

timeTM

SEPTEMBER 2023
MONTHLY REPORT





TIME OVERVIEW

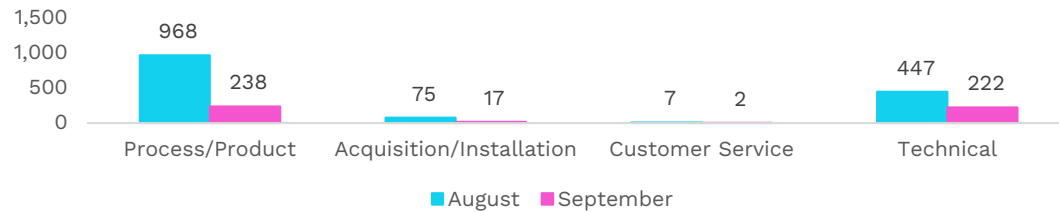
TIME OVERVIEW

In September 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News on RHB Research forecast for the Malaysian telco sector, with **Time** as one of the top picks, made up most of the news coverage on **Time**. The news also reported **Time's** core earnings falling 11% Q-o-Q after selling its data centre business in April, with the AIMS Group re-classified as an associate.

Time's social media mentions were mainly on Twitter. Most mentions were promotions on **Time's** Fibre Broadband 500Mbps plan. Moreover, various topics were discussed in Forums, including questions and feedback about **Time's** products and services. A user inquired if it is best to downgrade their plan right after receiving the RM40 discount credit, or to wait until the next billing cycle and wanted to know how pro-rated charges apply after a downgrade. A user said he would start the downgrade process after the final RM40 credit, assuming an easier downgrade option is available. Another user expressed dissatisfaction with connectivity issues after switching his HG8145X6 to bridge mode and using a TP-Link Deco X50, where some devices connected to the latter could not access the internet. Another user suggested configuring his computer's IP address to 192.168.100.x and accessing 192.168.100.1 through a web browser, acknowledging the possibility of a severe bug in configuration causing the DHCP server to remain active and suggested manual disabling through login. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in September 2023. For news, 2% of **Time's** news coverage was from top-tier* sources, while 98% were from non-top-tier sources.

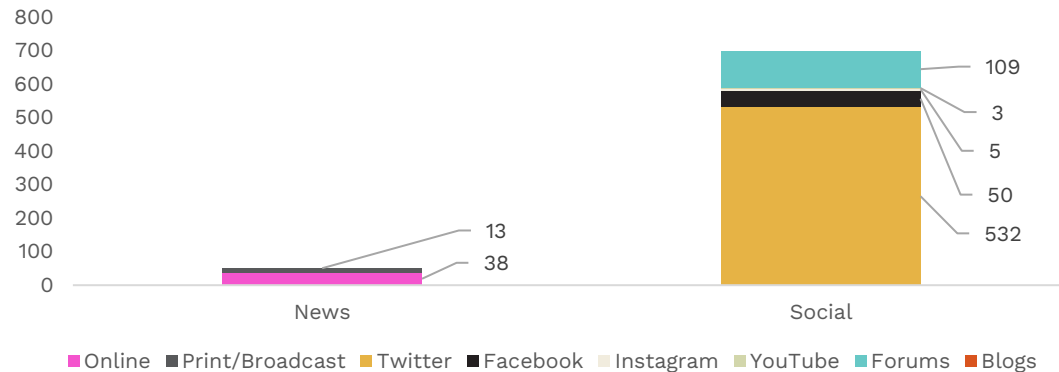
Among its competitors, Maxis had the highest volume of news articles and social media mentions, followed by Celcom, **Time**, and Telekom Malaysia. Process/Product and Technical had the most mentions across news and social media amongst **Time** and its competitors. Celcom ranked the highest in Facebook,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

Month-on-Month

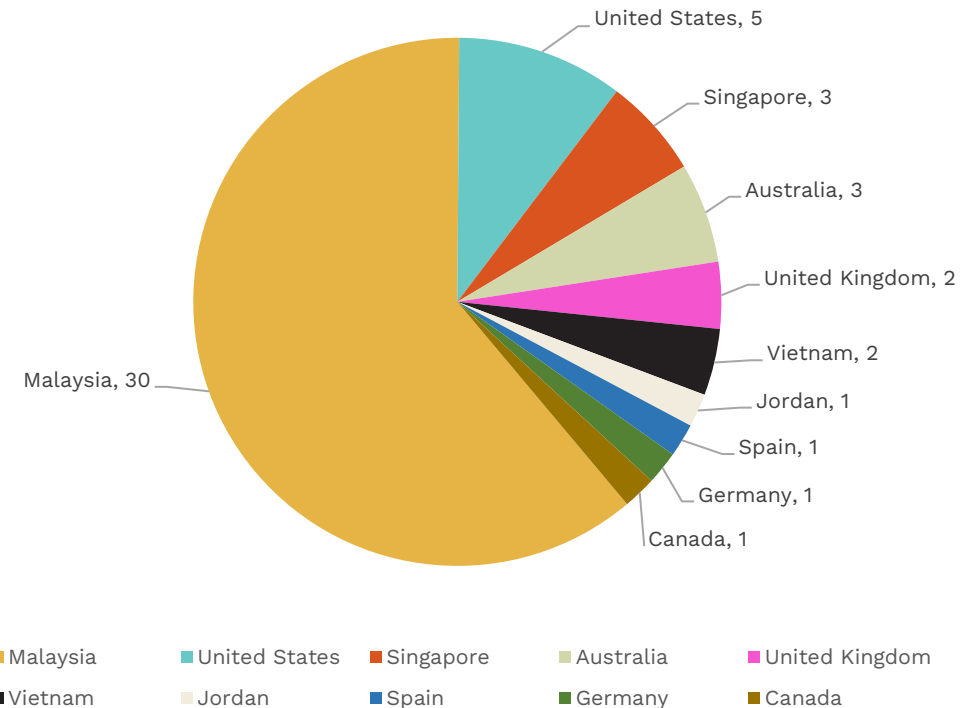


Note: Chart only reflects articles/mentions/posts that fall within the topic categories

Channels

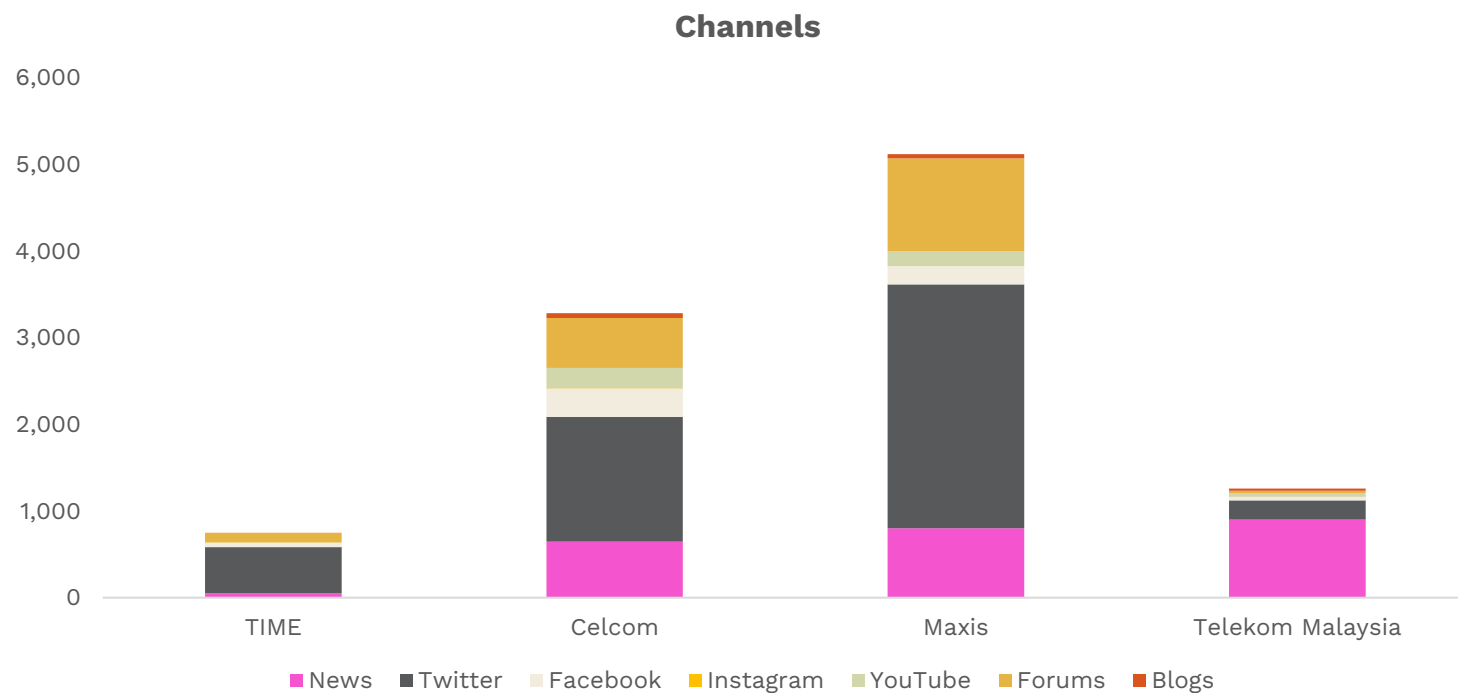
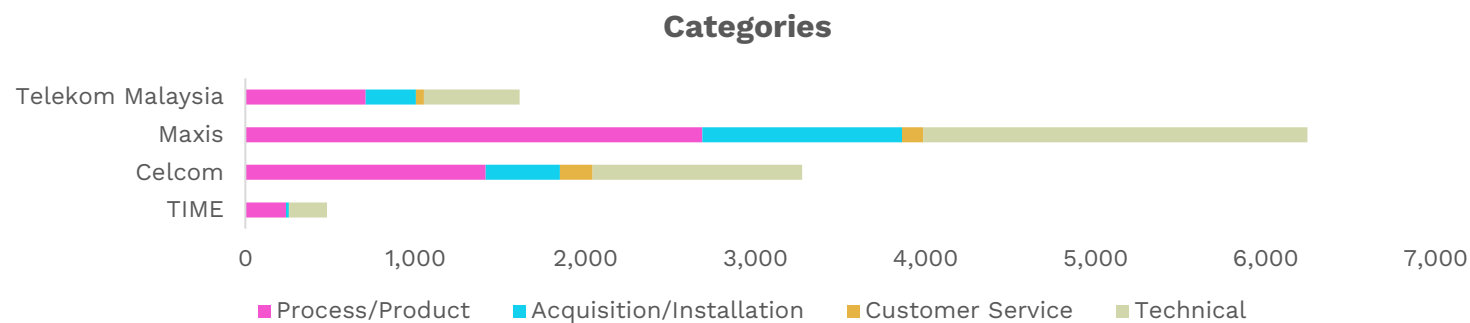


Top 10 Markets



Note: Chart includes news articles and social media mentions

COMPETITORS BENCHMARKING - VOLUME*



	Time	Celcom	Maxis	Telekom Malaysia
Process/Product	238	1,413	2,686	706
Acquisition/Installation	17	436	1,176	296
Customer Service	2	192	123	47
Technical	222	1,233	2,261	564

	Time	Celcom	Maxis	Telekom Malaysia
News	51	647	801	904
Twitter	532	1,439	2,816	221
Facebook	50	325	211	41
Instagram	5	4	0	0
YouTube	3	237	170	44
Forums	109	577	1,075	25
Blogs	0	55	47	27

TIME & AIMS LINKEDIN PERFORMANCE

LinkedIn*

Time

Followers

August	76,277
Week 1	76,468
Week 2	76,777
Week 3	77,065
Week 4	77,261
Week 5	77,320

Top Performing Content by Engagement on LinkedIn


TIME dotCom Berhad
77,895 followers
Info • Edited •

Our annual Graduate Development Programme (GDP) 2023 ends on a high note after three weeks spent together with 20 delightful interns from notable universities.

Equipped with many case studies, site visitations and direct guidance from the mentors, we hope that this program has expanded their capabilities, improved their personal development and sharpened their skills. 🙌

We wish each and every student the best for their future endeavors!

#TIMEdotCom #TimeInternet #WeAreTime



1 comment • 8 reposts

Post Engagement Rate: 58.7%

AIMS Data Centre

Followers

August	4,827
Week 1	4,873
Week 2	4,933
Week 3	4,983
Week 4	4,995
Week 5	5,000


Top Performing Content by Engagement on LinkedIn

AIMS Data Centre
1,064 followers
Info • Edited •

Salam Maulidur Rasul to all our Muslim friends! 🌙🕌

May the light of the Prophet's teachings shine upon you and your family on this blessed day.

#AIMSdatacentre #DataCentre #MaulidurRasul



1:07

AIMS Data Centre | Maulidur Rasul

2 reposts

Post Engagement Rate: 6.4%



COMPETITORS BENCHMARKING

COMPETITORS BENCHMARKING - SENTIMENT*

Key Highlights

Time

Top story for Time: Competition to weigh on local telco earnings

The Malaysian telecommunications sector, recovering from its July lows, still faces challenges. While **Time** was one of the top picks, RHB Research reported that the sector was still down by about 2% year-to-date due to ongoing regulatory uncertainties. However, **Time's** core earnings fell 11% Q-o-Q after selling its data center business in April.

COMPETITORS

Top story for Competitors:

- ① **Celcom:** MCMC: Four telcos issued notices for poor coverage at Taman Ambassador Village
- ② **Maxis:** iPhone 15 and 15 Pro Malaysia: CelcomDigi, Maxis and U Mobile are accepting pre-orders on 22 September
- ③ **Telekom Malaysia:** International Telecommunications Convergence Celebrated at the IPv6 Enhanced and 5G Global Conference 2023

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	6	4	522	23	1	26	1	-	4	1	-	2
	1.1%	0.8%	98.1%	46.0%	2.0%	52.0%	20.0%	-	80.0%	33.3%	-	66.7%
Celcom	211	491	737	66	127	132	3	-	1	26	24	187
	14.7%	34.1%	51.2%	20.3%	39.1%	40.6%	75.0%	-	25.0%	11.0%	10.1%	78.9%
Maxis	566	1,122	1,128	66	40	105	-	-	-	27	4	139
	20.1%	39.8%	40.1%	31.3%	19.0%	49.7%	-	-	-	15.9%	2.4%	81.7%
Telekom Malaysia	65	28	128	9	6	26	-	-	-	7	2	35
	29.4%	12.7%	57.9%	22.0%	14.6%	63.4%	-	-	-	15.9%	4.5%	79.6%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	14	-	37	23	17	69	-	-	-
	27.5%	-	72.5%	21.1%	15.6%	63.3%	-	-	-
Celcom	217	42	388	107	122	348	14	3	38
	33.5%	6.5%	60.0%	18.6%	21.1%	60.3%	25.5%	5.5%	69.0%
Maxis	280	70	451	203	211	661	20	6	21
	35.0%	8.7%	56.3%	18.9%	19.6%	61.5%	42.6%	12.8%	44.6%
Telekom Malaysia	253	146	505	5	5	15	15	5	7
	28.0%	16.2%	55.9%	20.0%	20.0%	60.0%	55.6%	18.5%	25.9%

COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
Time	August	120,190	0.009%	13,100	<p><u>Can you believe it? You can get ALLLLLLL of this!</u> 🤖</p> <p>Platform: Instagram Post Reach: 4,263 Post Engagement: 696</p>
	Week 1	120,212	0.030%	13,100	
	Week 2	120,248	0.014%	13,100	
	Week 3	120,284	0.013%	13,100	
	Week 4	120,376	0.012%	13,100	
	Week 5	120,478	0.016%	13,100	
Celcom	August	817,932	0.014%	248,000	<p><u>Spacious and bright screen like a mini PC and impressive camera quality, these are the special features of the Samsung Galaxy Z Fold5! It's indeed the best for those of you who love taking daily OOTD (Outfit of the Day) and beautiful selfies.</u></p> <p>Platform: Twitter Post Reach: 85,111 Post Engagement: 274,470</p>
	Week 1	817,938	0.010%	248,000	
	Week 2	818,006	0.023%	248,000	
	Week 3	818,025	0.021%	248,000	
	Week 4	818,075	0.017%	248,000	
	Week 5	818,094	0.009%	248,000	
Maxis	August	1,323,474	0.000%	121,000	<p><u>Watch our #HariKebangsaan film now.</u></p> <p>Platform: YouTube Post Reach: 123,000 Post Engagement: 565,356</p>
	Week 1	1,323,460	0.007%	122,000	
	Week 2	1,323,629	0.007%	122,000	
	Week 3	1,324,017	0.017%	123,000	
	Week 4	1,324,855	0.004%	123,000	
	Week 5	1,325,219	0.000%	123,000	
Telekom Malaysia	August	47,754	0.618%	50,300	<p><u>LAUNCH OF HBO PACK & HBO GO ON UNIFI TV</u></p> <p>Platform: Twitter Post Reach: 8,888 Post Engagement: 4875</p>
	Week 1	47,799	0.206%	50,300	
	Week 2	47,837	0.106%	50,300	
	Week 3	47,858	0.166%	50,300	
	Week 4	47,875	0.058%	50,300	
	Week 5	47,878	0.032%	50,300	

In September, **Time's** [Facebook](#) posts received the second-highest average engagement at 0.017%. Meanwhile, Telekom Malaysia achieved the highest average engagement rate at 0.114%. Celcom closely trailed **Time** with an average engagement rate of 0.016%, while Maxis had the lowest average engagement rate at 0.007%.

Telekom Malaysia (TM) consistently achieved the highest engagement rates for its Facebook content despite having the least number of followers. This could be attributed to a post made in Week 1, which announced the [launch of HBO Pack and HBO Go on Unifi TV](#). The launch also highlighted the announcement of Warner Bros. Discovery and Unifi's expansion of partnership in Malaysia. Additionally, [TM's appreciation to all the attendees who joined the Meet & Greet event of AIDENTITM](#) has garnered relatively high engagement. Considering the success of TM, **Time** could continue its [Time Digital Masterclass](#) to expand its partnerships with other organisations and broaden its presence in Malaysia. **Time** could also organise events, such as customer appreciation day to engage and express gratitude to its customers.

Meanwhile, [Maxis' teaser video of Hari Kebangsaan's short film](#) on [YouTube](#) was the top-performing content by engagement across all owned platforms. The [short film](#), posted in August, has already garnered close to 7.9 million views and attracted numerous comments from netizens. The video's heartwarming storyline with its nostalgia and relatability likely played a role in driving the high level of engagement, a strategy that **Time** could consider adopting to spruce up its greeting videos, that do not necessarily focus on their product offerings.

Time's top-performing content was its [Instagram post announcing the giveaway of an exclusive Time X Creators merchandise box](#). The high engagement was due to users' participation and appreciation for the artwork showcased on the merchandise. Given this high engagement, **Time** could continue hosting similar giveaways in collaboration with local brands or artists to boost engagement and continue recognising and celebrating local creators.

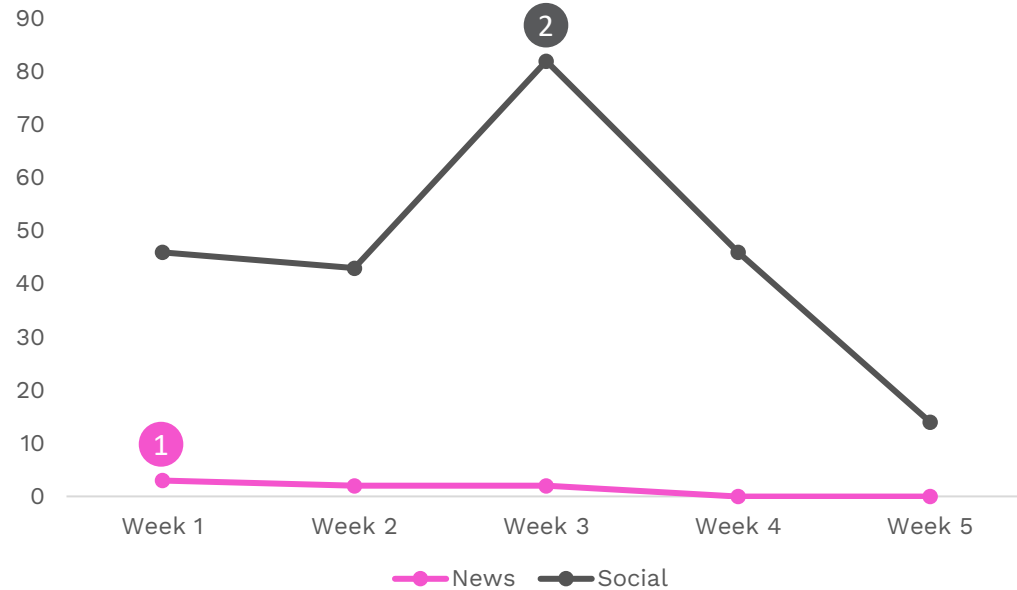
COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Time	August	-	-	3,546	0.000%
	Week 1	-	-	3,573	1.183%
	Week 2	-	-	3,625	3.785%
	Week 3	-	-	3,769	3.413%
	Week 4	-	-	4,019	4.518%
	Week 5	-	-	4,263	0.881%
Celcom	August	84,602	0.008%	88,695	0.134%
	Week 1	84,693	0.014%	88,746	0.011%
	Week 2	84,846	0.018%	88,789	0.012%
	Week 3	84,972	0.029%	88,800	0.021%
	Week 4	85,091	0.014%	88,907	0.001%
	Week 5	85,111	0.004%	88,929	0.000%
Maxis	August	160,497	0.004%	80,628	0.000%
	Week 1	160,529	0.002%	80,694	0.018%
	Week 2	160,574	0.003%	80,851	0.017%
	Week 3	160,617	0.002%	80,991	0.031%
	Week 4	160,660	0.003%	81,088	0.003%
	Week 5	160,692	0.002%	81,092	0.000%
Telekom Malaysia	August	8,835	0.000%	5,385	0.854%
	Week 1	8,851	0.086%	5,399	2.078%
	Week 2	8,857	0.037%	5,438	0.634%
	Week 3	8,870	0.103%	5,448	1.223%
	Week 4	8,881	0.063%	5,461	0.157%
	Week 5	8,888	0.073%	5,463	0.000%


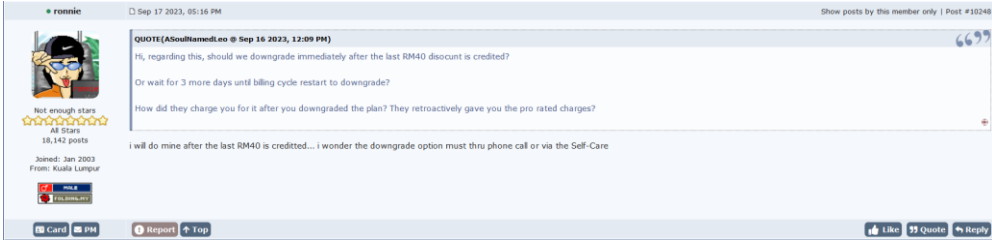


TIME TREND ANALYSIS

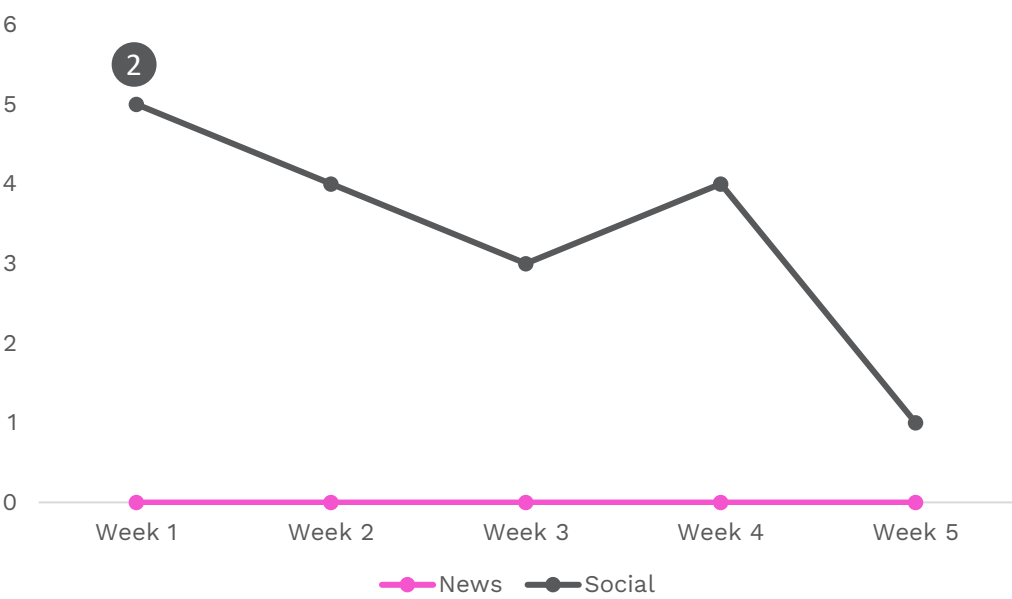
WEEKLY TREND - PROCESS/PRODUCT



- 1 In Week 1, there was a peak in the volume of news coverage mainly due to Time's positive performance and dividend surprises. RHB Research remains optimistic about **Time's** future prospects, citing strong drivers such as data centers and fiber broadband, as well as effective commercial execution. With DigitalBridge as a strategic investor, there are opportunities for regional expansion in the data center business, and the company plans to aggressively expand its fiber network with the proceeds from the sale of AIMS.
- 2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on Time's Fibre Broadband. A user inquired whether it was best to downgrade immediately upon receiving the RM40 discount credit or to wait until the billing cycle restarted, while also seeking information on the billing process and the application of pro-rated charges post-downgrade. Another user answered that he will initiate the downgrade process after the last RM40 is credited, assuming there's an easier downgrade option available, either through a phone call or via Time's Self-Care Platform.

<p>Brokers Digest: Local Equities - Automobile, Kerjaya Prospek Group Bhd, Time dotCom Bhd, CelcomDigi Bhd</p> <p>Cindy Yap / The Edge Malaysia 04 Sep 2023, 02:30 pm</p> 	<p>Market: Malaysia</p>	<p>Date of Publication: 04 September 2023</p>
<p>Publication: The Edge Malaysia</p>		
	<p>Reach: N.A.</p>	<p>Likes: N.A.</p>
<p>Shares: N.A.</p>	<p>Comments: N.A.</p>	

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 1 due to a [forum thread discussion on Time's Fibre Broadband](#). A user shared his recent switch from Unifi to **Time** Fibre and expressed a need to extend his network using Google Wifi Points. He mentioned his difficulties with the setup, including connecting one Google WiFi Point to the **Time** Router and encountering issues. Another user offered a solution, [suggesting the removal of the second mesh router and configuring the Time Router in modem-only mode, with the addition of a TP-Link smart switch set to VLAN 499 instead of VLAN 500](#).

PRSKFENG

Sep 2 2023, 04:41 PM

Show posts by this member only | IPv6 | Post #2

NO AVATAR SELECTED

Regular

Senior Member

1,382 posts

Joined: Nov 2020

QUOTE(vdkarel @ Sep 2 2023, 01:13 PM)

Hello all,

I recently moved from Unifi 100 Mbps to Time Fibre 500 Mbps.

I was using my Google Wifi network (1 router + 2 pods) on Unifi using the setup from below link I once picked up from this forum ([www.blacktubi.com/guide/make-any-router-work-on-unifi/](#)) and that worked excellent. I only used the Unifi modem and ditched the router. The 3 Google Wifi points was just enough for the house but actually I needed 1 or 2 more.

Now however, I am getting two Mesh Routers from Time Fibre (Huawei OptXstar HG8145X6-10). The two is not enough for my house and I would like to extend using my Google Wifi Points. The Time technician said it was possible, I just had to plug it in.

I have done a hard reset on the Google Wifi Points and plugged 1 Google Wifi Point directly into the LAN1 of the Time Router. I am still getting the blue slow pulsing light though.

Does anyone know if and how this can work together? Any step-by-step guide or video tutorial?

Thanks all!

EDIT: Update - I've factory reset my network in the Google Home app. I had already factory reset the pod itself. Now I've added the Wifi network in the Google Home app using the same SSID and the same password. Not sure if that's correct but we'll see how it goes ...

Try the following

remove the 2nd mesh router

ask TIME to set the main router that the fiber cable is plugged into into modem only mode

then you can set it up as if it was Unifi, with the main provided router now only being a fiber modem

connect up the tp-link smart switch

but instead of VLAN 500 it is VLAN 499

Card PH

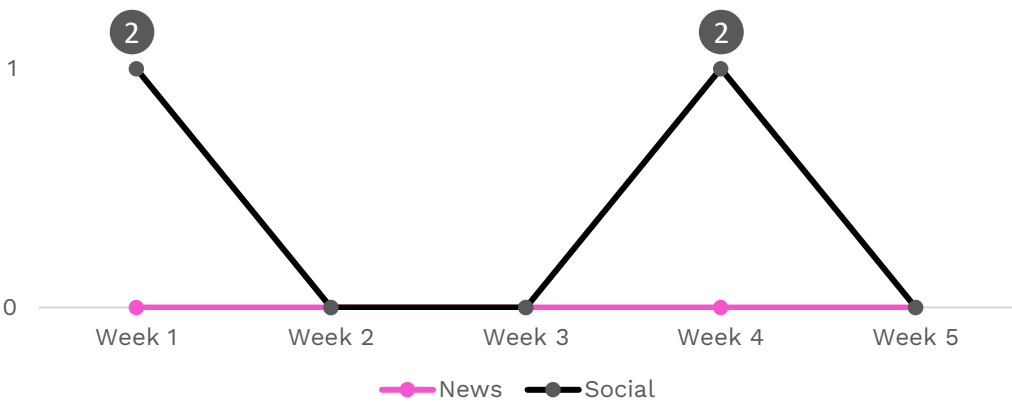
Report Top

Like Quote Reply


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

WEEKLY TREND - CUSTOMER SERVICE

2



- 1 There were no relevant news reports on Customer Service this month.
- 2 The volume of social mentions peaked in Week 1 and Week 4 due to activity on Facebook and Twitter. In Week 4, a user expressed frustration in the comments section of a **Time**'s Facebook post, reporting a loss of connection in the Sungai Ara area and dissatisfaction with the support service, which seemed to be unavailable beyond 10 pm, leading to a repetitive and unhelpful voicemail loop. Additionally, in Week 1, a user aired their complaint on Twitter regarding **Time** Internet's customer service. The user expressed frustration with a promised call back within 30 minutes, which had not materialised after an hour, while highlighting the issue of their internet being down.



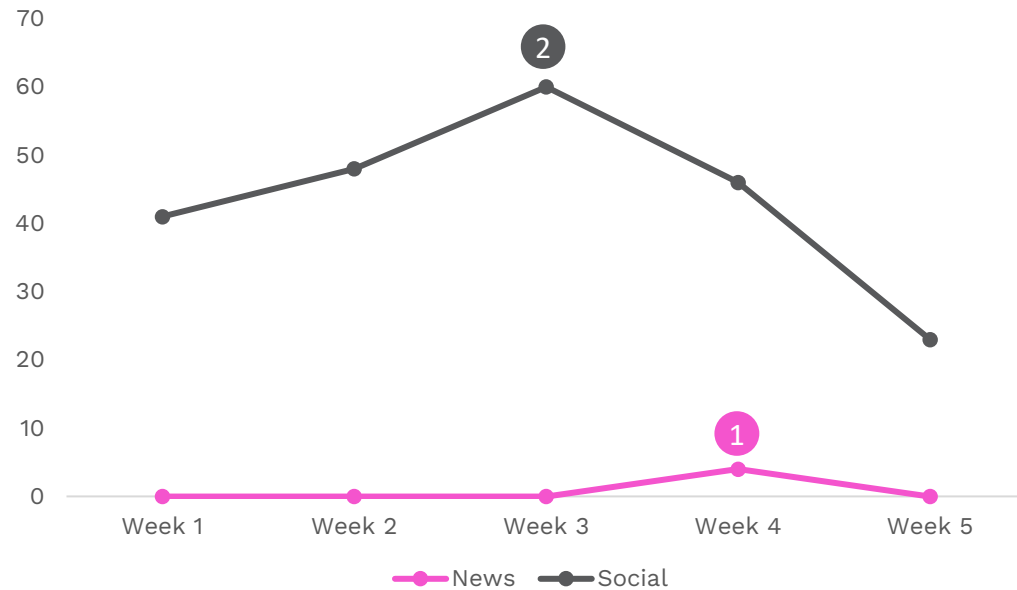
Stanley Wong

Sungai Ara area just lost connection and per the auto voicemail support is only till 10pm?? How??? Just keeps looping "All our consultants are currently busy".

Like Reply 1w

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

WEEKLY TREND - TECHNICAL



- 1 In Week 4, there was a peak in the volume of news coverage mainly due to reports on the development of the Virtual Router market. The report detailed the market size, growth, competitive landscape, and the impact of COVID-19. Key players in the market included Cisco Systems, Ericsson, Huawei, Nokia, and **Time**, among others.
- 2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on **Time's** Fibre Broadband. A user reported frustration with connectivity issues after converting her HG8145X6 to bridge mode and using a TP-Link Deco X50. Some devices connected to the Deco X50's Wi-Fi but lacked internet access. Another user suggested setting her computer's IP address to 192.168.100.x and opening a browser to log in to 192.168.100.1, acknowledging that there may be a serious bug in the configuration causing the DHCP server to remain active, necessitating manual disabling through login.

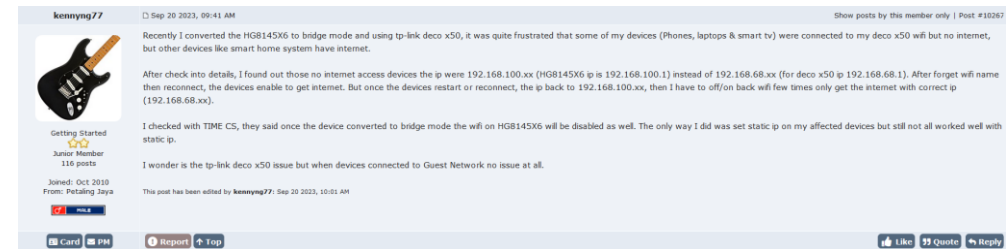
Virtual Router Market Development, Application, Sales Forecast 2030

PRESS RELEASE
Published September 25, 2023
Xherald

Market:
Canada

Date of Publication:
25 September 2023

Publication:
Digital Journal



Reach: N.A.

Likes: N.A.

Shares: N.A.

Comments: N.A.



TOP NEWS BY VOLUME

TOP 10 TIME NEWS

1. Competition to weigh on local telco earnings

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	The Star	12 September 2023	Neutral

The Malaysian telecommunications sector, despite recovering from its July lows, is facing key risks such as intensifying competition, weaker-than-expected earnings, and regulatory challenges. RHB Research noted that the sector was still down by about 2% year-to-date due to ongoing regulatory uncertainties. Among the telcos, Axiata Group Bhd was one of the worst performers, while **Time** and OCK Group Bhd were highlighted as top picks. However, TDC saw its core earnings contract by 11% quarter-on-quarter after selling its data centre business in April.

2. Virtual Router Market Share in 2023: Research Report on Growth, Trends, and Forecast till 2031

Market:	Publication:	Date of Publication:	Sentiment:
United States	WICZ-TV	26 September 2023	Neutral

The global virtual router market is expected to witness significant growth in the coming years, driven by the increasing demand for virtualization and software-defined networking solutions. Key market players such as Cisco Systems, Ericsson, Huawei, Nokia, Juniper Networks, and **Time** are focusing on expanding their product portfolios and investing in research and development activities to stay competitive in the market.

3. Khazanah Nasional sells RM444m worth of CIMB, TNB shares in two days

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	The Edge	06 September 2023	Neutral

Khazanah Nasional Bhd, the sovereign wealth fund of Malaysia, has disposed of a 1.05% stake in CIMB Group Holdings Bhd and 1.83% in Tenaga Nasional Bhd (TNB) since March 2023, raising over RM1.5 billion. In the two days of September 4 and 5 alone, the fund disposed of RM444.27 million worth of shares in the two companies. In addition to these sales, Khazanah acquired 3.56 million shares or a 0.21% stake in Malaysia Airports Holdings Bhd (MAHB) in May. As for other companies in Khazanah's portfolio, including **Time** of which it owns a 39.39% stake, there have been no changes in shareholding so far in 2023.

4. Daily Express - Affordable Pakej 5G Rahmah: Another public-private partnership to bridge digital divide

Market:	Publication:	Date of Publication:	Sentiment:
United States	Daily Express	27 September 2023	Positive

Malaysia's 5G rollout, which started in December 2021, has reached 66.8% coverage of populated areas by July 31, 2023. The government aims to achieve an 80% coverage target by year-end, one year ahead of schedule, and plans to introduce a dual 5G network in 2024. In parallel, the RAHMAH initiative, in collaboration with various telecom companies including **Time**, has garnered over 178,000 sign-ups for affordable broadband packages by July 31, 2023, addressing rising living costs.

5. Brand Impact Awards 2023: All the winners revealed

Market:	Publication:	Date of Publication:	Sentiment:
United States	Creative Bloq	28 September 2023	Positive

The Brand Impact Awards 2023 saw a record 232 entries and awarded 7 Gold Awards, 41 Silver Awards, and 30 Bronze Awards. **Time**, among the winners, had to address a unique challenge due to new legislation mandating the sharing of its infrastructure with competitors. In response, **Time** underwent a rebranding by For The People, maintaining its playful persona while positioning itself as Malaysia's most helpful brand.

S/N	Headline	Market	Sentiment
6	Time dotCom Berhad (KLSE:TIMECOM) Has Fared Decently But Fundamentals Look Uncertain: What Lies Ahead For The Stock?	United States	Neutral
7	Malaysia faces challenge to maintain lead as S-E Asia's top data centre investment destination: analysts	Singapore	Neutral
8	Brokers Digest: Local Equities - Automobile, Kerjaya Prospek Group Bhd, Time dotCom Bhd, CelcomDigi Bhd	Malaysia	Positive
9	Koto expands into APAC, opens Sydney office	Australia	Neutral
10	Is Time dotCom Berhad (KLSE:TIMECOM) A Risky Investment?	Australia	Neutral

TOP 10 CELCOM NEWS

1. MCMC: Four telcos issued notices for poor coverage at Taman Ambassador Village

Market: United States

Publication: Head Topics

Date of Publication:
06 September 2023

Sentiment: Negative

The Malaysian Communications and Multimedia Commission (MCMC) has issued notices to four telcos, including **Celcom**, for failing to meet mandatory quality standards at Taman Ambassador Village, Durian Tunggal. The notices were issued after the MCMC conducted an audit following complaints of poor reception by residents. The telcos are required to provide explanations and plans for interim and long-term solutions to the coverage issues. The MCMC also has plans to improve telco services at the location, including the deployment of a fibre optic network under JENDELA, expected to be completed by the end of 2023.

S/N	Headline	Market	Sentiment
2	Celcom offering iPhone 15 for as low as RM86/month, iPhone 15 Pro from RM114/month	United States	Neutral
3	CelcomDigi now offering Asus ROG Ally with Ryzen Z1 processor from RM4/day	Malaysia	Neutral
4	Pakej 5G Rahmah: Celcom tawar data 60GB serta YouTube & Sosial tanpa had, telefon 5G serendah RM119	Malaysia	Neutral
5	Opensignal: U Mobile is currently the fastest mobile network in Malaysia	Malaysia	Neutral
6	Kampung Rambai communications tower damaged due to vandalism	United States	Negative
7	Former Boustead group MD Shazalli Ramly joins board of AirAsia X	Malaysia	Neutral
8	CGS-CIMB raises TP for CelcomDigi to RM5.18 on higher earnings forecasts	Malaysia	Positive
9	Redmi 12 5G Launches As CelcomDigi Postpaid Bundle Exclusive For Only RM49	Malaysia	Neutral
10	Flip Over Incredible Savings on Galaxy Z Fold5 & Galaxy Z Flip5 From Your Operators	Malaysia	Neutral

TOP 10 MAXIS NEWS

1. iPhone 15 and 15 Pro Malaysia: CelcomDigi, Maxis and U Mobile are accepting pre-orders on 22 September

Market: Malaysia

Publication: Malay Mail

Date of Publication:
14 September 2023

Sentiment: Positive

The iPhone 15 and iPhone 15 Pro are set to be launched in Malaysia by the end of September 2023. Pre-orders for these devices can be made through **Maxis**, as well as CelcomDigi and U Mobile, beginning on 22nd September 2023. **Maxis** is offering pre-orders on their online store and has provided a guide to help customers prepare. **Maxis** is encouraging customers to switch to their new **Maxis** Postpaid plans with 5G and is also offering a trade-in programme with CompAsia. Additionally, **Maxis** is giving away prizes worth over RM12,000 as part of their promotional efforts.

S/N	Headline	Market	Sentiment
2	<u>MCMC: Notice requesting explanation about non-compliance of quality standards issued to four service providers</u>	Malaysia	Negative
3	<u>Indian tourist goes missing while hiking in Cameron Highlands</u>	United States	Neutral
4	<u>Kenapa masih guna 4G, kalau 5G lebih berbaloi dan ada telefon PERCUMA?</u>	Malaysia	Positive
5	<u>China Mobile holds conference on digital economy in Indonesia</u>	China	Positive
6	<u>Kampung Rambai communications tower damaged due to vandalism</u>	United States	Negative
7	<u>Opensignal: Malaysian 5G users are connected to 5G network 21% of the time</u>	Malaysia	Positive
8	<u>7-Eleven, Maxis, Toyo Ventures, Bina Puri, KNM, Eco World, Comintel, Visdynamics, KESM Industries, AZRB, Dayang and Kronologi Asia</u>	Malaysia	Neutral
9	<u>Syarikat telekomunikasi sokong Insentif Pascabayar Rahmah untuk pengamal media</u>	Malaysia	Negative
10	<u>Maxis conducts 6GHz field trial with Universiti Malaya. Here's why it's important for the future of 5G</u>	Malaysia	Positive

TOP 10 TELEKOM MALAYSIA NEWS

1. International Telecommunications Convergence Celebrated at the IPv6 Enhanced and 5G Global Conference 2023

Market: Malaysia

Publication: Gempak Media

Date of Publication:
05 September 2023

Sentiment: Positive

The IPv6 Enhanced and 5G Global Conference 2023, hosted by IPv6 Forum Malaysia, took place in Kuala Lumpur, attracting over 130 participants from the global telecommunications industry. The conference featured discussions on the future of connectivity, with a focus on IPv6 and 5G technologies. A highlight of the event was the launch of the Asia-Pacific (APAC) v6 Council, which aims to promote IPv6 implementation in the Asia Pacific region. Ms Azura Mat Salim from **Telekom Malaysia** was recognised with the IPv6 Evangelist Award during the conference. The event concluded with a promise to shape the digital landscape for Malaysia and the Asia Pacific region.

S/N	Headline	Market	Sentiment
2	Four individuals, including a woman, arrested for attempting to steal TM cables	Malaysia	Negative
3	Four policemen among 13 suspects detained for cable theft in Petaling Jaya	Malaysia	Negative
4	Rubiah Wang: All Kemas preschools to enjoy internet access	United States	Positive
5	Fahmi urges MDEC to moot collaboration with Korean tech giant Naver Corp	Malaysia	Neutral
6	TM, SK Telecom Ink MoU To Jointly Develop Multi-access Edge Computing In Malaysia	Malaysia	Positive
7	Ditampal selepas tular penunggang motosikal jatuh langgar lubang	Malaysia	Neutral
8	MCMC: Notice requesting explanation about non-compliance of quality standards issued to four service providers	Malaysia	Negative
9	Malaysia Shares Expected To Be Rangebound Again On Monday	United States	Positive
10	Budget 2024: Domestic sectors should benefit as govt allocates more resources, says TA Securities	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.

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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).

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THANK YOU

