Online Safety

Nurturing safe internet skills among stakeholders.

Impact & Financial Assessment

Implementing measures for online safety builds user trust and protects against legal liabilities. Inadequate online safety measures may lead to data breaches, regulatory scrutiny, and reputational damage.

While online scam and fraud may not have a direct financial implication on CelcomDigi's business operations, they may incur indirect costs. For instance, MCMC collaborates with telcos to organise scam prevention campaign. Additionally, there are situations where the Ministry of Communications and Digital Ministry has issued directives to all telcos to block any URL link in short message service (SMS).

Overview

CelcomDigi is dedicated to promoting online safety for our customers and the broader community. We implement robust measures to protect users from online threats and educate them on safe internet practices. Our commitment to online safety extends to safeguarding children and vulnerable groups from harmful online content and activities.

Policies & Guidelines

- Information Security Policy & Manual
- Telecom Network Security Manual

Our Response

- Community outreach through S.A.F.E Internet programmes to promote responsible and safe digital practices
- Deployed nationwide campaigns, training and surveys to combat cyberbullying, misinformation and online scams
- Implementing advanced security measures to protect users from cyber threats
- Collaborating with law enforcement and other organisations to combat online scams

What are the initiatives implemented within our operations to combat online scam?

- A taskforce that investigated scams encountered by customers and strategies to improve mitigations.
- A centralised scam reporting helpline that made it easier for customers to report scams or potentially fraudulent activities
- Dedicated customer service agents offering additional support to customers to report scams
- Alerts on the latest scammer modus operandi updated on our website's Get Help page within 24 hours
- Supported MCMC and industry efforts to block the sending and receiving of text messages from local and international mobile numbers with potential scam-related links

Smart, Aware, Fortify, and Empathy (S.A.F.E.) Internet

S.A.F.E. Internet is an awareness programme curated for various segments of society including students, civil servants, senior citizens and underserved communities. CelcomDigi produced simplified, easy-to-understand educational resources on staying safe online. The S.A.F.E. Internet webpage is a dedicated resource page aimed at promoting online safety and awareness. Find out more at https://safeinternet.my/

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