FREQUENTLY ASKED QUESTIONS (FAQ)
FOR MCMC DIRECTIVE ON BLOCKING OF URL, PERSONAL DETAILS AND PHONE NUMBER IN SMS
FOR ALL TELCOS OPERATORS

NO.	QUESTION	ANSWER
		BLOCKING OF URL, PERSONAL DETAILS AND PHONE NUMBER IN SMS
1.	Why can't I send or receive SMS containing URL, personal details and phone numbers?	• Effective 2 May 2023, the Malaysia Communication and Multimedia Commission (MCMC) has issued a directive to all Telcos that the sending and receiving of all short messaging service (SMS) containing URL link, personal details and phone numbers will be blocked. • This directive applies to both local and international Person-to-Person (P2P) and Application-to-Person (A2P) SMS. • This is part of the Government's initiative to prevent users from potential online scam activities.
2.	When will the SMS blocking (with URL, personal details and phone numbers) be put in place?	• This exercise has been carried out in phases. • The P2P SMS (sent or received by consumers) with the URL link, personal details and phone numbers have been blocked, starting from 2 May 2023. • While the A2P SMS (with URL link, personal details and phone numbers) that are being sent by businesses via official short code such as 6xxxx, 3xxxx, 2xxxx, 1xxxx will be blocked starting from 2 July 2023, excluding the short codes for essential service.
3.	Will I be charged for the blocked SMS?	• Don't' worry, you will not be charged if the SMS is blocked.
4.	Can I request to unblock all SMS messages to my phone number?	• We are sorry but currently there is no option for you to unblock the SMS. This is to prevent our customers from online scams.
5.	Can this SMS blocking initiative stop the potential scam activities?	• The blocking of the SMS with URL link, personal details and phone numbers may not guarantee to completely prevent all online scams, but it is hoped that this initiative will be able to greatly reduce the numbers of the potential scams. • However, all customers are highly advised to be extra cautious and take necessary additional security measures, such as avoiding to click on suspicious links, do not share personal information with

		unauthorized parties or only log in to your online banking account from the official website or mobile app directly.
6.	**How can I share the important SMS to my family and friends if the SMS is being blocked?**	• You can still share the URL link, personal details, phone numbers and others with your family and friends via other alternatives, i.e. phone calls or other messaging platform. • All customers are highly advised to be extra cautious and take necessary additional security measures, such as avoiding to click on suspicious links, do not share personal information with unauthorized parties or only log in to your online banking account from the official website or mobile app directly. • Customers are also advised not to share the One-Time-Password or Pin (OTP) number with anyone.
7.	**Does the blocking of SMS apply to me when I am abroad or while roaming?**	• Yes, the blocking of SMS with URL link, personal details and phone numbers will take effect even when you are abroad or roaming.
8.	**What is the official sender code or name for Unifi Mobile?**	• Below are all the official sender codes and name from Unifi Mobile: i. 22003 for Announcement ii. 22009 for Verification iii. 22233 for Installation Guide iv. 22288 for Notification and Installation Guide v. 24339 for Announcement, Information and Notification vi. 29323 for Subscription vii. 20002, 22007, 22255 and 'unifi' for Notification viii. 61000 for Notification and Billing
9.	**Who should I contact if I need further assistance or have any questions?**	• You can reach us via the digital platforms listed below: i. Live Chat via Unifi Mobile Prepaid app or https://maya.unifi.com.my ii. Facebook at https://www.facebook.com/weareunifi iii. Twitter at https://twitter.com/helpmeunifi