



COMPLAINT BUREAU DECISION FOR YEAR 2010

| NO | DATE RECEIVED | COMPLAINANT | RESPONDENT | ISSUES | DECISION OF THE COMPLAINTS BUREAU |
|----|---------------|------------------|-------------|---|--|
| 1. | 5-Jan-2010 | Tiffany Yap | - | The Complainant had subscribed to a ringtone service which claimed that it can enhance breast size. The Complainant had alleged that the ringtone did not have an effect on her and demanded for an explanation on the matter. | The Complaint's Bureau Chairman decided that the advertisement does not breach any provisions in the Content Code after deliberating on the scientific explanation submitted by the content provider. |
| 2. | 7-Jan-2010 | Lie Leng Boon | - | The Complainant received SMS via services which he alleged that he did not subscribe to and been charged for the services. | The complaint was forwarded to the MCMC for further action as matters pertaining to SMS services do not fall under the jurisdiction of the Bureau. |
| 3. | 12-Jan-2010 | Nor Huzaimah | - | The Complainant had alleged that she received an SMS spam promoting pornography and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS spam is under the Commission's purview. |
| 4. | 14-Jan-2010 | Ezanna | - | The Complainant had submitted a complaint on SMS which contained obscene content and requested for the Complaints Bureau to investigate on the matter. | The complaint was forwarded to the MCMC for further action as matters pertaining to SMS services do not fall under the jurisdiction of the Bureau. |
| 5. | 14-Jan-2010 | Mohd Nazir | - | The Complainant had alleged that she received an SMS spam promoting a contest which was alleged to be a scam and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS services are under the Commission's jurisdiction. |
| 6. | 14-Jan-2010 | Najib | - | The Complainant had submitted a complaint on SMS which contained obscene content and requested for the Complaints Bureau to investigate on the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 7. | 20-Jan-2010 | Tuan Ashar | - | The Complainant submitted a complaint pertaining to a bogus Tagged.com social networking account which allegedly contained defamatory and obscene content aimed at tarnishing the reputation of a religious institution where he is employed. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had issued an advice to the Complainant to assist him to lodge a complaint with the social networking website's administrator. |
| 8. | 21-Jan-2010 | Star Rfm Sdn Bhd | - | A radio station, Star Rfm sought the Complaints Bureau's advice about the possibility to advertise a non-halal advertisement over the radio station. | The Complaints Bureau had issued an advice on the matter to the radio station. |
| 9. | 3-Feb-2010 | Aslina Salleh | Beras Faiza | The Complainant had expressed her uneasiness over the content of the advertisement. She had alleged that the female model depicted in the advertisement wore inappropriate dress which can be considered indecent. | The Complaint Bureau's Chairman had deliberated that the content does not breach the Content Code and viewed the content as creative advertising. The complaint was dismissed. |



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| 10. | 11-Feb-2010 | Muhammad Umar | The Star | The Complainant submitted a complaint on a segment in the Star Online news portal which had posted photos of female models which were alleged to be inappropriate and indecent. | The Complaints Bureau wrote to The Star Online and in response, the website administrator had removed the content in line with the spirit of self regulation. The online news portal was also issued with caution and reminded not to repeat similar postings in future. |
| 11. | 22-Feb-2010 | Mohd Rafie bin Ali | - | The Complainant had alleged that he was cheated by a seller in Lelong.com.my's website where he had paid for an item but did not received it. | The Complaints Bureau had advised the Complainant to refer the complaint to Lelong.com.my's website administrator and also escalate the matter to the National Consumer Complaints Centre (NCCC). |
| 12. | 24-Feb-2010 | Saiful Haq bin Ali | - | The Complainant complained on an alleged breach of the Content Code in the website. | The complaint was dismissed because the the Complaints Bureau was of the opinion that the website does not breach of any provisions of the Content Code. |
| 13. | 24-Feb-2010 | Val | Celcom | The Complainant submitted a complain alleging that a Celcom Broadband television advertisement is teaching the public on how to steal and take items which do not belong to them. | The CMCF had forwarded the complaint for the attention of Celcom as the matter was considered as a personal suggestion by the Complainant. |
| 14. | 25-Feb-2010 | Cynn timer | - | The Complainant had submitted a complaint on SMS which contained pornographic materials and requested for the Complaints Bureau to investigate on the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 15. | 2-Mar-2010 | Man | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 16. | 2-Mar-2010 | | - | The Complainant submitted a complaint against a website registered outside Malaysia that allegedly contained pornographic materials. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 17. | 2-Mar-2010 | | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 18. | 2-Mar-2010 | | - | The Complainant had submitted a complaint on a website which allegedly contained pornographic materials and requested for the Complaints Bureau to investigate on the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 19. | 3-Mar-2010 | | - | The Complainant submitted a complaint against a website registered outside Malaysia that allegedly contained pornographic | The matter was referred to the MCMC for the Commission's further action as cases pertaining to |



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| | | | | materials. | website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 20. | 3-Mar-2010 | | - | The Complainant had submitted a complaint on a website which allegedly contained pornographic materials and requested for the Complaints Bureau to investigate on the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 21. | 3-Mar-2010 | | - | The Complainant submitted a complaint against a website registered outside Malaysia that allegedly contained pornographic materials. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 22. | 22-Mar-2010 | Bernard Lau | - | A member of the public enquired on guidelines pertaining to the SMS chat room services. | The Complaints Bureau has advised the Complainant to refer the matter to the MCMC as it is not within the jurisdiction of the Bureau. |
| 23. | 5-Apr-2010 | Samsuri | - | The Complainant had alleged that she received an SMS spam promoting a contest which was alleged to be a scam and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 24. | 6-Apr-2010 | Putra Azran | - | The Complainant had alleged that she received an SMS spam promoting a contest which was alleged to be a scam and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 25. | 8-Apr-2010 | Linza Wells | ASTRO | The Complainant had submitted a complaint alleging that ASTRO had aired programme advertisements in the Discovery Channel which claimed as not suitable for the viewing of children. | The complaint was forwarded to ASTRO for the television station's attention and necessary action as it is not within the purview of the Complaints Bureau. |
| 26. | 9-Apr-2010 | Ayuni Nuraini | - | The Complainant had submitted a complaint regarding a bogus weblog which uses her name and picture and disseminates fictitious information about her. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 27. | 9-Apr-2010 | Mohd Azam Mahmood | - | The Complainant had submitted a complaint on the alleged misuse of amateur radio frequency by certain individuals for the purpose of business. The Complainant had also claimed that those who abuse the telecommunications device might not possess valid license to operate amateur radio. | The Complaints Bureau had advised the Complainant to submit a complaint on the matter directly to the Resource Assignment & Management Division RAMD of the MCMC as it is not within the purview of the CMCF. |
| 28. | 14-Apr-2010 | Fabian George Albart | - | The Complainant has alleged that he had been receiving inappropriate messages via his Facebook account from unknown individuals. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Complainant |



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| | | | | | was also advised to submit a direct complaint to Facebook's help centre for the website administrator's further action on the content. |
| 29. | 17-Apr-2010 | Izza Azma | - | The complaint was in regards to an alleged Yahoo fictitious e-mail account created to impersonate the Complainant's identity and deceiving her friends into believing that the e-mail account was genuine. | Upon extensive consideration into the facts of the submitted complaint, the Complaints Bureau has found that the complaint is beyond the scope of the Complaints Bureau. The Complaint was referred to the MCMC for further action by the Commission. |
| 30. | 18-Apr-2010 | Dirah | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau has provided assistance to the Complainant in lodging a complaint to the Facebook social networking site administrator. |
| 31. | 19-Apr-2010 | Ong Han Vi | - | The Complainant received SMSes regarding promotions for alcohol, events and beauty saloon. The Complainant had also alleged that he had requested for the service to be terminated but the SMSes kept coming in. | The complaint was forwarded to the MCMC as matters pertaining to SMS content and services are under the Commission's jurisdiction. |
| 32. | 20-Apr-2010 | Ab Mutallib Ab Rahman | - | The Complainant had submitted a complaint alleging that he had bought an item from the website which he claimed he did not received. | The Complaints Bureau has advised the complainant to lodge a report to the website's administrator since the matter does not fall under the CMCF scope and jurisdiction. |
| 33. | 22-Apr-2010 | Chew Mei Fong | - | The Complainant has submitted a complained on alleged harassment received through Twitter and blogs. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had issued an advice to the Complainant to assist him to lodge a complaint with the Twitter's administrator. |
| 34. | 23-Apr-2010 | Felicia Elly | AirAsia | The Complainant had questioned on why should an airline customer service department using a premium 600 number as it was alleged that the 600 premium line has been banned/abolished. | The complaint was forwarded to the Communications and Multimedia Consumer Forum of Malaysia (CfM) for further action as complaints regarding to consumer issues are under the jurisdiction of the CfM. |
| 35. | 25-Apr-2010 | Nur Farhana | - | The Complainant has requested from the CMCF to assist in the identification of a user in the MySpace social networking website. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had issued an advice to the Complainant to assist him to lodge a complaint with the MySpace's administrator. |



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| 36. | 25-Apr-2010 | Amir Anaqi | - | The Complainant has requested from the CMCF to assist in the identification of a user in the MySpace social networking website. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with MySpace's administrator. |
| 37. | 27-Apr-2010 | Nur Shamira bt Hasyim | - | The Complainant has submitted a complaint against myscandalcollection.net website and alleged that he had caught her daughter downloading pornographic materials from the website. | The case was dismissed by the Complaints Bureau Chairman as the Bureau had found the complaint to be frivolous in nature. |
| 38. | 27-Apr-2010 | Kavita Devi Jayamani | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator. |
| 39. | 28-Apr-2010 | P.K. Kunasegaran | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator. |
| 40. | 29-Apr-2010 | Steven | - | The Complainant had enquired about online game developed by his company which is claimed to be similar to 'Texas HoldEm Poker' game in Facebook social networking website. | The Complaints Bureau has advised the Complainant to refer to the Ministry Of Finance (MOF) with regards to the enquiry as regulations pertaining to gaming and betting does not fall under the scope and jurisdiction of the Complaints Bureau. |
| 41. | 3-May-2010 | P.K. Kunasegaran | - | The Complainant had alleged that her picture and identity was used in a bogus Friendster social networking website and requested for the Complaints Bureau to look into the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator. |
| 42. | 5-May-2010 | Azhar bin Amar | - | The Complainant had alleged that he was cheated by a seller in Ebay.com and claimed that he did not received the item that he has ordered despite making a payment for the item. | The Complaints Bureau had advised the Complainant to refer the complaint to Lelong.com.my's website administrator and also escalate the matter to the National Consumer Complaints Centre (NCCC). |
| 43. | 5-May-2010 | Muaz Shinoda | - | The Complainant had alleged that he was cheated by a seller in Ebay.com and claimed that he did not received the item that he has | The Complaints Bureau had advised the Complainant to refer the complaint to Lelong.com.my's website |



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| | | | | ordered despite making a payment for the item. | administrator and also escalate the matter to the National Consumer Complaints Centre (NCCC). |
| 44. | 5-May-2010 | Fabian George Albart | - | The Complainant submitted a complaint with regards to pornography and nudity on www.uploadhouse.com 's website. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 45. | 7-May-2010 | Vishaliny Krishnamoorthy | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator. |
| 46. | 11-May-2010 | Ramona Susanty Ab Hamid | - | The Complainant had alleged that she received an SMS spam which was claimed to be a scam and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 47. | 12-May-2010 | Azlinah | - | The Complainant received an SMS, claiming that she had won certain amount of money in a contest organized by Coca Cola. The Complainant has requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 48. | 13-May-2010 | Harris Andria Abdul Wahab | - | The Complainant has alleged that warisan-marzuki.blogspot.com had stolen several pictures from his website and had used the pictures in the abovesaid blog. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Blogspot's administrator. |
| 49. | 18-May-2010 | Persatuan Pengguna Pulau Pinang (CAP) | - | The Consumer Association of Penang has forwarded a complaint regarding unsolicited SMSes received by a mobile telephone user which was claimed to be a scam. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 50. | 19-May-2010 | Mohammad Faizal bin Abdul Malik | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator. |



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| 51. | 24-May-2010 | Cavin Lee Keat King | - | The Complainant has submitted a complaint alleging that a fake e-mail account using his name was used to start a blog account. | The CMCF's Complaints Bureau took cognisance that the alleged blog has been removed. Due to this, the case was dismissed. |
| 52. | 28-May-2010 | Chandawan | - | The Complainant had complained that the content of the pop up regarding advertisement on a 'body scanner' mobile application had shown explicit and indecent image of a woman. | The Complaints Bureau has investigated on the matter and had found that the content does not breach any provisions stated in the Content Code. The case was dismissed. |
| 53. | 28-May-2010 | Sin Kah Wah | - | The Complainant has submitted a complaint alleging that the content of the online advertisement contained images of a woman and a man lying together which was claimed to be indecent. | The Complaints Bureau has investigated on the matter and had found that the content does not breach any provisions stated in the Content Code. The case was dismissed. |
| 54. | 31-May-2010 | Nuranizah Yaakub | - | The Complainant had alleged that she received an SMS spam which claimed to disseminate pornographic materials and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC on 2/7/2010. Pornography matters are dealt directly by MCMC. |
| 55. | 7-June-2010 | Sin Kah Wah | - | The Complainant had complained that the content of the pop up regarding advertisement on a 'body scanner' mobile application had shown explicit and indecent image of a woman. | The Complaints Bureau has investigated on the matter and had found that the content does not breach any provisions stated in the Content Code. The case was dismissed. |
| 56. | 10-June-2010 | CMCF | - | The CMCF on its daily monitoring activity has spotted an advertisement on a memorial park that was shown on a free-to-air television, which was in contravention with the provisions of the Content Code. | The Complaints Bureau has investigated on the matter and had found that the content did not breach any provisions stated in the Content Code. The case was treated as closed. |
| 57. | 18-June-2010 | MyCERT | - | The Complainant has alleged that the blog contained defamatory content against Prophet Muhammad | The complaint was forwarded to the MCMC as matters pertaining to sensitive and national security issues are under the Commission's purview. |
| 58. | 22-June-2010 | Ogilvy & Mather Advertising (NESTLE) | Anlene | A complaint was submitted on behalf of NESTLE by Ogilvy & Mather Advertising on an Anlene's television advertisement which was alleged to be misleading to public. | The Complaints Bureau had decided that Anlene's Advertising Campaign is misleading and had asked them to remove the said content and fined them for the amount of Ringgit Malaysia ten thousand. |
| 59. | 22-June-2010 | Fatiha | - | The Complainant submitted a complaint alleging that Maxis had been sending spam SMS to her. | The complaint was forwarded to Consumer Forum Malaysia (CFM) for further action because complaint regarding consumer are dealt directly by CFM. |



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| 60. | 29-June-2010 | MyCERT | - | Complainant complained that the blog had false allegations and the blog linked to pornographic. | The Complaints Bureau has advised the complainant to lodge a report directly to Blogspot.com as the matter involved website that is registered outside Malaysia and not under the scope and purview of the Bureau. |
| 61. | 29-June-2010 | Noryn Aziz | - | The Complainant submitted a complaint alleging her pictures were uploaded on a blog and videos of her on are shown in Youtube without her consent. | The Complaints Bureau has advised the complainant to lodge a report directly to Blogspot.com and Youtube's administrators as the matter involved websites that are registered outside Malaysia and not under the scope and purview of the Bureau. |
| 62. | 30-June-2010 | Vishaliny Krishnamoorthy | - | The Complainant had alleged that her identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator. |
| 63. | 6-July-2010 | Johnson & Johnson | Unilever | The Complainant submitted a complaint alleging that the television commercial denigrates baby lotion products. | The Complaints Bureau took cognisance that the Respondent has agreed to amend the content of the advertisement. The Bureau took it. In the spirit of industry self-regulation, the complaint was treated as closed. |
| 64. | 6-July-2010 | MyCERT | - | The Complainant claimed that the said website insulted Malaysians and contained menacing elements and inciting hatred against Malaysia. | The complaint was forwarded to the MCMC as matters pertaining to sensitive and national interest issues are under the Commission's purview. |
| 65. | 6-July-2010 | MyCERT | - | The Complainant claimed that the said website may be fraudulent and seek the CMCF to verify the genuineness of the website. | The complaint was forwarded to the CyberSecurity Malaysia as matters pertaining to the security of Malaysian cyberspace are under their purview. |
| 66. | 14-July-2010 | Noraini Mansor | Channel 9 | The Complainant submitted a complaint alleging that the content in the television game show contained inappropriate and indecent element for viewers. | The Complaints Bureau has investigated on the matter and had found that the content does not breach any provisions stated in the Content Code. The case was closed. |
| 67. | 19-July-2010 | Wailing law | Glaxo Smith Kline (GSK) | The Complainant has submitted a complaint pertaining to the usage of dentist in advertisements which was alleged to breach the | The Complaints Bureau had decided that GSK's Advertising Campaign is misleading and had asked them to remove the said content and fined them for the amount of Ringgit Malaysia two thousand. |



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| | | | | provisions of the Content Code. | |
| 68. | 20-July-2010 | MCMC | Toyota | The Complainant has complained that the advertisement is making fun of the Malaysian independence day and people who fought for it. | The Complaints Bureau has investigated on the matter and had found that the content does not breach any provisions stated in the Content Code. The case was closed. |
| 69. | 25-July-2010 | Lim Meng Chai | - | The Complainant had alleged that she received an SMS spam promoting a contest which was alleged to be a scam and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 70. | 27-July-2010 | KK Tan | - | The Complainant had alleged that the website's content is degrading to women and it is exposing children to indecent online material, especially pornography. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 71. | 3-August-2010 | Chuah Siew Eng | - | The Complainant has alleged that the website contained an indecent image of a public figure. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 72. | 3-August-2010 | Chuah Siew Eng | - | The Complainant submitted a complaint on a website content containing indecent image of a woman. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 73. | 7-August-2010 | Theresa Hughes | - | The Complainant submitted a complaint regarding alleged bad services provided by the telecommunication company. | The Complaints Bureau has found that the matter is not within the scope of the CMCF as it does not deal with matter pertaining to services. The matter has been forwarded to the Malaysian Communications and Multimedia Consumer Forum of Malaysia (CfM) for further action. |
| 74. | 9-August-2010 | Yeo Choon Ping | - | The Complainant had alleged that she received an SMS spam promoting a contest which was alleged to be a scam and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 75. | 11-August-2010 | MCMC | - | The Complainant submitted a complaint on an AXE Effect deodorant on advertisement alleging that the advertisement portrays an indecent act of women which contradicts the Malaysia culture | The Complaints Bureau has investigated on the matter and had found that the content does not breach any provisions stated in the Content Code. The case was closed. |



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| 76. | 12-August-2010 | SKRINE | - | The Complainant had submitted a complaint on websites allegedly infringing provisions of the Content Code and hosted on an Internet Content Hosting Provider Services. | The Complaints Bureau had instructed the Internet Content Hosting Provider to remove the infringing websites and in response, the provider had done the necessary measure on the removal of the websites. |
| 77. | 13-August-2010 | SOHO SQUARE | - | The company enquires on guidelines pertaining to comparative advertisement and seeks CMCF's advice on an advertisement produce by the company. | The Content Advisory Center provides the company with the guidelines on comparative advertisement based on the Content Code and advice the company to seek legal opinion on their advertisement. |
| 78. | 13-August-2010 | MyCERT | - | MyCERT has submitted a complaint on content of videos posted in YouTube.com website which allegedly demeaning and offensive to the religion of Islam. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 79. | 18-August-2010 | MCMC | TV3 | The Complainant submitted a complaint alleging that Buletin Utama had broadcast images of victims of a road accident without censoring their faces. The Complainant had informed that the broadcast was disturbing and inappropriate to be shown on television. | The Complaint Bureau has found that the Respondent had breached the provisions of Content Code and had imposed a sanction amounting to RM3,000. The Complaint Bureau has also furnished the decision made to the MCMC for the Commission's reference. |
| 80. | 19-August-2010 | Lim Meng Chai | - | The Complainant had enquired on the requirements to perform transactions on the Facebook's social networking website. | The Bureau had advised and assisted the Complainant to refer the matter to Facebook's administrator. |
| 81. | 19-August-2010 | Lim Meng Chai | - | The Complainant had enquired whether it is legal to do business based on the pyramid earning money method on Facebook's social networking website. | The Bureau had advised and assisted the Complainant to refer the matter to Facebook's administrator. |
| 82. | 29-August-2010 | Izzy | - | The Complainant had submitted a complaint alleging that the Internet forum contained untrue, libelous and profane content. | The Complaints Bureau has advised the complainant to lodge a report directly to Topix.com as the matter involved website that is registered outside Malaysia and not under the scope and purview of the Bureau. |
| 83. | 21-September-2010 | Florianne Daumin | - | The complaint was in regards to a profile in the Facebook social networking website which was alleged by the Complainant containing messages that were intended to condemn the state of Sabah. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. However, the Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator. |
| 84. | 21-September-2010 | Heng Keng Yan | - | The Complainant had alleged that that the moderator of an online forum did not take any remedial action when a member of the online forum posted threatening remarks in the Complainant's post. | The Complaints Bureau has advised the Complainant to lodge a police report on the matter as it involved threats which is under the Penal Code. |



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| 85. | 21-September-2010 | MCMC | - | A radio station had submitted an enquiry before the CMCF's Complaints Bureau pertaining to airing of advertisement on joss sticks. | The Complaints Bureau has issued an advice on the matter advising the radio station with specific reference to provisions contained in the Federal Constitution. The Bureau has also provide a note to the radio station to be aware of matters pertaining to religious and racial sensitivities should the station intend to produce the advertisement in future. |
| 86. | 21-September-2010 | Man | - | The Complainant submitted a complaint regarding an international website that contained pornographic materials. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 87. | 21-September-2010 | Man | - | The Complainant submitted a complaint regarding a website that contained pornographic materials. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 88. | 21-September-2010 | Man | - | The Complainant submitted a complaint regarding a website that contained pornographic materials. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 89. | 21-September-2010 | Man | - | The Complainant submitted a complaint regarding a website that contained pornographic materials. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 90. | 22-September-2010 | Mon | - | The Complainant submitted a complaint regarding the content posted on an Internet forum that contained materials alleged to degrade women. | The Complaints Bureau took cognisance that the Complainant had failed to provide feedback to the Bureau's enquiry. Thus, the complaint was dismissed as it is frivolous or prima facie lacking in merit. |
| 91. | 22-September-2010 | Mon | - | The Complainant submitted a complaint regarding a profile in the Friendster social networking website which allegedly contained obscene words and pictures. | The complaint was dismissed as the user profile in question has already been blocked by Friendster.com's administrator. |
| 92. | 22-September-2010 | Dimon | - | The Complainant had submitted a complaint alleging that the website contained menacing content which is against the provisions stated in the Content Code. | The Complaints Bureau has advised the complainant to lodge a direct complaint to Wikipedia's administrator for further action as the matter is beyond the jurisdiction and scope of the CMCF. |



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| 93. | 23-September-2010 | Mohd Shafree Ahmad | - | The Complainant has requested for a softcopy of the Content Code. | The CMCF has provided a softcopy of the Content Code as requested. |
| 94. | 24-September-2010 | Man | - | The Complainant had submitted a complaint on content posted in a website which allegedly offensive to the religion of Islam. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 95. | 27-September-2010 | Edwin Lim | - | The Complainant submitted a complaint regarding alleged bad services provided by the telecommunication company. | The complaint was forwarded to the Communications and Multimedia Consumer Forum of Malaysia (CfM) as it involves matters pertaining to services which are not under the purview of the CMCF. |
| 96. | 27-September-2010 | MyCERT | - | The Complainant submitted a complaint on false and defamatory content in the website. | The complaint had been dismissed due to the alleged content had been remove by the website administrator. |
| 97. | 27-September-2010 | Yap Hock Ching | - | The Complainant had alleged that he received SMSes from unknown individual due to the posting of his information adpost.com's website without his consent. | The complaint had been dismissed due to the alleged content had been remove by the website administrator. |
| 98. | 27-September-2010 | Yap Hock Ching | - | The Complainant submitted a complaint alleging that someone had posted his information on adpost.com without his consent. | The complaint had been dismissed due to the alleged content had been remove by the website administrator. |
| 99. | 27-September-2010 | Chen Wui Keong | - | The Complainant had alleged that she received an SMS spam promoting alcoholic beverages and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS spam is under the Commission's purview. |
| 100. | 27-September-2010 | Chen Wui Keong | - | The Complainant had alleged that she received an SMS spam promoting alcoholic beverages and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS spam is under the Commission's purview. |
| 101. | 27-September-2010 | Chen Wui Keong | - | The Complainant had alleged that she received an SMS spam promoting alcoholic beverages and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS spam is under the Commission's purview. |
| 102. | 30-September-2010 | A member of the public via the MCMC | Era FM | The Complainant submitted a complaint alleging that an Era FM's "CAN I HELP YOU" radio programme insulted listeners with poor command of English. | The Complaints Bureau had found out that the content does not in breach of the content code as it did promote social purposes in educating English to the masses. |
| 103. | 6-October-2010 | Khor Geok Siang | - | The Complainant had enquired on the status of his complaint regarding e-commerce which was sent to CyberSecurity Malaysia. | The Complaints Bureau has advised the Complainant to refer the matter to Cybersecurity Malaysia as the matter is not within the purview of the Bureau. |



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| 104. | 11-October-2010 | Rosesilawati | - | The Complainant had alleged that her Facebook's social networking website account was hacked by unknown individual. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 105. | 14-October-2010 | Soleha | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 106. | 14-October-2010 | Member of the Public via MyCERT | - | The Complainant submitted a complaint on Facebook social networking website which was alleged by the Complainant containing messages that were intended to condemn the state of Sabah. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 107. | 14-October-2010 | Norrin Hanizar | - | The Complainant had alleged that inappropriate content was tagged to her profile and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Tagged's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 108. | 15-October-2010 | Dato' Ramani | - | The Complainant had alleged that she received an SMS spam which had used her identity to solicit funds from the public and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 109. | 15-October-2010 | Gobinath | - | The Complainant had alleged that his Facebook's social networking website account was hacked by unknown individual. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 110. | 18-October-2010 | Gobinath | - | The Complainant had alleged that his Facebook's social networking website account was hacked by unknown individual. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 111. | 17-October-2010 | Arifhadi | - | A member of public has suggested for the CMCF to create a Malay version of its official website. | The CMCF has informed the member of public that CMCF is in the stage of developing its Malay version website. |



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| 112. | 18-October-2010 | Banu Nayar | - | The Complainant had alleged that his Facebook's social networking website account was hacked by unknown individual. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 113. | 18-October-2010 | Sathesh Rao | - | The Complainant had alleged that his Facebook's social networking website account was hacked by unknown individual. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 114. | 18-October-2010 | Vigneswaran | - | The Complainant had alleged that his Facebook's social networking website account was hacked by unknown individual. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 115. | 19-October-2010 | Azrina Iswandi | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 116. | 19-October-2010 | Mohd Kamal | - | The Complainant submitted a complaint pertaining to a website allegedly containing fraudulent content. | The Complaints Bureau has found that the matter is not within the scope of the CMCF as it does not deal with matter pertaining website 'fraudulent' activities. The matter has been forwarded to MCMC as it is the appropriate body to handle matters pertaining to 'fraudulent' website. |
| 117. | 19-October-2010 | Shankary | - | The Complainant submitted a complaint alleging that he received vulgar SMSes from unknown individual. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 118. | 20-October-2010 | Rosnawati | - | The Complainant had enquired on the role and function of CMCF on issues pertaining to Facebook social networking website. | The Complaints Bureau has explained that matters pertaining to Facebook are not within the scope and jurisdiction of the Bureau as it involves website which is registered outside Malaysia. However, the Bureau has also advised that it can assist Complainant in issues pertaining to Facebook such as providing the appropriate channel to lodge a complaint with the social networking website. |



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| 119. | 21-October-2010 | William Tan | - | The Complainant had alleged that she received an SMS spam which was claimed to be a spam and requested for the Complaints Bureau to look into the matter. | The complaint was forwarded to the MCMC as matters pertaining to SMS content are under the Commission's jurisdiction. |
| 120. | 21-October-2010 | Lalitha | - | The Complainant has alleged that she has received harassing SMSes from an unknown individual via her telephone number. | The Complaints Bureau took cognisance that the Complainant had failed to provide feedback to the Bureau's enquiry. Thus, the complaint was dismissed as it is frivolous or prima facie lacking in merit. |
| 121. | 22-October-2010 | A Member of the Public via MyCert | - | The Complainant submitted a complaint alleging that someone had posted his information on adpost.com without his consent. | The complaint had been dismissed due to the alleged content had been remove by the website administrator. |
| 122. | 24-October-2010 | Nur Razalina | - | The Complainant had submitted a complaint claiming that unknown individual has used her pictures to defame her on Facebook.com. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 123. | 25-October-2010 | Lee Weng Chai | - | The Complainant submitted a complaint alleging that someone had threatened and harassed his friend via SMS services. | The Complaints Bureau has advised the Complainant to lodge a report with the Polis Diraja Malaysia (PDRM) as the offence falls under the Penal Code. |
| 124. | 25-October-2010 | Olivia Soo | - | The Complainant submitted a Complaint claiming that unknown individual had posted her pictures on an Internet web blog without her permission. | The Complaints Bureau had advised and assisted the Complainant to lodge a complaint with Wordpress' administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 125. | 25-October-2010 | Olivia Soo | - | The Complainant submitted a Complaint claiming that unknown individual had posted her pictures on an Internet web blog without her permission. | The Complaints Bureau has advised the Complainant to lodge a complaint with flickr's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 126. | 25-October-2010 | Olivia Soo | - | The Complainant had alleged that her pictures was posted without her consent in the Facebook social networking website and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 127. | 27-October-2010 | Eric Lian | - | One Mr Eric had enquired on the procedures and pre-requisites on becoming a member of the CMCF. | The CMCF has provided an explanation on the pre-requisites and procedures to become a member to the |



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| | | | | | Complainant. |
| 128. | 28-October-2010 | Azhari Mohammad | - | The Complainant submitted a complaint alleging that he had received an e-mail informing that he had won a certain amount of money via hotmail.com e-mail services. | The Complaints Bureau has advised the Complainant to lodge a complaint with 'Microsoft Consumer Security Support Centre' administrator as the matter is not within the scope and purview of the Bureau. |
| 129. | 30-October-2010 | Irene Tan | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website account and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 130. | 30-October-2010 | Irene Tan | - | The Complainant complained on harassment received via SMS services from unknown individual. | The Complaints Bureau has advised the Complainant to lodge a report with the Polis Diraja Malaysia (PDRM) as the offence falls under the Penal Code and not within the jurisdiction of the Bureau. |
| 131. | 1-November-2010 | Johan | - | The Complainant complained that he had received SMS claiming that he had won certain amount of money. | Advised the complainant to lodge a report to Polis Diraja Malaysia as SMS scam is considered a crime under the Penal Code. |
| 132. | 3-November-2010 | MyCERT | - | The Complainant had complained on a picture posted in Facebook's social networking website which allegedly insulting the religion of Islam. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 133. | 3-November-2010 | Norsheila | - | The Complainant submitted a complaint alleging that she had received an e-mail claiming that she had won certain amount of money in a contest claimed to be organized by Shell Malaysia. | The Complaints Bureau has advised the Complainant that the Bureau's jurisdiction is limited to cases pertaining to websites that are registered in Malaysia. However the Complainant was also advised to highlight the matter to the company for further action. |
| 134. | 4-November-2010 | Noramain Abdul Razak | - | The Complainant had alleged that her picture and identity was used in a fake Facebook social networking website account and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 135. | 7-November-2010 | Yuha Krishnan | - | The Complainant had submitted a complaint alleging that she had received inappropriate remarks and comments on her Facebook social networking website's account. | |
| 136. | 8-November- | Member of the | - | The Complainant had complained that someone had posted his | The matter was referred to the MCMC for the |



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| | 2010 | Public via MyCERT | | telephone number in the Internet and as a result, he received SMSes from unknown individuals. | Commission's further action .The Complaints Bureau has also advised the Complainant to lodge a police report. |
| 137. | 8-November-2010 | Low Jun Kit | - | The Complainant had alleged that his Facebook's social networking website account was hacked by unknown individual. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 138. | 9-November-2010 | HambaAllah | - | An enquiry made by one HambaAllah on the possibility to trace the identity of the person who had allegedly hacked his Yahoo Messenger. | The complaint is being deliberated by the Complaints Bureau. |
| 139. | 10-November-2010 | Adric Ang | - | The Complainant had alleged that her accomplice's picture and identity was used in a fake Facebook social networking website account and requested for the Complaints Bureau to look into the matter. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 140. | 11-November-2010 | Thirunavin | - | The Complainant alleged that he received an e-mail using PayPal services to convince others to make online transaction. | The Complaints Bureau has advised the Complainant to lodge a direct report to PayPal's own help center for further action as the matter is not within the Bureau's jurisdiction. |
| 141. | 12-November-2010 | Dato' Tan Boon Jin | - | The Complainant has submitted a complaint alleging that his name and identity was used in a website without his knowledge and consent. The Complainant had also claimed that it has tarnished his image in the eyes of the public. | The Complaints Bureau had dismissed the complaint as the content had been remove immediately. |
| 142. | 13-November-2010 | Mohamad Noriqmal | - | A complaint was submitted before the Complaints Bureau in which the Complainant had claimed that a bogus account was created under his identity and was used to intimidate his colleagues. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 143. | 13-November-2010 | Khiew Wui Yet | - | The Complainant submitted a complaint claiming that he received bad services from Telekom Malaysia with regards to his Internet subscription. | The Complaints Bureau has found that the matter is not within the scope of the CMCF as it does not deal with matter pertaining to services. The matter has been forwarded to the Malaysian Communications and Multimedia Consumer Forum of Malaysia (CfM) for the Forum's further action. |



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| 144. | 16-November-2010 | Mohd Nazri | - | The Complainant had complained that the website's content contained 'phising' elements and allegedly solicit fraudulent activities. | The Complaints Bureau has found that the matter is not within the scope of the CMCF as it does not deal with matter pertaining website 'phising' activities. The matter has been forwarded to CyberSecurity Malaysia as it is the appropriate body to handle matters pertaining to 'phising'. |
| 145. | 16-November-2010 | Mohd Nazri | - | The Complainant had complained that the website's content contained 'phising' elements and allegedly solicit fraudulent activities. | The Complaints Bureau has found that the matter is not within the scope of the CMCF as it does not deal with matter pertaining website 'phising' activities. The matter has been forwarded to CyberSecurity Malaysia as it is the appropriate body to handle matters pertaining to 'phising'. |
| 146. | 16-November-2010 | Zarith Sofia | - | The Complainant submitted a complaint on a threat received to upload her picture without her consent in the Facebook social networking website. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 147. | 23-November-2010 | Lili Suriani | TV3 | One Lili Suriani submitted an enquiry on whether products on sexual appeal and breast enlargement were approved by the Ministry of Health (MoH) prior to the airing on the television station. | The Complaints Bureau has highlighted the matter for the attention of the television station and therefore the case is considered as closed. |
| 148. | 29-November-2010 | Mr Lee | ASTRO | An enquiry made by a member of the public with regard to the charges on Free_To-Air television services provided by ASTRO which is claimed to burden its' subscribers. | The Complaints Bureau has highlighted the matter to ASTRO for further action by the television station. |
| 149. | 30-November-2010 | Dr S Kannadasan | - | The Complainant submitted a complaint on comments which denigrates his daughter in the Facebook social networking website. | The Complaints Bureau has advised the Complainant to lodge a complaint with Facebook's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |



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| 150. | 2-December-2010 | Abdul Hakim Faz Rosli | - | The Complainant submitted a complaint alleging that he received an SMS requesting for a top up from an unknown number which was alleged to be a scam. | The Complaints Bureau has advised the complainant to lodge a report with the Polis Diraja Malaysia as matters pertaining to scam schemes are not under the jurisdiction of the Complaints Bureau. |
| 151. | 22-December-2010 | MyCERT | - | The Complainant submitted a complaint in regards to website content which was alleged to infringe the copyright laws. | The Complaints Bureau has advised the Complainant to lodge a complaint with website's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |
| 152. | 22-December-2010 | Liana Fariza | - | The complainant submitted a complaint alleging that someone had requested her to provide prepaid top up to an unknown number. | The Complaints Bureau has advised the complainant to lodge a report with the Polis Diraja Malaysia as matters pertaining to scam schemes are not under the jurisdiction of the Complaints Bureau. |
| 153. | 22-December-2010 | Leong Kin Heng | - | The Complainant submitted a complaint in regards to an undelivered item and unreturned money after bidding for the purchase of a Blackberry Curve 8900 mobile phone on the lelong.com.my website. | The Complaints Bureau has advised the complainant to lodge a report with the Polis Diraja Malaysia as matters pertaining to fraud is not under the jurisdiction of the Complaints Bureau. |
| 154. | 24-December-2010 | Cosmopoint | - | The Complainant submitted a complaint on posts which contained defamatory allegations and false content towards the Complainant and KLMU in the Facebook social networking website. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 155. | 24-December-2010 | MyCERT | - | The Complainant submitted a complaint in regards to website content which was alleged to infringe the copyright laws. | The Complaints Bureau has advised the Complainant to lodge a complaint with website's administrator as the matter is not within the scope and purview of the Bureau as it involves a website which is registered outside Malaysia. |



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| 156. | 27-December-2010 | Julia | - | The Complainant has submitted a complaint on a website link. | Upon investigation, the Complaints Bureau has found that the complaint was frivolous and treats the matter as closed. |
| 157. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 158. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 159. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 160. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 161. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |



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| 162. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 163. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 164. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 165. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 166. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 167. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |



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| 168. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 169. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 170. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 171. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 172. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint against an international website that allegedly contained pornographic elements. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 173. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint alleging that a Malaysian website being hacked by the Indonesian. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |



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| 174. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint alleging that a Malaysian website being hacked by the Indonesian. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 175. | 29-December-2010 | Zakri | - | The Complainant submitted a complaint alleging that a Malaysian website being hacked by the Indonesian. | The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside Malaysia are not within the jurisdiction of the Bureau. |
| 176. | 30-December-2010 | Persatuan Pengguna Pulau Pinang (CAP) | - | The Complainant had complained on bad services by ASTRO in regards to his monthly bills. | The Complaints Bureau has found that the matter is not within the scope of the CMCF as it does not deal with matter pertaining to the issue of consumer service activities. The matter has been forwarded to Communications and Multimedia Consumer Forum of Malaysia (CfM) as it is the appropriate body to handle matters pertaining to issue of consumer service activities. |
| 177. | 30-December-2010 | Felix Lee | - | The Complainant alleged that the content posted in cari.com.my is with the intention to defame him. | The complaint had been dismissed due to the alleged content had been remove by the website administrator. |