



Media Statement

MCMC ADDRESSES MISINFORMATION ON DNS REDIRECTION AND INTERNET ACCESS RESTRICTIONS

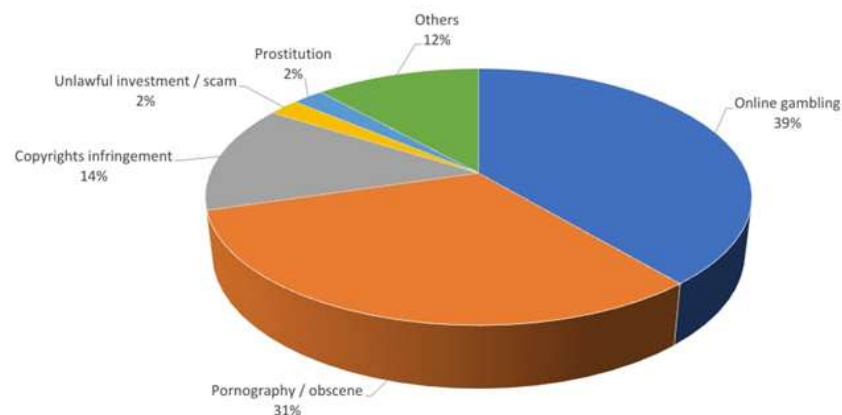
Cyberjaya, 7th September -- The Malaysian Communications and Multimedia Commission (MCMC) would like to address recent concerns and misconceptions surrounding our ongoing efforts to regulate internet traffic through Domain Name Service (DNS) Management.

DNS is a system designed to turn website addresses into numeric IP addresses to locate websites on the internet. Internet Service Providers (ISPs) typically operate their own DNS servers and these servers can be configured to block access to certain websites or domains based on their content. This is a common method used to protect users from harmful content.

Some users choose to use third-party DNS servers like Google DNS or Cloudflare, said to be offering various benefits such as faster speeds. However, they might not have the same level of protection for harmful content particularly in the local context, compared to local ISP's DNS servers.

MCMC has issued instructions to ISPs to redirect DNS traffic towards third-party DNS servers back to their own DNS servers. This is to ensure that users continue to benefit from the protection provided by local ISP's DNS servers and ensuring that malicious websites are inaccessible by Malaysians.

In our commitment to protecting the safety of Internet users, between 2018 and 1 August 2024, MCMC blocked a total of 24,277 websites, classified into various categories: online gambling (39%), pornography/obscene content (31%), copyright infringement (14%), other harmful sites which include the sale of unregistered products, unregistered money lending activity, disclosure/sale of personal data (12%), prostitution (2%), and unlawful investments/scams (2%).



Breakdown of Websites Blocked by MCMC from 2018 to August 2024, Categorised by Type

It has been falsely claimed that the measure undertaken by MCMC is a draconian measure. We reiterate that Malaysia's implementation is for the protection of vulnerable groups from harmful online content.

An inaccurate claim also suggests a so-called blanket ban, with some suggesting that legitimate websites have been made inaccessible because of DNS redirection. Websites are only blocked when they are found to host malicious or unlawful content, such as online gambling, pornography, copyright infringements, scam, phishing, and etc. Legitimate websites remain accessible as usual, and DNS redirection ensures that harmful websites are blocked while legitimate websites remain reachable without noticeable disruption.

MCMC encourages users to report any difficulties in accessing legitimate websites directly to their respective Internet Service Providers (ISPs) so the issue can be addressed promptly.

Moreover, any websites that believe they have been unfairly targeted or affected may file an appeal through the established channels. The Appeals Tribunal, established by MCMC and chaired by a High Court judge, operates independently to ensure a fair and impartial review of each case.

MCMC remains committed to maintaining a safe and secure online environment in Malaysia, balancing the protection of internet users with the need for seamless access to legitimate online content.

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