



COMMUNICATIONS AND MULTIMEDIA  
CONSUMER FORUM OF MALAYSIA

## MY MOBILE RIGHTS (MMR) APP FAQs

### ***WHAT IS THE MY MOBILE RIGHTS (MMR) APPLICATION?***

MMR is an application that developed by the **Communications and Multimedia Consumer Forum of Malaysia (CFM)** as one of the initiatives under the **Consumer Empowerment Plan (CEP)** by the **Malaysia Communications and Multimedia Commission (MCMC)** with the objective of empowering consumers through better access to information and through promotion of self-regulation.

**MMR** provides a one-stop platform for consumers regardless of their communications and multimedia service provider. Complaints submission is also made easier by drop-down menus.

### ***HOW AND WHERE CAN I GET THE MMR APPLICATION?***

For iOS users, you can download and install the app from the iTunes Application Store. For Android OS users, you can download and install the app from the Google PlayStore.

MMR is not yet available for other mobile platforms.

### ***WHAT ARE THE MAIN FEATURES OF MMR?***

- **Complaints Submission** – Users can lodge their complaints on communications and multimedia services directly to the respective service providers through the app, both for first-time complaints as well as those seeking redress on complaints already lodged with their respective service providers
- **Service Providers Location** – A listing of contact details for all service providers for each state throughout Malaysia
- **Tips and Guides** – Information on communications and multimedia services in Malaysia and how to get the best out of it.
- **Plan Recommender** – Information on the various subscription plans available in Malaysia with the aim to help consumers to compare and make an informed decision before subscribing



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## **WHAT HAPPENS WHEN I LODGE A COMPLAINT THROUGH MMR?**

- **For New Complaints** – Your complaint will be forwarded directly to your respective service provider for their further action while CFM will also receive a copy for our records. Your complaint should be processed within three (3) working days. Complainants will also receive a notification email which includes a copy of their complaint statement once they have completed the complaint submission process through the app. PLEASE ENSURE THAT ALL DETAILS PROVIDED ARE ACCURATE so as to facilitate the processing of your complaint and avoid unnecessary delays.
- **Redress to Unresolved Complaints** – You can seek redress to your unresolved complaints through the app and you will be redirected to our mobile web complaints portal and we will process your submission accordingly.

## **IS MMR SECURE?**

MMR does not store any personal information on your mobile device and all critical information is encrypted.

## **CAN COMPLAINANTS CHECK THEIR COMPLAINT STATUS VIA MMR?**

In its current version, MMR does not provide this option. However, at the end of the complaints submission process, users will be given a reference number. If there is no response within three (3) working days, complainants are advised to check the status of their complaints with their service providers using the reference number provided. Should you receive no response from your service providers within the stipulated time, you can contact CFM at our Hotline 1 800 18 2222 or lodge a complaint through MMR.

## **HOW IS MMR DIFFERENT FROM OTHER COMPLAINTS APPS IN MALAYSIA?**

MMR is Malaysia's first mobile application that offers one-stop consumers' complaint submission for all communications and multimedia services providers in Malaysia. You can lodge your complaint directly through this app regardless of your service provider.



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## HOW CURRENT IS THE INFORMATION PROVIDED IN MMR?

The information provided in the app is updated on a monthly basis and at the same time some information are provided through links to the respective service providers' websites. While CFM endeavours to keep all information as accurate as possible, there might be some errors or omissions due to the rapid pace of changes in the industry. Should you find any information that is incorrect, we would greatly appreciate if you could inform us at [info@cfm.my](mailto:info@cfm.my) for our further action.

## CAN I SUBMIT A COMPLAINT VIA MMR ON BEHALF OF ANOTHER PERSON?

Yes, you can but each submission requires all the necessary details of the account holder.

## WHAT IF I HAVE A QUESTION ABOUT OR SUGGESTION FOR THE APP?

We would love to hear from you. Please send us your questions and ideas to [info@cfm.my](mailto:info@cfm.my) for our further action. We appreciate your support to make this app better for the benefit of all consumers!

## I NEED HELP WITH THE COMPLAINTS SUBMISSION FEATURE. HOW CAN YOU HELP?

We have prepared a step-by-step guide to assist you with submitting your complaint through MMR. AS ATTACHED IN THE EMAIL

## WILL I BE ABLE TO USE THIS APP WHILE OVERSEAS?

Yes, you will still be able to use this app regardless of where you are provided you have an active data connection. PLEASE NOTE that using this app while overseas might incur **DATA ROAMING CHARGES**. Please check with your respective service providers for further details.



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## IS USAGE OF THIS APP FREE OF CHARGE?

There is no fee to use this app but prevailing data charges do apply. Please check with your respective service providers for further details.