



FAQ: DNS Redirection to ISP Local DNS

1. What is DNS redirection and why is it being implemented?

DNS redirection is the process of redirecting users' internet requests to a specific DNS server, in this case, the ISP's local DNS. MCMC has instructed all Internet Service Providers (ISPs) to implement DNS redirection to enhance online safety by preventing access to harmful websites such as those related to online gambling, pornography, copyright infringement, scams, and other violations of Malaysian law.

2. How will this impact my internet experience?

The DNS redirection will only block access to illegal or harmful websites. Your access to legitimate websites and online services will remain unaffected. This initiative is designed to provide additional protection against harmful content without compromising your regular internet usage.

3. Will this affect my connection speed or browsing experience?

No, the DNS redirection will not affect your connection speed or browsing experience for legitimate websites. The process only applies to illegal or harmful sites, ensuring that your normal internet activities are not disrupted.

4. What types of websites will be blocked?

Websites promoting or involved in illegal activities such as online gambling, pornography, copyright infringement, scams, and other violations of Malaysian law will be blocked. This is in line with MCMC's efforts to create a safer online environment for all users.

5. What should I do if I cannot access a legitimate website?

If you encounter any issues accessing legitimate websites, please contact your Internet Service Provider (ISP) for assistance. Alternatively, you can reach out to MCMC directly for further support. We aim to ensure that only harmful websites are impacted, and we encourage you to report any legitimate sites that may be inadvertently blocked.

6. How does this protect internet users?

By redirecting DNS requests to the ISP's local DNS, harmful websites related to gambling, pornography, scams, and other illegal activities can be blocked, reducing exposure to these online threats. This proactive measure helps ensure a safer browsing experience for all users in Malaysia.

7. What actions can I take if I notice harmful content that is not blocked?

If you come across harmful or illegal content that has not been blocked, you can report the website directly to MCMC through our official website or via your ISP. We will review and take appropriate action to ensure the content is restricted in line with Malaysian law.

8. Does this affect access to global services like Google, YouTube, or social media platforms?

No, this DNS redirection will not impact access to global services or social media platforms, provided these services comply with Malaysian laws. Only sites involved in illegal or harmful activities will be affected.

9. How can I get more information or support?

For more information or support regarding the DNS redirection, you can contact your ISP or MCMC via our official channels. 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.

The public may reach MCMC via aduanskmm@mcmc.gov.my; hotline number at 1800-188-030 or WhatsApp at 016 2206 262.