



PRESS RELEASE

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Budget 2026 Empowers Consumers Through Better Connectivity, Protection, and Digital Inclusion

CYBERJAYA, 14 October 2025 – The Communications and Multimedia Consumer Forum of Malaysia (CFM) welcomes the Government’s Budget 2026, which places Malaysian consumers at the heart of the nation’s digital growth through stronger connectivity, safer data infrastructure, improved healthcare access, and inclusive digital empowerment.

“Budget 2026 clearly reflects the government’s commitment to ensuring that no consumer is left behind in Malaysia’s digital journey. The initiatives announced not only expand access and affordability but also strengthen digital safety, inclusivity, and long-term consumer trust” said Ms. Yap Yoke Har, Chairperson of CFM.

Initiatives such as The Sambungan Kabel Dasar Laut MADANI (SALAM) will significantly enhance internet speed and reliability across Sabah and Sarawak, reducing the connectivity gap with Peninsular Malaysia. This means seamless streaming which means smoother online learning, and better access to e-services for millions of consumers. Emphasis on the National Information Dissemination Centre (NADI) will upskill rural consumers, providing them with opportunities to learn, earn, and thrive in the digital economy through online entrepreneurship.

The Early Warning System (EWS) enhancement will provide Malaysians with faster alerts during disasters and emergencies ensuring that safety information reaches every consumer through mobile and digital channels.

The allocation to enhance internet connectivity at public hospitals and clinics will empower consumers with better access to telehealth and digital healthcare services, particularly in rural areas, supported by stronger and more reliable network infrastructure.

Meanwhile, the establishment of the Sovereign AI Cloud and the AI Transformation Centre underscores Malaysia’s move towards ethical, culturally aware, and secure AI development, promoting innovation while safeguarding consumer data and privacy.

CFM believes that digital progress must go hand-in-hand with consumer empowerment. As Malaysia moves toward becoming a more connected nation, consumers play a vital role in staying informed, digital savvy and making wise digital choices.



“We encourage all Malaysians to be smart consumers understand your rights, stay alert to online risks, and take full advantage of the improved connectivity and services now made possible under Budget 2026,” added Ms. Yap.

CFM remains committed to working collaboratively with industry players to strengthen consumer protection, address issues related to communications and multimedia services, and foster a culture of responsible and informed digital engagement among Malaysians

About CFM

The Communications and Multimedia Consumer Forum of Malaysia (CFM) was established on 13 February 2001 designated with the Communications and Multimedia Act 1998 (CMA 1998). CFM is an industry forum that promotes self-regulation through consumer advocacy and the protection of consumer rights within the Communications and Multimedia industry. CFM comprises representatives from both the supply and demand sides of the industry. The supply side includes service providers, while the demand side is represented by consumer associations, educational institutions, and individuals committed to championing consumer rights.

CFM also plays a role in resolving complaints related to communications and multimedia services. If consumers have unresolved issues concerning these services, they are encouraged to submit their complaints through:

MCMC CONSUMER REDRESS 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.