

# time<sup>TM</sup>

**JUNE 2023  
MONTHLY REPORT**





# TIME OVERVIEW

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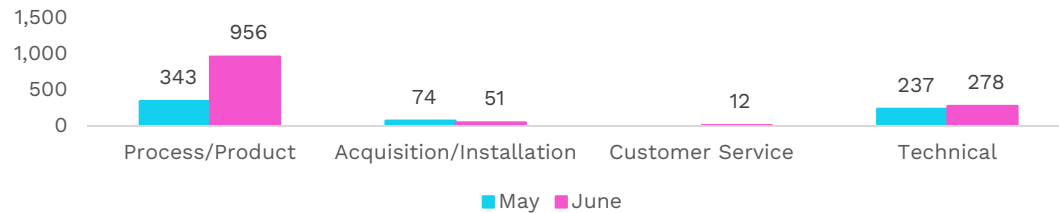
# TIME OVERVIEW

In June 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News that there was a constituent change to the FTSE Bursa Malaysia KLCI following the semi-annual review, which mentioned **Time** as an inclusion to its reserve list, made up most of the news coverage on **Time**. The reserve list, consisting of the five highest-ranking non-constituents of the index by market capitalisation, will be used if one or more constituents are removed from the FTSE Bursa Malaysia KLCI following the index ground rules during the period up to the next semi-annual review.

**Time**'s social media mentions were mainly on Twitter, primarily due to a user's tweet about **Time**'s 500 Mbps package valued at RM 99 per month for the first six months, with an exclusive online offer of free payment for the first month. Moreover, various topics about **Time**'s products and services were discussed in Forums. A user shared her difficulties in establishing a connection using the HG8145X6 mesh router provided by **Time**. In response, another user remarked that the X6 router is incompatible with other router brands and warned against using it as a repeater, as its performance is subpar compared to other available mesh systems currently in the market. Additionally, another user reported experiencing a technical glitch on **Time**'s website while trying to sign up for an internet subscription. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in June 2023. For news, 21.3% of **Time**'s news coverage was from top-tier\* sources, while 78.7% were from non-top-tier sources.

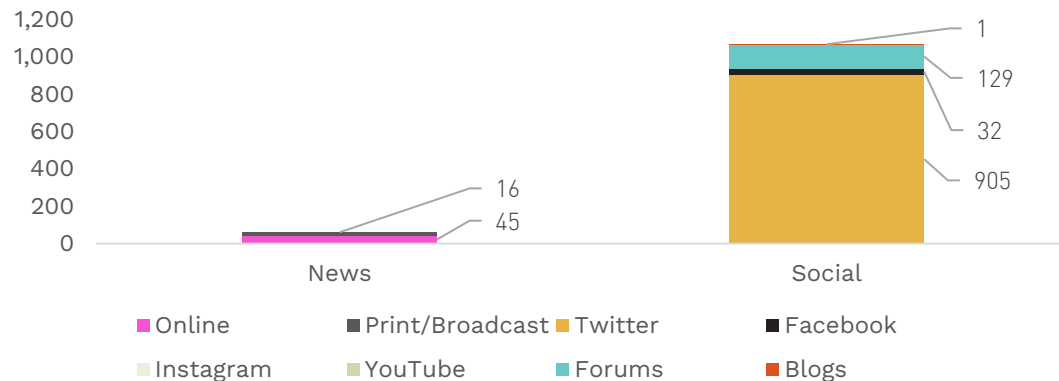
Among its competitors, Maxis had the highest volume of news articles and social media mentions, followed by Celcom, Telekom Malaysia, and **Time**. Process/Product and Technical had the most mentions across news and social media amongst **Time** and its competitors. Maxis ranked the highest for News, Twitter, YouTube, Forums, and Blogs, while Celcom ranked the highest in Facebook, and Instagram.

Month-on-Month

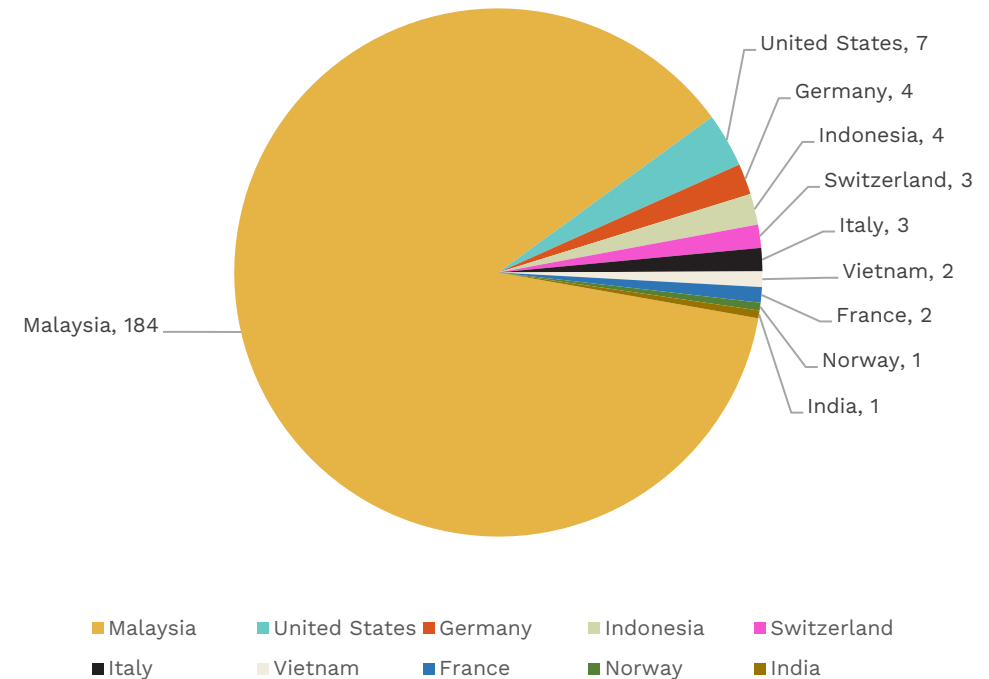


**Note:** Chart only reflects articles/mentions/posts that fall within the topic categories

Channels

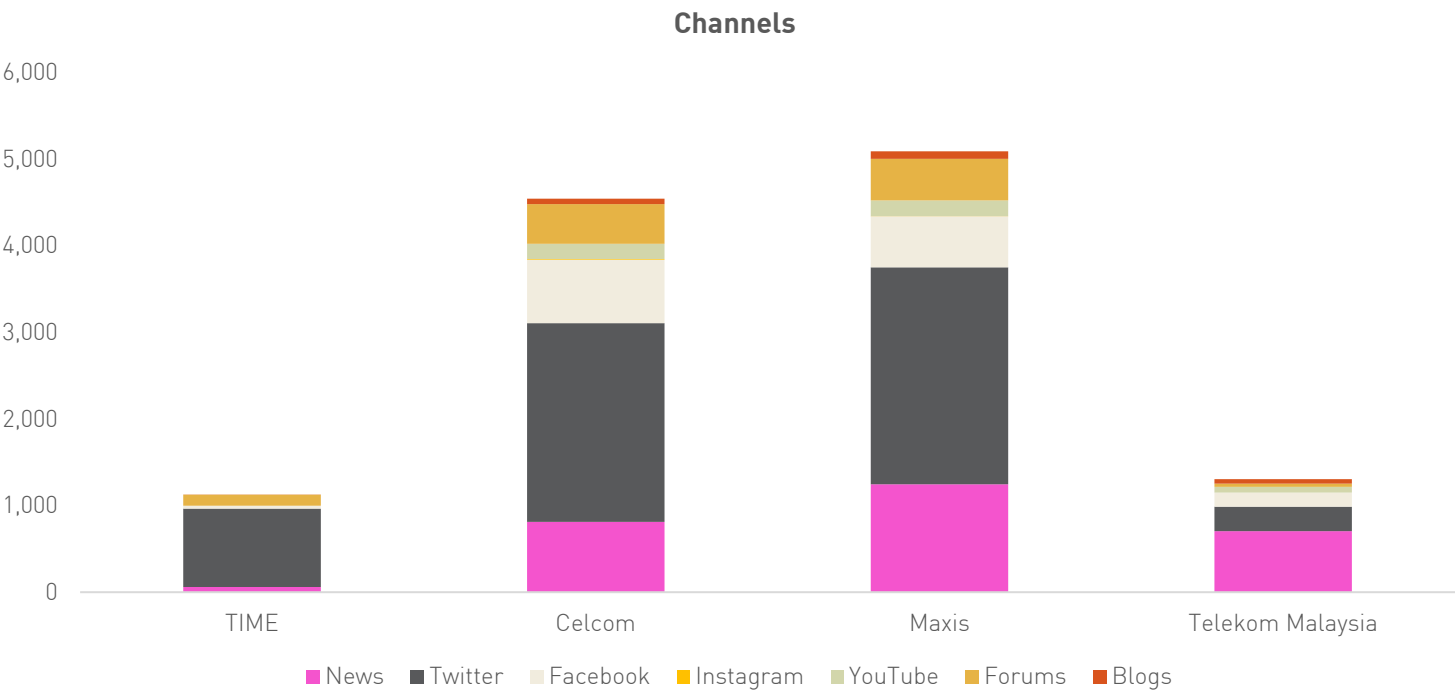
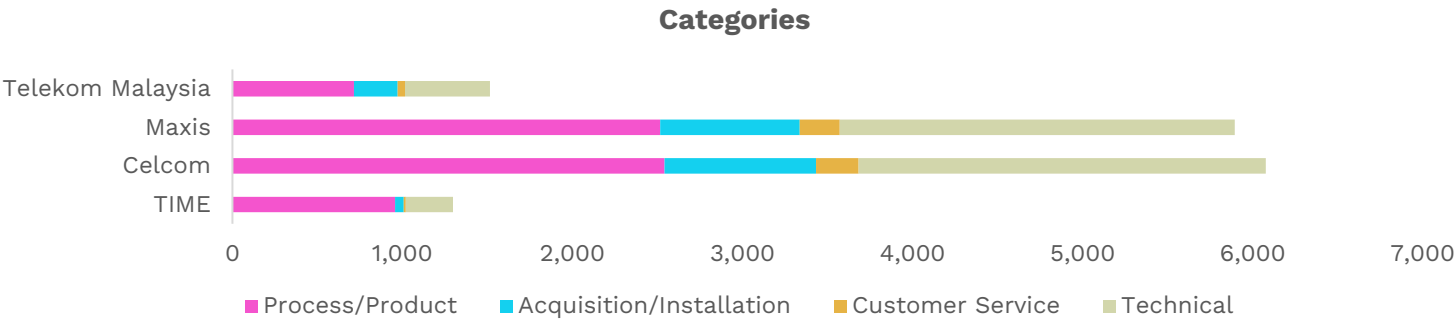


Top 10 Markets



**Note:** Chart includes news articles and social media mentions

# COMPETITORS BENCHMARKING - VOLUME\*



	Time	Celcom	Maxis	Telekom Malaysia
Process/Product	956	2,541	2,516	714
Acquisition/Installation	51	891	820	257
Customer Service	12	250	235	44
Technical	278	2,395	2,324	499

	Time	Celcom	Maxis	Telekom Malaysia
News	61	813	1,247	705
Twitter	905	2,294	2,504	282
Facebook	32	732	590	163
Instagram	0	7	1	0
YouTube	0	176	181	67
Forums	129	459	481	36
Blogs	1	62	86	53

# TIME & AIMS LINKEDIN PERFORMANCE

LinkedIn\*

## Time

### Followers

May	71,931
Week 1	72,175
Week 2	72,589
Week 3	72,936
Week 4	73,330
Week 5	73,420

## AIMS Data Centre

### Followers

May	4,389
Week 1	4,397
Week 2	4,421
Week 3	4,432
Week 4	4,449
Week 5	4,455

### Top Performing Content by Engagement on LinkedIn

**TIME dotCom Berhad**  
17,881 followers  
2w • Edited


Thanks for having us at the MATRADE Digital Trade Platform (MDTP) Conference & Exhibition! We had the honor of having MTTI Minister Senator Tengku Datuk Seri Utama Zafriul Tengku Abdul Aziz drop by our booth to learn more about our inter-region fibre optic network, A-GRID and the 3Cs of Digitalisation (Cloud, Connectivity and Cybersecurity).

Our Executive Vice President of Enterprise, Kit Au, participated in a panel discussion centered around the topic of "Advancing Seamless Global Commerce through Tech-Driven Solutions and Digital Transformation," and one key takeaway from Kit when asked, "What advice would you share with everyone when it comes to digitalisation?"

"Just do it!"

Keep to grow your business with Time? Let's do it together at: <https://linkedin.com/company/time>

#MATRADEDigitalTradePlatform #MATRADEDigitalTradeConference #TIMEdotCom #Time3Cs




**Post Engagement Rate: 30.0%**

### Top Performing Content by Engagement on LinkedIn

**AIMS Data Centre**  
4,455 followers  
1w •

Wishing you and your family a blessed Eid al-Adha filled with love and warmth. 🌙

#AIMSDataCentre #DataCentre #AidilAdha



Eid al-Adha

**Post Engagement Rate: 6.9%**

\* Due to LinkedIn's policy limitations, only data from owned LinkedIn pages can be extracted



# COMPETITORS BENCHMARKING

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# COMPETITORS BENCHMARKING – SENTIMENT\*

## Key Highlights

### Time

**Top story for Time:** One constituent change to KLCI after semi-annual review

Following a semi-annual review, FTSE Russell and Bursa Malaysia announced a constituent change to the FTSE Bursa Malaysia KLCI. In its reserve list, **Time** was included as one of the five highest-ranking non-constituents of the index by market capitalisation, along with Fraser & Neave Holdings, Gamuda, Malaysia Airports, and Top Glove. These constituent changes will take effect on June 19, 2023, and the following review will be in December 2023.

## COMPETITORS

**Top story for Competitors:**

- ① **Celcom:** Astro Fibre Expands In Sabah To An Additional 118,000 Homes
- ② **Maxis:** VEON Shareholders Approve New Board, Morten Lundal Elected New Chair
- ③ **Telekom Malaysia:** TM inks MOU with ZTE for R&D innovation under latest strategic partnership programme

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	30	6	869	14	6	12	-	-	-	-	-	-
	3.3%	0.7%	96.0%	43.7%	18.8%	37.5%	-	-	-	-	-	-
Celcom	274	829	1,191	393	195	144	3	1	3	31	13	132
	12.0%	36.1%	51.9%	53.7%	26.6%	19.7%	42.9%	14.2%	42.9%	17.6%	7.4%	75.0%
Maxis	402	862	1,240	145	234	211	1	-	-	32	9	140
	16.1%	34.4%	49.5%	24.6%	39.6%	35.8%	100.0%	-	-	17.7%	5.0%	77.3%
Telekom Malaysia	65	57	160	53	67	43	-	-	-	5	4	58
	23.1%	20.2%	56.7%	32.5%	41.1%	26.4%	-	-	-	7.5%	6.0%	86.5%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	10	7	44	7	27	95	1	-	-
	16.4%	11.5%	72.1%	5.4%	20.9%	73.7%	100.0%	-	-
Celcom	263	58	492	104	85	270	30	4	28
	32.4%	7.1%	60.5%	22.7%	18.5%	58.8%	48.3%	6.5%	45.2%
Maxis	354	98	795	102	114	265	47	8	31
	28.4%	7.9%	63.7%	21.2%	23.7%	55.1%	54.7%	9.3%	36.0%
Telekom Malaysia	266	120	319	8	6	22	29	10	14
	37.8%	17.0%	45.2%	22.2%	16.7%	61.1%	54.7%	18.9%	26.4%

# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
Time	May	119,659	0.004%	12,400	<u>Team Time Tries Challenge: Understanding Gen Z Slangs</u>  <b>Platform:</b> Instagram <b>Post Reach:</b> 2,644 <b>Post Engagement:</b> 129
	Week 1	119,693	0.015%	12,400	
	Week 2	119,730	0.014%	12,400	
	Week 3	119,745	0.005%	12,400	
	Week 4	119,795	0.004%	12,400	
	Week 5	119,800	0.004%	12,400	
Celcom	May	816,765	0.004%	248,000	<u>Enter the contest #BestFibreForever with your video, post on IG Reels, tag us and enter #BestFibreForever!</u>  <b>Platform:</b> Twitter <b>Post Reach:</b> 84,711 <b>Post Engagement:</b> 596,080
	Week 1	816,901	0.025%	248,000	
	Week 2	817,065	0.028%	248,000	
	Week 3	817,206	0.011%	248,000	
	Week 4	817,377	0.009%	248,000	
	Week 5	817,440	0.011%	248,000	
Maxis	May	1,323,022	0.004%	115,000	<u>Ramles Walter – Richah Gawai   Maxis Gawai 2023Maxis will bring the best 5G services to all our customers and will soon launch 5G related products and services.</u>  <b>Platform:</b> Twitter <b>Post Reach:</b> 160,727 <b>Post Engagement:</b> 864
	Week 1	1,323,106	0.004%	116,000	
	Week 2	1,323,124	0.004%	116,000	
	Week 3	1,323,139	0.005%	117,000	
	Week 4	1,323,171	0.000%	117,000	
	Week 5	1,323,181	0.000%	117,000	
Telekom Malaysia	May	47,268	0.034%	50,300	<u>TM Collaborate with Maxis to Drive Enhanced Mobile Connectivity Nationwide</u>  <b>Platform:</b> Facebook <b>Post Reach:</b> 47,455 <b>Post Engagement:</b> 615
	Week 1	47,341	0.077%	50,300	
	Week 2	47,389	0.068%	50,300	
	Week 3	47,416	0.039%	50,300	
	Week 4	47,448	0.267%	50,300	
	Week 5	47,455	0.000%	50,300	

In June, **Time's** [Facebook](#) posts had the second lowest average engagement rate at 0.008%, while Maxis had the lowest engagement rate at 0.003%. Meanwhile, Telekom Malaysia achieved the highest rate of 0.090%, followed by Celcom at 0.017%.

Telekom Malaysia (TM) consistently achieved the highest engagement rates for its [Facebook](#) content from a post shared in Week 4 (0.267%), which highlighted the [collaboration between TM and Maxis to gain access to the latter's 4G Multi Operator Core Network \(MOCN\), 4G, and 2G Domestic Roaming Services](#). The partnership received positive feedback from users [who expressed optimism about potential Unifi mobile 4G service improvements](#). In view of this, **Time** could explore possible collaborations with other telecom operators to enhance its network coverage and provide a better network experience for its customers.

[Celcom's Twitter post about its #BestFibreForever contest](#) was the top performing content by engagement across all owned platforms. Participants needed to share a 30-second Instagram reel explaining reasons for switching to the CelcomDigi fibre to win a 1-year free fibre internet subscription. However, [in a similar post shared on Facebook](#), some [users still expressed discontent with Celcom's services](#). Given this, **Time** could consider implementing similar promotions while addressing customer concerns and working to improve internet services.

The top-performing content from **Time** was a video shared on [Facebook](#) and [Instagram](#), showcasing an attempt by **Time's** staff to [comprehend the Gen Z slang](#). Users enjoyed the "Team Tries Challenge", where they [loved the host's voice](#) and had [requested for more of such content](#). Some [users also took the chance to voice their issues with Time's internet connection and services](#) on both platforms. With the success and positive reception of the "Team **Time** Tries Challenge", **Time** could consider creating more of such videos to encourage user engagement. Concurrently, **Time** should also actively address concerns raised in the comments section.



# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

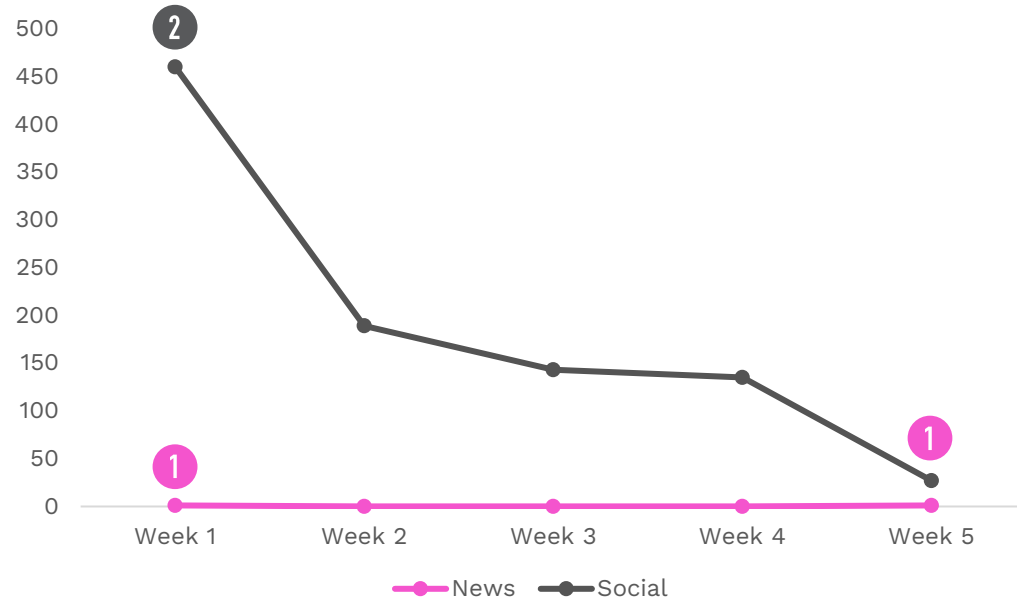
		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Time	May	-	-	2,549	0.392%
	Week 1	-	-	2,562	1.459%
	Week 2	-	-	2,579	0.083%
	Week 3	-	-	2,603	1.083%
	Week 4	-	-	2,635	0.949%
	Week 5	-	-	2,644	0.000%
Celcom	May	84,860	0.004%	87,888	0.029%
	Week 1	84,794	0.016%	87,917	0.023%
	Week 2	84,740	0.044%	87,993	0.022%
	Week 3	84,721	0.007%	88,063	0.004%
	Week 4	84,710	0.006%	88,154	0.004%
	Week 5	84,711	0.008%	88,162	0.011%
Maxis	May	160,554	0.001%	79,020	0.009%
	Week 1	160,462	0.001%	79,077	0.008%
	Week 2	160,435	0.002%	79,165	0.012%
	Week 3	160,277	0.001%	79,221	0.013%
	Week 4	160,261	0.002%	79,309	0.015%
	Week 5	160,272	0.003%	79,323	0.000%
Telekom Malaysia	May	8,776	0.080%	5,245	0.553%
	Week 1	8,784	0.024%	5,253	0.239%
	Week 2	8,801	0.021%	5,270	0.000%
	Week 3	8,794	0.058%	5,280	0.179%
	Week 4	8,802	0.055%	5,286	1.601%
	Week 5	8,776	0.011%	5,245	0.388%



# TIME TREND ANALYSIS

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# WEEKLY TREND - PROCESS/PRODUCT



- 1 There were two news reports on Process/Products in June. Both news coverage were reports on the best broadband plans for those on a budget in May and June 2023. The reports included **Time's** 100Mbps plan, which was mentioned to only cost RM99 per month, and comes with a free WiFi-5 router and a 24-month contract with the first-month's bill waived.
- 2 The volume of social mentions peaked in Week 1 due to tweets on Time's promotional deal for its 500 Mbps package. A user on Twitter shared that Time's 500 Mbps package is valued at only RM 99 per month for the first 6 months upon subscription, with an online exclusive offer of waived payment for the first month.

Best broadband plans for those on a budget as of June 2023

Matthew Yap - Jun 30, 2023



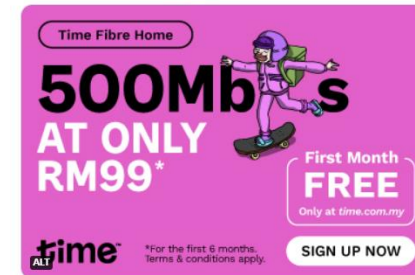
**Market:**  
Malaysia

**Date of Publication:**  
30 June 2023

**Publication:**  
TechNave

Romeo  
@RomeoCornelius

"500Mbps at RM99/month for the first 6 months" with online exclusive  
"First month free" [time.com.my/offer/500mbps](https://www.time.com.my/offer/500mbps)



5:50 PM · Jun 2, 2023 · 30 Views

2 Retweets · 1 Quote · 1 Bookmark

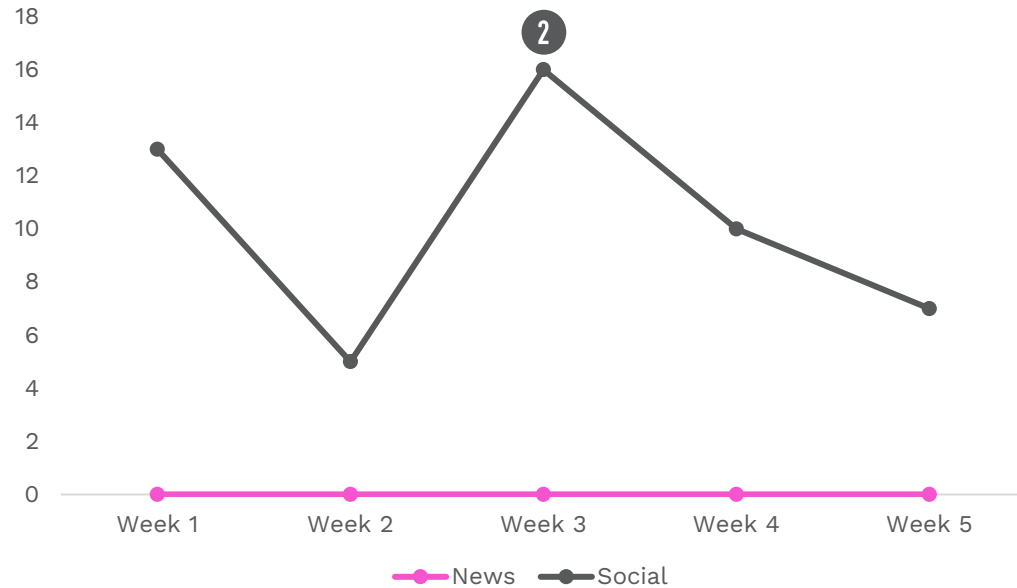
**Reach:** 1

**Likes:** N.A.

**Shares:** N.A.

**Comments:** N.A.

# WEEKLY TREND - ACQUISITION/INSTALLATION

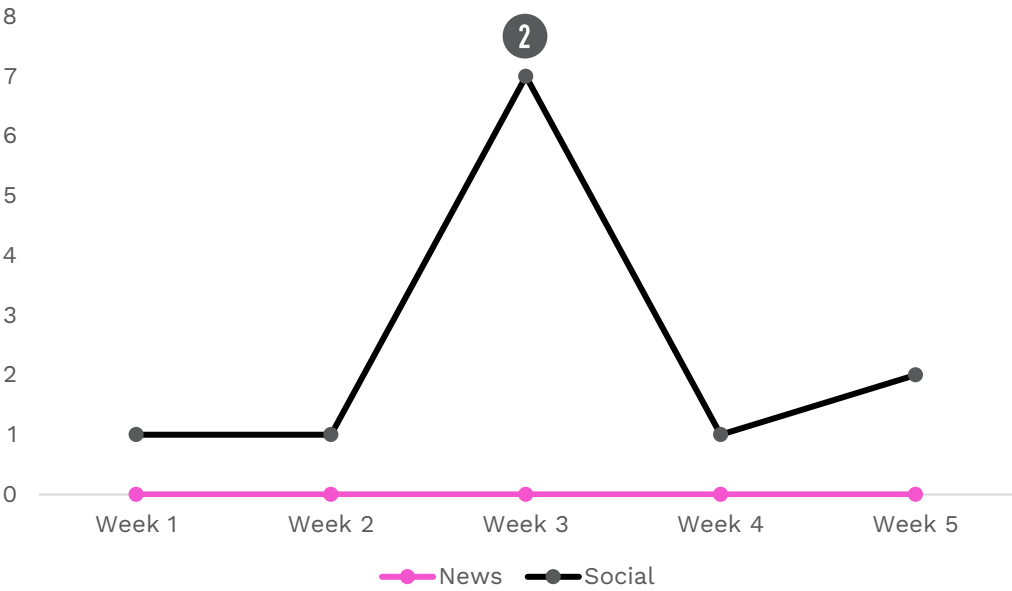


1 There were no relevant news reports on Acquisition/Installation this month.

2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on **Time's** Fibre Broadband. In Week 3, a user reported having trouble applying for **Time's** Internet on the website. She claimed that she had attempted to subscribe to the new package through the company's website but encountered a glitch in the system during the process. In response to her concern, another user offered assistance to help resolve the issue. Additionally, there was a user who raised a concern regarding her Huawei HG8145X6 and WA8021V5 set-up. She mentioned that despite connecting the Mesh AP through LAN, she was unable to establish a proper Mesh WiFi network.

	
<b>Reach:</b> N.A.	<b>Likes:</b> N.A.
<b>Shares:</b> N.A.	<b>Comments:</b> N.A.

# WEEKLY TREND - CUSTOMER SERVICE



- 1 There were no relevant news reports on Customer Service this month.
- 2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on Time's Fibre Broadband where, a user inquired about how to raise a ticket in Self-care which links him to a "live chat" with a bot. He was seeking solutions for an issue he faced when playing online games and mentioned that he had tried flushing the DNS and restarting his computer, router, and ONU.

10G

Look at all my stars!!  
Senior Member  
3,216 posts  
Joined: Feb 2006

QUOTE[This is a Lamp @ Jun 15 2023, 02:25 PM]

How do I raise a ticket in Self-care? seems like the option is not there anymore, just links me to a "live chat" to a bot.  
Looking for any solutions on fluctuating pings on online games. Have flushed DNS and restarted the PC/router/ONU.

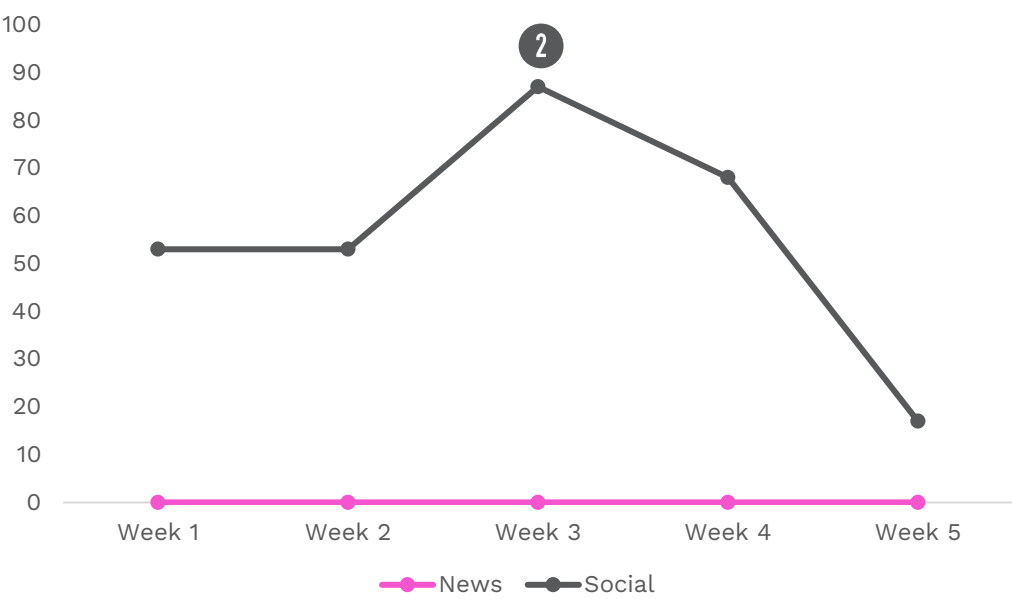
Jus call the hotline 1800 18 1818 or drop an email to cs@time.com.my

Card PM Report Top

Like Quote Reply

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

# WEEKLY TREND - TECHNICAL



- 1 There were no relevant news reports on Technical this month.
- 2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on **Time's** Fibre Broadband. In Week 3, a user expressed her situation with the HG8145X6 mesh router provided by **Time**. She mentioned that she encountered difficulties using only one of the routers as the router settings for the WiFi repeater would not connect to any WiFi access points, including her own phone hotspot. In response, another user clarified that the X6 router would not function as a mesh with a different brand of router. However, he also cautioned that using the X6 device as a repeater was not advisable as it performed poorly compared to other mesh systems available in the market.

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



# TOP NEWS BY VOLUME

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# TOP 10 TIME NEWS

## 1. One constituent change to KLCI after semi-annual review

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Borneo Post-Sarawak	03 June 2023	Positive
Following a semi-annual review, FTSE Russell and Bursa Malaysia announced a constituent change to the FTSE Bursa Malaysia KLCI. In its reserve list, <b>Time</b> was included as one of the five highest-ranking non-constituents of the index by market capitalisation, along with Fraser & Neave Holdings, Gamuda, Malaysia Airports, and Top Glove. These constituent changes will take effect on June 19, 2023, and the following review will be in December 2023.			

## 2. Competition among telcos continues to be stiff

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	The Star Online	15 June 2023	Neutral
RHB Research said competition would remain stiff in the telecommunications market as uncertainties over the 5G policy remained a key sector peeve. With this, RHB maintained a “neutral” call on <b>Time</b> and other telecommunication companies. The research house noted that only Axiata underperformed among telcos; meanwhile, <b>Time</b> 's revenue, EBITDA, and core earnings reached a double-digit y-o-y growth with an increase in retail revenue of 23%.			

## 3. TIME dotCom Berhad gibt das Ausscheiden von Hong Kean Yong

Market:	Publication:	Date of Publication:	Sentiment:
Germany	Rohstoffe	15 June 2023	Neutral
<b>Time</b> has announced the retirement of Hong Kean Yong as a non-independent and non-executive member of the Audit Committee, effective June 15, 2023. With his exit from <b>Time</b> 's company, the new composition of the Audit Committee will be headed by Ms Kuan Li Li as Chairman and independent non-executive member and Datuk Azailiza Mohd Ahad as an independent non-executive member.			

## 4. Insider Moves: NCT Alliance Bhd, SC Estate Builder Bhd, NTPM Holdings Bhd, Time dotCom Bhd, KPJ Healthcare Bhd

Market:	Publication:	Date of Publication:	Sentiment:
Vietnam	Verified News Explorer Network	06 June 2023	Positive
Notable shareholder changes in Bursa Malaysia companies were noted in this news, including <b>Time</b> 's share price, which beat the overall performance of the FBM KLCI. Since May 2022, <b>Time</b> 's stock has gained almost 23% to close at RM5.36. Further, <b>Time</b> posted a 26% increase in net profit to RM114.51 million in the first quarter of 2023. With this, <b>Time</b> declared a special interim tax-exempt (single-tier) dividend of 54.4 sen per share on April 28.			

## 5. TIME dotCom Berhad gibt das Ausscheiden von Koh Cha-Ly

Market:	Publication:	Date of Publication:	Sentiment:
Germany	Rohstoffe	15 June 2023	Neutral
<b>Time</b> has announced the exit of Koh Cha-Ly as an independent and non-executive independent director of the company, effective June 15, 2023. Before joining <b>Time</b> , she was a Project Manager for the Klang Valley Performance Management and Delivery Unit River of Life Entry Point Project and was a Vice President of the Hotel Operations at Destination Resorts and Hotels in Kuala Lumpur.			

S/N	Headline	Market	Sentiment
6	<a href="#">TIME dotCom Berhad 26th Annual General Meeting</a>	United States	Neutral
7	<a href="#">Best broadband plans for those on a budget as of June 2023</a>	Malaysia	Neutral
8	<a href="#">FBM KLCI edges lower in line with lackluster regional markets</a>	Malaysia	Neutral
9	<a href="#">Frankly Speaking: UEM-Renong: Why now, after 26 years?</a>	Malaysia	Neutral
10	<a href="#">Investors in TIME dotCom Berhad (KLSE:TIMECOM) have seen solid returns of 154% over the past five years</a>	United States	Positive



# TOP 10 CELCOM NEWS

## 1. Astro Fibre expands in Sabah to an additional 118,000 homes

**Market:** Malaysia

**Publication:** Lowyat.net

**Date of Publication:**  
09 June 2023

**Sentiment:** Neutral

Astro, an internet service provider based in Malaysia, has partnered with **Celcom** Timur to expand the coverage of Astro Fibre to 118,000 homes in Sabah. This service is now available in Kota Kinabalu, Tawau, Semporna, Kunak, Sandakan, Penampang, Lahad Datu, Beaufort, Keningau, Kota Belud, Kota Marudu, Kudat, Putatan, Ranau, Tenom, and Tuaran. The company offers rebates of up to RM39 per month for Sabahans living in these areas as an introductory promotion. The limited-time offer covers three TV packs: Primary Pack, Sports Pack, and Movie Pack. These TV packs come with Astro Fibre bundles with 50Mbps fibre internet and a free Wi-Fi router. This partnership with **Celcom** Timur was announced in March 2023, and as promised, the expansion rolled out in the year's second half.

S/N	Headline	Market	Sentiment
2	<a href="#">Yoodo to end free 5G trial pass on July 4</a>	Malaysia	Neutral
3	<a href="#">CelcomDigi offers PlayStation 5 and 300Mbps fibre broadband from as low as RM190/month</a>	United States	Neutral
4	<a href="#">CelcomDigi initiates programme to integrate, modernise largest 4G network</a>	Malaysia	Positive
5	<a href="#">CelcomDigi introduces 5G boosters for postpaid and prepaid users</a>	Malaysia	Neutral
6	<a href="#">Maxis may soon offer 5G services after 5G Task Force addresses DNB access agreement issues</a>	Malaysia	Neutral
7	<a href="#">最高网速1Gbps! CelcomDigi推出全新光纤宽频配套</a>	Malaysia	Neutral
8	<a href="#">Sentral REIT plans to acquire Menara CelcomDigi from MRCB</a>	Malaysia	Neutral
9	<a href="#">5G roaming strategies: Value-added services, regional analysis &amp; market forecasts 2023–2027</a>	United States	Neutral
10	<a href="#">CelcomDigi announces June Hari Gaji specials</a>	Malaysia	Neutral

# TOP 10 MAXIS NEWS

## 1. VEON Shareholders approve new board, Morten Lundal elected new Chair

**Market:** United States

**Publication:** KXAN-TV

**Date of Publication:**  
30 June 2023

**Sentiment:** Neutral

VEON Ltd., a Netherlands-based digital operator providing converged connectivity and online services, announced its new Board of Directors following the company's Annual General Meeting (AGM) on June 29, 2023. The Board elected Mr Morten Lundal as the Chair of Directors, who has been with VEON Ltd. since June 2022. Mr Lundal has over 20 years of experience as an executive in the telecommunications sector, being CEO of **Maxis** Bhd and Digi.Com Bhd and having held key positions at Telenor Group in Oslo and Vodafone Group in London. The former CEO of **Maxis** said he is honoured to take the role of his predecessor Gunnar Holt as Chair of the VEON Board and is looking forward to working with VEON.

S/N	Headline	Market	Sentiment
2	<a href="#">Robert Kuok remains richest person in Forbes Malaysia's list</a>	United States	Neutral
3	<a href="#">eBeliaRahmah: These Are The Rewards Being Offered By E-Wallet Providers</a>	Malaysia	Neutral
4	<a href="#">MCMC: 5G adoption rate in Malaysia currently at only 3.1%</a>	Malaysia	Neutral
5	<a href="#">Maxis CEO: 大马缺乏建筑物内5G网络覆盖</a>	Malaysia	Neutral
6	<a href="#">This M'sian ex-engineer turned over a new leaf to start a plant installation &amp; terrarium biz</a>	Singapore	Neutral
7	<a href="#">Maxis and BHPetrol partner to digitally transform retail experiences</a>	Malaysia	Positive
8	<a href="#">Easy to own the new Samsung Neo QLED 4K from RM155 a month with Maxis Home Fibre Plan</a>	Malaysia	Neutral
9	<a href="#">Bursa Malaysia rebounds in early session, lifted by bargain hunters</a>	Malaysia	Neutral
10	<a href="#">TM taps on Maxis' 4G network to expand Unifi Mobile coverage</a>	Malaysia	Neutral

# TOP 10 TELEKOM MALAYSIA NEWS

## 1. TM inks MoU with ZTE for R&D innovation under latest strategic partnership programme

**Market:** Malaysia

**Publication:** The Sun Daily

**Date of Publication:**  
01 June 2023

**Sentiment:** Positive

**Telekom Malaysia** entered a Memorandum of Understanding (MoU) with ZTE Malaysia Corporation Sdn Bhd, a global leader in information and communication technology solutions, to collaborate on various research and development innovations under its latest strategic partnership programme. This partnership aims to drive innovation and digital transformation for customers and industries, focusing on R&D opportunities, commercialisation, product and technology improvement, and enhancing **Telekom Malaysia's** digital talent ecosystem. Slated to run for three years, the MoU was presided by several government ministries and was signed by **Telekom Malaysia's** Group CEO, Datuk Imri Mokhtar, and ZTE's Managing Director, Steven Ge.

S/N	Headline	Market	Sentiment
2	<u>Tiga penagih dadah ditangkap curi kabel TM</u>	Malaysia	Neutral
3	<u>Maxis may soon offer 5G services after 5G Task Force addresses DNB access agreement issues</u>	Malaysia	Neutral
4	<u>Kedah police bust three syndicates involved in cable theft, 15 suspects detained</u>	Malaysia	Negative
5	<u>Mild upside seen for Malaysia stock market</u>	United States	Neutral
6	<u>Renewed selling pressure likely for Malaysia Bourse</u>	United States	Neutral
7	<u>Malaysia shares tipped to find traction on Friday</u>	United States	Neutral
8	<u>Malaysia stock market may spin its wheels on Thursday</u>	United States	Neutral
9	<u>SPRM teliti isu Telekom minta rundingan terus dengan Opcom</u>	Malaysia	Neutral
10	<u>FAM, TM jalin kerjasama</u>	Malaysia	Positive

# 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.

### 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).

### Customer Service

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

### 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).

# GLOSSARY

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# time<sup>TM</sup>

THANK YOU

