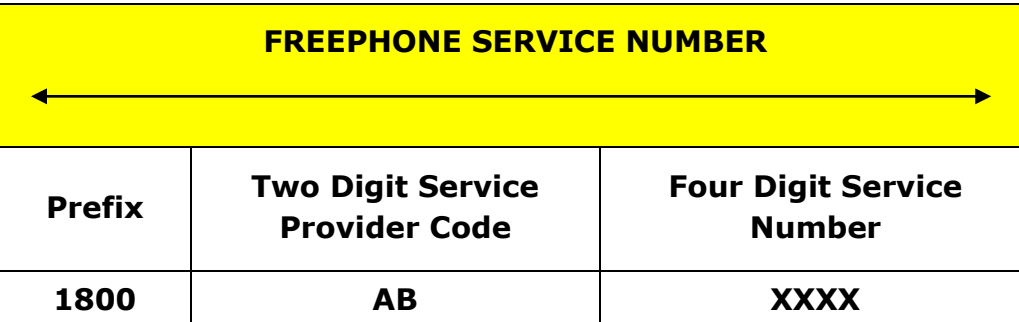
### 8.3.1 Purpose

- 8.3.1.1 Freephone Service Numbers are numbers used for a service in which a person calling the Freephone Service Number from a fixed network and mobile network bears no charges whereby all call charges are borne by the called party.

### 8.3.2 Freephone Service Number Structure

- 8.3.2.1 The prefix '1800' is designated for Freephone Service Numbers and the number structure is as follows:

**FIGURE 8.2: NUMBER STRUCTURE FOR FREEPHONE SERVICE NUMBERS**

FREEPHONE SERVICE NUMBER		
		
Prefix	Two Digit Service Provider Code	Four Digit Service Number
1800	AB	XXXX

Where,

1800 = Freephone Service Number Prefix

A = 0 to 9

B = 0 to 9

X = 0 to 9

### 8.3.3 Application

- 8.3.3.1 Each application and assignment of Freephone Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned Service Provider Code ("AB").

#### 8.3.4 **Assignment**

- 8.3.4.1 All assignments for Freephone Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned AB code.
- 8.3.4.2 The assignment of AB codes for Freephone Service Numbers as at the date of this Plan are described in the Commission's numbering assignment registry.

#### 8.3.5 **Conditions**

- 8.3.5.1 The standard conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.
- 8.3.5.2 The successful applicant must ensure that the assigned Service Provider Code is accessible from other network services.

### 8.4 **Premium Service Numbers**

#### 8.4.1 **Purpose**


- 8.4.1.1 Premium Service Numbers are numbers used for a service in which the calling party gains access to voice content at a pre-determined rate and for the avoidance of doubt, includes audiotext hosting services.
- 8.4.1.2 Such voice content includes information, specialist information provided by an appropriately qualified person or entertainment services.

#### 8.4.2 **Premium Service Number Structure**

- 8.4.2.1 The prefix '1600' is designated for Premium Service Numbers and the number structure is as follows:

---

**FIGURE 8.3: NUMBER STRUCTURE FOR PREMIUM SERVICE NUMBERS**

<b>PREMIUM SERVICE NUMBER</b>			
			
<b>Prefix</b>	<b>Service Type Number</b>	<b>Two Digit Service Provider Code</b>	<b>Two Digit Service Number</b>
<b>1600</b>	<b>Y</b>	<b>AB</b>	<b>XX</b>

Where,

1600 = Premium Service Number Prefix

Y = 0 to 99

A = 0 to 9

B = 0 to 9

X = 0 to 9

---

#### 8.4.3 **Application**

8.4.3.1 Each application and assignment of Premium Service Numbers shall be in blocks of 100 running numbers (XX) by reference to the assigned Service Provider Code ("AB").

#### 8.4.4 **Service Provider Code Assignment**

8.4.4.1 Each assignment of Premium Service Numbers shall be in blocks of 100 running numbers (XX) by reference to the assigned AB code.

8.4.4.2 The assignment of AB codes for Premium Service Numbers as at the date of this Plan are described in the Commission's numbering assignment registry.

## 8.4.5 **Conditions**

- 8.4.5.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.
- 8.4.5.2 **Special Conditions:**  
In addition to any standard conditions of any assignment of Premium Service Numbers, the assignment holder shall comply with any guidelines issued by the Commission for Premium Service Numbers.
- 8.4.5.3 It is the responsibility of the successful applicant to ensure that the assigned Service Provider Code is accessible from all other network services.
- 8.4.5.4 It shall be a condition for the assignment holders to notify the Commission of its use of the Premium Service Numbers for the applicable applications service within thirty (30) working days from the commencement date of the service.

## 8.5 **Caller Party Pay (“CPP”) Messaging Service Numbers**

### 8.5.1 **Purpose**

- 8.5.1.1 CPP Messaging Service Numbers are numbers used for a radio messaging service operated by a service provider licensed under the Act, where the calling party has to pay for the call made. It allows the calling party to directly send messages (numeric or alphanumeric) to the service subscriber by dialling the assigned number. The messages are displayed on the subscriber's device. Examples of radio messaging service include, but are not limited to direct call messaging, operator assisted messaging, weather report updates, real time traffic updates and latest news.

## 8.5.2 CPP Messaging Service Number Structure

8.5.2.1 The prefix '1500' is designated for CPP Messaging Services and the number structure is as follows:

**FIGURE 8.4: NUMBER STRUCTURE FOR CALLER PARTY PAY MESSAGING SERVICE NUMBERS**

<b>CALLER PARTY PAY MESSAGING SERVICE NUMBER</b>		
<b>Prefix</b>	<b>Two Digit Service Provider Code</b>	<b>Four Digit Service Number</b>
<b>1500</b>	<b>AB</b>	<b>XXXX</b>

Where,

1500	=	CPP Messaging Service Number Prefix
A	=	0 to 9
B	=	0 to 9
X	=	0 to 9

## 8.5.3 Application

8.5.3.1 All applications for CPP Messaging Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned AB Code.

## 8.5.4 Service Provider Code Assignment

8.5.4.1 The assignment of AB code for CPP Messaging Service Numbers as at the date of this Plan are described in the Commission's numbering assignment registry.

8.5.4.2 Each assignment of CPP Messaging Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned AB code.

## 8.5.5 Conditions

8.5.5.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.

8.5.5.2        The successful applicant must ensure that the assigned Service Provider Code is accessible from all other network services.

**8.6            Call Forwarding Service Numbers**

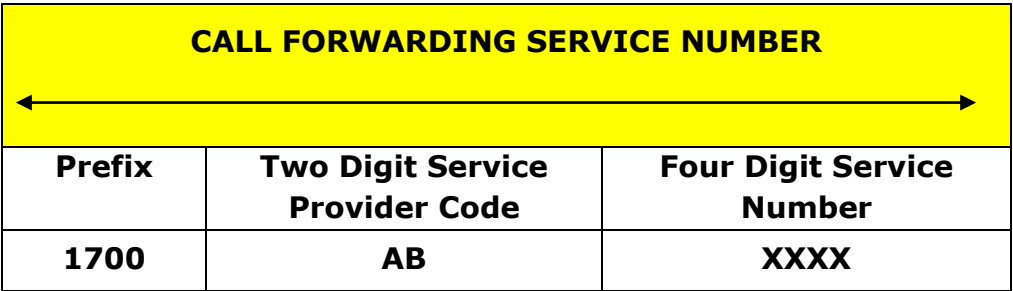
**8.6.1        Purpose**

8.6.1.1        Call Forwarding Service Numbers are numbers which are used for a service where the subscriber of the call forwarding service controls the delivery of incoming calls by one or more terminating points to a Call Forwarding Service Number that would enable the said subscriber to be reached regardless of the subscriber’s location. Call Forwarding Service Numbers should be able to be migrated to ENUM-Type Numbers.

**8.6.2        Call Forwarding Service Number Structure**

8.6.2.1        The prefix '1700' is designated for Call Forwarding Service Numbers and the number structure is as follows:

**FIGURE 8.5: NUMBER STRUCTURE FOR CALL FORWARDING SERVICE NUMBERS**



Where,  
1700        =        Forwarding Service Number Prefix  
A            =        0 to 9  
B            =        0 to 9  
X            =        0 to 9

### 8.6.3 **Application**

- 8.6.3.1 All applications for Call Forwarding Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned Service Provider Code ("AB").

### 8.6.4 **Assignment**

- 8.6.4.1 The assignment of AB code for Call Forwarding Service Numbers are described in the Commission's numbering assignment registry.
- 8.6.4.2 Each assignment of Call Forwarding Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned AB code.

### 8.6.5 **Conditions**

- 8.6.5.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1. shall apply.
- 8.6.5.2 The successful applicant must ensure that the assigned Service Provider Code is accessible from all other network services.

## 8.7 **Dial-up Internet Access Service Numbers**

### 8.7.1 **Purpose**

- 8.7.1.1 Dial-up Internet Access Service Numbers are numbers which are used to access an Internet connection and access services offered by applications service providers. The use of a special number range for Dial-up Internet Access Service is to allow calls intended for Internet Access Service to be easily distinguished from voice calls within the network and to be routed for optimal network efficiency, thereby reducing network congestion.

### 8.7.2 **Dial-up Internet Access Service Number Structure**

- 8.7.2.1 The number structure for Dial-up Internet Access Service Numbers is as follows:



**FIGURE 8.6: NUMBER STRUCTURES FOR DIAL-UP INTERNET ACCESS SERVICE NUMBERS**

<b>DIAL-UP INTERNET ACCESS SERVICE NUMBER</b>		
<b>Prefix</b>	<b>Service Provider Code</b>	<b>Four Digit Service Number</b>
<b>1508</b>	<b>AB</b>	<b>XXXX</b>

Where,

A = 0 to 9

B = 0 to 9

X = in form of repeating numbers 0 to 9

---

### 8.7.3 Dial-up Internet Access Service Number Assignment

8.7.3.1 Unless otherwise stated in the application, the assignment shall be for a block of ten (10) repeating numbers (XXXX) by reference to the sequential designated "AB" code.

### 8.7.4 Conditions

8.7.4.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1. shall apply.

8.7.4.2 Special Conditions:

- (a) The Applications Service Provider Class licensees that have been issued with Dial-up Internet Access Service Numbers must commence the provisioning of the Dial-up Internet Access Service within twelve (12) months from the date of the issuance of the numbers, and shall notify the Commission in writing within thirty (30) working days of the commencement of the service, and specify the full string of the Dial-up Internet Access Service Numbers that are in use.
- (b) The Applications Service Provider Class licensee(s) that have been issued with the Dial-up Internet Access Service Numbers, and have subsequently entered into technical and commercial arrangements with other licensed

network service providers, may continue to use the Dial-up Internet Access Service Numbers issued before, provided that the AB code of the issued Dial-up Internet Access Service Numbers are modified to the AB code of the new licensed network service provider(s) concerned. The Applications Service Provider Class licensees concerned must notify the Commission in writing within thirty (30) working days from the commencement of the new Dial-up Internet Access Service, and specify the full string of the Dial-up Internet Access Service Numbers that are used.

- 8.7.4.3 The Network Service Provider Individual licensees (the assignment holder), must ensure that the assigned Service Provider Code is accessible from all other network services.

## 8.8 Multimedia Service Numbers

### 8.8.1 Purpose

- 8.8.1.1 Multimedia Service Numbers are a type of Special Service Numbers which are used for services that involve more than one form of medium such as voice and video or voice and text, and would encompass multimedia messaging services.

### 8.8.2 Multimedia Service Number Structure

- 8.8.2.1 The prefix '1900' is designated for Multimedia Services, and the number structure is as follows:

**FIGURE 8.7: NUMBER STRUCTURE FOR MULTIMEDIA SERVICE NUMBERS**

MULTIMEDIA SERVICE NUMBER		
Prefix	Service Provider Code	Four Digit Service Number
1900	AB	XXXX

Where,  
1900 = Multimedia service prefix  
A = 0 to 9  
B = 0 to 9  
X = 0 to 9

---

### 8.8.3 **Application**

8.8.3.1 Each application of Multimedia Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned Service Provider Code ("AB") code.

### 8.8.4 **Assignment**

8.8.4.1 Each assignment of Multimedia Service Numbers shall be in blocks of 10,000 running numbers (XXXX) by reference to the assigned AB code.

8.8.4.2 The Commission shall only assign Multimedia Service Numbers upon being satisfied that the intended services of the applicant cannot be classified under the other existing categories for Special Service Numbers.

### 8.8.5 **Condition**

8.8.5.1 The Standard Conditions as set out in Part B – Section I, subsection 3.7.1. shall apply.

## 9. Non-Geographic Numbers - Mobile and ENUM-Type Numbers

### 9.1 Overview

9.1.1 Mobile and ENUM-Type Numbers are also Non-Geographic Numbers which are used for network or applications services which encompass features such as the mobility of the terminating device and the concept of personal association with an assigned number.

9.1.2 Services which use these types of numbers are as follows:

9.1.2.1 Public Cellular Services;

9.1.2.2 Services operated by Mobile Virtual Network Operators ("MVNOs");

9.1.2.3 Digital Public Mobile Radio Services; and

9.1.2.4 ENUM-Type Personal Numbering Services with national number access.

### 9.2 Mobile Number

9.2.1 There are two (2) types of mobile number structures. The number structures are as follows:

#### i. Public Cellular Service Providers

9.2.2 The prefix "01Y" is designated to all Public Cellular Service providers.

9.2.3 The number structure is as follows:

**FIGURE 9.1: MOBILE NUMBER STRUCTURE FOR PUBLIC CELLULAR SERVICE PROVIDERS**

MOBILE NUMBER	
Prefix	Seven Digit Subscriber Number
01Y	ZXXXXXX

Where,  
 01Y = Mobile Network Identifier  
 Y = 0 to 4 and 6 to 9  
 Z = Subscriber Number where Z = 2 to 9  
 X = Subscriber Number where X = 0 to 9

MOBILE NUMBER	
Prefix	Eight Digit Subscriber Number
01Y	ZXXXXXXX

Where,  
 01Y = Mobile Network Identifier  
 Y = 0 to 4 and 6 to 9  
 Z = Subscriber Number where 1 to 9  
 X = Subscriber Number where X = 0 to 9

## ii. Other Mobile Service Providers

9.2.4 The prefix "01YZ" is designated to other mobile service providers and the number structure is as follows:

**FIGURE 9.2: NUMBER STRUCTURE FOR OTHER MOBILE SERVICE PROVIDERS**

MOBILE NUMBER	
Prefix	Seven Digit Subscriber Number
01YZ	AXXXXXX

Where,  
 01YZ = Mobile Network Identifier  
 Y = 5  
 Z = 0 to 9  
 A = Subscriber Number from 1 to 9  
 X = Subscriber Service Number where X = 0 to 9

9.2.5      **Designation of Mobile Numbers**

- 9.2.5.1      There is no special designation of number range mobile services based on technology for the provisioning of public cellular services.

9.2.6      **Assignment of Mobile Numbers**

- 9.2.6.1      The mobile numbers assigned from the "01Y" range to Public Cellular Service providers are described in the Commission's numbering assignment registry.

- 9.2.6.2      All other mobile numbers shall be made from the "01YZ" range. All other ranges for mobile numbers are reserved by the Commission (except for the ranges specified in the Commission's numbering assignment registry).

- 9.2.6.3      Mobile numbers to be used for the following services shall be applied for and assigned in blocks of 10,000; 100,000 or 1,000,000 running numbers:

- (a)      Public Cellular Services;
- (b)      Data Only Terminal Services;
- (c)      Services operated by MVNOs;
- (c)      Digital public mobile radio services; and
- (e)      Any other services eligible for Mobile Numbers.

- 9.2.7      There shall be no exclusivity on the use of any mobile prefixes for Public Cellular Service providers.

9.2.8      **Condition**

- 9.2.8.1      The Standard Conditions as set out in Part B – Section I, subsection 3.7.1 shall apply.

### **9.3 ENUM-Type Numbers**

- 9.3.1 ENUM-Type Numbers are a type of numbers which enable a subscriber to have a single subscriber number which a calling party may dial and which enables the subscriber to determine the preferred terminating device or destination, such as a mobile phone, email address or fixed-line phone. ENUM-Type Numbers are a form of E.164 numbers.
- 9.3.2 The Commission may issue and publish the following matters at the appropriate time:
- 9.3.2.1 The eligibility criteria for ENUM-Type number assignment;
  - 9.3.2.2 The method of assignment of ENUM-Type number;
  - 9.3.2.3 The applicable conditions attached to any assignment;
  - 9.3.2.4 The necessary application forms; and
  - 9.3.2.5 Such other matters as may be deemed necessary in the opinion of the Commission.

## 10. Other Numbers

### 10.1 Data Network Numbers

10.1.1 The ITU-T Recommendation X.121 International Numbering Plan for Public Data Networks has been adopted in order to facilitate the operations of public data networks; and to provide for their inter-working on a world-wide basis. This includes International Data Numbers for Public Mobile Satellite Systems.

10.1.2 The Data Network Identification Code ("DNIC") is used to identify a public data network in a country. This encompasses the identification of a country as well as specific public data network in that country. The number system will make it capable for data terminals on public data networks to inter-work with data terminals on PSTN telex networks and on ISDNs.

#### 10.1.3 Data Network Number Structure

10.1.3.1 As defined in ITU-T Recommendation X.121, the first digit the DNIC are the digits "2" to "7". All DNICs consist of a four (4) digit numbers. The first three (3) digits identify a country and is regarded the Data Country Code ("DCC"). The fourth digit identifies the specific data network in the country and is regarded as the Network Digit.

**FIGURE 10.1: NUMBER STRUCTURE FOR DATA NETWORK NUMBERS**

<b>Z X X</b>	<b>X</b>	<b>Y Y Y Y Y Y Y Y Y Y</b>
<b>Data Country Code (DCC)</b>	<b>Network Identifier</b>	<b>Network Termination Number (maximum 10 digits)</b>
<b>DNIC (4 Digits)</b>		<b>Network Termination Number</b>
<b>International Data Numbering (maximum 14 digits)</b>		

Where,

X = 0 to 9

Y = 2 to 7

Z = 2 to 7



- 10.1.3.2 International Data Numbers have a maximum length of fourteen (14) digits and a minimum length of five (5) digits, depending on network requirements.

10.1.4 **Assignment of Data Country Code (DCC)**

- 10.1.4.1 DCC are to be assigned to:

- (a) each Public Data Network ("PDN") within a country;
- (b) a global services, such as Public Mobile Satellite Systems and to global public data networks;
- (c) a PSTN or to an ISDN services for the purpose of making calls from Data Terminal Equipment ("DTE")s connected to a PDN to DTEs connected to that PSTN or ISDN;
- (d) a group of PDNs within a country; and
- (e) a group of private data networks connected to PDNs within a country.

- 10.1.4.2 The assignment of DCC is administered by ITU (as Annex J in ITU-T Recommendation X.121). DCC 502 has been designated for Malaysia data networks and the network digit shall be assigned by the Commission. The Commission will request additional block, 503, for future development of data networks when necessary.

10.1.5 **Assignment of Data Network Identification Code (DNIC)**

- 10.1.5.1 The assignments of DNICs in Malaysia as at the date of this Plan are described in the Commission's numbering assignment registry.

10.1.6 **Application**

- 10.1.6.1 Each application and the assignment of a Network Identifier in DNICs shall be for one Network Identifier (X digit).

## 10.2 International Mobile Subscriber Identity (IMSI)

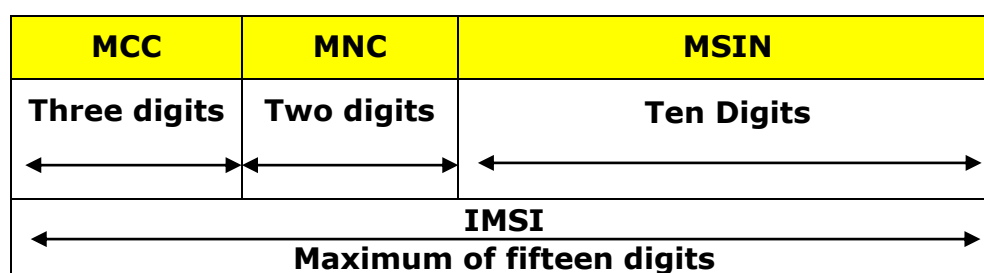
10.2.1 A plan for unique international identification of mobile terminals and mobile users is required in order to enable these terminals and users to roam amongst public networks which offer mobility services. An International Mobile Subscriber Identity ("IMSI"<sup>4</sup>) is required so that a visited network can identify a roaming mobile terminal or mobile user, e.g., in order to query a subscriber's home network for subscription and billing information.

10.2.2 IMSIs may also be allocated to fixed or wireline networks that offer mobility services, or to achieve compatibility with networks that have mobility services. An example is a network supplying a public messaging service.

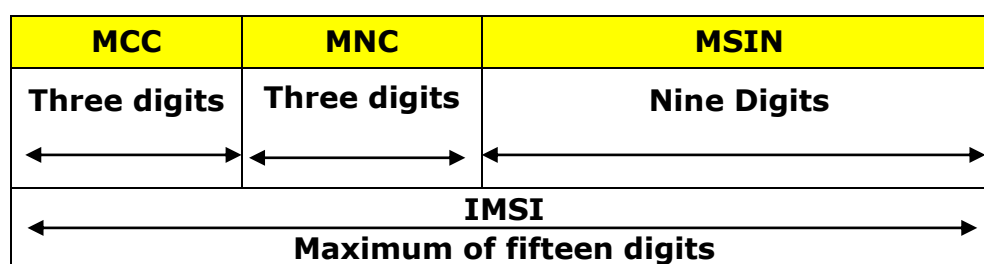
### 10.2.3 IMSI Number Structure

10.2.3.1 The IMSI number structure is as shown below:

**FIGURE 10.2: NUMBER STRUCTURE FOR IMSI NUMBERS**



or



IMSI = International Mobile Subscriber Identity  
MCC = Mobile Country Code  
MNC = Mobile Network Code  
MSIN = Mobile Subscriber Identification Number



<sup>4</sup> An IMSI can identify a mobile terminal or mobile user. The term "international mobile subscriber identity" is used to reflect the more general scope of the IMSI, formerly known as the "international mobile station identity".

- 10.2.4 The IMSI is a string of decimal digits, up to a maximum of fifteen (15) digits, that identifies a unique mobile terminal or mobile subscriber internationally. IMSIs may also be used for terminal or subscriber identification within fixed or wireline networks that offer mobility services, or to achieve compatibility with networks that have mobility services. The IMSI consists of three fields: the MCC, the MNC, and the MSIN.
- 10.2.5 Mobile Country Code ("MCC"): The MCC is the first field of the IMSI and is three digits in length. The MCC identifies a country, and a country may be assigned more than one MCC. A MCC may be designated as "shared" where the assignment of the MNCs in that MCC is managed by the ITU-T TSB.
- 10.2.6 Mobile Network Code ("MNC"): The MNC is the second field of the IMSI and is either two (2) digits or three (3) digits in length. The MNC, in combination with the MCC, uniquely identifies the home network of the mobile terminal or mobile user. The MNC may also uniquely identify a fixed or wireline network or a group of fixed or wireline networks that offer mobility services or for the purpose of achieving compatibility with networks that have mobility services.
- 10.2.7 Mobile Subscriber Identification Number ("MSIN"): The MSIN is the third field of the IMSI and is either nine (9) digits or ten (10) digits. The MSIN, within a given MCC + MNC, identifies a unique mobile terminal or mobile subscriber within a public network.
- 10.2.8 The assignment of MCC is administered by ITU (as Annex J in ITU-T Recommendation E.212). MCC 502 has been designated for Malaysia mobile networks and the network digit shall be assigned by the Commission.
- 10.2.9 **Assignment of MNC**
- 10.2.9.1 The assignment of MNC's in Malaysia shall be updated in the Commission's numbering assignment registry upon the MNC assignment.
- 10.2.10 **Application**
- 10.2.10.1 Each application and the assignment of MNC shall be for one (1) MNC.

## 10.3 Telex Numbers

10.3.1 The telex number structure is defined in ITU-T Recommendation F.69 as follows:

**FIGURE 10.3: NUMBER STRUCTURE FOR TELEX NUMBERS**

TDC	TNIC	AB	XXX
Minimum = 2 digits Maximum = 4 digits	2 digits	Telex Area Code 2 digits	Subscriber Number 3 digits
			
			

Where,

TDC = Telex Destination Code

TNIC = Telex Network Identifier Code

AB = Telex Area Code XXX = Subscriber Number

### 10.3.2 Assignment of Telex Network Identifier Code

10.3.2.1 The designated Telex Area Codes for Malaysia are described in Schedule C.

10.3.2.2 The assignment of Telex Destination Codes ("TDC") and Telex Network Identifier Codes ("TNIC") are under the purview of the Telecommunications Standardization Bureau ("TSB"), under the administration of the ITU. All applications by ITU Sector members for TDC and TNIC must be applied for, from the director of TSB *via* the Commission.

### 10.3.3 Application

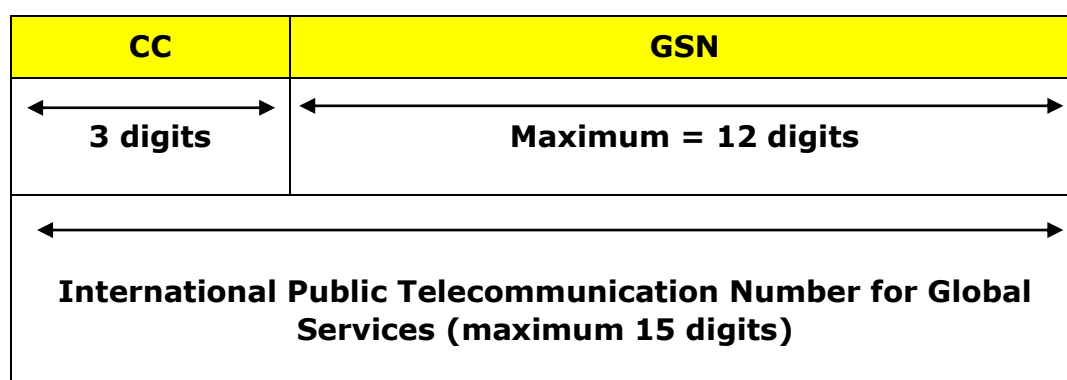
10.3.3.1 Each application and assignment for a TNIC shall be for one (1) two-digits TNIC string.

## 10.4 International Public Telecommunication Numbers

### i. Global Services

- 10.4.1 The International Public Telecommunication Numbers number structure for Global Services is defined in ITU-T Recommendation E.164 as follows:

**FIGURE 10.4: NUMBER STRUCTURE FOR INTERNATIONAL PUBLIC TELECOMMUNICATION NUMBERS FOR GLOBAL SERVICES**



Where,

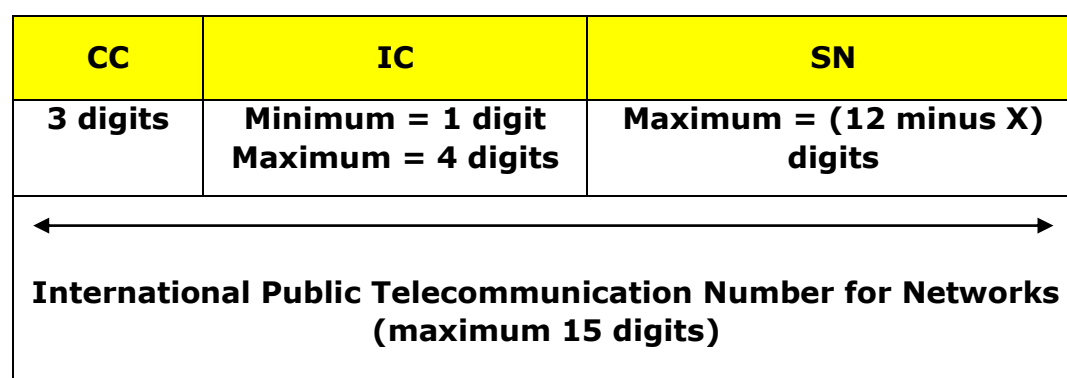
CC = Country Code for Global Services

GSN = Global Subscriber Number

### ii. International Networks

- 10.4.2 The number structure of International Public Telecommunication Numbers for International Networks is as follows:

**FIGURE 10.5: NUMBER STRUCTURE FOR INTERNATIONAL PUBLIC TELECOMMUNICATION NUMBERS FOR NETWORKS**



Where,		
CC	=	Country Code for Networks (shared among networks)
IC	=	Identification code
SN	=	Subscriber Number
X	=	Number of digits in IC

---

#### 10.4.3 **Assignment of Global Services Identification Code – the IC**

10.4.3.1 The assignment of Global Services Identification Code is under the purview of the Telecommunications Standardization Bureau (“TSB”) under the administration of the ITU. All applications by ITU Sector members for Global Services Identification Code must be applied for, from the director of TSB *via* the Commission.

#### 10.4.4 **Application**

10.4.4.1 Each application and assignment for a Global Services Identification Code shall be for one string of digits, which may contain a minimum of one (1) digit; and a maximum of four (4) digits.

### 10.5 **ATM Network Addressing**

10.5.1 ATM addressing is required for public ATM Switched Virtual Circuits services. ITU-T Recommendation E.191 allows several options for ATM network addressing:

- 10.5.1.1 Native E.164 using the shared Country Code 882;
- 10.5.1.2 ATM End System Addresses (AESA) with optionally embedded;
- 10.5.1.3 E.164 numbers;
- 10.5.1.4 Data Country Codes;
- 10.5.1.5 International Code Designator;
- 10.5.1.6 Identifiers for Organizations for Telecommunications Addresses; and

10.5.1.7 AESA using ITU-T International Network Designator (IND).

10.5.2 The ITU-T IND AESA format is the preferred format in E.191 and is shown in Figure 10.6:

---

**FIGURE 10.6: ITU-T IND AESA FORMAT**

<b>AFI</b>	<b>IND</b>	<b>HO-DSP</b>	<b>ESI</b>	<b>SEL</b>
<b>1</b>	<b>3</b>	<b>9</b>	<b>6</b>	<b>1</b>
<b>IDP</b>		<b>DSP</b>		

Consisting of twenty (20) octets where,

AFI = Authority Format Indicator = 7  
IND = International Network Designator  
HO-DSP = High Order – Domain Specific Part  
ESI = End System Identifier  
SEL = Selector  
IDP = Initial Domain Part  
DSP = Domain Specific Part

---

10.5.3 Existing ATM service providers providing public ATM services within Malaysia shall inform the Commission of the allocation of International Network Designators upon the request of the Commission.

10.5.4 **Assignment of International Network Designator**

10.5.4.1 The International Network Designator field is assigned by the Telecommunication Standardization Bureau (TSB) in accordance with ITU-T Recommendation E.191.1. All applications by ITU Sector members for International Network Designators must be applied for, from the director of TSB, *via* the Commission.

**10.6 Signalling Point Codes**

10.6.1 Signalling Point Codes are used for node addressing within Signalling System No. 7 networks. There are three (3) types of Signalling Point Codes:

10.6.1.1 International Signalling Point Codes ("ISPC") – used for signalling points with international connections;

10.6.1.2 National Signalling Point Codes ("NSPC") – used for signalling points with national connections; and

10.6.1.3 Network Internal Signalling Point Codes ("NISPC") – used for signalling points that has no connections to other networks.

10.6.2 For clarification, ISPC are used to facilitate the provisioning of international connectivity which is a licensable activity under the Network Service Provider Individual category. The provision of such activity is limited to the current individual licensees providing the service.

10.6.3 NSPC are also often used for network internal signalling points. Signalling points can be assigned point codes of more than one (1) type of signalling point code. Further, NSPC are used to facilitate the provisioning of domestic connectivity which is a licensable activity under the Network Service Provider Individual licence category.

**i. International Signalling Point Codes ("ISPC")**

10.6.4 ISPC are fourteen (14) bits in length and are structured as shown in Figure 10.7.

**FIGURE 10.7: INTERNATIONAL SIGNALLING POINT CODE FORMAT**

<b>N M L</b>	<b>K J I H G F E D</b>	<b>C B A</b>
<b>1 digit (Z)</b>	<b>3 digits (UUU)</b>	<b>1 digit (V)</b>
<b>3 bits</b>	<b>8 bits</b>	<b>3 bits</b>
<b>Zone Identification</b>	<b>Area/Network Identification</b>	<b>Signalling Point Identification</b>
<b>Signalling Area/Network Code (SANC)</b>		
<b>International Signalling Point Code (ISPC)</b>		

Where,

NML	=	World geographical zone identification
K to D	=	Geographical area or network identification in a specific zone
CBA	=	Signalling point identification in a specific geographical area or network

10.6.5 The assignment of the Signalling Area/Network Code (SANC) codes is administered by ITU-T. The assigned SANC Codes for Malaysia are described in the Commission's numbering assignment registry.



10.6.6 The assignments of ISPC within Malaysia are set out in the Commission's numbering assignment registry.

10.6.7 When necessary, the Commission shall apply to the ITU for new SANC codes.

10.6.8 **Assignment of International Signalling Point Codes**

10.6.8.1 Each application and assignment for an ISPC shall be for one complete string (3 bits: 8 bits: 3 bits) of an ISPC.

**ii. National Signalling Point Codes ("NSPC")**

10.6.9 NSPC are fourteen (14) bits in length and are structured as shown in Figure 10.8.

---

**FIGURE 10.8: NATIONAL SIGNALLING POINT CODE FORMAT**

<b>NML : KJIHGFED : CBA</b>
<b>(3 bits) : (8 bits) : (3 bits)</b>

---

10.6.10 The assignment of NSPC as at the date of this Plan are set out in the Commission's numbering assignment registry.

10.6.11 **Assignment of National Signalling Point Codes**

10.6.11.1 Each application and assignment for a NSPC shall be for one complete string (14 bits) of a NSPC.

10.6.12 All licensees who have been assigned NSPC shall submit a report to the Commission setting out the following information:

10.6.12.1 Identify which NSPC are used as NISPC;

10.6.12.2 Identify which NSPC are used as only NSPC;

10.6.12.3 Set out a plan on how to reduce using NSPC as NISPC;  
and

10.6.12.4 Set out the time line for such planned reduction.

10.6.13 The Commission's approval to the planned reduction must be obtained prior to the commencement of the same.

10.6.14 Upon the completion of the planned reduction all NSPC which are then made available shall be deemed to be surrendered to the Commission. No licensees shall utilise any such NSPC under any circumstance. The Commission may assign those NSPC to any successful licensee who has so applied.

## 10.7 Routing Number

10.7.1 A Routing Number ("RN") is a number which enables calls to be routed between network operators. The RN format comprises of two elements namely a Network Routing Identifier and a Regional Code, whereby:

10.7.1.1 Network Routing Identifier ("NRI") identifies the subscription network of the party to be called (known as the B-party); and

10.7.1.2 Regional Code ("RC") is a code to route the call to the appropriate region's point of interconnection (POI).

10.7.2 The RN Format shall consist of a three (3) digit NRI plus one (1) digit RC as follows:

**FIGURE 10.9: ROUTING NUMBER FORMAT**

ROUTING NUMBER	
Network Routing Identifier	Regional Code
XXX	Y

Where,

X = 200 to 899  
Y = 0 – Dummy number  
1 – Central  
2 – Northern  
3 – Southern  
4 – Eastern  
5 – Sabah  
6 – Sarawak  
7 to 9 – Reserved

10.7.3      **Application**

- 10.7.3.1      Each application and the assignment shall be for one (1) Routing Number only.

10.7.4      **Routing Number for Mobile Number Portability**

- 10.7.4.1      The RN assignments for Public Cellular Service providers shall be updated in the Commission's numbering assignment registry from time to time upon the assignment of new routing numbers.
- 10.7.4.2      All Public Cellular Service providers (including the Mobile Virtual Network Operators) shall publish in their websites the regions to which the mobile numbers are allocated. Notice of any subsequent re-farming of numbers (and hence changes to the regions in which the numbers are allocated) including the date it is to be effected shall also be published in the website.

## **Section III - ELECTRONIC ADDRESSING**

The following sets out the specific chapters to Part B – Section III:

Subsection 11	IP Addressing
Subsection 12	Autonomous System Numbers
Subsection 13	Domain Names

## 11. IP Addressing

### 11.1 Overview

- 11.1.1 An IP address is a number that identifies each sender or receiver of information that is sent in packets across the Internet. When a HTML page is requested or an e-mail is sent, the Internet Protocol part of TCP/IP includes the IP address in the message and sends it to the IP address that is obtained by looking up the domain name in the Uniform Resource Locator which was requested or in the recipient's e-mail address. The recipient is able to see the IP address of the Web page requestor or the e-mail sender and can respond by sending another message using the IP address it received.
- 11.1.2 An IP address has two parts: the identifier of a particular network on the Internet and an identifier of the particular device (which can be a server or a workstation) within that network. On the Internet, only the network part of the address is looked at, that is, between the router that move packets from one point to another along the route.
- 11.1.3 There are two types of IP Addresses currently use in Malaysia; Internet Protocol Version 4 ("IPv4") and Internet Protocol Version 6 ("IPv6"). An IPv6 address is a protocol that was developed to support the recent exponential growth of the Internet and development of new applications. The use of the IPV6 protocol is mandatory for all Network Service Provider Individual licensees that provide access applications services, email, web and Domain Name System ("DNS") servers in Malaysia with effect from 30 June 2015.

### 11.2 IP Addressing Structure

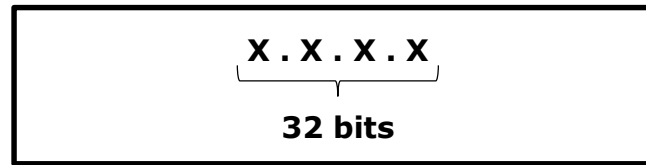
#### 11.2.1 IPv4 Addressing

- 11.2.1.1 IPv4 Addresses use 32 binary bits ( $2^{32}$ ) to create a single unique address on the network and contains 4.3 billion addresses.
- 11.2.1.2 IPv4 Addresses use four decimal numbers and each decimal number is separated by a dot. This is sometimes known as the dot address or "dotted-decimal notation". Dotted-decimal notation divides the 32-bit Internet address into four 8-bit fields and specifies the value of each field independently as a decimal number with the fields separated by dots.

11.2.1.3 The IPv4 address structure is as follows:

---

**FIGURE 11.1: ADDRESS STRUCTURE FOR IPv4 – REFERENCE FROM THE INTERNET ASSIGNED NUMBERS AUTHORITY (IANA)**



Where,

X = Decimal numbers where the value are between 0 and 255

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## 11.2.2 IPv6 Addressing

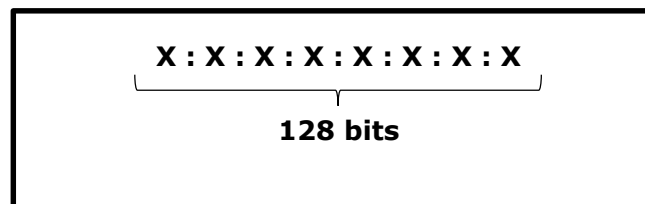
11.2.2.1 IPv6 Addresses use 128 binary bits to create a single unique address on the networks and the end-users and contain  $2^{128}$  addresses.

11.2.2.2 IPv6 Addresses use eight sets of four hexadecimal address (16 bits in each set), separated by a colon `:`.

11.2.2.3 The IPv6 address structure is as follows:

---

**FIGURE 11.2: ADDRESS STRUCTURE FOR IPv6 – REFERENCE FROM THE INTERNET ASSIGNED NUMBERS AUTHORITY (IANA), IETF STANDARD DOCUMENT (RFC 4291)**



Where,

X = Hexadecimal numbers where the value are between 0000 and FFFF of the eight 16 bit of the address

---

### **11.3 Provision of IP Addresses**

11.3.1 IP Addresses are currently obtained from the Asia Pacific Network Information Centre ("APNIC") or through holders of IP Address assignments located in Malaysia. The Commission intends to continue with this process subject to the conditions set out in this Plan.

11.3.2 APNIC assigns IP Address blocks based on an open policy as outlined at <http://www.apnic.net>. These open policies have been developed and are reviewed in conjunction with users and other interested parties from time to time under the Internet Corporation for Assigned Names and Numbers (ICANN) RFC (Request for Comments) Procedure.

11.3.3 Only those assignment holders who are either Malaysian entities or Malaysian permanent residents, who have been issued with IP Addresses by APNIC, shall be required within thirty (30) working days of such provision to inform the Commission in writing.

#### **11.3.4 Applicable Principles**

11.3.4.1 All holders of IP Addresses shall be entitled to further provide IP Addresses to its end-users on a permanent basis (e.g. fixed IP Address) for use in Malaysia in accordance with the following principles:

- (a) The provision of IP Addresses to the end-users shall be made in a fair, equitable and non-discriminatory manner; and
- (b) The provision of IP Addresses to the end-users shall be assigned with unique public IP Addresses.

#### **11.3.5 Conditions of Use**

11.3.5.1 Notwithstanding anything to the contrary in any conditions of use imposed by APNIC, the holder of any IP Addresses shall comply with the following conditions of use as set out in subsection 11.3.5.2 subject but not limited to any other conditions referred in this Plan.

11.3.5.2 The use of any IP Address shall be subjected to the following conditions:

- (a) The use of any IP Address shall be subject to this Plan;
- (b) The IP Addresses issued shall not be charged, sold, auctioned, traded or transferred otherwise than as permitted under this Plan;
- (c) Comply with the conditions imposed by APNIC to the extent that they are not contrary to these conditions; and
- (d) IP Addresses that have been issued to end-users shall not be suspended or cancelled by the provider except:
  - i. Where the end-user has not complied with the conditions of the network service or applications service to which the numbers relate, such as timely payment of charges associated with the service;
  - ii. In compliance with instructions from the Commission; or
  - iii. Upon the end-user's request.

#### 11.3.6 **Retention of Information**

- 11.3.6.1 Assignment holders of IP Addresses shall keep or retain the following information:
  - (a) The assignment holder's use of IP Addresses issued by APNIC;
  - (b) The assigned IP Addresses; and
  - (c) The identity of each end-user of paragraph (b).
- 11.3.6.2 Assignment holders of IP Addresses issued by APNIC shall submit the information stated in subsection 11.3.6.1 (a) to (c) above to the Commission.



## **12. Autonomous System Numbers (ASN)**

### **12.1 Overview**

- 12.1.1 An Autonomous System Number ("ASN") is a unique two-byte number associated with an Autonomous System ("AS"). The ASN is used as an identifier to allow the AS to exchange dynamic routing information with other Autonomous Systems. Exterior routing protocols such as the Border Gateway Protocol ("BGP") requires ASNs to exchange information between networks.

### **12.2 AS Number Structure**

- 12.2.1 Autonomous System Numbers are used by entities which have an AS, e.g. a system which is a connected group of one or more IP prefixes run by one or more network operators under a single and clearly defined routing policy.
- 12.2.2 ASN are a series of numbers assigned by APNIC which begins with the alphabets "AS" followed by a number and alphabets.

### **12.3 Provision of AS Numbers**

- 12.3.1 Autonomous System Numbers ("AS Numbers") which are used or to be used in Malaysia are currently obtained from APNIC. The Commission intends to continue with this process subject to the conditions set out in this Plan. APNIC assigns AS Numbers based on an open policy as outlined at <http://www.apnic.net>.

### **12.4 Provision of Information**

- 12.4.1 The Commission requires all holders of AS Numbers in Malaysia to provide the following information:
- 12.4.1.1 the AS Number range which a holder has;
  - 12.4.1.2 the holder's peering arrangements;
  - 12.4.1.3 the party to whom the holder of the AS Number peers to;
  - 12.4.1.4 whether the Autonomous System is a multi-homed type or otherwise; and
  - 12.4.1.5 the routing policy of the Autonomous System.

- 12.4.2 Holders of AS Numbers provided by APNIC shall submit the information stated in subsection 12.4.1 above to the Commission. The Commission may in its request to AS Number holders require them to disclose further information in addition to the information listed above.

## 13. Domain Names

### 13.1 Domain Name System

- 13.1.1 The Domain Name System ("DNS") is a hierarchical naming system built on a distributed database for computers, services, or any resource connected to the Internet. It associates various information with domain names assigned to each of the participating entities. Most importantly, it translates domain names meaningful to humans into the numerical identifiers associated with networking equipment for the purpose of locating and addressing these devices worldwide.
- 13.1.2 An often-used analogy to explain the DNS is that it serves as the *phone book* for the Internet by translating human-friendly computer hostnames into IP addresses. For example, the domain name *www.skmm.gov.my* translates to the addresses 202.171.39.22 (IPv4) or 2001:db8:85a3:0:0:8a2e:370:7334 (IPv6).

### 13.2 Country Code Top Level Domain Names

- 13.2.1 In accordance with ISO 3166-1 list (Codes for the Representation of Names of Countries and Their Subdivisions) maintained by ISO 3166 Maintenance Agency, the two-letter country code top level domain ("ccTLD") ".my" has been designated to Malaysia by the Internet Assigned Numbers Authority ("IANA").
- 13.2.2 The ".my" ccTLD exists within the framework set up by IANA, which is operated by the Internet Corporation for Assigned Names and Numbers ("ICANN"). IANA is also responsible for maintaining generic top-level domain ("gTLD") names, including unrestricted gTLDs (.com, .net, .org.), sponsored gTLDs (.aero), geographic gTLDs (.asia) and Internationalized Domain Names, amongst others.
- 13.2.3 The Commission's purview is over all domain names under the ".my" ccTLD.

### 13.3 Categories of ".my" Domain Names

- 13.3.1 A domain name usually consists of two or more parts (technically labels), separated by dots. For example *www.skmm.gov.my* and *www.mcmc.gov.my*.
  - 13.3.1.1 The rightmost label conveys the top-level domain (for example, the address *www.skmm.gov.my* has the top-

level domain “my” while the address *www.malaysia.com* has the top-level domain “.com”).

13.3.1.2 Subdomain is a domain that is part of a larger domain, the only domain that isn’t also a subdomain is the root domain. For example, *aduan.skmm.gov.my* is a subdomain of *skmm.gov.my* domain.

13.3.1.3 Hostname is a label that is assigned to a device connected to a computer network and that is used to identify the device in various forms of electronic communication such as the World Wide Web, email or Usenet. Hostnames may be simple names consisting of a single word or phrase, or they may have appended the name of a DNS domain, separated from the host specific label by a full stop (dot). In the latter form, a hostname is also called a domain name. If the domain name is completely specified including a top level domain of the Internet, the hostname is said to be a fully qualified domain name (“FQDN”). Hostnames that include DNS domains are often stored in the DNS together with IP addresses of the host they represent for the purpose of mapping the hostname to an address, or the reverse process.

13.3.2 “.my” domain names are categorised as follows:

13.3.2.1 “Second Level Domains” are those second level domain names open to all users. An example of a Second Level Domain is “abc.my”;

13.3.2.2 “Third Level Domains” are those third level domain names open to all eligible users. An example of an Third Level Domain is “abc.com.my” or “school.edu.my”;

13.3.2.3 “Internationalized Domain Names” are those second level domain names in Jawi, Chinese and Tamil which are open to all users. Examples of Internationalized Domain Name are “مليسي.my”, “马来西亚.my” and “மலேசியா.my”.

13.3.2.4 Reserved Second Level Domain Names are those “.my” second level domain names which are reserved by the Commission from time to time. Examples of Reserved

Domain Names are “.bank.my”, “.finance.my”, state names and any other names as may be determined by the Commission. The effect of a reservation of a “.my” second level domain name by the Commission is that the domain shall be unavailable for registration by the public, until such time as the Commission determines that it is appropriate to release it.

- 13.3.3 Apart from those second level domains applied for and/or already in existence the Commission may, from time to time, determine the creation of any Second Level Domains.
- 13.3.4 The summary of eligibility criteria for each category of “.my” domain name is specified in Schedule D-1, as may be varied by the Commission from time to time.
- 13.3.5 All decisions of the Commission under subsection 13.3.3 of Part B, Section III, subsection 13 and all release of Reserved Second Level Domain Names shall be made by way of issuance of NEAP Amendment Notices and NEAP Explanatory Statements, where applicable.

#### **13.4 Assignment of “.my” Domain Names**

- 13.4.1 All “.my” domain names are assigned by the Commission directly or through the Registrar to eligible end-users. Eligibility criteria and allocation rules that apply to the assignment of third and second level domain names are set out in Schedule D-1. End-users are required to satisfy the eligibility criteria as stated in the said Schedule and such other rules as may be fixed by the Registrar.
- 13.4.2 Section 179 of the Act permits the Commission to delegate any or all its functions under Part VII, Chapter 2 of the Act.
- 13.4.3 “.my” domain names may comprise any alphanumeric character and multilingual characters such as Jawi, Chinese and Tamil scripts.

#### **13.5 Application for Registration of “.my” Domain Names**

- 13.5.1 An application for the registration of a “.my” domain name shall be in the form required by the Registrar and accompanied by the information detailed in Schedule D-1, which are collectively referred to as “Registration Data”.

- 13.5.2 An application shall be deemed to have been made upon the Registrar or Reseller (as applicable) receiving the completed application form with all the required Registration Data.

### **13.6 Powers, Duties & Obligations of Registrars and Resellers on Application**

- 13.6.1 The Registrar may appoint one or more Resellers to assist the Registrar to manage the registration, billing and renewal of “.my” domain names for and on behalf of the Registrar. The duties of the Registrar may include modification of registration data, cancellation or suspension of domain names and transfer of the domain names.
- 13.6.2 The Registrar or Reseller may charge a fee for any applications for the registration of a “.my” domain name.
- 13.6.3 The Registrar or Reseller shall verify and register the “.my” domain name applied for upon ensuring that the application complies with this Plan, the stipulated requirements of the Registrar and any other rules prescribed by the Commission.
- 13.6.4 A domain name application shall be refused by the Registrar or Reseller if:
- 13.6.4.1 the domain name is on the list of reserved names in Schedule D-2;
  - 13.6.4.2 the domain name is on the list of names deemed sensitive; or
  - 13.6.4.3 the domain name is identical and registered by others.
- 13.6.5 If the application is refused, then the Registrar shall give written notice to the applicant of its decision and the reason(s) for such decision. Where the rejected applicant requests for additional information relating to the refusal, the Registrar may impose a fee prior to fulfilling such request.
- 13.6.6 **Availability of Registration Data**
- 13.6.6.1 Except for the supporting documents submitted or verified online, together with the relevant application form, the Registration Data shall be available to the public and shall appear in the WHOIS directory which

can be accessed on-line unless the Commission otherwise instructs.

- 13.6.6.2 The availability of the Registration Data shall be subject to the Personal Data Protection Act 2010 at all times, where applicable.

## **13.7 Rights and Obligations of Registrant & Registrars**

### **13.7.1 Conditions of Registration**

- 13.7.1.1 The Registrar or its Reseller(s) shall ensure that the registration of any “.my” domain name by a registrant shall be subject to the following conditions:

- (a) that the registrant warrants that the Registration Data and all other information submitted for the application of registration is complete, true and accurate;
- (b) that the registration of the domain name is governed under the terms and conditions as contained in the Registration Agreement; and
- (c) that the registration of the domain name is in compliance with any provision of the Act or any subsidiary legislation made under the Act in relation to the registration or any relevant written laws.

### **13.7.2 Incomplete, Incorrect or Inaccurate Information**

- 13.7.2.1 The Registrar is authorised by the Commission to set in place a process to receive and process complaints that have been lodged against “.my” domain names that are alleged to have been registered based on incomplete, incorrect or inaccurate information.
- 13.7.2.2 The Registrar may suspend or delete a domain name if the Registrar receives independent evidence that the registrant has provided incomplete, incorrect or inaccurate information during the registration, renewal or modification of the “.my” domain name.

- 13.7.2.3 Where in accordance with the process set in place by the Registrar, it is established that the registrant has neglected, failed and/or refused to update or substantiate any type of licence and/or authorization required from the relevant government ministry, department, agency or regulatory authority, the Registrar is authorised to suspend and/or delete the relevant “.my” domain name in accordance with the said process.

### 13.7.3 **Modification of Registration Data**

- 13.7.3.1 The Registrar shall provide registrants the ability to modify their Registration Data subject to such verification procedures as may be put in place by the Registrar.
- 13.7.3.2 Modifications to the Registration Data which amount to a transfer of a domain name must be done in compliance with subsection 13.7.11 of Part B, Section III, subsection 13, as set out below, failing which the Registrar may suspend and/or delete the domain name.

### 13.7.4 **Renewal of Registration**

- 13.7.4.1 Registrants may apply to renew their “.my” domain name registration with any Registrars or Resellers upon the payment of a non-refundable renewal fee as prescribed by the Commission or Registrars.
- 13.7.4.2 Registrants shall be informed by the Registrar via notification in invoice, e-mail and Registrars’ or Resellers’ notice to ensure that their registration data remains accurate, complete and correct.
- 13.7.4.3 The Registrar shall also carry out random checks on the veracity of the information provided by the Registrants from time to time.

### 13.7.5 **Transfer Fee**

- 13.7.5.1 In the event that the Registrar with whom the renewal is made is not the same as the Registrar who registered the registration or the Registrar who handled the renewal immediately preceding the present renewal



("earlier Registrar"), the earlier Registrar may charge a transfer fee (not exceeding the amount prescribed by the Commission) for the transfer of the supporting documents to the Registrar who is making the present renewal.

#### 13.7.6 **Cancellation or Suspension of a Registration**

13.7.6.1 The Commission authorises the Registrar to suspend and/or delete a ".my" domain name registration in any of the following circumstances:

- (a) upon the breach of any condition or warranty contained in the registration agreement;
- (b) upon failure to pay any fee or renewal fee in relation to the registration; or
- (c) upon the contravention of any provision of the Act or any subsidiary legislation made under the Act in relation to the registration or any relevant written laws.

13.7.6.2 Provided always that any cancellation or suspension in the public interest shall only be carried out by the Commission.

13.7.6.3 A registrant affected by a deletion or suspension effected by the Registrar pursuant to subsection 13.7.6.1(c) and subsection 13.7.6.2 has a right of appeal to the Commission in accordance with the provisions of the Act.

#### 13.7.7 **Disputes Relating to The Right to Register a ".my" Domain Names**

13.7.7.1 The Registrar is authorised by the Commission to set in place an independent dispute resolution process to deal, in an expedited manner, with disputes relating to the right of the registrant to register a particular ".my" domain name.

13.7.7.2 This dispute resolution process is known as the ".my" Dispute Resolution Policy and Rules ("MYDRP Policy and Rules") and is further detailed in Schedule D-3.

- 13.7.7.3 The outcome of any such dispute shall be a decision on whether the “.my” domain name in question is to be retained by the registrant or to be transferred to the claimant or to be deleted. No other award on damages can be made by the MYDRP panel.
- 13.7.7.4 Upon a decision being reached by the MYDRP panel and being communicated to the Registrar, the Registrar is authorised to enforce the decision as per the decision of the MYDRP panel. The losing party has a limited right to commence an action in court, which if done within the parameters specified in MYDRP Policy and Rules, will lead to the Registrar not implementing the decision of the MYDRP until such time as the court action is disposed of.
- 13.7.7.5 There is no right of appeal to the Commission arising from a decision of the MYDRP panel.

#### 13.7.8 **Complaints Relating to Sensitive “.my” Domain Names**

- 13.7.8.1 The Registrar is authorised by the Commission to set in place an independent dispute resolution process to deal with complaints from members of the public who object to the registration of a “.my” domain name on the grounds of it being sensitive to the Malaysian public, obscene, scandalous, indecent, offensive or contrary to Malaysian public norms or policy.
- 13.7.8.2 This dispute resolution process is known as the “.my” Sensitive Name Dispute Resolution Policy and Rules (“SND RP Policy and Rules”) and is further detailed in Schedule D-3.
- 13.7.8.3 The outcome of any such dispute will be a decision on whether or not the “.my” domain name is deemed as being sensitive to the Malaysian public. No other award on damages can be made by the SND RP panel.
- 13.7.8.4 Upon a decision being reached by the SND RP panel and being communicated to the Registrar, the Registrar is authorised to enforce the decision as per the decision of the SND RP panel. The losing party has a limited right to commence an action in court, which if done within the parameters specified in the SND RP Policy and Rules,

will lead to the Registrar not implementing the decision of the SNDRP panel until such time as the court action is disposed of.

13.7.8.5 The affected/losing party to a sensitive name dispute also has a right of appeal to the Commission.

13.7.8.6 Subject to subsection 13.7.8.4. and subsection 13.7.8.5, the Registrar shall add “.my” domain names found to be sensitive by the SNDRP panel, the court or the Commission to its list of names deemed sensitive.

### 13.7.9 **Regulated Names**

13.7.9.1 The Registrar is authorised by the Commission to set in place a process to receive and process complaints pertaining to “.my” domain names that consist of names prescribed by statute that may only be used by the registrant upon meeting the relevant qualifying criteria or obtaining the consent, licence and/or permission from the relevant government ministry, department, agency or regulatory authority, as may be applicable.

13.7.9.2 This process is known as the “.my” Regulated Names Policy and Rules and is further detailed in Schedule D-3.

13.7.9.3 Where in accordance with the process set in place by the Registrar it is established that the registrant is unable to establish or secure the required qualifying criteria or obtain the consent, licence and/or permission required from the relevant government ministry, department, agency or regulatory authority, the Registrar is authorised to suspend or delete the relevant “.my” domain name in accordance with the said process.

13.7.9.4 The affected party to a regulated name dispute may appeal to the Commission.

### 13.7.10 **Sensitive Names**

13.7.10.1 The Registrar shall not register any “.my” domain names containing the names or characters specified in the list of names deemed sensitive.

- 13.7.10.2 The Commission may from time to time by way of NEAP Explanatory Statements or letters, as deemed appropriate by the Commission, notify the Registrars of names which the Commission considers to be ineligible to be registered as “.my” domain names due to their being sensitive to the Malaysian public, obscene, scandalous, indecent, offensive or contrary to Malaysian public norms or policy.
- 13.7.10.3 The Commission may at any time remove or add names to the list of names deemed sensitive by issuing NEAP Amendment Notices and NEAP Explanatory Statements or by way of letter, where applicable.

#### 13.7.11 **Transfer of Domain Name**

- 13.7.11.1 The Registrar shall transfer a domain name in the following circumstances :
- (a) **Voluntary transfer:** upon receipt of a request by the registrant of the “.my” domain name to transfer the domain name to a specified person or entity in such form required by the Registrar and such request must be accompanied by a Letter of Undertaking duly signed by the authorised signatory of the registrant, if the registrant is a body corporate, that the domain name is not the subject of any pending dispute resolution;
  - (b) **Transfer pending dispute resolution:** upon receipt of a request by the registrant of the “.my” domain name to transfer the “.my” domain name to a specified person or entity in such form as may be required by the Registrar and a written undertaking by the proposed transferee which is irrevocable, valid and free of any reservations or restrictions agreeing to be bound by any decision of the Commission or any competent body adjudicating a dispute pertaining to that “.my” domain name;
  - (c) **Transfer in accordance with dispute resolution decision:** until the expiry of ten (10) working days following receipt of a copy of a

decision of the MYDRP Panel to transfer the “.my” domain name to a specified person, unless it is notified of an appeal of the decision;

- (d) **Transfer in accordance with court order:** upon receipt of a certified copy of an order of the High Court requiring the transfer of the “.my” domain name to a specified person;
- (e) **Transfer upon the determination of the Registrar or the Commission:** in accordance with terms and conditions, policies, rules and regulations and relevant laws governing the registration of domain names; or
- (f) **Transfer upon death of the Registrant:** in accordance with applicable laws governing wills and the administration of estates in Malaysia.

13.7.11.2 In no other circumstance shall the Registrar transfer a registered “.my” domain name except as may be authorised by the Commission.

13.7.11.3 The Registrar may impose a fee for the transfer subject to approval by the Commission.

## **Section IV - CHARGING**

The following sets out the specific chapters to Part B – Section IV:

Subsection 14      Number and Electronic Address Charging

## **14. Number and Electronic Address Charging**

### **14.1 Number Charging Principles**

14.1.1 The broad principles that the Commission shall take into consideration in charging for numbering resources are as follows:

14.1.1.1 Efficiency;

14.1.1.2 Resiliency; and

14.1.1.3 Simplicity and transparency.

### **14.2 Charges for Numbering Assignments and Electronic Addressing Provisioning**

14.2.1 Every application for a numbering assignment or electronic address provisioning under this Plan shall be accompanied by the application fees as prescribed by the Commission.

14.2.2 All numbering assignment holders or registrants of electronic addresses shall be required to pay such fees as may be prescribed by the Commission.

14.2.3 The assignment fee(s) may be prorated based on the period of use (for short term use, three months being the minimum term) or may be prorated to a specified expiry date.

14.2.4 The prescribed fees as set out by the Commission is as follows:

14.2.4.1 **Application fees payable to the Commission by assignment holders only**

<b><u>APPLICATION FEE</u></b> <b>(cannot be levied by assignment holders and/or sub-assignment holders to end-users)</b>		
<b>No.</b>	<b>Types of application</b>	<b>Amount of fee (RM)</b>
1.	Normal Numbers	150.00 per application
2.	Special Numbers	350.00 per application
3.	Cherished Numbers	Not exceeding 3,500.00 per application
4.	Application for a certified true copy of an assignment	10.00 per page

**TABLE 1: APPLICATION FEE**



14.2.4.2 **Assignment fees payable to the Commission by assignment holders only**

<b><u>ASSIGNMENT FEE</u></b> <b>(cannot be levied by assignment holders and/or sub-assignment holders to end-users)</b>		
<b>No.</b>	<b>Types of assignment</b>	<b>Annual fee per number (RM)</b>
1.	Each assignment of 4-digit Common Inter-carrier Short Code (CISC) numbers	1,200.00
2.	Each assignment of 5-digit Common Inter-carrier Short Code (CISC) numbers	600.00
3.	Each assignment of Internationally Accessible Short Code (IASC) numbers	600.00
4.	Each assignment of Special Service Numbers (SSN)	12.00
5.	Each assignment of mobile numbers	0.12
6.	Each assignment of National Signalling Point Code (NSPC) and International Signalling Point Code (ISPC) numbers	600.00

**TABLE 2: ASSIGNMENT FEE**



## PART C

1000000000

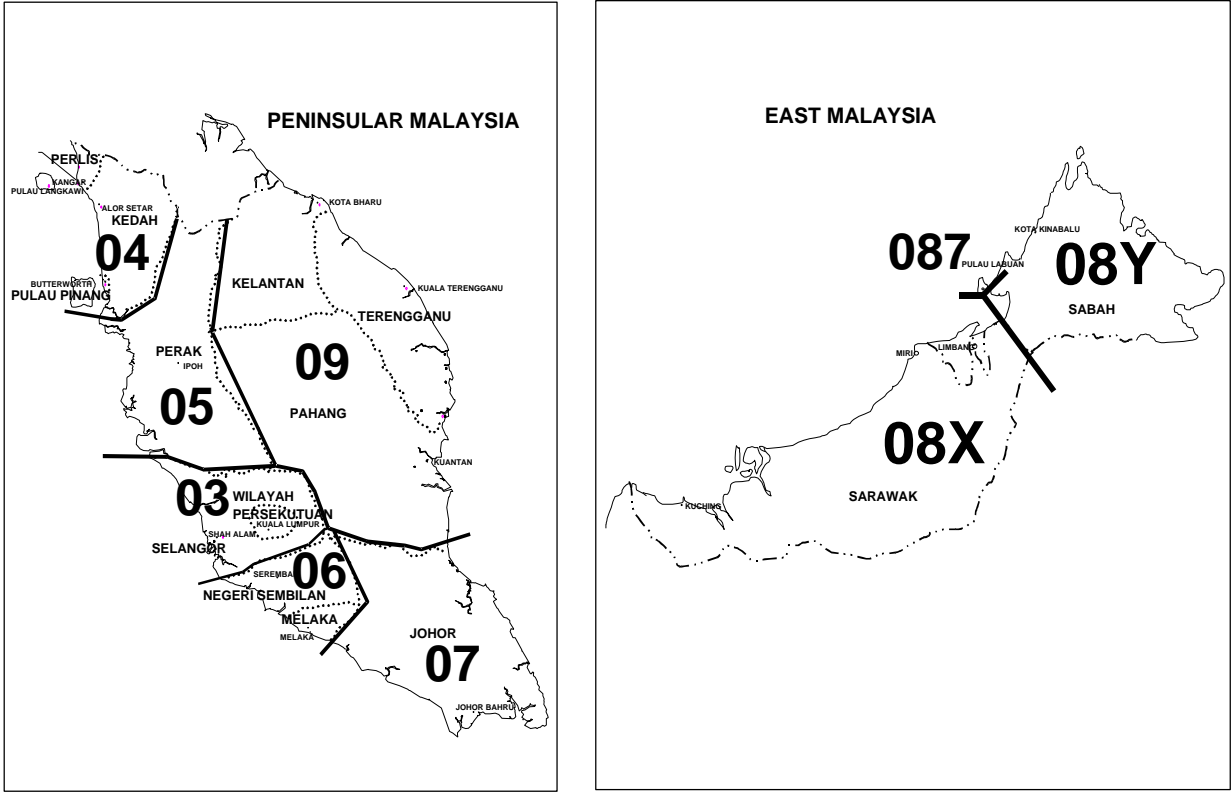
### SCHEDULES, ABBREVIATIONS & GLOSSARY



Schedule A

Figure A-1

Area Code Designations



[Not to scale]

## Schedule A

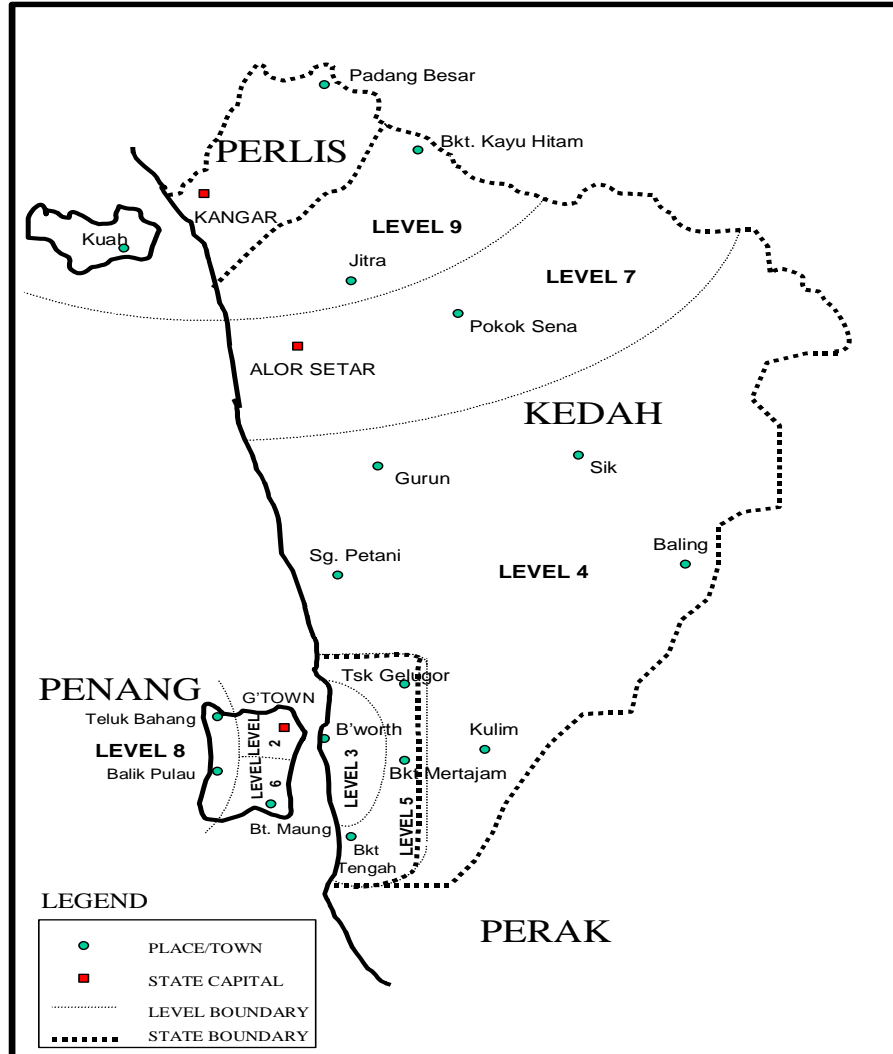
**Figure A-2: Subscriber Number Level (SNL) for 03 Area Code  
(State of Selangor, Kuala Lumpur and Putrajaya)**



[Not to scale]

## Schedule A

**Figure A-3: Subscriber Number Level (SNL) for 04 Area Code  
(State of Perlis, Kedah and Penang)**



[Not to scale]

## Schedule A

**Figure A-4: Subscriber Number Level (SNL) for 05 Area Code  
(State of Perak)**



[Not to scale]

## Schedule A

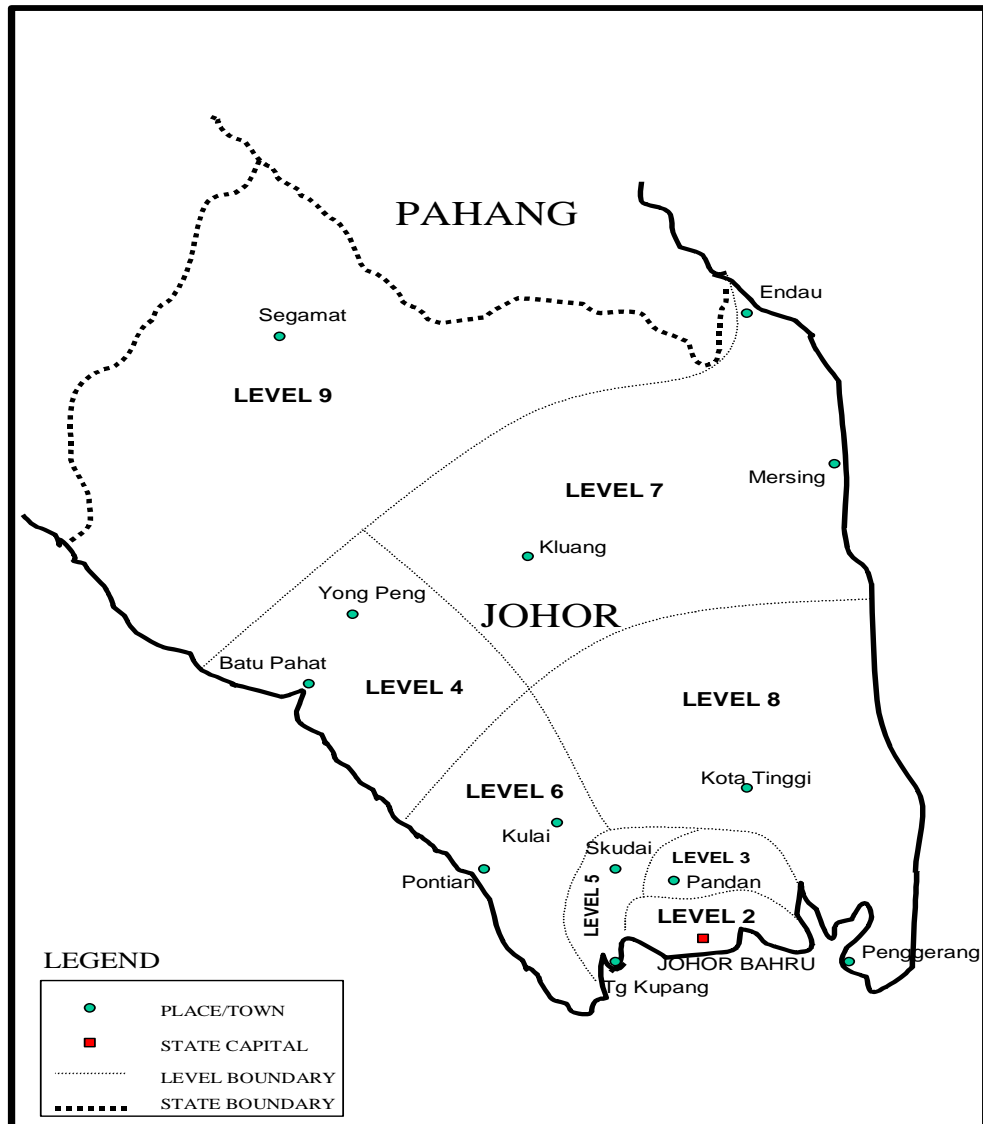
**Figure A-5: Subscriber Number Level (SNL) for 06 Area Code  
(State of Melaka and Negeri Sembilan)**



[Not to scale]

## Schedule A

**Figure A-6: Subscriber Number Level (SNL) for 07 Area Code  
(State of Johor)**

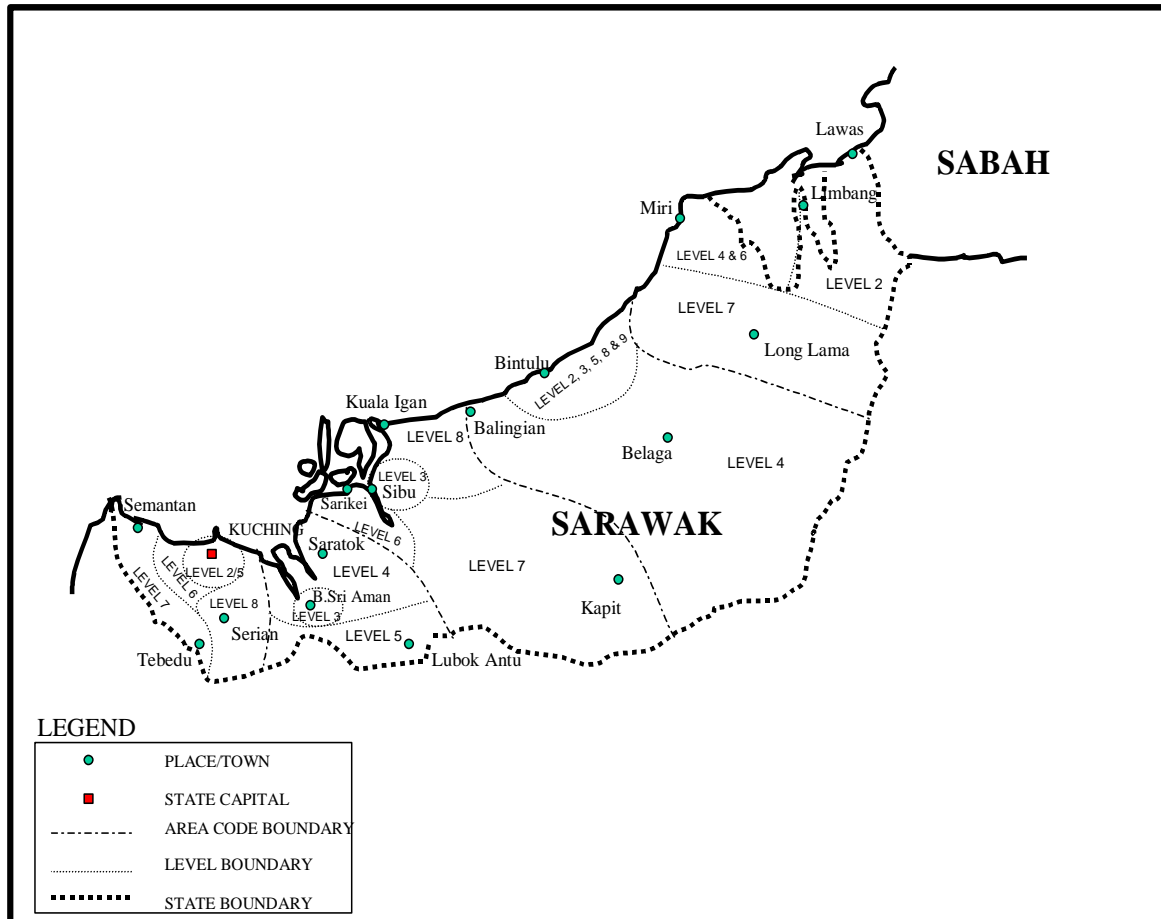


[Not to scale]



## Schedule A

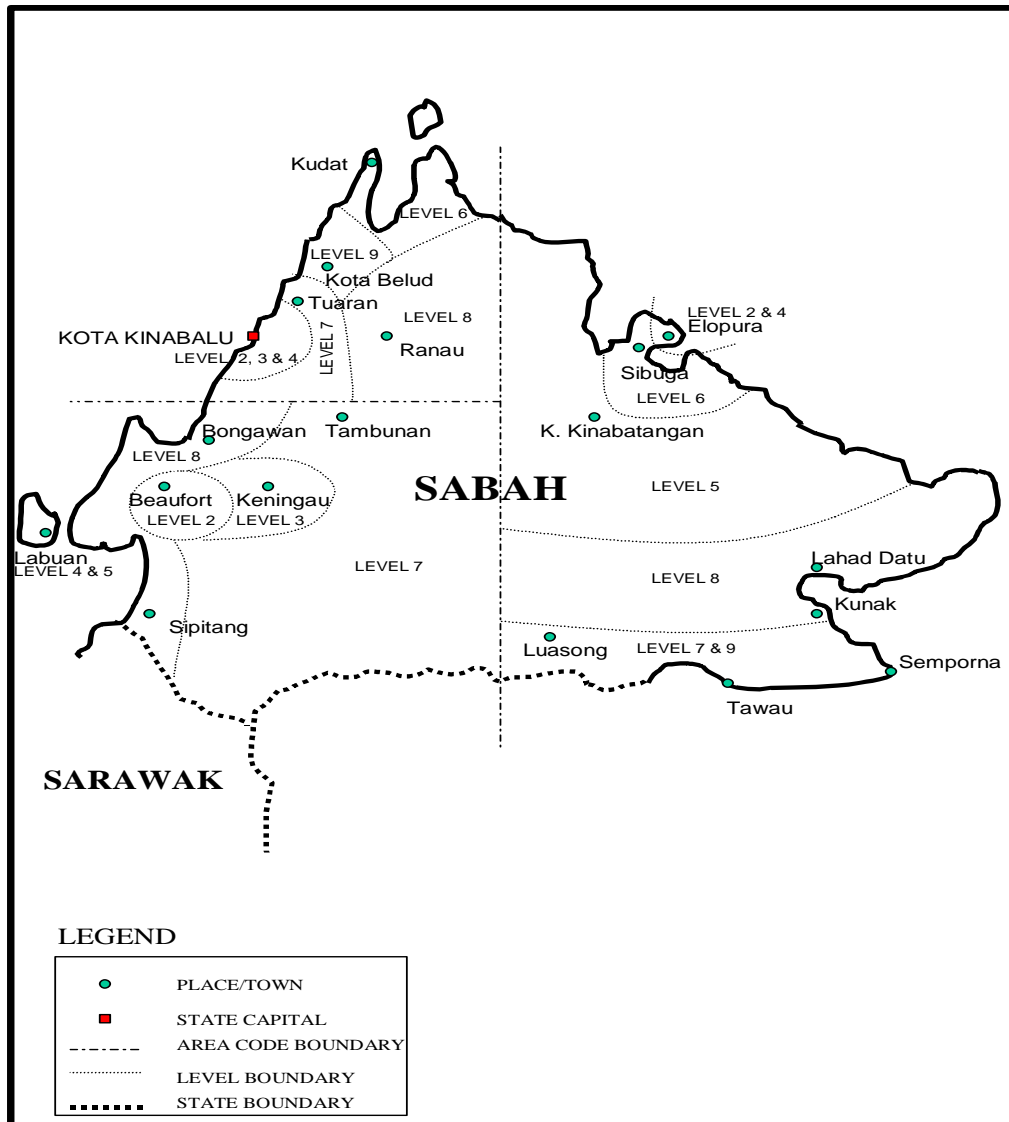
**Figure A-7: Subscriber Number Level (SNL) for 082/6 Area Code  
(State of Sarawak)**



[Not to scale]

## Schedule A

**Figure A-8: Subscriber Number Level (SNL) for 087/9 Area Code  
(State of Sabah)**



[Not to scale]

## Schedule A

**Figure A-9: Subscriber Number Level (SNL) for 09 Area Code  
(State of Kelantan, Terengganu and Pahang)**



[Not to scale]

## Schedule B

### Access Codes

Code Prefix	Use
0	As the Area Code when used together with a Trunk Code
00	International Direct Dial
080	Direct dial to Brunei for bordering areas
01XX	Prefix for Network Access
1A0X	Prefix for Special Service Number

Where,

A = 1 to 9

X = 0 to 9

## Schedule C

### The Designation of Telex Area Codes

<b>FIRST DIGIT OF TELEX AREA CODE</b>	<b>REGION</b>	<b>STATE</b>
2, 3, 9	Central	Kuala Lumpur, Putrajaya & Selangor
1, 4	North	Pulau Pinang, Perak, Kedah, Perlis
5	East	Pahang, Terengganu, Kelantan
6	South	Johor, Melaka, Negeri Sembilan
7	Sarawak	Sarawak
8	Sabah	Sabah & Labuan

## **Schedule D-1**

### **Domain Name: Summary of Eligibility Criteria**

#### **1. “.MY” DOMAIN NAME RULES**

##### **1.1 General Eligibility Criteria Applicable to all “.my” Domain Names**

1.1.1 All applicants must either be Malaysian entities or individuals, or foreign entities or individuals with valid proof of identification and valid Malaysian addresses as defined under the eligibility criteria for Second Level Domain Name Registrations.

1.1.2 All applicants must either be Malaysian entities or in the case of natural persons, at least Malaysian permanent residents as defined under the eligibility for each Third Level Domain Name Registrations.

##### **1.2 Duration of “.my” Domain Name Registrations**

1.2.1 All domain names shall be valid for one (1) year from the date of registration and may be renewed for subsequent periods of up to five (5) years or any other period that may be determined from time to time.

1.2.2 Renewal of the registration is subject to the registrant continuing to meet the eligibility criteria and conditions of registration.

##### **1.3 Composition of Domain Names**

1.3.1 All ASCII “.my” domain names must:

1.3.1.1 be at least 1 (one) character long, but subject to such length as may be technically feasible;

1.3.1.2 contain only letters (a-z), numbers (0-9) and hyphens (-), or a combination of these; and

1.3.1.3 start and end with a number or a letter, not a hyphen.

1.3.2 All non-ASCII “.my” domain names must:

- 1.3.2.1 be at least (two) 2 characters long but subject to such length as may be technically feasible;
- 1.3.2.2 contain only Jawi, Chinese or Tamil scripts, numbers (0-9), Arabic digit two (٢) for combination of word in Jawi script only and hyphens (-), or a combination of these; and
- 1.3.2.3 start and end with a number and Jawi, Chinese or Tamil character, not a hyphen.

## 1.4 No Retrospective Effect

- 1.4.1 These rules do not have retrospective effect and do not nullify any valid domain names which have been assigned prior to the effective date of this Plan, unless the registration was obtained dishonestly or in bad faith.

## 2. CATEGORISATION OF “.my” DOMAIN NAMES

- 2.1 Table A summarizes the categorisation of the “.my” domain names and the example of the categorisation for which domain names within each classification can be used.

Third level domain name (3LD)	Example of categorisation
.com.my	For commercial organisations/activities
.net.my	For network-related organisations/activities
.org.my	For non-profit or charitable organisations/activities which do not qualify for other categories
.edu.my	For Malaysian educational institutions only
.name.my	For a Malaysian individual's personal use only
.gov.my	Only for Malaysian Federal or State Government departments or agencies
.mil.my	For Malaysian military organisations only

Second level domain name (2LD)	Example of classification
.my	For all Malaysian individuals and entities

**Table A**

- 2.2 The domain names set out in the Table B below, are categorised as Reserved second level domain names and shall not be available for registration until the Commission has unreserved the same. The Commission may add to or remove from the list of reserved domain names from time to time.

Reserved second level domain names	Note
Info, biz, museum, aero, pro including any other name approved by ICANN or the Commission	To be added or removed by the Commission from time to time

**Table B**

- 2.3 Upon the release of the reservation by the Commission, the Commission may specify the purpose, for which the domain names within each third level domain names can be used, the eligibility criteria for a registrant and/or such other relevant matters.

### **3. "COM.MY", "NET.MY" AND "ORG.MY" DOMAIN NAME RULES**

#### **3.1 Eligibility Criteria Applicable to "com.my", "net.my" and "org.my" 3LD**

- 3.1.1 To be eligible for a domain name in the "com.my", "net.my" and "org.my" 3LD, applicants must meet at least one of the following criteria:

3.1.1.1 A company incorporated under the Companies Act 1965;

3.1.1.2 A business registered with the Registrar of Business pursuant to the Registration of Businesses Act 1956. For Sabah and Sarawak, the applicant must be a business pursuant to Commercial License Ordinance 1948;

3.1.1.3 A society registered pursuant to the Societies Act 1966;



- 3.1.1.4 A foreign embassy;
- 3.1.1.5 A foreign office approved by the Ministry of Foreign Affairs;
- 3.1.1.6 A representative office or regional office registered with the Ministry of International Trade and Industry;
- 3.1.1.7 A foreign company registered with the Companies Commission of Malaysia pursuant to Section 332 of the Companies Act 1965;
- 3.1.1.8 Any professional firms, such as law, audit, architect and real estate firms registered either with or established in accordance with the respective statute or body governing that professional firm;
- 3.1.1.9 A Malaysian statutory body or organisation established pursuant to statute, for example a sports organisation established pursuant to the Sports Organisation Act 1997, farmer's organisation pursuant to the Farmers' Organisation Act 1973;
- 3.1.1.10 A trade union established pursuant to the Trade Union Act 1959;
- 3.1.1.11 A trustee company incorporated pursuant to the Trustees Incorporation Ordinance 1952;
- 3.1.1.12 A religious entity approved or accredited or registered by the relevant body from the relevant government Religion Department;
- 3.1.1.13 Parents Teachers Association pursuant to *Kaedah-kaedah Persatuan Ibubapa - Guru-guru 1973*;
- 3.1.1.14 Government aided primary and/or secondary schools (including vocational schools);
- 3.1.1.15 Polytechnics under the Ministry of Education administration;
- 3.1.1.16 Universities under the administration of the Ministry of Education pursuant to the Universities and University Colleges Act 1971;

- 3.1.1.17 Maktab Rendah Sains Mara (MRSM) under the administration of MARA, pursuant to the Majlis Amanah Rakyat Act 1966;
- 3.1.1.18 Private schools established or licensed pursuant to the Education Act 1961;
- 3.1.1.19 Private higher educational institutions established or licensed pursuant to the Private Higher Educational Institutions Act 1996;
- 3.1.1.20 Educational institutions accredited/registered by a relevant government department/agency;
- 3.1.1.21 Federal Government department or agency;
- 3.1.1.22 State Government department or agency; or
- 3.1.1.23 Local authority department or agency.

## **4. "EDU.MY" DOMAIN NAME RULES**

### **4.1 Eligibility Criteria Applicable to "edu.my" 3LD**

- 4.1.1 The "edu.my" 3LD is for educational institutions which are located in Malaysia.
- 4.1.2 To be eligible in the "edu.my" 3LD, applicants must meet at least one of the following criteria:
  - 4.1.2.1 Government aided primary and/or secondary schools (including vocational schools);
  - 4.1.2.2 Polytechnics under the Ministry of Education's administration;
  - 4.1.2.3 Universities under the administration of the Ministry of Education pursuant to the Universities and University Colleges Act 1971;
  - 4.1.2.4 Maktab Rendah Sains Mara (MRSM) under the administration of MARA, pursuant to the Majlis Amanah Rakyat Act 1966;

- 4.1.2.5 Private schools established or licensed pursuant to the Education Act 1961;
- 4.1.2.6 Private higher educational institutions established or licensed pursuant to the Private Higher Educational Institutions Act 1996; or
- 4.1.2.7 Educational institutions accredited/registered by a relevant government department/agency.

## **5. "NAME.MY" DOMAIN NAME RULES**

### **5.1 Eligibility Criteria Applicable to ".name.my" 3LD**

- 5.1.1 The ".name.my" 3LD is for individual registrations.
- 5.1.2 To be eligible for a domain name in the ".name.my" 3LD, applicants must meet at least one of the following criteria:
  - 5.1.2.1 An individual of eighteen (18) years of age or above and holder of a Malaysian National Registration Identity Card (NRIC);
  - 5.1.2.2 An individual of eighteen (18) years of age or above living outside of Malaysia and holding a valid Malaysian NRIC; or
  - 5.1.2.3 A foreign individual of eighteen (18) years of age and above with proof of residence in Malaysia and a valid passport.

## **6. "GOV.MY" DOMAIN NAME RULES**

### **6.1 Eligibility Criteria Applicable to ".gov.my" 3LD**

- 6.1.1 The ".gov.my" 3LD is for Malaysian federal, state or local governments, and their departments and agencies, including statutory bodies or commissions.
- 6.1.2 To be eligible for a domain name in the ".gov.my" 3LD, applicants must meet at least one of the following criteria:
  - 6.1.2.1 Federal Government department or agency;

- 6.1.2.2 State Government department or agency;
- 6.1.2.3 Local authority department or agency, or
- 6.1.2.4 Statutory bodies or Commissions.

## **7. "MIL.MY" DOMAIN NAME RULES**

### **7.1 Eligibility Criteria Applicable to ".mil.my" 3LD**

- 7.1.1 The ".mil.my" 3LD is for Malaysian government military organisations.
- 7.1.2 To be eligible for a domain name in the ".mil.my" 3LD, applicants must be a department or agency of the Ministry of Defence of the Government of Malaysia.

## **8. ".MY" DOMAIN NAME RULES**

### **8.1 Eligibility Criteria Applicable to ".my" 2LD**

- 8.1.1 The ".my" 2LD is for Malaysian and foreign organizations and individual registrations.
- 8.1.2 To be eligible for a domain name in the ".my" 2LD, applicants must meet at least one of the following criteria:
  - 8.1.2.1 An individual of eighteen (18) years of age or above and holder of a Malaysian National Registration Identity Card (NRIC);
  - 8.1.2.2 An individual of eighteen (18) years of age or above living outside of Malaysia and holding a valid Malaysian NRIC;
  - 8.1.2.3 A foreign individual of eighteen (18) years of age and above with proof of residence in Malaysia and a valid passport;
  - 8.1.2.4 A company incorporated under the Companies Act 1965;

- 8.1.2.5 A business registered with the Registrar of Business pursuant to the Registration of Businesses Act 1956. For Sabah and Sarawak, the applicant must be a business pursuant to Commercial License Ordinance 1948;
- 8.1.2.6 A society registered pursuant to the Societies Act 1966;
- 8.1.2.7 A foreign embassy;
- 8.1.2.8 A foreign office approved by the Ministry of Foreign Affairs;
- 8.1.2.9 A representative office or regional office registered with the Ministry of International Trade and Industry;
- 8.1.2.10 A foreign company registered with the Companies Commission of Malaysia pursuant to Section 332 of the Companies Act 1965;
- 8.1.2.11 Any professional firms, such as law, audit, architect and real estate firms registered either with or established in accordance with the respective statute or body governing that professional firm;
- 8.1.2.12 A Malaysian statutory body or organisation established pursuant to statute, for example a sports organisation established pursuant to the Sports Organisation Act 1997, farmer's organisation pursuant to the Farmers' Organisation Act 1973;
- 8.1.2.13 A trade union established pursuant to the Trade Union Act 1959;
- 8.1.2.14 A trustee company incorporated pursuant to the Trustees Incorporation Ordinance 1952;
- 8.1.2.15 A religious entity approved or accredited or registered by the relevant body from the relevant government Religion Department;
- 8.1.2.16 Parents Teachers Association pursuant to *Kaedah-kaedah Persatuan Ibubapa - Guru-guru 1973*;

- 8.1.2.17 Government aided primary and/or secondary schools (including vocational schools);
- 8.1.2.18 Polytechnics under the Ministry of Education administration;
- 8.1.2.19 Universities under the administration of the Ministry of Education pursuant to the Universities and University Colleges Act 1971;
- 8.1.2.20 Maktab Rendah Sains Mara (MRSM) under the administration of MARA, pursuant to the Majlis Amanah Rakyat Act 1966;
- 8.1.2.21 Private schools established or licensed pursuant to the Education Act 1961;
- 8.1.2.22 Private higher educational institutions established or licensed pursuant to the Private Higher Educational Institutions Act 1996;
- 8.1.2.23 Educational institutions accredited/registered by a relevant government department/agency;
- 8.1.2.24 Federal Government department or agency;
- 8.1.2.25 State Government department or agency; or
- 8.1.2.26 Local authority department or agency.

## **9. REGISTRATION DATA**

- 9.1 The information which are collectively referred to as "Registration Data" comprise of:
  - 9.1.1 The applicant's name, postal address, e-mail address, telephone number, and if available, fax number;

- 9.1.2 The name of the person authorised by the applicant for contact purposes in case the applicant is not a natural person, for example, an organisation, association, society, partnership or company;
- 9.1.3 The IP addresses of the primary name server and secondary name server(s) for the domain name;
- 9.1.4 The corresponding names of the name servers;
- 9.1.5 The name, postal address, e-mail address, telephone number, and, if available, fax number of:
- (a) the technical contact for the domain name;
  - (b) the administrative contact for the domain name;
  - (c) the billing contact for the domain name;
- 9.1.6 The relevant supporting documents to demonstrate the eligibility criteria for the domain name under which the assignment is applied for; and
- 9.1.7 Any remark concerning the domain name which should appear in the WHOIS directory.

## **Schedule D-2**

### **Reserved Names**

#### **1. Country/State Name**

- 1.1 By themselves contain country or state names or well-known names such as "Malaysia", "Malacca", "Johore", etc, or the Bahasa Malaysia, Chinese or Tamil equivalents such as "Melaka", "Johor", etc. [These domain names may only be applied for by the relevant State authority, or persons who have been duly authorised by the relevant State authority. All the applications and/or letters of authorisation must originate from the State Secretary's (*Setiausaha Kerajaan Negeri*) of the relevant state.]

#### **2. Malaysia Government**

- 2.1 Names which contain words such as "Malaysia Government", "Government", "Parliament" or "Prime Minister" and variations thereof or any other words or non-Latin characters (or a combination of such non-Latin characters) that might suggest a link to the Government, or the Bahasa Malaysia, Chinese or Tamil equivalents such as "Kerajaan Malaysia", "Menteri", "Parlimen" and "Perdana Menteri".

#### **3. Royal Names**

- 3.1 Names which contain words and variations or any other words or non-Latin characters (or a combination of such non-Latin characters) that might suggest a link to the Royal Family or Royal patronage of Malaysia. [These domain names may only be applied by the relevant authority, or persons who have been duly authorised by the relevant authority. All the applications and/or letters of authorisation must originate from the State Secretary (*Setiausaha Kerajaan Negeri*) of the relevant state.]

#### **4. Religions**

- 4.1 By themselves contain words in either English or Bahasa Malaysia, that are sensitive to the main religions in Malaysia such as "Islam", "Buddha", "Hindu", "Christianity", etc.



## **5. Bank or Finance Company**

- 5.1 By themselves or as part of a label, contains the words "bank" or "finance company" (or any derivative of the words in any language). Only parties who have prior written approval from Central Bank of Malaysia pursuant to Section 139 of the Financial Services Act 2013 ("FSA") may apply for these domain names.

## **6. Geographical Names**

- 6.1 By themselves contain names, in English or Bahasa Malaysia, Chinese or Tamil, of Inter-Governmental Organizations ("IGO") or Country Names.

## Schedule D-3

### ".my" Dispute Resolution Policy and Rules

#### 1. MYDRP Policy and Rules

- 1.1 ".my" Domain Dispute Resolution Process ("MYDRP") and Rules of the MYDRP was developed for the purpose of resolving trademark-related disputes over domain names under the ".my" country code.
- 1.2 A comprehensive public consultation process took place in Malaysia in October and November of 2002 before the introduction of the MYDRP and Rules of the MYDRP. Comments were received from lawyers, a major internet service provider and the International Trademark Association ("INTA"). INTA's comment was on the need for the MYDRP to "*closely follow internationalized trademark practices.*" This dispute resolution process has been approved by the Commission and forms the first online dispute resolution mechanism in Malaysia.
- 1.3 The Kuala Lumpur Regional Centre for Arbitration ("KLIRCA") was appointed as the domain name dispute resolution service provider for the ".my" country code with effect from 17<sup>th</sup> April 2003. Such service enables trademark-related disputes that may arise over domain names registered in Malaysia under the ".my" country code to be amicably settled out of court, in accordance with the MYDRP.
- 1.4 The MYDRP is modelled on the Uniform Dispute Resolution Policy ("UDRP") developed by the Internet Corporation for Assigned Names and Numbers. The MYDRP however differs in requiring the complainant to satisfy the two-prong test instead of the usual three-prong test found within the UDRP<sup>5</sup>. The two-prong test required to be satisfied by the complainant is that:
  - 1.4.1 The domain name is identical or confusingly similar to a trade mark or service mark to which the complainant has rights; and
  - 1.4.2 that the domain name has been registered and/or used in bad faith.

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<sup>5</sup> Para. 4(a) of the UDRP

- 1.5 The registrant/respondent may prove that the registration and/or use of the domain name was not in bad faith by establishing, amongst others, that the registrant/respondent has the rights and legitimate interests in the domain name.
- 1.6 The Registrar's role in the dispute resolution process is to implement the decision of the Panel. Other than this role, a Registrar does not and will not get involved in a proceeding<sup>6</sup>.
- 1.7 Generally, the complainant files the complaint with the KLRCA, by downloading the complaint form from KLRCA's website and completing it in accordance with the MYDRP. The supporting documents will usually comprise of the trademark certificates, applications for pending trademarks, the company or business search results et cetera. KLRCA will then run through the compliance test to ensure that the complaint is in accordance with the MYDRP, Rules of the MYDRP and Supplemental Rules of KLRCA. Based on the complaint, the Panel decision is confined to the remedies of allowing a transfer, or deletion or allowing the domain name in dispute to remain with the respondent/domain name holder. The Panel is not allowed to award damages nor payment of compensation under the MYDRP<sup>7</sup>.
- 1.8 The ".my" domain name holder or the third party Complainant are not prevented from having the ".my" domain name dispute resolved by the Malaysian courts or through any other alternative dispute resolution process. Either party may proceed to do so at any time, regardless of whether the proceeding has commenced, concluded or otherwise<sup>8</sup>.
- 1.9 Another unique feature of the MYDRP is the strong encouragement provided for both the ".my" Domain Name Holder and the Complainant to explore the possibility of having the domain name dispute settled through negotiations, mediation, conciliation or any other alternative dispute resolution process before commencing a Proceeding under the MYDRP.

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<sup>6</sup> Para 11 of the MYDRP document

<sup>7</sup> Para 12.2 of the MYDRP document

<sup>8</sup> Para. 14 of the MYDRP document

## **2. SND RP Policy and Rules**

- 2.1 Sensitive Names are defined as names attempted to be or are registered as “.my” domain names which may be considered scandalous, obscene, offensive, indecent and/or contrary to Malaysian public norms, or which give the connotation that such names are directly or indirectly obscene and scandalous.
- 2.2 A list of names deemed sensitive will be developed in consultation with the Commission. It is a preventative approach which consists of a confidential database against which “.my” applications are run against to avoid registering domain names considered by the public as “Sensitive Names”. It will contain words in Bahasa Malaysia, English, Tamil, Chinese, colloquialisms and such derivatives as can be identified as “Sensitive Names”.
- 2.3 Words in the list of names deemed sensitive can be added or removed by the Commission at its discretion and can be supplemented by the Reference Panel, if the Panel determines a word registered as a “.my” domain name to be construed as a “Sensitive Name”, after a complaint. This list of names deemed sensitive will be periodically reviewed to keep up with societal changes and popular culture.
- 2.4 The Reference Panel consists of three (3) members, each of whom represent experts from the Internet, legal profession and academia focused on the study of linguistics, respectively.
- 2.5 The complaint must specify a domain name that contains a word or words in English, Bahasa Malaysia or Romanised Chinese (including dialects) and Indian dialects, which:
- 2.5.1 are sensitive to the Malaysian public;
  - 2.5.2 are obscene, scandalous, indecent, offensive or contrary to Malaysian public norms or policy;
  - 2.5.3 comprise of derivatives and colloquialisms of words that are offensive; and/or
  - 2.5.4 consist of pejorative expressions in terms of denotations, connotation or association<sup>9</sup>.

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<sup>9</sup> Para 5.1 SND RP Policy document

- 2.6 For the purpose of interpretation, a domain name is considered to be:
- 2.6.1 "obscene" where it relates to a perversion of sex or sexual activities running counter to accepted standards of morals;
  - 2.6.2 "offensive" where it hurts the feelings of groups within society, including but not limited to, where it comprises of derivatives and colloquialisms of words that are offensive, including:
    - (a) derogatory terms referring to people;
    - (b) racial or ethnic slurs;
    - (c) religious slurs;
    - (d) sneering sexual (identity/preference) remarks;
    - (e) undesirable reference towards culture, society or community;
    - (f) vulgar or crude expressions that refer to the anatomy, bodily function, body by-products and gender<sup>10</sup>.
- 2.7 The registrant/respondent may prove that the domain name registered and/or used by the registrant/respondent does not consist of a Sensitive Name by establishing, amongst others, that:
- 2.7.1 the word(s) making up the domain name are widely accepted and used by the Malaysian public;
  - 2.7.2 the registrant/respondent have recognized rights and legitimate interests in the domain name, e.g. a company or business or trademark registered in Malaysia by that name;
  - 2.7.3 the domain name is directly related to the lawful content, goods and/or services provided by the resolving website; and/or

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<sup>10</sup> Para 5.2 of SNDRP Policy document

- 2.7.4 the domain name is capable of a double meaning which relates to the lawful content, goods and/or services provided by the resolving website<sup>11</sup>.
- 2.8 The Registrar's role in the SNDRP proceeding is to implement the decision of the Reference Panel. Other than this role, a Registrar does not and will not get involved in a proceeding<sup>12</sup>.
- 2.9 The KLRCA will administer the process and procedure under the SNDRP Policy & Rules and Supplemental Rules of KLRCA including the appointment of the Chairman for the Reference Panel.
- 2.10 The Complainant may only request for the deletion of the registration of the domain name<sup>13</sup>. The Reference Panel cannot grant and the Complainant cannot request for any other remedy or relief such as an award of damages or a payment of compensation<sup>14</sup>.
- 2.11 A domain name may only be held by the Reference Panel to be a sensitive name based on a unanimous decision of the Reference Panel. Any other decision shall be deemed to be a decision in favour of the registrant/respondent<sup>15</sup>.
- 2.12 The Complainant has the options to appeal the decision of the Reference Panel to the Court or to the Commission. If the Complainant chooses to refer the decision to the Commission, the appeal process will be carried out administratively by the Commission. In the event the Complainant is not satisfied with the decision of the Commission, the Complainant can appeal the decision of the Commission in accordance with the process as referred in the Act.

### **3. Regulated Names Policy and Rules**

- 3.1 Regulated Names are names prescribed by statute which may only be used subject to the necessary qualifications, consents, licences and/or permissions having been obtained from the relevant government ministry, department, agency or regulatory authority, as may be applicable to the Registrar.

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<sup>11</sup> Para 6.1 of SNDRP Policy document

<sup>12</sup> Para 9 of SNDRP Policy document

<sup>13</sup> Para 11.1 of SNDRP Policy document

<sup>14</sup> Para 10.2 of SNDRP Policy document

<sup>15</sup> Rule 15.3 of SNDRP Rules

- 3.2 This is a process which allows government agencies and/or regulators to request the de-registration or suspension of certain “.my” domain names that fall within their jurisdiction and are in breach of a statutory provision of the law. The requests made via this process must be based on the requesting parties legal authority and are subject to the oversight of the Commission.

## **Schedule E-1**

### **MOBILE NUMBER PORTABILITY (MNP) INDUSTRY BUSINESS RULES**



## **MOBILE NUMBER PORTABILITY (MNP)**

### **MNP INDUSTRY BUSINESS RULES**

## **BACKGROUND**

The implementation of number portability for Public Cellular Services in Malaysia (**"Mobile Number Portability" or "MNP"**) by the Malaysian Communications and Multimedia Commission has been with effect from 28 August 2008, pursuant to the Ministerial Direction on Number Portability, Direction No. 2 of 2004 issued on 10 September 2004.

## **PURPOSE**

The purpose of these Business Rules is to define the agreed operational procedures for the implementation of the MNP processes in Malaysia. This document will not address matters pertaining to call routing except for such matters directly relating to the use and interaction with the Number Portability Clearinghouse ("NPC").

## **1.0 DEFINITION, ACRONYMS AND INTERPRETATIONS**

### **1.1 Definition**

In this document, unless the context requires otherwise:

<b>Terms</b>	<b>Definition</b>
Access Agreement	Means an agreement entered into between Operators whereby the access provider provides access to an access seeker in accordance with the terms contained in such agreement which shall be registered with the Commission in accordance with the Act.
Account Number	Means the unique reference number used by a Service Provider for a given end-user, which should appear on invoices.
Act	Means the Communications and Multimedia Act 1998 (Act 588).
Assignment Holder	Means the person to whom a number or electronic address is assigned pursuant to this Plan.

<b>Terms</b>	<b>Definition</b>
Business Days	Means every day except for National Public Holidays and any replacement days set by the Government of Malaysia.
Business Hours	The business hours for the purpose of this document shall be from 08:00 to 22:00 of every Business Day.
Central Clearinghouse	Means the third party appointed by the Commission to manage a centralized service for MNP to facilitate message exchanges between all Participants and to maintain a database of ported Mobile Numbers.
Commission	Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM), also known as Malaysian Communications and Multimedia Commission, established under the Malaysian Communications and Multimedia Commission Act 1998.
Consumer (end-user) Port	A NPR transaction which uses individual identification (for example, new NRIC, old NRIC, passport or Police/Army ID).
End-user	Any person who subscribes to service(s) provided by a Mobile Service Provider.
Donor Network Operator	Means a Mobile Service Provider from which a Mobile Number has been or is to be ported out.
Industry	Means all telecommunication Service Providers within the meaning of the Act.
Local Query Database	Means the database which resides in each Service Providers' network, and allows the network's system to obtain routing information for call or non-call traffic to port-in/port-out end-users.
Message	Means an identifiable step in the Porting Process. It is a defined communication between Recipient Network Operators, Central Clearinghouse, Donor Network Operator or other Network Operators.

<b>Terms</b>	<b>Definition</b>
Mobile Number	Mobile Station International Subscriber Directory Number (MSISDN).
Mobile Number Portability	The ability for end-users to change from one Mobile Service Provider to another and retain their Mobile Number.
Mobile Service Provider	Means a provider of cellular mobile services within the meaning of the Act.
Non Consumer (end-user) Port	A NPR transaction which does not use individual identification (for example, business registration number, society number, etc.).
Non-Business Days	Means the National Public Holidays and any replacement days for National Public Holidays set by the Government of Malaysia.
Non-Business Hours	Means any other hours besides the Business Hours.
NP Activated	Means an acknowledgment from the DNO and other Participants in response to the NP RFS Broadcast. The DNO must deactivate the ported Mobile Number in their network.
NP Cancel	Means a request by the RNO to NPC to cancel a NPR submitted earlier. NPC forwards the cancellation Message to the DNO.
NP Deact Broadcast	Means a Message that is broadcast to all Participants (except RNO) to inform of the termination of ported Mobile Number in the RNO.
NP Deact Done	Means an acknowledgment by all Participants (except RNO) to the NPC that the NP Deact Broadcast message has been successfully received.
NP Deactivated	Means a message sent by the RNO to NPC to signify the termination of ported Mobile Number in the RNO. It also signifies the return of this terminated Mobile Number to the Assignment Holder.

<b>Terms</b>	<b>Definition</b>
NP RFS	Means a Message from the RNO to NPC to signify the successful activation of ported Mobile Number in the RNO.
NP RFS Broadcast	Means a Message that is broadcast to all Participants (except RNO) to inform of the successful activation of ported Mobile Number in the RNO.
NP Accept	Means an approval of the NPR.
NPR Ack	Means an acknowledgment from NPC.
NPR Reject	Means a rejection of the NPR.
Number Portability Request	Means an initial Message from the RNO to NPC to initiate a Port Request.
Port Activation	Means a process initiated by the RNO to activate the Porting of the Mobile Number upon receiving the NP Accept Message from the DNO via the NPC.
Port Cancellation	Means a process to cancel Port Request still in progress.
Port ID	Means a unique identification assigned by the NPC for each NPR submitted by the RNO.
Port Initiation	Means the first step in the Port Request by the end-user at the RNO or by its appointed agents.
Port or Porting	Means the transfer of end-user's Mobile Number from one Mobile Service Provider to another.
Port Request	Means the end-user's request to Port the Mobile Number and subject to validation and approval and subsequently managed by the NPC. <ul style="list-style-type: none"> <li>▪ Each Consumer port request supports up to 100 voice mobile numbers, 100 data mobile numbers (optional) and 100 fax mobile numbers (optional).</li> </ul>

<b>Terms</b>	<b>Definition</b>
	<ul style="list-style-type: none"> <li>Each Non-Consumer port request supports up to 1,000 voice mobile numbers, 1,000 data mobile numbers (optional) and 1,000 fax mobile numbers (optional).</li> </ul>
Porting Process	Means the process described in Section 4.3 and Section 5.3 of Schedule E-1.
Recipient Network Operator	Means a Mobile Service Provider to which a Mobile Number has been or is to be ported in.
Region Code	Means the geographical area code of one digit which is to be part of the routing number appended to the Mobile Number in the NP Accept Message.
Reject Code	Means the agreed list of reasons the DNO can deny NPR as per Table 3 of the Code.
Response Due Date	Means the response time frame required for timers T1, T2, T3 and T4.
Routing Number	A Service Provider identifier allocated to a ported Mobile Number.
Service Provider	Means a provider of communication and multimedia services, within the meaning of the Act.
Service Registration Form	Means an application form used by the respective Service Providers to register new end-users.
Technical Specifications	Means all technical specifications required for the successful implementation of MNP in Malaysia.

## 1.2

## Acronyms

For the purposes of this document, the following acronyms apply:

Acronyms	Description
ACQ	All Call Query
NPC	Number Portability Central Clearinghouse
DNO	Donor Network Operator
Local QDB	Local Query Database
MNP	Mobile Number Portability
NEAP	Numbering and Electronic Addressing Plan
NP RFS	Number Portability Ready For Service
NPR	Number Portability Request
NRIC	National Registration Identity Card
ON	Originating Network
PAR	Porting Authorisation Representative
RNO	Recipient Network Operator
SIM	Subscriber Identification Module

## **1.3 Interpretation**

In this document, unless otherwise required:

- 1.3.1 Words importing the singular number include the plural number and vice versa; words denoting persons shall include firms and corporations and vice versa;
- 1.3.2 A reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- 1.3.3 Sections, clauses and other headings are for ease of reference only and will be ignored in constructing this document;
- 1.3.4 The word person includes a firm, body corporate, unincorporated association or an authority;
- 1.3.5 A reference to a person includes the person's executors, administrators, successors, substitutes and assigns;
- 1.3.6 A reference to a section or clause is a reference to a section or clause of this document and a reference to a paragraph is a reference to a paragraph of this document; and
- 1.3.7 Any reference to a "party", is to a party of this document (unless otherwise specifically provided) and will be deemed to include its successors and permitted assigns.

## **2.0 GENERAL**

### **2.1 Mobile Number Portability**

In general, MNP allows end-users to switch from one Mobile Service Provider to another whilst retaining their Mobile Number. Pursuant to the requirements of this Plan, MNP shall be provided and supported by all Mobile Service Providers including MVNOs.

### **2.2 Who can port?**

All end-users of Mobile Service Providers may port, subject always to the provisions of this document.

### **2.3 Implementation of MNP**

Malaysia has opted to implement NPC by using a centralised clearinghouse which will function as a reference database and order processing engine together with an All-Call-Query (ACQ) routing method whereby each Service Provider will set up its own database to determine the latest porting status of the party being called. An independent third party will build, operate and manage the NPC clearinghouse.

### **2.4 Protection of Personal Information**

All Service Providers shall take all reasonable care to protect personal information from loss, misuse or alteration.

### **2.5 Geographical Porting**

The ported Mobile Number shall be registered in the same Region as the original registration.



## **3.0 SCOPE, OBJECTIVES AND STRUCTURE OF MNP INDUSTRY BUSINESS RULES**

### **3.1 Scope**

The scope of this document is as follows:

- 3.1.1 This document applies to all Service Providers involved in Mobile Number Portability.
- 3.1.2 A Mobile Service Provider must provide MNP in accordance with the requirements set out in this document and all relevant legislation and/or regulatory instruments.
- 3.1.3 This document sets agreed operational procedures that do not unnecessarily limit Service Providers ability to improve on the operational procedures.
- 3.1.4 This document is subject to review and enforcement by the Commission in accordance with this Plan.

### **3.2 Objectives**

The objectives of this document are as follows:

- 3.2.1 To set out procedures between Mobile Service Providers to enable an end-user to retain their Mobile Number when transferring from one Mobile Service Provider to another Mobile Service Provider;
- 3.2.2 To set out a neutral and non-discriminatory process for the implementation and operation of MNP;
- 3.2.3 To set out a neutral process by which Service Providers may exchange information with each other in accordance with applicable regulation;
- 3.2.4 To set out criteria against which the compliance of all Mobile Service Providers with this document may be assessed; and
- 3.2.5 To provide robust processes that support MNP.

### 3.3

### Structure of the MNP Industry Business Rules

In the deployment of MNP in Malaysia, there are two types of Porting by end-users – Consumer (Simple Port) and Non-Consumer (Complex Port). Each of the Port types has different timer values and mandatory data requirements.

Each of the Port type is determined as follows:

- 3.3.1        **Consumer** (Simple Port) is a Port Request transaction which uses individual identification (for e.g. New NRIC, Old NRIC, Passport or Armed Forces ID).
- 3.3.2        **Non-Consumer** (Complex Port) is a Port Request transaction which does not use individual identification (for example, business registration number, society number, etc.).

The rest of this document is structured into the following two (2) sections.

**(a) Consumer**

**(b) Non-Consumer**

Each of these sections covers areas of rules, Timers and Porting Processes.

## **4.0 CONSUMER PORTS**

The contents of Section 4.0 of Schedule E-1 (Consumer Ports) are applicable to end-users who will port under the category "Consumer Port", as defined in Section 1.1 of Schedule E-1 (Definition).

### **4.1 Rules**

#### **4.1.1 Non-discriminatory**

In implementing this document each Service Provider and the NPC must act in a neutral and non-discriminatory manner.

#### **4.1.2 Validation of Port Request by DNO – Using principle of "Port All or Nothing At All"**

For Consumer Ports, in addition to the validation criteria as detailed in Table 3 – Reject Code, the principle of "Port All or Nothing At All" will be applied at the DNO's side when validating the Port Request received from the RNO. The following is summary of validation using the "Port All or Nothing At All":

4.1.2.1 All Mobile Numbers under the end-user account shall be ported (principal and all associated supplementary lines within the same account number).

4.1.2.2 Each line will undergo the same validation as per a single line port. If any lines fail the validation, the whole Port Request will be rejected.

4.1.2.3 All lines shall be placed in the Port Request, failure of which the Port Request will then be rejected.

#### **4.1.3 Responsibilities of the End-users**

4.1.3.1 The end-user wishing to port will submit a Port Request to their chosen Service Provider ("RNO").

4.1.3.2 The end-user shall identify himself as the user of the Mobile Number.

4.1.3.3 The end-user may appoint a proxy or an agent to transact his number portability request. The following

documentations are required by the RNO during the service registration:

- (a) A proxy authorisation letter signed by end-user;
- (b) Photocopy of end-user's identification; and
- (c) Photocopy of proxy's or agent's identification.

4.1.3.4 The end-user must have no overdue amounts and any other contractual obligations with the DNO and shall comply with the standard MNP terms and conditions for service registration as per Appendix 1 of this document.

4.1.3.5 The end-user shall provide all information necessary to satisfy the RNO to proceed with the Port Request.

4.1.3.6 The end-user has the option of cancelling the Port Request before the request is approved (e.g. NP Accept) by the Donor network. However, the Porting fee (if applicable) will not be able to be refunded.

4.1.3.7 The end-user must accept and abide by the standard MNP terms and conditions for service registration as per Appendix 1.

4.1.3.8 The RNO may charge the end-user for the Port Request.

#### 4.1.4 **Obligations and Responsibilities of the Mobile Service Providers**

4.1.4.1 The Mobile Service Providers shall implement MNP in accordance with the MNP Technical Specifications developed and maintained by the MNP Industry stakeholders and enforced by the Commission.

4.1.4.2 The Mobile Service Providers must ensure that the end-user are able to obtain information about the effect of Porting their Mobile Number.

4.1.4.3 The DNO must not hinder, delay or prevent the Porting Process on the basis other than that of the agreed reasons for issuing a Reject Code.

- 4.1.4.4 The DNO is not allowed to charge the end-user for the Porting Process.
- 4.1.4.5 The DNO is not allowed to initiate the first contact with end-user during the porting process.
- 4.1.4.6 The RNO shall compensate the DNO for a successful Port Request based on the report produced by NPC.
- 4.1.4.7 Any disputes pertaining to the report shall be dealt with in accordance to the Dispute Resolution Procedure as per the Access Agreement.
- 4.1.4.8 Except for international roaming service, there should be no change in the service offerings already subscribed by the end-user during the Porting Process provided all timers as detailed in Table 2 are adhered to. However, with regards to international roaming service, the DNO reserves the right to suspend this service during the Porting Process.

#### 4.1.5 **Porting Timeframe for Consumer Porting**

The porting timeframe shall be as stipulated by the Commission from time to time subject that it shall not exceed two (2) days.

## 4.2 **Timers for Inter-operator Porting Processes**

### 4.2.1 **Introduction**

- 4.2.1.1 To ensure Porting Participants adhere to the provisions of this document and respond to the NPC within the agreed time, the NPC will define a set of timers for different Porting Processes.
- 4.2.1.2 Timers identify constraints that govern the order of execution of the Mobile Number Porting Processes, and help ensure requests are entertained to in a timely manner.

## 4.2.2 **Business Hours for Inter-operator Porting Processes**

4.2.2.1 In the NPC system, timer units are configurable and the unit applicable is Business Hours. The timer expiration rules for the Business Hours are explained as follows:

4.2.2.2 Business Hours:

- (a) Business Hours are the hours in a Business Day where timers will continuously run. In the NPC system, Business Hours are configurable parameters and will always be the same hours every Business Day.
- (b) If a timer is set as X Business Hours, this means the timer will expire X Business Hours later. For example, if the T2 Timer is set to 6 Business Hours, and the Business Hours in a Business Day is set at 08:00 to 22:00, a valid NP RFP Message processed by NPC at 13:10 will have a Response Due Date for the NP Activated Message at 19:10 of the same day. If NPC receives and processes a valid NP RFP at 18:50, and the following day is a Non-Business Day, the Response Due Date set in the RFP Broadcast will be at 12:50 the next Business Day.
- (c) The Business Hours are from 08:00 to 22:00 of every Business Day.

## 4.2.3 **Timer Definition**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

## 4.2.4 **Timer Expiry**

In the event of the timer expiry of the Message the NPC will still accept a late Message but will log timer violation against the Participant. The NPC will submit the log timer violation on a periodic basis to the Commission for further action.

## **4.3 Porting Processes**

### **4.3.1 Introduction to Porting Processes**

4.3.1.1 For Consumer Porting, the NPC accepts:

- (a) Single line Porting; and
- (b) Multiple lines Porting (random and not sequential Mobile Numbers). The system supports up to 100 voice mobile numbers, 100 data mobile numbers (optional) and 100 fax mobile numbers (optional).

4.3.1.2 All Port Requests applicable to Consumer Port are initiated by the RNO, subject to the following criteria:

- (a) Each Port Request from the RNO must contain only Mobile Number belonging to each end-user only;
- (b) All the Mobile Numbers within a single Port Request must belong to the same DNO. If there are different DNOs, separate Port Requests must be submitted by the RNO;
- (c) If the Mobile Numbers exceed the maximum permissible per Port Request, the RNO must submit multiple requests;
- (d) The Mobile Numbers in the Port Request are not allowed to be changed while the Port Request is being processed;
- (e) A Port Request transaction is identified by a unique Port ID assigned by the NPC; and
- (f) Partial acceptance, partial rejection or partial cancellation of Mobile Numbers within a Port Request is not allowed, e.g. the whole Port Request will be rejected in the event of partial validation.

## 4.3.2 **Types of Porting Processes**

There are four (4) major Porting Processes defined in this subsection of Schedule E-1:

4.3.2.1 Port Initiation Process

4.3.2.2 Port Activation Process

4.3.2.3 Port Cancellation Process

4.3.2.4 Ported Number Termination Process

### 4.3.2.1 **Port Initiation Process**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### **Port Initiation Process Diagram**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

4.3.2.1.1 End-user Initiates Port Request at the RNO.

- (a) The end-user makes a request to Port the Mobile Number assigned to that end-user to the RNO.
- (b) The RNO will conduct appropriate Port Request authorisation process to ensure that relevant and required information are obtained. Objectives of this authorisation process are to:
  - i. Validate the identity of the person requesting for the Port Request;
  - ii. Collect the information and documentations required for the Port Request (refer to Table 1 for details on required information); and
  - iii. The RNO reserves the right to reject the end-user's request for service.



- (c) RNO to explain key MNP related Terms and Conditions as per Appendix 1 to the end-user and obtain any other specific registration requirements of the RNO.
- (d) The end-user is required to accept the RNO's service registration terms and conditions, including the MNP Terms and Conditions as per Appendix 1.
- (e) Upon the completion of the above, the RNO can formally submit the NPR Message to the NPC (refer to Table 1 for details on required data for the Port Request).

#### 4.3.2.1.2 NPC processes the Port Request.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### 4.3.2.1.3 DNO processes the Port Request.

- (a) The DNO shall perform the validation of the Port Request (refer to Table 3 for reasons/basis for issuing a Reject Code).
- (b) *[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*
- (d) *[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

4.3.2.1.4 NPC forwards the NP Accept Message or NPR Reject Message to the RNO.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### 4.3.2.2 **Port Activation Process**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### **Port Activation Process Diagram**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

4.3.2.2.1 RNO activates the Port Request.

- (a) The RNO will perform all related service provisioning to activate the Mobile Number in the accepted Port Request in the RNO network.
- (b) All Mobile Numbers in the Port Request must be activated in the RNO's network within the T2 timer as per Table 2. The end-user's SIM is now activated. To ensure minimal service disruption to the end-user, the DNO should only proceed with service disconnection at the DNO network upon successful activation of the ported Mobile Number in the RNO network based on Broadcast received from the NPC.
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

4.3.2.2.2 NPC processes the NP RFS Message.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### 4.3.2.3 **Port Cancellation Process**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

##### **Port Cancellation Process Diagram**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

4.3.2.3.1 RNO processes the Port Cancellation.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

4.3.2.3.2 NPC processes the Port Cancellation.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### 4.3.2.4 **Ported Number Termination Process**

Ported Number Termination Process is a process for RNO to return terminated ported Mobile Numbers to the Mobile Number Assignment Holder. This occurs when end-user(s) who ported to the RNO decided to terminate the service(s) while still at the RNO network.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

## **Ported Number Termination Process Diagram**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

- 4.3.2.4.1 RNO processes the termination of the ported Mobile Numbers.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

- 4.3.2.4.2 NPC processes the NP Deactivated Message.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

### **4.3.3 Port Expiry Handling**

- 4.3.3.1 In the event a Port Request cannot be completed within the stipulated Timers as per Table 2, such Port Request will be considered as an outstanding Port Request.

- 4.3.3.2 The RNO shall ensure that the Fallout Management and Escalation processes detailed in Section 6 of Schedule E-1 are followed to resolve each outstanding Port Request.

- 4.3.3.3 In the event the outstanding Port Request:

- (a) still cannot be resolved pursuant to the processes set out in Section 6.2 of Schedule E-1; and
- (b) twenty one (21) Business Days from the creation of the Port Request have elapsed;

then the RNO may cancel the outstanding Port Request using the Port Cancellation process and inform the end-user who requested for the Port.

- 4.3.3.4 The RNO shall conduct periodic review/housekeeping of long outstanding incomplete Port Requests.
- 4.3.3.5 Additionally, the NPC will send out to respective RNOs, a list of long outstanding incomplete Port Requests of more than thirty (30) calendar days from Timer expiry.

## 5.0 NON-CONSUMER PORTS

The contents contained in Section 5.0 of Schedule E-1 (Non-Consumer Ports) are applicable to end-users that will port under the category "Non-Consumer Ports", as defined in Section 1.1 of Schedule E-1 (Definition).

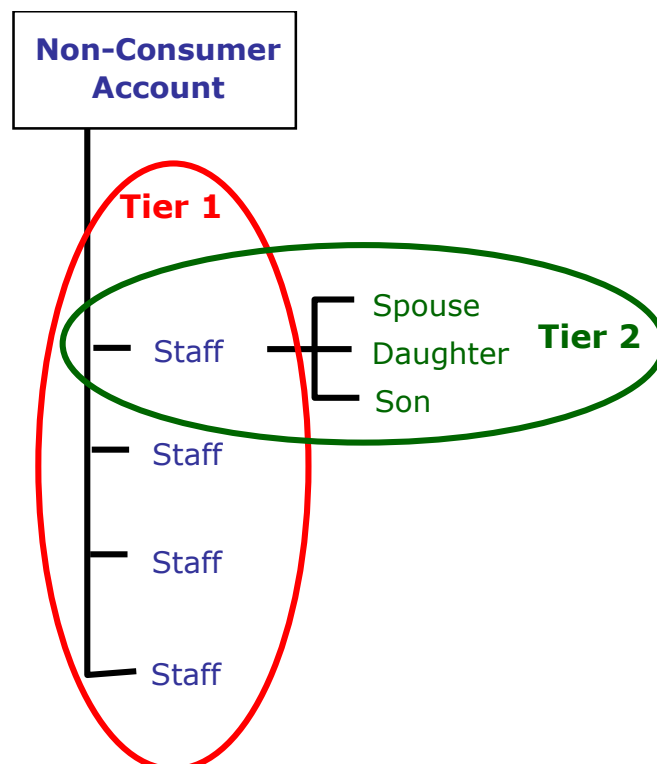
### 5.1 Rules

#### 5.1.1 Non-discriminatory

In implementing this document each Service Provider and the NPC must act in a neutral and non-discriminatory manner.

#### 5.1.2 Validation of Port Request by DNO

The validation of Port Request by DNO for Non-Consumer is more elaborate and complex than those for Consumer. Refer to diagram below.



The validation logic for Non-Consumer is summarized below:

## **Tier 1**

- (a) Principle of "Port All or Nothing At All" does not apply to MSISDNs in Tier 1.
- (b) Porting of partial MSISDNs in Tier 1 is allowed, e.g. All lines need not be in the Port Request.

## **Tier 2**

For Non-Consumer Porting, in addition to the validation criteria as detailed in Table 3 – Reject Code, the principle of "Port All or Nothing At All" will be applied at the DNO's side when validating the Port Request received from the RNO. The following is summary of validation using the "Port All or Nothing At All":

- (a) All Mobile Numbers under the end-user account shall be ported (principal and all associated supplementary lines within the same account number).
- (b) Each line will undergo same validation as single line port. If any line failed the validation, the whole Port Request will be rejected.
- (c) All lines shall be in the Port Request, otherwise the Port Request will be rejected.

### **5.1.3 Responsibilities of the End-users**

- 5.1.3.1 The end-user wishing to Port will submit a Port Request to their chosen Service Provider (RNO).
- 5.1.3.2 The end-user shall identify himself as the user of the Mobile Number.
- 5.1.3.3 The end-user may appoint an agent to transact his number portability request.
- 5.1.3.4 The end-user must have no overdue amounts and/or any other contractual obligations with DNO and comply with the standard MNP terms and conditions for service registration as per Appendix 1 of this document.

- 5.1.3.5 The end-user shall provide all information necessary to satisfy the RNO to proceed with the Port Request.
- 5.1.3.6 The end-user has the option of cancelling the Port Request before the request is approved (e.g. NP Accept) by the Donor network. However, the Porting fee (if applicable) will not be able to be refunded.
- 5.1.3.7 The end-user must accept and abide by the standard MNP terms and conditions for service registration as per Appendix 1.
- 5.1.3.8 The RNO may charge the end-user for the Port Request.

#### 5.1.4 **Obligations and Responsibilities of the Mobile Service Providers**

- 5.1.4.1 The Mobile Service Providers shall implement MNP in accordance with the MNP Technical Specifications developed and maintained by the MNP Industry stakeholders and enforced by the Commission.
- 5.1.4.2 The Mobile Service Providers must ensure that the end-users are able to obtain information about the effect of Porting their Mobile Number.
- 5.1.4.3 The DNO must not hinder, delay or prevent the Porting Process on the basis other than that of the agreed reasons for issuing a Reject Code.
- 5.1.4.4 The DNO is not allowed to charge the end-user for the Porting Process.
- 5.1.4.5 In most cases, the handling and porting process for Non-Consumer is likely to be complex and complicated. As such, the DNO is allowed to initiate the first contact with the end-user during the porting process for the sole purpose of facilitating and expediting the porting process, if necessary.
- 5.1.4.6 The RNO shall compensate the DNO for a successful Port Request based on the report produced by NPC.



5.1.4.7 Any disputes pertaining to the report shall be dealt with in accordance to the Dispute Resolution Procedure as per the Access Agreement.

5.1.4.8 Except for international roaming service, there should be no change in the service offerings already subscribed by the end-user during the Porting Process provided all timers as detailed in Table 2 are adhered to. However, with regards to international roaming service, the DNO reserves the right to suspend this service during the Porting Process.

## 5.1.5 **Porting Timeframe for Non-Consumer Porting**

The porting timeframe for Non-Consumer ports will be as stipulated by the Commission from time to time subject that it shall not exceed five (5) days. However Mobile Service Providers may exceed this timeframe in the event that it is so requested by and is mutually agreed with the end-user.

## 5.2 **Timers for Inter-operator Porting Processes**

### 5.2.1 **Introduction**

5.2.1.1 To ensure Participants adhere to this document and respond to the NPC within the agreed time, the NPC will define a set of timers for different Porting Processes.

5.2.1.2 Timers identify constraints that govern the order of execution of the Mobile Number Porting Processes, and help ensure requests are implemented in a timely manner.

### 5.2.2 **Business Hours for Inter-operator Porting Processes**

5.2.2.1 In the NPC system, timer units are configurable and the unit applicable is Business Hours. The timer expiration rules for the Business Hours are explained as follows:

5.2.2.2 Business Hours:

- (a) Business Hours are the hours in a Business Day where timers will continuously run. In the NPC system, Business Hours are configurable

parameters and will always be the same hours every Business Day.

- (b) If a timer is set as X Business Hours, this means the timer will expire X Business Hours later. For example, if the T2 Timer is set to 6 Business Hours, and the Business Hours in a Business Day is set at 08:00 to 22:00, a valid NP RFP Message processed by NPC at 13:10 will have a Response Due Date for the NP Activated Message at 19:10 of the same day. If NPC receives and processes a valid NP RFP at 18:50, and the following day is a Non-Business Day, the Response Due Date set in the RFP Broadcast will be at 12:50 the next Business Day.
- (c) The Business Hours are from 08:00 to 22:00 of every Business Day.

#### 5.2.3 **Timer Definition**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### 5.2.4 **Timer Expiry**

In the event of the timer expiry of the Message the NPC will still accept a late Message but will log timer violation against the Participant. The NPC will submit the log timer violation on a periodical basis to the Commission for further action.

### 5.3 **Porting Processes**

#### 5.3.1 **Introduction to Porting Processes**

5.3.1.1 For Non-Consumer Porting, the NPC accepts:

- (a) Single line Porting; and
- (b) Multiple lines Porting (random and not sequential Mobile Numbers). The system supports up to 1,000 voice mobile numbers, 1,000 data mobile numbers (optional) and 1,000 fax mobile numbers (optional).

5.3.1.2 All Port Requests applicable to Non-Consumer Port are initiated by the RNO, subject to the following criteria:

- (a) Each Port Request from the RNO must contain only Mobile Number belonging to each end-user only.
- (b) All the Mobile Numbers within a single Port Request must belong to the same DNO. If there are different DNOs, separate Port Requests must be submitted by the RNO.
- (c) If the Mobile Numbers exceed the maximum permissible per Port Request, the RNO must submit multiple requests.
- (d) The Mobile Numbers in the Port Request are not allowed to be changed while the Port Request is being processed.
- (e) A Port Request transaction is identified by a unique Port ID assigned by the NPC.
- (f) Partial acceptance, partial rejection or partial cancellation of Mobile Numbers within a Port Request is not allowed, e.g. the whole Port Request will be rejected in the event of partial validation.

## 5.3.2 **Types of Porting Processes**

There are four (4) major Porting Processes defined in this subsection of Schedule E-1:

- 5.3.2.1 Port Initiation Process
- 5.3.2.2 Port Activation Process
- 5.3.2.3 Port Cancellation Process
- 5.3.2.4 Ported Number Termination Process

### 5.3.2.1 Port Initiation Process

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### Port Initiation Process Diagram

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

##### 5.3.2.1.1 End-user Initiates Port Request at the RNO.

- (a) The end-user makes a request to Port the Mobile Number assigned to that end-user to the RNO.
- (b) The RNO will conduct appropriate Port Request authorisation process to ensure that relevant and required information are obtained. Objectives of this authorisation process are to:
  - i. Validate the identity of the person requesting for the Port Request;
  - ii. Carry out the following:
    - request for and receive a letter of authorisation from the relevant subscriber company which wishes to port;
    - the letter of authorisation shall be worded clearly and be executed by authorised signatories of the said end-user's company; and
    - the RNO shall verify the authenticity of the letter by contacting the end-user's company to obtain and record an oral confirmation of the request.
  - iii. Collect the information and documentations required for the Port Request (refer to Table 1 for details on required information); and
  - iv. The RNO reserves the right to reject the end-users request for service.

- (c) RNO to explain key MNP related Terms and Conditions as per Appendix 1 to the end-user and obtain any other specific registration requirements of the RNO.
- (d) The end-user is required to accept the RNO's service registration terms and conditions, including the MNP Terms and Conditions as per Appendix 1.
- (e) Upon the completion of the above, the RNO can formally submit the NPR Message to the NPC (refer to Table 1 for details on required data for the Port Request).

#### 5.3.2.1.2 NPC processes the Port Request.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### 5.3.2.1.3 DNO processes the Port Request.

- (a) The DNO shall perform the validation of the Port Request (refer to Table 3 for reasons/basis for issuing a Reject Code).
- (b) *[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*
- (d) In the event of more than one Reject Code per Mobile Number, the DNO has to specify all the reject criteria for the Mobile Number(s), up to five (5) reject criteria for the Mobile Number(s).

#### 5.3.2.1.4 NPC forwards the NP Accept Message or NPR Reject Message to the RNO.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### **5.3.2.2 Port Activation Process**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

##### **Port Activation Process Diagram**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

##### **5.3.2.2.1 RNO activates the Port Request.**

- (a) The RNO will perform all related service provisioning to activate the Mobile Number in the accepted Port Request in the RNO network.
- (b) All Mobile Numbers in the Port Request must be activated in the RNO's network within the T2 timer as per Table 2. The end-user's SIM is now activated. To ensure minimal service disruption to the end-user, the DNO should only proceed with service disconnection at the DNO network upon successful activation of the ported Mobile Number in the RNO network based on Broadcast received from the NPC.
- (c) *[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

##### **5.3.2.2.2 NPC processes the NP RFS Message.**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

### 5.3.2.3 **Port Cancellation Process**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

#### **Port Cancellation Process Diagram**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

##### 5.3.2.3.1 RNO processes the Port Cancellation.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

##### 5.3.2.3.2 NPC processes the Port Cancellation.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

### 5.3.2.4 **Ported Number Termination Process**

Ported Number Termination Process is a process for RNO to return terminated ported Mobile Numbers to the Mobile Number Assignment Holder. This occurs when end-user(s) who ported to the RNO decided to terminate the service(s) while still at the RNO network.

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

The RNO must send NP Deactivated Message to NPC within seven (7) Business Days of successful termination of services in the RNO.

## **Ported Number Termination Process Diagram**

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

- 5.3.2.4.1 RNO processes the termination of the ported Mobile Numbers

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

- 5.3.2.4.2 NPC processes the NP Deactivated Message

*[This paragraph contains proprietary information and has been omitted pursuant to subsection 5.3.2 in this Plan]*

### **5.3.3 Port Expiry Handling**

- 5.3.3.1 In the event a Port Request cannot be completed within the stipulated Timers as per Table 2, such Port Request will be considered as an outstanding Port Request.

- 5.3.3.2 The RNO shall ensure that the Fallout Management and Escalation processes detailed in Section 6 of Schedule E-1 are followed to resolve each outstanding Port Request.

- 5.3.3.3 In the event the outstanding Port Request:-

- (a) still cannot be resolved pursuant to the processes set out in Section 6.2 of Schedule E-1; and
- (b) twenty one (21) Business Days from the creation of the Port Request have elapsed;

then the RNO may cancel the outstanding Port Request using the Port Cancellation process and inform the end-user who requested for the Port.

- 5.3.3.4 The RNO shall conduct periodic review/housekeeping of long outstanding incomplete Port Requests.



- 5.3.3.5      Additionally, the NPC will send out to respective RNOs, a list of long outstanding incomplete Port Requests of more than thirty (30) calendar days from Timer expiry.

## **5.4                      Unauthorised Non-Consumer Port Requests**

In instances of fraud leading to the commission of an unauthorised port, upon receiving a formal notification by the end-user company an investigation shall immediately be carried out by the RNO and completed within seven (7) calendar days upon receipt of notification of fraud by the DNO.

If there has been an instance of fraud, the RNO shall then terminate the services (via the Ported Number Termination Process) to the fraudulent end-user and thereafter the end-user number shall be returned to the DNO within twenty-four (24) hours so that the services to the end-user company can be resumed.

## 6.0 ADMINISTRATIVE ISSUES

### 6.1 Dispute Resolution

The Dispute Resolution shall be in accordance with the dispute resolution procedure of the operators' bilateral MNP agreement.

### 6.2 Fallout Management

6.2.1 Each Mobile Service Provider will establish and maintain an MNP department or equivalent unit to handle all technical Porting related issues, send and receive all notifications of problems and delays, and nominate a Porting Authorisation Representative ("PAR") to handle and resolve all port authorisation related issues.

6.2.2 Technical Problems Notification and Escalation:  
When a Mobile Service Provider is experiencing any technical problem which will impact on its ability to carry out the Porting Process during the Porting Business Hours, the MNP Department or equivalent unit of the Mobile Service Provider shall via agreed procedures notify the other Mobile Service Provider and NPC. Such notification shall include details of the nature of the technical problem and the estimated time during which porting will be affected.

6.2.3 The MNP Department or equivalent unit's PAR of the DNO or RNO may, having not received the Message or response one hundred twenty (120) minutes after the expiry of the timer, **manually** escalate the non-compliance by contacting the Head of MNP Department or equivalent unit of the defaulting DNO or RNO.

6.2.4 In the event that there is no resolution of the dispute by the MNP Department or equivalent unit's PAR of the defaulting DNO or RNO within the period specified in Section 6.2.3 above, the dispute shall be escalated to the Heads of the MNP Department of the DNO and RNO who shall resolve the non-compliance within one hundred twenty (120) minutes.

6.2.5 In the event that the Head of the MNP Department of the DNO or RNO fails to resolve the non-compliance within the period specified in Section 6.2.4 above, then any party may escalate the matter as per procedures defined in the access agreement.

## **6.3 Port Authorisation Escalation**

- 6.3.1 A NPR may be rejected for the reasons given in Table 3.
- 6.3.2 If the end-user disputes the reject reason(s), the RNO may assist the end-user to escalate the rejection disputes to the relevant department in the DNO provided they have sufficient documentation to support the disputes.
- 6.3.3 If the relevant department or the DNO's MNP department or equivalent unit's PAR fails to resolve the problem within one (1) Business Day of receiving the notification from the RNO, the RNO may escalate the issue to the DNO's Head of Regulatory.
- 6.3.4 The PAR of MNP department or equivalent unit of each Mobile Service Provider shall meet regularly, at least once a month, during the first six months after the implementation of MNP to review the Porting time statistics, with the view to resolving any technical issues impacting on Porting response times.
- 6.3.5 In the event the issues which have been escalated are not resolved satisfactorily, the aggrieved party may, within fourteen (14) days declare a dispute in accordance to subsection 5.8.1 of this Plan.

**Table 1 - Mandatory information and documentation required for Port Request**

<b>Consumer porting</b>	<b>Description</b>
End-user Name	This data is used for reference only.
Old NRIC	This data is required if New NRIC, Passport or Police/Army ID is not provided. This data is used for validation by the DNO. However, if new NRIC is provided together with Old NRIC, Old NRIC should not be used for validation by the DNO in the event that new NRIC is available in the DNO.
New NRIC	This data is required if Old NRIC, Passport or Police/Army ID is not provided. This data is used for validation by the DNO. However, if new NRIC is provided together with Old NRIC, only New NRIC should be used for validation by the DNO.
Passport	This data is required if Old NRIC, New NRIC or Police/Army ID is not provided. This data is used for validation by the DNO.
Police/Army ID	This data is required if Old NRIC, New NRIC or Passport is not provided. This data is used for validation by the DNO. However, if new NRIC is provided together with Police/Army ID, Police/Army ID should not be used for validation by the DNO in the event that new NRIC is available in the DNO.
Mobile Number(s)	The telephone number(s) to which the end-user is requesting to port. This data is used for validation by the DNO. This field shall be based on International format.
DNO	The name of service provider which the end-user wants to port out from.

<b>Non-Consumer Porting</b>	<b>Description</b>
Company Name	This data is used for reference only.
Company Registration Number	This data is used for validation by DNO.
Account Number	This data is used for validation by DNO.
Mobile Number(s)	The telephone number(s) to which the end-user is requesting to port. This data is used for validation by the DNO. This field shall be based on International format.
DNO	The name of service provider which the end-user wants to port out from.

- For end-user who is using a proxy or agent to request for Port Request, a proxy authorisation letter signed by end-user, photocopy of end-user's and proxy's identifications are required.

**Table 2 – Timer value for Porting**

<b>Timers</b>	<b>Consumer Porting</b>	<b>Non-Consumer Porting</b>
T1	12 Business Hours	35 Business Hours
T2	6 Business Hours	35 Business Hours
T3	3 Business Hours	4 Business Hours
T4	4 Business Hours	4 Business Hours

**Table 3 – Reject Code – Used by Mobile Service Providers when validating Port Request**

Reject Code	Consumer Porting	Reject Code	Non-Consumer Porting
SP10	New NRIC is incorrect	SP30	Company Registration is incorrect
SP11	Old NRIC is incorrect	SP31	Account Number incorrect
SP12	Police/Army ID is incorrect		
SP13	Passport Number is incorrect		
Reject Code	For both, Consumer and Non-Consumer Porting		
SP51	Non fulfilment of contract obligation		
SP52	Account overdue		
SP54	Some or all lines numbers do not belong to the Donor		
SP55	Some or all numbers is not in service		
SP56	Principal line has supplementary line(s) that should be ported		
SP57	Supplementary line has principal line that should be ported		
SP58	Some or all numbers do not belong to principle subscriber or company		
SP59	Credit limit exceeded		
SP61	Customer numbers are temporarily disconnected - involuntarily		
SP71	One or More MSISDNs did not reply to the SMS Validation		
SP72	One or More MSISDNs replied NO to the SMS Validation		

## **Appendix 1 - Standard MNP Terms and Conditions for End-User Service Authorisation**

1. The Mobile Numbers requested for Porting by the end-user must be in the range of Mobile Numbers as approved by the Commission from time to time.
2. Mobile Number Porting is subject to existing geographic numbering requirements.
3. Porting from Prepaid to Postpaid and vice versa are allowed. However, all Porting requests are subject to the respective RNO's existing terms and conditions for new registration.
4. For Porting of a Prepaid number, any balance of credit with the DNO will be forfeited.
5. All the end-user's services associated with the Mobile Number provided by the DNO will be terminated when the SIM card is deactivated.
6. The end-user is responsible for identifying the supplementary Mobile Numbers (e.g. Voice, Fax and Data) that the end-user wishes to Port along with their primary Mobile Numbers.
7. Only active Mobile Numbers are eligible for Porting.
8. A end-user's request to RNO to Port his/her Mobile Number represents a notice to terminate his/her subscription with the DNO.
9. End-user is responsible to fully settle all outstanding bills from the DNO. In the event of non-payment, the services with RNO may be disrupted.
10. The Service Registration Form will only be effective upon activation of the ported number at the RNO.
11. Fees paid for Porting, if any, will not be refundable.



## **Schedule E-2**

### **Guidelines for Dispute Resolution in the Implementation of Mobile Number Portability**

#### **1. Objective**

- 1.1 The Malaysian Communications and Multimedia Commission ("Commission") has prepared the following guidelines ("Guidelines") to set out the principles and procedures for the resolution of disputes or a class of disputes by the Commission in relation to any matter under Part B, Section I - General, subsection 5 of this plan.

#### **2. Introduction**

- 2.1 It is important to note that a dispute between two or more persons ("parties") regarding any matter under the MNP chapter shall first be attempted to be resolved by the parties.
- 2.2 The parties may seek resolution of the dispute by the Commission if they cannot or have otherwise failed to reach an agreement to the dispute.
- 2.3 The dispute resolution process outlined in these guidelines are in addition to and not in derogation of the Commission's existing powers and functions under the Act.

#### **3. The Dispute Resolution Process**

##### **3.1 Commencement of the Dispute Resolution**

- 3.1.1 The party seeking recourse from the Commission for the resolution of the dispute ("Claimant") shall submit to the Commission and serve on the other party in the dispute ("Respondent") a notification of dispute as prescribed in Form 1 annexed hereto ("Notification of Dispute").
- 3.1.2 The Notification of Dispute shall include the following:
- 3.1.2.1 a demand that the dispute be referred to the Commission for resolution;

- 3.1.2.2 the names and addresses of the parties;
  - 3.1.2.3 a reference to the specific provision of the MNP chapter and the general nature of the claim;
  - 3.1.2.4 the relief or remedy sought; and
  - 3.1.2.5 proof of previous attempts to resolve the dispute by negotiation between the parties.
- 3.1.3 The Claimant may at its option include the following documents together with the Notification of Dispute:
- 3.1.3.1 the Statement of Case as provided below; and
  - 3.1.3.2 the certified true copies of any agreement, undertaking or document out of or in relation to which the dispute arose, if any.
- 3.1.4 The fee for filing a dispute with the Commission is RM 1,000.00 (Ringgit Malaysia One Thousand only) ("Fee") and shall be paid upon the submission of the Notification of Dispute to the Commission. Payment shall be by way of bank draft or money order and be made in favour of **"Suruhanjaya Komunikasi dan Multimedia Malaysia"**. The fee paid is non-refundable.

## 3.2 Preliminary Inquiry

- 3.2.1 The Commission shall, within fourteen (14) days from the date of receipt of the Notification of Dispute hold a preliminary inquiry to determine as to whether the claim merits the Commission to convene to decide the dispute ("Preliminary Inquiry").
- 3.2.2 The Commission shall be bound to convene to decide the dispute if the Commission is satisfied that:
- 3.2.2.1 an agreement will not be reached between the parties or will not be reached within a reasonable time;
  - 3.2.2.2 the dispute is not trivial, frivolous or vexatious; and
  - 3.2.2.3 the resolution of the dispute would promote the objects of the Act.

### **3.3 Written Submissions**

- 3.3.1 Upon the conclusion of the Preliminary Inquiry, the Commission shall then inform the parties in writing of its decision as to whether it will convene to resolve the dispute or not. If the Commission decides that it will convene to resolve the dispute, the Commission shall notify the Claimant to submit a Statement of Case (as prescribed in Form 2 annexed hereto) to the Commission and to serve a copy of the Statement of Case on the Respondent (if the Claimant had not annexed the Statement of Case together with the Notification of Dispute earlier).
- 3.3.2 The Statement of Case must be submitted to the Commission and shall be served on the Respondent within fourteen (14) days from the date of the notification by the Commission.
- 3.3.3 The Statement of Case shall include the following particulars:
- 3.3.3.1 the names and addresses of the parties;
  - 3.3.3.2 a statement of the facts supporting the claim;
  - 3.3.3.3 the point(s) at issue;
  - 3.3.3.4 the relief or remedy sought; and
  - 3.3.3.5 the supporting written statements by relevant persons, if any.
- 3.3.4 Within fourteen (14) days from the date of receipt of the Statement of Case, the Respondent shall submit a Statement of Reply (as prescribed in Form 3 annexed hereto) to the Commission and shall serve the same on the Claimant.
- 3.3.5 The Respondent shall, in the Statement of Reply, reply to the Statement of Case in particular to items 3.3.3.2, 3.3.3.3 and 3.3.3.4 of the Statement of Case as stated above.
- 3.3.6 The Respondent may, in his Statement of Reply, make a counterclaim arising out of the same matter or rely on a claim arising out of the same matter for the purpose of a set-off.
- 3.3.7 Within fourteen (14) days from the date of his receipt of the Respondent's counterclaim ("Counterclaim") or such other period to be determined by the Commission, the Claimant shall submit his

reply to the Counterclaim (as prescribed in Form 4 annexed hereto), if any, to the Commission and shall serve a copy of the same to the Respondent.

- 3.3.8 The parties shall have the burden of proving the facts relied on to support their respective claim or reply. The parties shall present evidence by relevant persons in the form of a written statement made by way of a statutory declaration.
- 3.3.9 The Commission may, at any time before deciding on the dispute, require relevant individuals to attend before the Commission to respond to queries and/or to give clarifications that the Commission may require. The admissibility, relevance, materiality and weight of any of the information gathered shall be determined by the Commission.
- 3.3.10 The Commission may decide on the dispute based only on the written submissions and evidence presented to it by the parties. In such an instance the Commission shall, where practicable, come to a decision within thirty (30) days from the date of its receipt of the last written submission by the parties.

### **3.4 General Provisions**

- 3.4.1 The terms and conditions of any resolution of a dispute by the Commission shall be accompanied with reasons and be in writing. The Commission shall provide the parties with a copy of its decision as soon as practicable.
- 3.4.2 The Commission's decision shall be binding on the parties.
- 3.4.3 For the purposes of calculating a period of time under these Guidelines, such period shall begin to run, on the day following the day when a notice, notification, communication or document is received. If the last day of such period is an official holiday or a non-business day at the residence or place of business (as the case may be) of the addressee, the period shall be extended until the first business day which follows. Official holidays or non-business days occurring during the running of the period of time are included in calculating the period.
- 3.4.4 A provisional timetable for the conduct of the dispute resolution shall be communicated to the parties in writing at the earliest possible moment and whenever possible, at the very start of the proceedings.

Unless otherwise agreed by the parties, this provisional timetable should result in the issuance of the final decision within the period of ninety (90) to hundred fifty (150) days from the date of submission of the Statement of Case, depending on the circumstances of the case. However, the period of time as stated in the provisional timetable may be extended by the Commission if circumstances so warrant and/or if the Commission deems it fit to do so.

- 3.4.5 The Commission shall conduct the dispute resolution proceedings with a view to expedite the resolution of the dispute. The Commission may instruct parties to attend a preliminary conference to organise and schedule subsequent steps in the proceedings. The Commission may state in advance what evidence would be needed to establish proof of complex facts, exclude or limit irrelevant evidence, and proceed by successive determination of issues, in order to expedite the proceedings.
- 3.4.6 The Commission may take measures to protect trade secrets and confidential information.
- 3.4.7 The Dispute Resolution Proceeding shall be held in Cyberjaya, Selangor, Malaysia.
- 3.4.8 For avoidance of doubt:
  - 3.4.8.1 references to the singular includes the plural and vice versa;
  - 3.4.8.2 headings in these Guidelines are for ease of reference only; and
  - 3.4.8.3 words denoting natural persons include any body corporate or incorporate and vice versa.

***Malaysian Communications and Multimedia Commission***

*Guidelines for Dispute Resolution*

*Form 1 - Notification of Dispute*

*Claim No:.....*

*Between*

.....  
*("the Claimant")*

*and*

.....  
*("the Respondent")*

**To the Respondent:**

Please be informed that a Notification of Dispute has been filed against you. The Commission will hold a preliminary inquiry to determine as to whether the resolution of the dispute in question by the Commission is expressly provided under the Act or its subsidiary legislation and as to whether the Commission will convene to resolve the dispute. The Commission will notify the Claimant and the Respondent of the decision.

***Malaysian Communications and Multimedia Commission***

*Guidelines for Dispute Resolution*

*Form 1 - Notification of Dispute*

*Claim No: .....*

**The Parties**

1. I/We (Name of Claimant) ..... with my/our  
address/registered address at .....  
.....  
do hereby request that my/our dispute with (Name of Respondent)  
..... with his/its address/registered address at  
.....  
.....is referred to the Malaysian  
Communications and Multimedia Commission ("the Commission") for resolution.

**General nature and details of the dispute**

2. The general nature and details of the dispute are as follows:

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**Remedy sought**

3. ....  
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**Proof of attempts to resolve dispute between Parties**

4. ....  
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Date

.....  
Signature of Claimant  
(To affix company chop where relevant)

.....  
Date of filing

.....  
Acknowledgement



## Instructions to Claimant

1. The Claimant shall fill in his/her name in full and new identity card number in the column provided. In the case of body corporate, the Claimant shall provide the registered company name and number.
2. The Claimant shall fill in the name of the Respondent in full and address in the column provided.
3. The Claimant shall provide general explanation for the nature and details of dispute in the column provided. The Claimant may refer to contract or document out of or in relation to which the dispute arose.
4. Clear declaration of remedy or relief sought should be written in the column provided.
5. If the column provided is insufficient, please continue on a separate sheet of paper and write "see overleaf". Any separate sheet of paper used should be attached to this Form.
6. The Claimant should attach with this document all evidence or proof of previous attempts to resolve the dispute with the Respondent.
6. Having filled in the particulars, the Claimant shall sign this Form personally. In the case of body corporate, this Form shall be signed by a director, secretary or other similar officer.
7. Having completed this Form, the Claimant shall file this Form in the Commission's Office (Dispute Resolution Unit). The Claimant shall pay a filling fee RM 1,000.00 (Ringgit Malaysia One Thousand Only). This amount is payable to "**Suruhanjaya Komunikasi dan Multimedia Malaysia**" and should be made by bank draft or money order only. This fee is non-refundable.
8. The Claimant must represent self at any meeting or hearing called by the Commission.

**Malaysian Communications and Multimedia Commission**

*Guidelines for Dispute Resolution*

*Form 2 – Statement of Case*

*Claim No: .....*

*Between*

.....  
*("the Claimant")*

*and*

.....  
*("the Respondent")*

**To the Claimant:**

Pursuant to the Notification of Dispute submitted to the Commission, you are required, within **fourteen (14) days** to submit to the Commission, a Statement of Case in relation to the case by delivering to the Commission office during office hours or by A.R. Registered Post of such Statement of Case.

**To the Respondent:**

Pursuant to the Notification of Dispute submitted to the Commission, we will forward to you a copy of Statement of Case submitted by the Claimant together with Form 3 (Statement of Reply) and the instruction to fill the form.

Dated this .....day of .....20.....

.....  
Signatory (Commission)

***Malaysian Communications and Multimedia Commission***

*Guidelines for Dispute Resolution*

*Form 2 – Statement of Case*

*Claim No: .....*

**1. Particulars of the Claimant**

Name:

Company Registration No:

Registered address (where applicable):

Business address (if different from registered address):

**2. Particulars of the Respondent**

Name:

Company Registration No:

Registered address (where applicable):

Business address (if different from registered address):

**3. Point(s) at issue**

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**4. Remedy sought**

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**5. Supporting documents (if any)**

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**6. Supporting written statements (if any)**

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Date

.....  
Signature of Claimant  
(To affix company chop where relevant)

.....  
Date of filing

.....  
Acknowledgement

## **Schedule E-3**

### **Allocation of Costs for the Establishment, Operations and Maintenance of the Number Portability Clearinghouse**

#### **1. General**

- 1.1 The costs for the setting up and running of the Number Portability Central Clearinghouse ("NPC") consists of the following:
  - 1.1.1 costs for the setting up and establishment of the NPC (CAPEX); and
  - 1.1.2 costs for the operations and maintenance of the NPC (OPEX).

#### **2. Allocation of CAPEX costs**

- 2.1 The costs for CAPEX shall be borne by all Porting Participants and the Malaysian Communications and Multimedia Commission ("Commission") by way of a straight line cost apportionment method whereby the CAPEX costs will be divided equally between all Porting Participants and the Commission.
- 2.2 As discussed and decided in the Mobile Number Portability Steering Committee ("MNPSC"), the Commission will facilitate the Porting Participants in relation to the costs for CAPEX. The details and terms in relation to this, including but not limited to the sum payable, payment terms and schedules shall be specified by the Commission with each Porting Participant in writing.

#### **3. Allocation of OPEX costs**

- 3.1 The costs for OPEX shall be borne by all Porting Participants. The methodology to be used for the cost allocation for OPEX costs shall be by way of a straight line cost apportionment model where the OPEX costs will be divided equally between all the Porting Participants.

- 3.2 As discussed and decided in the MNPSC, the Commission will not participate with the Porting Participants in relation to the costs for OPEX. The details and terms in relation to this, including but not limited to the sum payable, payment terms and schedules shall be specified in the Service Level Agreements executed by each Porting Participant and the NPC.

#### **4. Change in number of Porting Participants**

- 4.1 In the event that there is a change in the number of Porting Participants, the MNPSC will be convened to discuss and decide on matters in relation to the change, including but not limited to the new allocation of costs. The MNPSC may then establish working groups and committees or engage experts, if deemed expedient, to study and propose the calculation and redistribution of the share of payment by the new line-up of Porting Participants.
- 4.2 New Porting Participants shall start to contribute towards the costs for CAPEX and OPEX upon the commencement of their services and the amount to be paid shall be calculated by way of a straight line cost apportionment method whereby the relevant CAPEX and OPEX costs will be divided equally.
- 4.3 New Porting Participants shall also bear a one-off payment upon their entrance into the market, the payment of which will be used to defray the costs for any upgrading, addition in capacity, addition in resources or any such costs relating to the NPC set-up and operations, if deemed necessary. The assessment of necessity and the quantum of the one-off entry costs to be paid by the new entrants shall be done by the Commission together with the MNPSC which may then establish working groups and committees or engage experts, if deemed expedient, to study and recommend the same.

## Abbreviations

AESA	ATM End System Address
APNIC	Asia Pacific Network Information Centre
ATM	Asynchronous Transfer Mode
CISC	Common Intercarrier Short Code
CKSC	Commonly Known Short Code
ccTLD	Country Code Top Level Domain
CPP	Caller Party Pay
CSC	Carrier Selection Code
DCC	Data Country Code
DNIC	Data Numbers Identification Code
DTE	Data Terminal Equipment
E.164	ITU-T Recommendation E.164
EA	Electronic Addressing
IASC	Internationally Accessible Short Code
IND	International Network Designator
IP	Internet Protocol
ISC	Independent Short Code
ISDN	Integrated Services Digital Network
ISPC	International Signalling Point Code
ITU-T	Telecommunication Standardisation Sector of the International Telecommunications Union
MNI	Mobile Network Identifier
MNO	Mobile Network Operator

MSISDN	Mobile Subscriber Integrated Services Digital Network
NSN	National Significant Number
PDN	Public Data Network
PSTN	Public Switched Telephone Network
SANC	Signalling Area/Network Code
SNL	Subscriber Number Level code
TDC	Telex Destination Codes
TNIC	Telex Network Identifier Code



## Glossary of Terms

2LD	Second Level Domain Names
3LD	Third Level Domain Names
Act	The Communications and Multimedia Act, 1998 (Act 588), as amended from time to time
Address	A string or combination of digits and symbols that identifies a specific termination point of a connection
Applications service	A service provided by means of, but not solely by means of, one or more network service
Applications service provider	A person who provides an applications service
Area Code	A set of digits beginning with a trunk prefix "0" which forms part of national numbers and which indicates a defined geographic area within Malaysia where the subscriber to public network services and public applications services associated with the number is located
Assignment	The assignment by the Commission of rights to use the spectrum, numbers or electronic addresses and may include conditions to which the exercise of those rights shall be subject
Assignment holder	The person to whom a number or electronic address is assigned pursuant to this Plan
Authority Format Indicator or AFI	A code that indicates the format of an ATM address, set by the ITU-T

Autonomous System	An Autonomous System (AS) is a connected group of one or more IP prefixes run by one or more network operators under a single and clearly defined routing policy
Autonomous System Number	An Autonomous System Number (ASN) identifies an autonomous system and is used by various routing protocols. AS numbers are allocated to the regional registries by the IANA. These registries are ARIN <hostmaster@arin.net> for the Americas, Caribbean, and Africa, RIPE-NCC <ncc@ripe.net> for Europe, and the AP-NIC <admin@apnic.net> for the Asia-Pacific region
Commission	Malaysian Communications and Multimedia Commission
Complainant	The third party that lodges a complaint against the Respondent in accordance with a specific dispute resolution process the Registrant is subject to
Content applications service	An applications service which provides content
Cooling-off Period	A certain period of time when a number should not be re-issued to an end-user, typically following the cancellation of the number by the assignment holder or following the deactivation of the number
Country code top level domain	A domain in the top level of the global domain name system assigned according to the two-letter codes in the ISO 3166-1 standard, Codes for the Representation of Names of Countries and Their Subdivisions
Digital public mobile radio services	Mobile radio services of a digital nature offered to the public, including cellular telephony and data services
Domain names	An alphanumeric sequence which enables a user to access a server location on the Internet

Domain Specific Part or DSP	A code or address element that specifies an end-point within a specific network – typically used in ATM networks
Donor Network Operator or DNO	A Public Cellular Service Provider from which a mobile number has been or is to be ported out
E.164 number	A number that conforms to ITU-T Recommendation E.164 for public telecommunications network numbering
Electronic Addresses	Usually a sequence of numbers which operates using the Internet Protocol to locate devices, and may include Names
End System Identifier or ESI	An element of an ATM address that specifies the middle part of the code for an end-point within a specific network
ENUM	A planned public database service intended to be operated on the domain name server system and interrogated with an existing E. 164 number which returns a list of other communication methods for the person identified with the interrogating E. 164 number
High Order – Domain Specific Part or HO-DSP	An element of an ATM address that specifies the first part of the code for an end-point within a specific network
Initial Domain Part or IDP	An element of an ATM address which consists of the AFI and IND (International Network Designator)
International Freephone Service	The ITU-T term for the international toll-free service provided using the +800 numbering range
International Network Designator or IND	A number used in ATM addressing as specified in ITU-T Recommendation E.191

Internet Access Service	An applications service which enables a person to access Internet services and applications in conjunction with either a dial-up connection or a direct connection
Internet Corporation for Assigned Names and Numbers or ICANN	The non-profit organisation which is responsible for Internet Protocol address space allocation, protocol parameter assignment, domain name system management and root server system management functions
Internet Engineering Task Force or IETF	An international community of network designers, operators, vendors and researches concerned with the evolution of the Internet architecture and the operation of the Internet
Internet Protocol version 4 or IPv4	Internet Protocol version 4 which uses 32 bit addresses and is the current version of the Internet Protocol
Internet Protocol version 6 or IPv6	Internet Protocol version 6 which uses 128 bit addresses and is designed to replace and enhance Internet Protocol version 4
IP Address	A 32-bit (version 4) or 128-bit (version 6) number used to identify interfaces in the Internet
ITU-T	Telecommunication Standardisation Sector of the International Telecommunications Union – an international telecommunications standards organisation, located at Telecommunication Standardization Bureau (TSB), Place des Nations, CH-1211 Geneva 20 Switzerland. Tel. +41 22 730 5852; Fax +41 22 730 5853
Licensee	A person who either holds an individual licence, or undertake activities which are subject to a class licence granted under the Act

Mass Calling Service	A service for which incoming calls are expected in high volume and short duration
Minister	The Minister for the time being charged with the responsibility for communications and multimedia
Mobile Network Identifier or MNI	The prefix for Mobile Numbers
MNP Technical Specifications	The technical specifications for the NPC and all other updates and modifications to the technical specifications which may be issued to the Porting Participants by way of a notice in writing by the Commission
Multihomed	A multi-homed AS is one which is connected to more than one other AS
MVNO	Mobile Virtual Network Operator who fulfils any of the following criteria: <ul style="list-style-type: none"> <li>i. Requires radio access from another service provider;</li> <li>ii. Requires infrastructure from another service provider to enable services to be provided to the subscriber; or</li> <li>iii. Subscribes to the wholesale service(s) provided by another service provider</li> </ul>
Names	The human recognisable format of identifying Electronic Addresses, and usually comprise words and/or alphabets. The usual form of names which are used as Electronic Addresses are Domain Names
Name server	A server which provides a service to computers to resolve a domain name to a physical IP address
NEAP Amendment Notices	Notices issued by the Commission to modify, amend, add, delete or supplement any Section or Part of this Plan. Each amendment notice shall comprise a sequential number and the year of issue

NEAP Explanatory Statements	Statements issued periodically by the Commission to clarify or explain any Sections or Parts of this Plan. Each explanatory statement bears a sequential number and the year it is issued
Network facilities provider	A person who owns or provides any network facilities
Network service provider	A person who provides network services
Non-Porting Participant	Refers to licensees that are assigned with geographic numbers providing voice and data services but do not provide Public Cellular Services
NRIC	National Registration Identity Card
Number	A number, letter or symbol
Panel	The duly qualified and independent persons selected to sit and determine the outcome of a specific dispute resolution process the Registrant is subject to
Participant	The party that can be categorised as the Porting or Non-Porting Participants
this Plan	This Numbering and Electronic Addressing Plan
Porting Participant	Refers to licensees that are assigned minimum of two from three regulatory resources e.g. spectrum, mobile numbers, and routing numbers providing Public Cellular Services
Pre-assignment or pre-assigned	The numbers that have been assigned prior to this Plan

Primary name server	A server which provides the authoritative service for a particular level in the domain name hierarchy
Public Cellular Service	An applications service involving a network of base stations or cells for the delivery of voice and data communications
Public Mobile Satellite System	A satellite system which supports the provision of third party mobile services
Recipient Network Operator or RNO	A Public Cellular Service provider to which a mobile number has been or is to be ported in
Register	Any one of the registers established or maintained by the Commission for the purposes of the Act
Registrant	The person or entity who/that has registered a “.my” domain name
Registrar	A registrar for domain name registration in Malaysia
Registry	The registry for domain names in Malaysia
Regulations	Regulations or any other subsidiary legislation made pursuant to the Act
Reseller	The duly appointed partners of the Registrars that are authorised to manage the registration, billing and renewal of “.my” domain names for and on behalf of the Registrars
Reserved Numbers	Numbers and electronic addresses which are reserved by the Commission that are not subject to either an assignment of normal numbers or an assignment of special numbers

Respondent	The Registrant of the “.my” domain name in question whose registration of a “.my” domain name has been made the subject of a complaint pursuant to a dispute resolution process that the Registrant is subject to
Routing Policy	The routing policy of an AS is a description of how network prefixes are exchanged between that AS and other Autonomous Systems
Second Level Domain Name	A name at the second level of the global domain name hierarchy
Secondary name server	A server which provides redundancy to the primary name server, which can be queried if a computer is unable to reach the primary name server
Selector or SEL	An element of an ATM address that specifies the last part of the code for an end-point within a specific network
Short Code Number	A code with a maximum of five digits which is used to access specific services
Subscriber Number	A length of numbers assigned by an assignment holder of a block of numbers to its subscriber, which cannot be assigned at the same time to another subscriber. The length of numbers may range from 6 digits to 11 digits
Subscriber Number Level code	Subscriber Number Level code, being the first digit of subscriber number, and which is, in the case of geographic numbers, associated with a geographical location
Third level domain name	A name at the third level of the global domain name hierarchy



Trunk Code or TC	A number associated with a geographic area of broad significance such as a state or territory
Universal International Freephone Number	A number allocated under by the ITU from the numbering range +800 for the Universal International Freephone service
WHOIS	A protocol used to provide public information services in relation to domain name registration data
Zone Identification	An element of the International Signalling Point Code that identifies a world geographical zone as determined by the ITU-T



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