





TIME Overview



TIME Overview

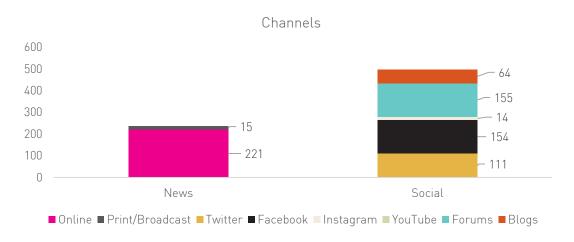
In April 2022, Process/Product continued to be the most mentioned topic across news and social media, followed closely by Technical. A <u>research report on Malaysia's telecommunication, mobile</u> and <u>broadband market</u> following the allocation of the 5G spectrum to Altel and creation of Digital Nasional Berhad (DNB) made up most of the news coverage on **TIME**, which was one of the companies mentioned in the report.

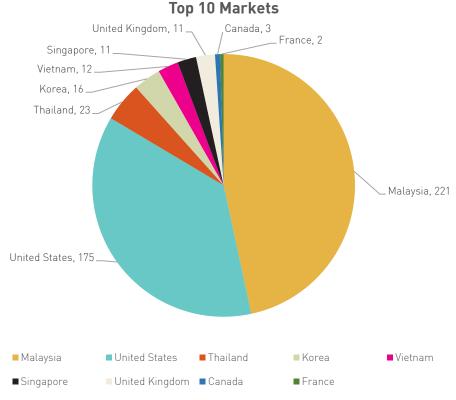
TIME's social media mentions were mainly on forums and Facebook which discussed a variety of topics on the brand, including questions and feedback posed regarding TIME's products and services. Although TIME had promoted the effectiveness of Kabel Besar especially for Hari Raya, many users were skeptical as they were facing coverage issues over a prolonged period of time without compensation from TIME. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in April 2022. For news, 4.2% of TIME's news coverage were from top tier* sources, while 95.8% were from non-top tier sources.

Among its competitors, Celcom had the highest volume of news articles and social media mentions, followed by Maxis, Telekom Malaysia and **TIME**. Similar to **TIME**, the topics on Process/Product and Technical had the most mentions across news and social media amongst **TIME**'s competitors. Celcom and Maxis ranked highest for Twitter, while Celcom ranked highest for News.



Note: Chart only reflects articles/mentions/posts that fall within the topic categories





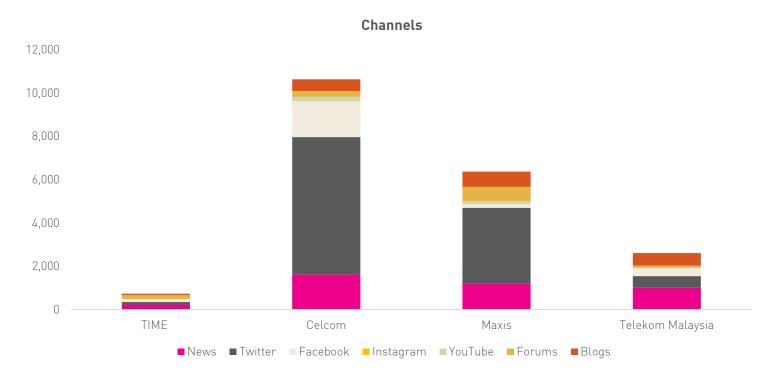
Note: Chart includes news articles and social media mentions



^{*} Top tier sources refer to The Star, Malay Mail, The Edge Markets, Malaysian Wireless, Bernama, Channel Asia IDG, Berita Harian, Data Storage ASEAN, Lowyat.net, Cloud7, Telecompaper, SoyaCincau, Technave, The Edge, Disruptive. Asia, The Malaysian Reserve, News Hub Asia, Data Economy, Data Center Dynamics & W Media

Competitors Benchmarking — Volume*





	TIME	Celcom	Maxis	Telekom Malaysia
Process/ Product	764	3,708	3,190	1,371
Acquisition/ Installation	209	1,136	1,072	587
Customer Service	53	658	192	114
Technical	740	3,644	2,749	1,430

	TIME	Celcom	Maxis	Telekom Malaysia
News	236	1,615	1,200	1,006
Twitter	111	6,349	3,500	541
Facebook	154	1,661	164	364
Instagram	14	0	0	0
YouTube	0	203	147	37
Forums	155	267	662	85
Blogs	64	542	695	577



TIME & AIMS LinkedIn Performance

LinkedIn*

TIME

Followers

March	57,887
Week 1	58,073
Week 2	58,355
Week 3	58,620
Week 4	58,955
Week 5	58,984

Top Performing Content by Engagement on LinkedIn

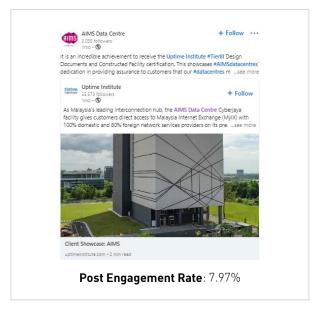


AIMS Data Centre

Followers

March	2,799
Week 1	2,920
Week 2	2,980
Week 3	3,004
Week 4	3,021
Week 5	3,023

Top Performing Content by Engagement on LinkedIn





Competitors Benchmarking



Competitors Benchmarking — Sentiment*

Key Highlights

TIME

Top story for TIME: Malaysia Telecoms, Mobile and Broadband Market Statistics and Analyses Report 2022: Malaysia Encounters Further Missteps on its 5G Rollout

In a research report by ResearchAndMarkets.com, TIME was listed as one of the companies mentioned. The report provided an analysis of the Malaysia Telecoms, Mobile and Broadband Market following the allocation of 5G spectrum to Altel and the creation of the government-owned infrastructure provider - the Digital Nasional Berhad (DNB).

	Twitter			Facebook		Instagram		YouTube				
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	5	21	85	137	14	3	13	-	1	-	-	-
TIME	4.5%	18.9%	76.6%	89.0%	9.1%	1.9%	92.9%	-	7.1%	-	-	-
	3,429	997	1,923	448	558	655	-	-	-	-	-	203
Celcom	54.0%	15.7%	30.3%	27.0%	33.6%	39.4%	-	-	-	-	-	100.0%
	516	1284	1,699	35	61	68	-	-	-	-	-	147
Maxis	14.7%	36.7%	48.6%	21.3%	37.2%	41.5%	-	-	-	-	-	100.0%
Telekom	154	117	270	72	124	168	-	-	-	-	-	37
Malaysia	28.5%	21.6%	49.9%	19.8%	34.1%	46.2%	-	-	-	-	-	100.0%

COMPETITORS

Top story for Competitors:

- 1 Celcom: Malaysia Telecoms, Mobile and Broadband Market Statistics and Analyses Report 2022: Malaysia Encounters Further Missteps on its 5G Rollout
- 2 Maxis: 2Africa Deployment Underway with First Landing in Genoa, Italy
- **3 Telekom Malaysia:** <u>Streaming Video Alliance</u> Hosts 2022 East Coast STREAMup

	News		Forums			Blogs			
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	45	-	191	1	17	122	10	1	53
TIME	19.1%	-	80.9%	0.7%	12.1%	87.1%	15.6%	1.6%	82.8%
435	435	69	1,105	63	40	164	154	39	349
Celcom	27.0%	4.3%	68.7%	23.6%	15.0%	61.4%	28.4%	7.2%	64.4%
	266	49	882	125	129	408	125	129	408
Maxis	22.2%	4.1%	73.7%	18.9%	19.5%	61.6%	18.9%	19.5%	61.6%
Telekom	281	78	637	30	10	45	30	10	45
Malaysia	28.2%	7.8%	64.0%	35.3%	11.8%	52.9%	35.3%	11.8%	52.9%



Competitors Benchmarking — Owned Social Media Performance

		Facebook		YouTube	Top Performing Content by Engagement across a		
		Followers	Engagement	Followers	Owned Platforms		
	March	115,781	0.025%	8,160			
	Week 1	115,845	0.030%	8,170	TIME's Kabel Besar Cuti Raya? Platform: YouTube		
TIME	Week 2	115,949	0.005%	8,170			
TIME	Week 3	116,052	0.035%	8,330	Post Reach: 8,620		
	Week 4	116,119	0.038%	8,620	Post Engagement: 1,730,273		
	Week 5	116,125	0.000%	8,620			
	March	806,535	0.032%	245,000			
	Week 1	806,625	0.043%	245,000	Iklan Hari Raya Celcom 2022 - Syukur 1 Syawal		
Calaam	Week 2	806,658	0.058%	245,000	Platform: YouTube		
Celcom	Week 3	806,729	0.059%	245,000	Post Reach : 245,000		
	Week 4	806,768	0.017%	245,000	Post Engagement: 1,689,463		
	Week 5	806,806	0.016%	245,000			
	March	1,316,488	0.008%	100,000			
	Week 1	1,316,534	0.006%	100,000	Maxis Iklan Raya 2022 Last Kopek #RiangRayaMaxis		
Mavia	Week 2	1,316,576	0.009%	100,000	Platform: YouTube		
Maxis	Week 3	1,316,607	0.021%	100,000	Post Reach: 101,000		
	Week 4	1,316,607	0.000%	101,000	Post Engagement: 4,644,958		
	Week 5	1,316,647	0.005%	101,000			
	March	43,727	0.462%	48,400			
	Week 1	43,790	0.051%	48,500	Iklan Raya TM 2022 - Nasihat Dari Hati #MengukirMalaysia		
Telekom	Week 2	43,835	0.021%	48,600	Platform: YouTube		
Malaysia	Week 3	43,905	0.021%	48,700	Post Reach: 48,800		
	Week 4	43,960	0.864%	48,800	Post Engagement: 1,755,796		
	Week 5	43,970	0.097%	48,800			

Similar to the previous month, Maxis had the lowest average engagement rate in April on Facebook (0.008%), followed by **TIME** (0.022%), Celcom (0.039%) and Telekom Malaysia (0.211%). **TIME**'s ranking is akin to the previous month, as it continues to rank second lowest in Facebook engagement rate compared to its competitors.

Although Telekom Malaysia had the lowest number of Facebook followers compared to the other brands, it continued to garner the highest engagement rate – especially in Week 4 (0.864%) – where the Iklan Raya TM 2022 video gained significant traction as users took the opportunity to share their well-wishes to those celebrating Hari Raya.

TIME's top-performing content by engagement across all owned platforms this month was on YouTube. Although **TIME** has the lowest number of subscribers compared to channels of other brands, the **TIME** Kabel Besar Hari Raya promotional video garnered a high volume of views with over 1 million views. Post engagement for TIME's Hari Raya promotional video (1.730.273) fared better than Celcom (1.689.463) and was comparable to Telekom Malaysia (1,755,796). The video showcased **TIME** Kabel Besar's speed and its commitment to ensuring a stable connection for its users even during the Hari Raya holiday period. TIME's follower growth increased by close to 300, the secondhighest follower growth this month, which may suggest that similar quality-produced videos could be effective in boosting follower growth.



Competitors Benchmarking — Owned Social Media Performance

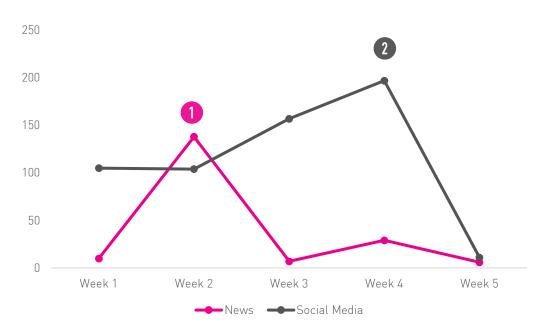
		Tw	ritter	Instagram		
		Followers	Engagement	Followers	Engagement	
	March	83,927	1.166%	83,315	0.000%	
	Week 1	83,948	0.009%	83,382	0.000%	
Calaam	Week 2	83,974	1.309%	83,448	0.023%	
Celcom	Week 3	84,001	0.030%	83,531	0.050%	
	Week 4	84,058	0.018%	83,599	0.000%	
	Week 5	84,061	0.010%	83,608	0.000%	
	March	156,637	0.000%	71,102	0.013%	
	Week 1	156,744	0.000%	71,225	0.000%	
Manta	Week 2	156,970	0.000%	71,348	0.000%	
Maxis	Week 3	157,189	0.000%	71,450	0.092%	
	Week 4	157,493	0.001%	71,584	0.008%	
	Week 5	157,528	0.001%	71,616	0.017%	
	March	7,414	0.020%	4,358	0.778%	
	Week 1	7,450	0.017%	4,371	0.350%	
Telekom	Week 2	7,460	0.036%	4,386	0.408%	
Malaysia	Week 3	7,497	0.048%	4,395	0.322%	
	Week 4	7,549	0.101%	4,411	1.307%	
	Week 5	7,549	0.033%	4,420	0.000%	



TIME Trend Analysis



Weekly Trend — Process/Product



- In Week 2, there was a spike in news coverage mainly due to a report by ResearchAndMarkets.com. The report provides an analysis of the Malaysia Telecoms, Mobile and Broadband Market following the allocation of 5G spectrum to Altel and the creation of the government-owned infrastructure provider - the Digital Nasional Berhad (DNB). TIME was one of the companies mentioned in the report.
- The volume of social mentions peaked in Week 4 mainly due to a forum thread on Lowyat.net which discusses TIME's Fibre Broadband. Users in the forum thread had discussed a variety of topics regarding TIME's broadband, including whether it is possible to stop using the HG8145X6 router and use the RT ax92u Wifi router instead. Other users also asked about whether their TIME contract will be automatically renewed and the procedure on relocating TIME's internet.



Market: **United States**

Date of **Publication:** 11 April 2022

Publication:

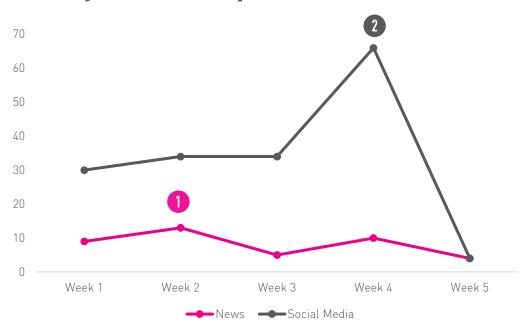
Deer Park Tribune

blaz3	□ Apr 24 2022, 08:25 PM	Show posts by this member only Post #883
NO AVATAR SELECTED New Member	router? the free modem router cov I want to re-use my RT ax something that I need to r	and use my unifi modem and my own verage are too lousy. 92u as my wifi router. Are there reconfigure on my unifi alcatel Lucent?
Joined: Dec 2005	Thanks 😃	

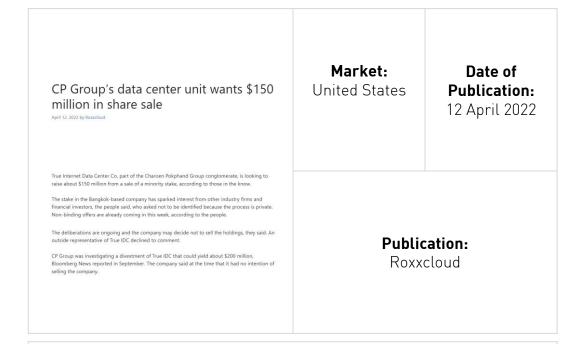


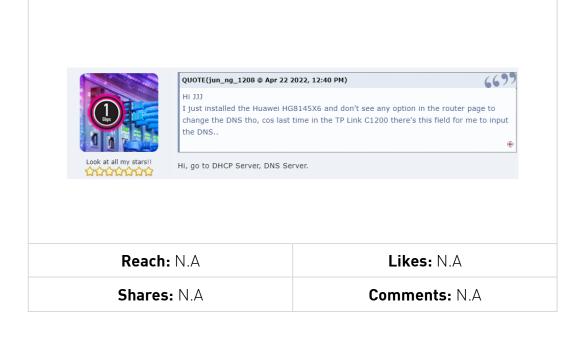


Weekly Trend — Acquisition/Installation



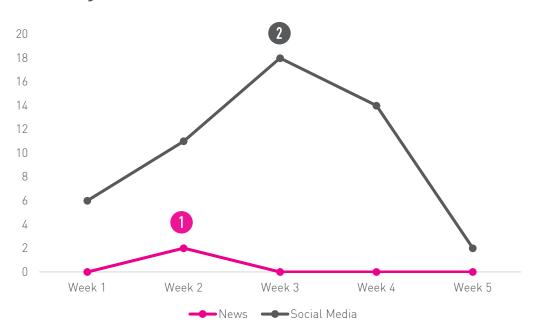
- In Week 2, there was a spike in coverage mainly due to news articles that IIME was considering strategic options for its data center operations that could be worth more than \$500 million, according to Bloomberg News. In Weeks 2 and 3, there was also continued coverage from last month of IIME selection of Nokia to build high resilience cross-peninsular optical network. This news had also resulted in a peak of coverage last month.
- The volume of social mentions peaked in Week 4. Similar to the previous month, most mentions were on <u>blogposts</u> by telco dealers who promoted their registration and installation services for TIME Fibre and/or other telecommunication brands. In the same week, there were also questions about the installation of the Huawei HG8145X6 and the option to change the DNS in a forum thread on Lowyat.net which discusses TIME's Fibre Broadband.







Weekly Trend — Customer Service



- There were only 2 news coverages on Customer Service in April both of which were in Week 2. The first was an article on RinggitPlus which shared different ways Malaysians could save during the Hari Raya holiday, one of which includes TIME's special Fibre Home plan promotion where customers can enjoy their first month free. The article also highlighted TIME's round-the-clock customer support via phone, chat and its all-in-one app. The second article reported on TIME considering strategic options for its data centres business.
- In Week 3, social media mentions peaked due to <u>several YouTube videos by EPAYMENT GLOBAL</u> on contactless merchant services through credit card <u>machines</u>. The caption encouraged viewers to apply for TIME's fibre plan which comes with free installation. Comments on TIME's Facebook posts had also contributed to the peak, as many users shared about the <u>poor coverage in their area</u> including how <u>there was no communication from TIME about their Internet connection being down.</u>



Chee Jo-Ey 12 Apr - 6 min read



Everyone has a few staple celebrations that they look forward to in a year and for many Malaysians, Raya Aidilfitrit is one of them. As much as we anticipate such festive occasions with excitement, planning for them can get were costly, in the euphoria of merrymaking, we tend to become more 'generous' with our money and spend way over our budget only to realise the financial damage done later on when it's too

In addition, after a challenging couple of years, many people might take advantage of the reopening economy to plan for trips with family and friends or home upgrades this Raya, incurring further costs along the way.

Market: Malaysia

Date of Publication: 12 April 2022

Publication:

RinggitPlus



Jennifer Eden

omaigad idunbilivit the internet connection still down from 12AM till now...this is bad...really bad...no official comms whatsoever from the company side except redirecting us the customers to the service status page....which at times will give you a pop up of maintenance in progress...seriously guys

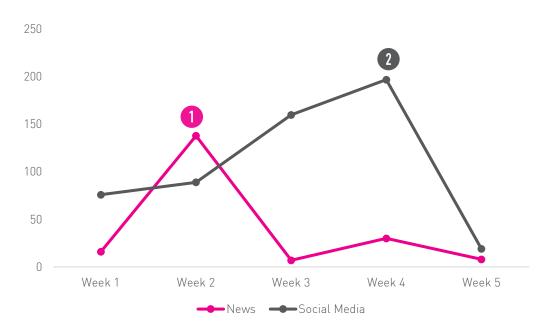
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Reach: N.A	Likes: N.A
Shares: N.A	Comments: N.A



Weekly Trend — Technical



- In Week 3, there was a spike in news coverage due to <u>articles on the Malaysia Telecoms</u>, <u>Mobile and Broadband Statistics and Analyses 2022 report</u>. The report, which mentioned TIME, had found further missteps on Malaysia's 5G rollout as none of the current major operators agree to sign on with Digital Nasional Berhad (DNB).
- The peak in social media mentions in Week 4 was mainly due to a forum thread on Lowyat.net which discusses TIME's Fibre Broadband. Users in the thread had discussed a variety of topics, including steps on setting up a router and the impact on Internet connection in different areas of the house with the use of a router. Blog posts on timeandfibre, said to be an "authorized and registered agent for TIME Fibre", had also contributed to the peak in Week 4. The posts promoted the agent's services in installing TIME's Fibre Broadband.

Malaysia Telecoms, Mobile and Broadband Market Statistics and Analyses Report 2022: Malaysia Encounters Further Missteps on its 5G Rollout - ResearchAndMarkets.com By: Research and Markets via Business Wire News Releases

April 11, 2022 at 11:21 AM EDT

Market: Canada

Date of Publication: 11 April 2022

Analyses" report has been added to ResearchAndMarkets.com's offering.

Malaysia encounters further missteps on its 5G rollout

The "Malaysia - Telecoms, Mobile and Broadband - Statistics and

Malaysia's journey towards launching commercial 5G services has been a bumpy one, littered with missteps and backtracks. The first major controversy followed the allocation of 5G spectrum to Altel - a little-known company whose owner has close ties to the ruling political party, but is (at best) only a minor player in the country's mobile market - without going through an open tender process.

Publication: Penticton Herald





Top News by Volume



Top 10 TIME News

1. Malaysia Telecoms, Mobile and Broadband Market Statistics and Analyses Report 2022: Malaysia Encounters Further Missteps on its 5G Rollout

Market: United States	Publication:	Date of Publication:	Sentiment: Neutral
Market: Officed States	Negosentro	11 April 2022	Sentiment: Neutrat

In a research report by ResearchAndMarkets.com, **TIME** was listed as a company mentioned in the report. The report provided an analysis of the Malaysia Telecoms, Mobile and Broadband Market following the allocation of 5G spectrum to Altel and the creation of the government-owned infrastructure provider - the Digital Nasional Berhad (DNB).

2. Tối ưu hiệu năng, tăng tốc phát triển với CMC Kubernetes Engine

Market: Vietnam	Publication: Baohomnay	Date of Publication: 4 April 2022	Sentiment: Positive	
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The article highlighted the system architecture of the CMC Kubernetes Engine Architecture. In the article, it was also mentioned that CMC Telecom is the only Vietnamese telecommunications infrastructure enterprise with foreign shareholders, including **TIME**, which is Malaysia's second leading telecommunications group.

3. 5 Top Cybersecurity Stocks To Watch Today

Market: United States Publication: Date of Publication: 13 April 2022 Sentiment: Neutron Neutr	al
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In an article reporting on the top 5 cybersecurity stocks to watch today, Fortinet, a cybersecurity giant was recommended. In the article, it was also mentioned that in March, Fortinet had expanded its global secure SD-WAN presence with a number of new partnerships. This includes five new service providers - Etihad Atheeb Telecom Company "GO," Microland, Radius Telecoms, Inc., Spectrotel, and **TIME**.

4. 포티넷, MSSP와의 신규 파트너십 통한 '시큐어 SD-WAN' 글로벌 영향력 강화

Market: Korea	Publication: Acrofan	Date of Publication: 4 April 2022	Sentiment: Positive
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Fortinet Korea's CEO Cho Won-gyun had announced that its headquarters has added 'Fortinet Secure SD-WAN' to the managed service portfolio of global MSSP (security management service provider) companies. In the article, it was also mentioned that Fortinet had partnered with 5 new service providers including Etihad Atheeb Telecom Company "GO", Microland, Radius Telecoms, Inc., Spectrotel, and **TIME**.

5. Brokers Digest: Local Equities - D&O Green Technologies Bhd, Bursa Malaysia Bhd, IJM Corp Bhd, TIME dotcom Bhd

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 11 April 2022	Sentiment: Positive
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In an article discussing the performance of local equities in Malaysia, it was reported that UOB Kay Hian maintains their "buy" call for **TIME** with a higher discounted cash flow-based target price of RM5.20 (weighted average cost of capital: 7%, terminal growth: 4%) in tandem with the earnings upgrade. They added that the stock offers a three-year earnings CAGR of 12% (versus muted sector growth) underpinned by strong home fibre sales and data centre contribution.

S/N	Headline	Market	Sentiment
6	<u>Celcom-Digi merger red flaq</u>	Malaysia	Neutral
7	Dark Fiber Market Size and Share 2022, Global Business Opportunities, Key Players Strategy, Growth Statistics, Developing Technologies, Industry Trends, SWOT Analysis and Forecast by Regions 2027	United States	Neutral
8	Fortinet memperkukuhkan visi TIME dotCom untuk menjaminkan keselamatan dan keterhubungan di Malaysia	Malaysia	Positive
9	<u>포티넷, MSSP와 신규 파트너십··· "시큐어 SD-WAN 영향력</u> <u>강화"</u>	Korea	Positive
10	CP Group's Data Centers Unit Seeks \$150 Million in Stake Sale	India	Neutral



Top 10 Celcom News

1. Malaysia Telecoms, Mobile and Broadband Market Statistics and Analyses Report 2022: Malaysia Encounters Further Missteps on its 5G Rollout

Market: United StatesPublication: NegosentroDate of Publication: 11 April 2022Sentiment: Neutral

A research report by ResearchAndMarkets.com provided an analysis of the Malaysia Telecoms, Mobile and Broadband Market following the allocation of 5G spectrum to Altel and the creation of the government-owned infrastructure provider - the Digital Nasional Berhad (DNB). TIME, Maxis, DiGi, Atel, **Celcom** and Telekom Malaysia were among the list of companies discussed in the report.

S/N	Headline	Market	Sentiment
2	Soprano Design Positioned as the Leader in the 2021 SPARK Matrix for Communications Platform as a Service by Quadrant Knowledge Solutions	United Kingdom	Neutral
3	上市公司通告摘要一覽(3)	Hong Kong	Neutral
4	BBC Three Acquires HBO Max Show 'FBoy Island' – Global Bulletin	United States	Neutral
5	Shemaroo expands Prasanna Patil's role to Head of Global Telecom Business	India	Positive
6	ชี้ชัด ควบรวมทรู ดีแทค ผู้บริโภคได้ประโยชน์อะไรบ้าง ตามรอยโทรคมนาคมทั่วโลกแห่ปรับโครงสร้างรับการเปลี่ยนแปลงสู่ยุคดิจิทัล	Thailand	Neutral
7	Celcom Now Offers Same Day Home Fibre Installation In Sabah	Malaysia	Neutral
8	Reward Yourself This Raya Season With The New Celcom XPAX Postpaid Plan	Malaysia	Positive
9	First Ambulance and Yes Unveil 5G Smart Ambulance	Malaysia	Neutral
10	Telcos Yet To Agree With The Terms Inside DNB's 5G Reference Access Offer	Malaysia	Neutral



Top 10 Maxis News

1. 2Africa Deployment Underway with First Landing in Genoa, Italy				
Market: United States	Publication: Market Screener	Date of Publication: 18 April 2022	Sentiment: Neutral	

The 2Africa consortium, comprised of China Mobile International, Meta, MTN GlobalConnect, Orange, stc, Telecom Egypt, Vodafone and WIOCC, announced on April 18 the first landing of the 2Africa cable - in Genoa, Italy. The landing sets the tone for more landings in the coming months as the cable is extended to a total of 46 locations by the completion of the project in 2024. stc group has a 25% stake in Binariang GSM Holding in Malaysia, which owns 62% of **Maxis**.

S/N	Headline	Market	Sentiment
2	Telecommunications Network Operators, 4Q21 Market Review - 10% Jump Propels Capex to Hit Record \$326Billion in 2021 - ResearchAndMarkets.com	Malaysia	Neutral
3	Malaysia Telecoms, Mobile and Broadband Market Statistics and Analyses Report 2022: Malaysia Encounters Further Missteps on its 56 Rollout - ResearchAndMarkets.com	United States	Neutral
4	Arrow saves online shopping carts in Southeast Asia	United Kingdom	Neutral
5	<u>Cision PR Newswire</u>	United States	Neutral
6	Arrow saves online shopping carts in Southeast Asia – TechCrunch	United States	Neutral
7	MAXIS BERHAD	France	Positive
8	Maxis to spend large part of capex on expanding coverage in Sabah, Sarawak	Malaysia	Positive
9	Malaysia Stock Market Overdue For Support On Wednesday	United States	Positive
10	Telcos Yet To Agree With The Terms Inside DNB's 5G Reference Access Offer	Malaysia	Neutral



Top 10 Telekom Malaysia News

1. Streaming Video Alliance Hosts 2022 East Coast STREAMup			
Market: United States	Publication: Business Wire	Date of Publication: 6 April 2022	Sentiment: Neutral

The Streaming Video Alliance (the SVA), a global technical association developing solutions to address critical technical challenges in delivering a high-quality video experience at scale, hosted a virtual meetup on April 6. "The industry is facing a bevy of new challenges as advertising becomes more prevalent in streaming services," said Jason Thibeault, Executive Director at the Streaming Video Alliance. "We're excited to focus on advertising-based streaming models in this meetup and have some great speakers onboard to dive into the technical issues and solutions," he added. Members of the alliance include technology providers such as **Telekom Malaysia**.

S/N	Headline	Market	Sentiment
2	Malaysia Telecoms, Mobile and Broadband Market Statistics and Analyses Report 2022: Malaysia Encounters Further Missteps on its 5G Rollout - ResearchAndMarkets.com	United States	Neutral
3	Swarmio Media to Webcast Live at iGaming and Entertainment Virtual Investor Conference on April 21	Canada	Neutral
4	Sangfor Technologies Announces the Winners of the 2021 Global Partner Awards	Malaysia	Positive
5	Telin Jalin Kemitraan Strategis dengan Telekom Malaysia Bhd	Indonesia	Positive
6	Dukung Ekosistem Digital di Kawasan Regional, Telin Jalin Kemitraan Strategis dengan Telekom Malaysia Bhd	Indonesia	Positive
7	Streaming Video Alliance's Open Authentication Technology Committee (OATC) Wins Technical Emmy	United States	Neutral
8	Bursa Malaysia ends marginally higher	Malaysia	Positive
9	MCMC: 1,083 PEDi to be opened nationwide by year-end	Malaysia	Neutral
10	Highway construction firm fined RM80,000 for damaging TM underground cable	Malaysia	Neutral





Glossary



Definitions

TIME & AIMS Data Centre

Mentions of **TIME** in the report include mentions of the brand, its products and services, and key stakeholders or spokesperson such as Chief Executive Officer Afzal Abdul Rahim and Executive Director Patrick Corso across Online News (Global), Social Media (Global) and Offline (Malaysia-only) sources.

As a subsidiary of **TIME**, mentions of **AIMS Data Centre** in the report include mentions of the brand, its data centres in the region and key stakeholders or spokespersons, such as Chief Executive Officer, Chiew Kok Hin.

Process/Product

Relates to the platforms used by TIME's customers, promotions and products offered by TIME as well as billing or payment processes, channels or methods.

Customer Service

Relates to issues raised on TIME's customer service (e.g., complaints/compliments/enquiries).

Acquisition/Installation

Relates to issues raised by TIME's customers during sign-ups (e.g., problems relating to dealers) and after sign-ups (e.g., installation, technician and installer issues).

Technical

Relates to comments, complaints or compliments by existing TIME customers on any technical matters relating to the services or products provided by TIME (e.g., router, connection, outage, speed).





