



PRESS STATEMENT

FOR IMMEDIATE RELEASE

CFM Seeks Public Feedback on a Draft Subcode to Strengthen Consumer Protection for Mobile Services in Malaysia

CYBERJAYA, 13 February 2025 – Communications and Multimedia Consumer Forum of Malaysia (CFM) launched a public consultation on the Draft General Consumer Practice Subcode on Opt-In Requirements for the Communications and Multimedia Industry Malaysia (Draft Subcode) to strengthen consumer protection for mobile services in Malaysia.

The Draft Subcode is designed to establish clear and consumer-friendly guidelines for service providers in essential areas such as **auto-migration, roaming, direct carrier billing, and device care**. The aim is to ensure that consumers have full control over their mobile service subscriptions through informed, voluntary, and transparent opt-in processes.

Empowering Consumers in a Digital Era

The Draft Subcode emphasises the importance of transparency, clarity, and consumer autonomy to protect consumers in an increasingly digital landscape. It mandates service providers to obtain explicit and informed consent before implementing changes or subscriptions, offering consumers greater confidence in managing their mobile services.

Have Your Say:

CFM encourages all stakeholders, including consumers and service providers, to participate in the public consultation and share their insights. Interested parties and the public are invited to submit their feedback on the draft Code, which is now available at <https://cfm.my/public-consultation/> by **5.00 PM, 28 February 2025 (Friday)** via email public.consultation@cfm.my.

This exercise is to ensure that the public (particularly consumers) are adequately engaged and consulted in the finalisation of the Subcode.

For more information or to submit your feedback, please visit www.cfm.my.



About CFM

Communications and Multimedia Consumer Forum of Malaysia was established in February 2001 under the Communications and Multimedia Act 1998 (CMA 98) as an industry forum that facilitates self-regulation through advocacy and protects the rights of the consumers of the Communications and Multimedia sector. CFM is represented by the supply-side and demand-side members of which supply members are the service providers; while the demand members are from consumer associations, academicians, public interest group and individuals. CFM also facilitates complaints redress on communications and multimedia services. If there are any unresolved complaints regarding communications and multimedia services, consumers are welcomed to submit complaints through:

COMPLAINT PORTAL	https://aduan.mcmc.gov.my (integrated system with MCMC)
MCMC CONSUMER CARE CENTRE (MCMC 3C)	1800 188 030
EMAIL	aduan@cfm.my
WALK-IN	MCMC Tower 2, Jalan Impact, Cyber 6, 63000 Cyberjaya, Selangor.