

TIMETM

May 2022 | Monthly Report



TIME Overview

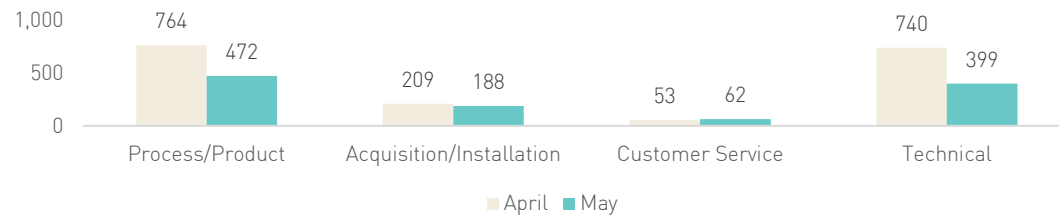
TIME Overview

In May 2022, Process/Product continued to be the most mentioned topic across news and social media, followed closely by Technical. News that the international wholesale telecom industry has seen a significant increase in the adoption of MEF LSO Sonata Inter-provider APIs among top-tier service providers in their respective markets made up most of the news coverage on **TIME**. The articles mentioned **TIME** as one of the service providers that are, or plan to be, in production with LSO Sonata APIs.

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 May 2022. For news, 17.5% of **TIME**'s news coverage were from top tier* sources, while 82.5% were from non-top tier sources.

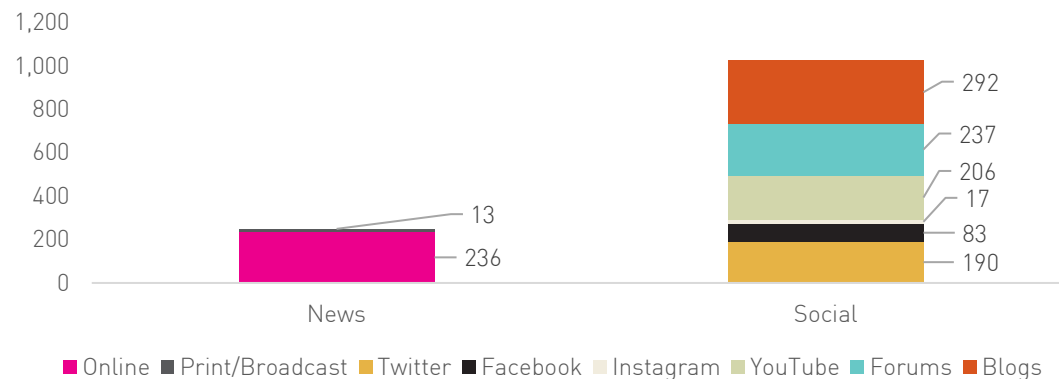
Among its competitors, Maxis had the highest volume of news articles and social media mentions, followed by Celcom, Telekom Malaysia and **TIME**. Similar to **TIME**, the topics on Process/Product and Technical had the most mentions across news and social media amongst **TIME**'s competitors. Maxis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

Month-on-Month

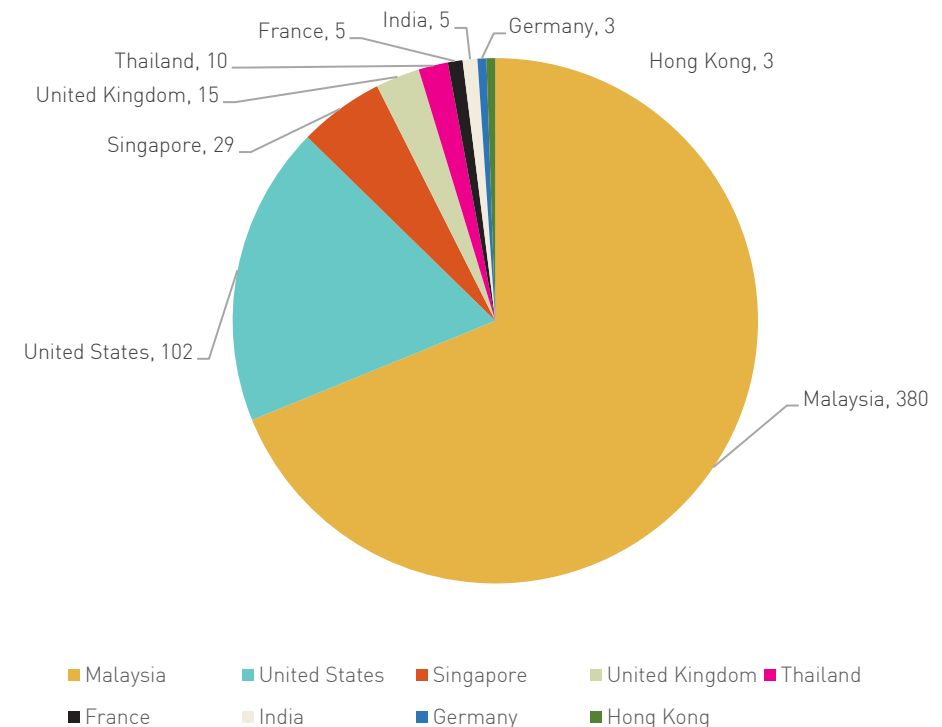


Note: Chart only reflects articles/mentions/posts that fall within the topic categories

Channels

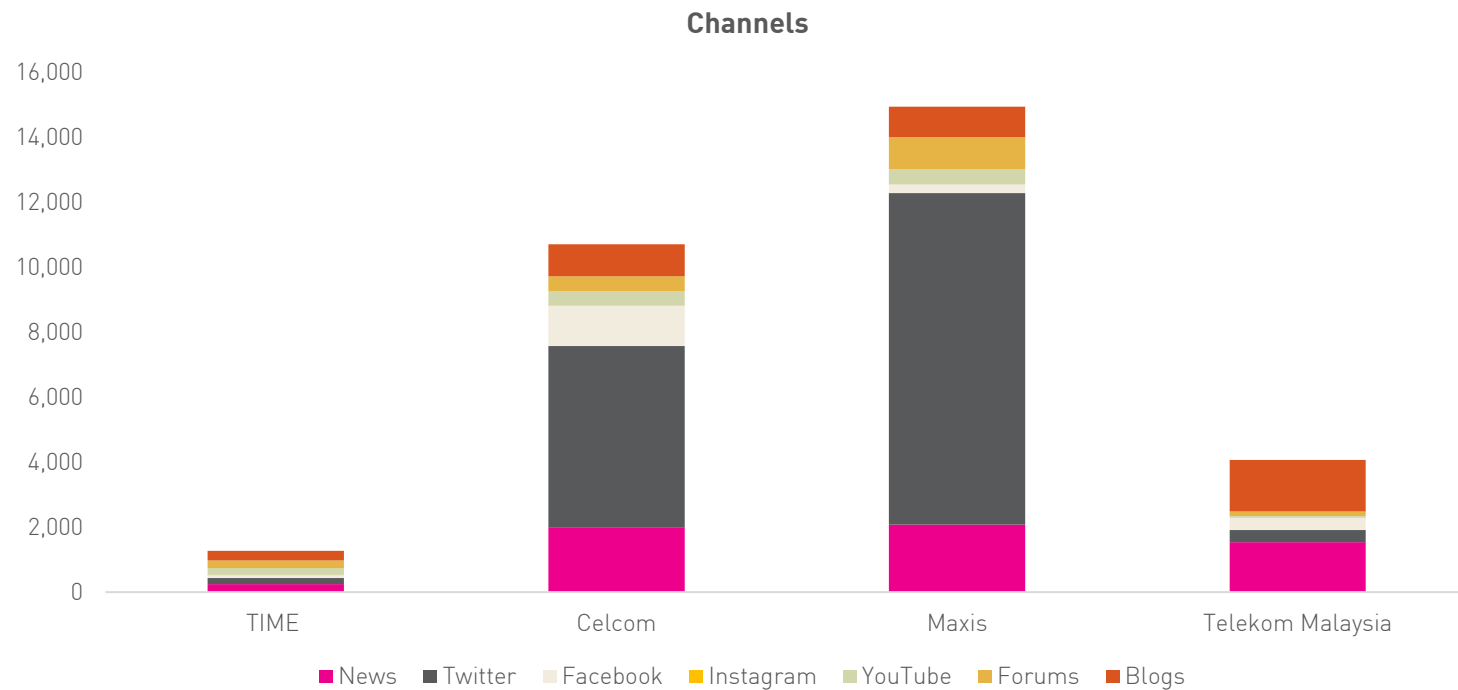
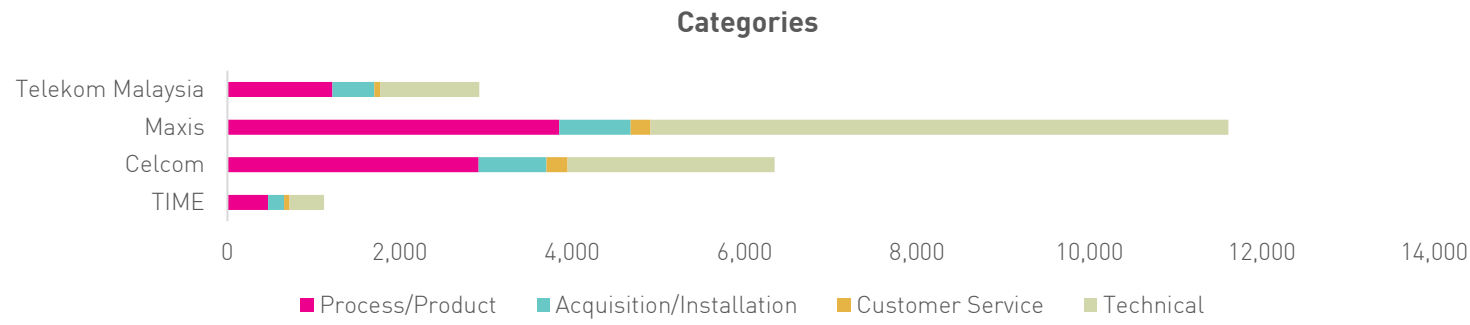


Top 10 Markets



Note: Chart includes news articles and social media mentions

Competitors Benchmarking – Volume*



	TIME	Celcom	Maxis	Telekom Malaysia
Process/Product	472	2,917	3,850	1,217
Acquisition/Installation	188	786	830	489
Customer Service	62	243	229	66
Technical	399	2,405	6,705	1,149

	TIME	Celcom	Maxis	Telekom Malaysia
News	249	1,982	2,077	1,544
Twitter	190	5,594	10,207	373
Facebook	83	1,250	265	382
Instagram	17	1	0	2
YouTube	206	437	481	50
Forums	237	460	980	130
Blogs	292	992	933	1,595

TIME & AIMS LinkedIn Performance

LinkedIn*

TIME

Followers

April	58,894
Week 1	59,114
Week 2	59,334
Week 3	59,497
Week 4	59,763
Week 5	59,872


Top Performing Content by Engagement on LinkedIn

TIME dotCom Berhad
29,937 followers
2w • Edited •

After 2 years (and too many Zoom calls), we finally got to meet industry peers and everyone at International Telecoms Week - ITW that happened on 9-12 May 2022 in Washington DC! We gained so much insight and are excited to explore ways to grow your business into ASEAN and beyond! 🌐

Didn't get a chance to catch us during #ITW2022? We're closer than you think, reach out to us at hello@time.com.my 📧

#TIMEdotCom #connectivity #telecommunications



Post Engagement Rate: 30.23%

AIMS Data Centre

Followers


April	3,023
Week 1	3,032
Week 2	3,035
Week 3	3,040
Week 4	3,051
Week 5	3,056

Top Performing Content by Engagement on LinkedIn

AIMS Data Centre
3,060 followers
2w •

Have a peaceful and illuminating Wesak celebration this 2022 - from all of us at AIMS.

#AIMSdatacentre #DataCentre



Post Engagement Rate: 2.56%

Competitors Benchmarking

Competitors Benchmarking – Sentiment*

Key Highlights

TIME

Top story for TIME: Pace of Carrier Adoption of LSO Sonata has Increased Significantly; Hits Mainstream Market Adoption

The international wholesale telecom industry had seen a significant increase in adoption of MEF LSO Sonata Inter-provider APIs among top-tier service providers in their respective markets, according to Amartus. Over 35 vendors and service providers were in production with LSO Sonata APIs or plan to be in the coming months, according to MEF Forum. The list included TIME dotcom, AT&T, Axtel Networks, Bloomberg, CMC Networks, Verizon Business and Zayo.

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	17	6	167	65	10	8	15	-	2	-	-	206
	8.9%	3.2%	87.9%	78.3%	12.0%	9.6%	88.2%	-	11.8%	-	-	100.0%
Celcom	2,517	1,151	1,926	422	402	426	-	-	1	2	4	431
	45.0%	20.6%	34.4%	33.8%	32.2%	34.1%	-	-	100.0%	0.5%	0.9%	98.6%
Maxis	1,680	2,606	5,921	72	74	119	-	-	-	-	4	477
	16.5%	25.5%	58.0%	27.2%	27.9%	44.9%	-	-	-	-	0.8%	99.2%
Telekom Malaysia	74	73	226	117	140	125	2	-	-	-	-	50
	19.8%	19.6%	60.6%	30.6%	36.6%	32.7%	100.0%	-	-	-	-	100.0%

COMPETITORS

Top story for Competitors:

- Celcom:** Managed Mobility Services Market Predicted to Hit USD 203.16 Billion by 2030, at a CAGR of 29.83% - Report by Market Research Future (MRFR)
- Maxis:** VEON announces 2022 AGM and board nominees
- Telekom Malaysia:** Streaming Video Alliance Convenes for Q2 Member Meeting and Publishes New Document by VR Study Group on eXtended Reality

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	93	10	146	47	28	162	93	20	179
	37.3%	4.0%	58.6%	19.8%	11.8%	68.4%	31.8%	6.8%	61.3%
Celcom	597	127	1,258	99	114	247	246	80	666
	30.1%	6.4%	63.5%	21.5%	24.8%	53.7%	24.8%	8.1%	67.1%
Maxis	466	141	1,470	155	195	630	239	65	629
	22.4%	6.8%	70.8%	15.8%	19.9%	64.3%	25.6%	7.0%	67.4%
Telekom Malaysia	509	124	911	23	31	76	257	414	924
	33.0%	8.0%	59.0%	17.7%	23.8%	58.5%	16.1%	26.0%	57.9%

Competitors Benchmarking – Owned Social Media Performance

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
TIME	April	116,125	0.030%	8,620	<u>Get ultrafast speed, stable connectivity, and 24/7 support in these buildings now with TIME!</u> Platform: Facebook Post Reach: 116,350 Post Engagement: 31
	Week 1	116,145	0.009%	8,830	
	Week 2	116,201	0.005%	8,840	
	Week 3	116,267	0.007%	8,840	
	Week 4	116,323	0.004%	8,860	
	Week 5	116,350	0.009%	8,920	
Celcom	April	806,806	0.045%	245,000	<u>Mudahkan perniagaan anda Celcom Business</u> Platform: YouTube Post Reach: 248,000 Post Engagement: 468,319
	Week 1	806,884	0.016%	246,000	
	Week 2	807,031	0.105%	246,000	
	Week 3	807,145	0.020%	247,000	
	Week 4	807,215	0.016%	247,000	
	Week 5	807,284	0.011%	248,000	
Maxis	April	1,316,647	0.012%	101,000	<u>Jualan Riang Raya Maxis Alunkan lagu raya dengan peranti baharu</u> Platform: YouTube Post Reach: 101,000 Post Engagement: 723,120
	Week 1	1,316,715	0.009%	101,000	
	Week 2	1,316,859	0.017%	101,000	
	Week 3	1,316,854	0.003%	101,000	
	Week 4	1,316,854	0.010%	101,000	
	Week 5	1,316,924	0.013%	101,000	
Telekom Malaysia	April	43,970	0.593%	48,800	<u>TM Group updated their profile picture</u> Platform: Facebook Post Reach: 44,220 Post Engagement: 2,418
	Week 1	44,005	0.032%	48,900	
	Week 2	44,076	0.114%	49,000	
	Week 3	44,145	0.028%	49,200	
	Week 4	44,184	0.867%	49,400	
	Week 5	44,220	1.862%	49,500	

TIME had the lowest average engagement rate in May on [Facebook](#) (0.007%), followed by Maxis (0.010%), Celcom (0.034%) and Telekom Malaysia (0.581%). There was a decline in the average engagement rate across all four brands from the previous month, with **TIME** falling even further behind its competitors as it ranked lowest in [Facebook](#) engagement rate this month.

Although Telekom Malaysia (TM) had the lowest number of [Facebook](#) followers compared to the other brands, it continued to garner the highest engagement rate – particularly in Week 4 (0.867%) – where TM posted 2 separate posts wishing its followers “Selamat Hari Gawai” and “Selamat Hari Kaamatan”. Its posts garnered significant traction, as most users returned the greeting while others used the posts as an opportunity to raise issues they have been facing with TM’s unifi service. Although [Maxis](#) and [Celcom](#) posted similar greetings on their [Facebook](#), the traction was significantly lesser than TM’s. **TIME** was the only brand that did not share any Gawai or Kaamatan greetings on [Facebook](#), which might have cast a poor light on the brand for not commemorating the festivals of indigenous people in Sarawak/Sabah. **TIME** could have used these annual festivals as a way to connect with the Sarawak/Sabah communities and boost brand awareness.

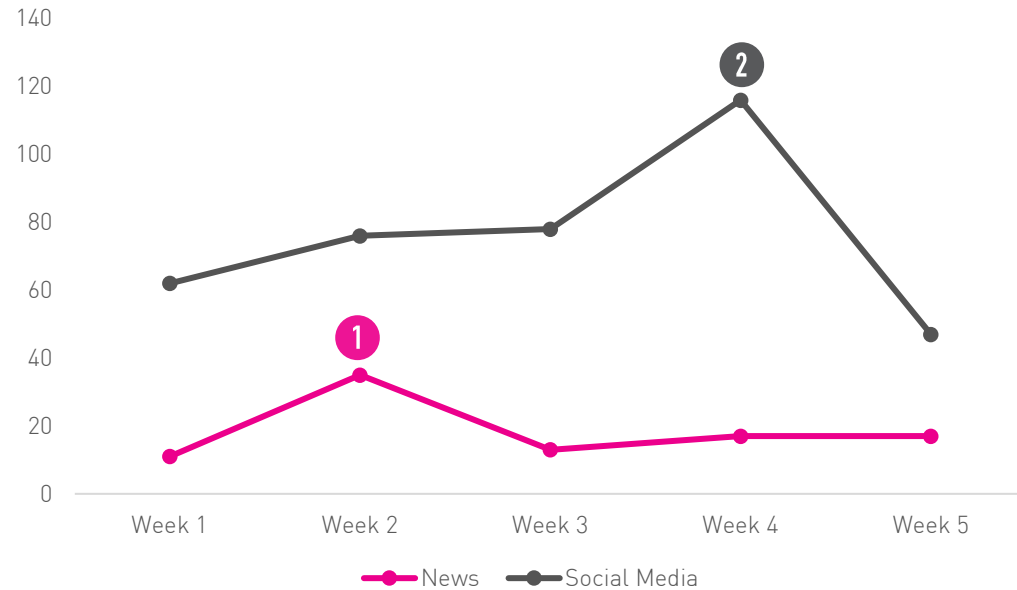
TIME’s top-performing content by engagement across all owned platforms this month was on [Facebook](#), as it announced a list of residences across Malaysia that are equipped with ultrafast speed, stable connectivity and round-the-clock support from **TIME**.

Competitors Benchmarking – Owned Social Media Performance

		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Celcom	April	84,061	0.319%	83,608	0.018%
	Week 1	84,090	0.009%	83,659	0.044%
	Week 2	84,119	0.013%	83,710	0.000%
	Week 3	84,088	0.987%	83,740	0.000%
	Week 4	84,101	0.019%	83,767	0.000%
	Week 5	84,086	0.004%	83,806	0.000%
Maxis	April	157,528	0.000%	71,616	0.025%
	Week 1	157,686	0.001%	71,725	0.003%
	Week 2	157,809	0.005%	71,875	0.007%
	Week 3	157,887	0.001%	71,962	0.005%
	Week 4	157,930	0.001%	72,113	0.033%
	Week 5	157,933	0.000%	72,182	0.018%
Telekom Malaysia	April	7,549	0.050%	4,420	0.575%
	Week 1	7,588	0.025%	4,435	0.110%
	Week 2	7,612	0.008%	4,460	0.666%
	Week 3	7,629	0.024%	4,487	0.240%
	Week 4	7,641	0.011%	4,495	0.076%
	Week 5	7,656	0.000%	4,506	1.600%

TIME Trend Analysis

Weekly Trend – Process/Product



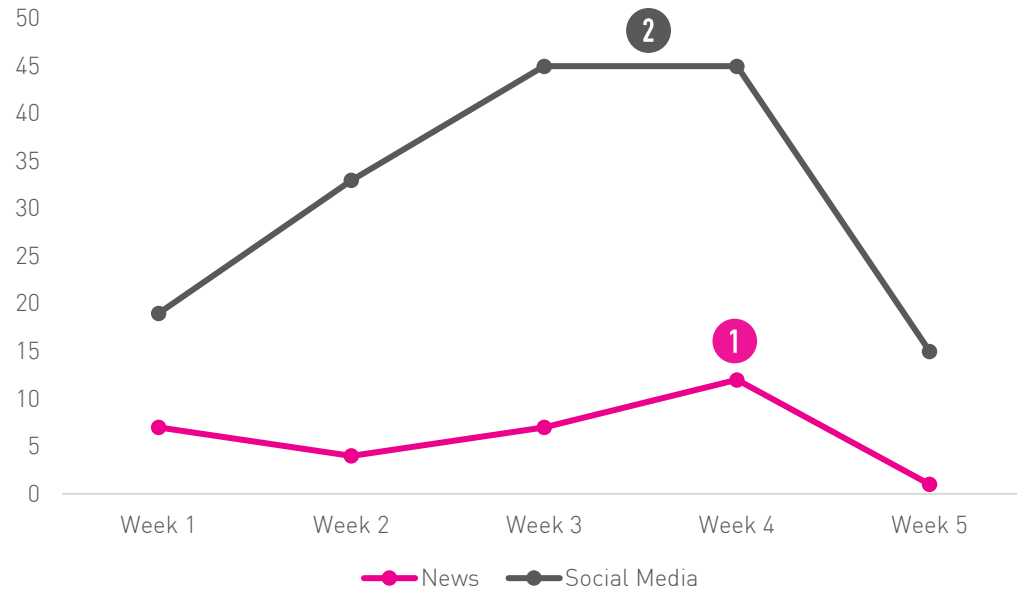
1 In Week 2, there was a spike in news coverage mainly due to news that according to Amartus, a leading MEF lifecycle service orchestration (LSO) API solution provider and expert in cloud and network automation, the international wholesale telecom industry has seen a significant increase in the adoption of MEF LSO Sonata Inter-provider APIs among top-tier service providers in their respective markets. The articles mentioned TIME as one of the service providers that are, or plan to be, in production with LSO Sonata APIs.

2 The volume of social mentions peaked in Week 4 mainly due to a retweets which alluded that a Malaysian mother's struggle to obtain citizenship for her child was due to the absence of kabel. ichbinSyafiq tweeted that if Malaysians used TIME's Kabel Besar, the situation would be vastly better. His post had garnered over 40 retweets.

	Market: United States	Date of Publication: 10 May 2022
Publication: Wall Street Select		

	Reach: N.A	
Shares: 48	Likes: 107	
Comments: N.A		

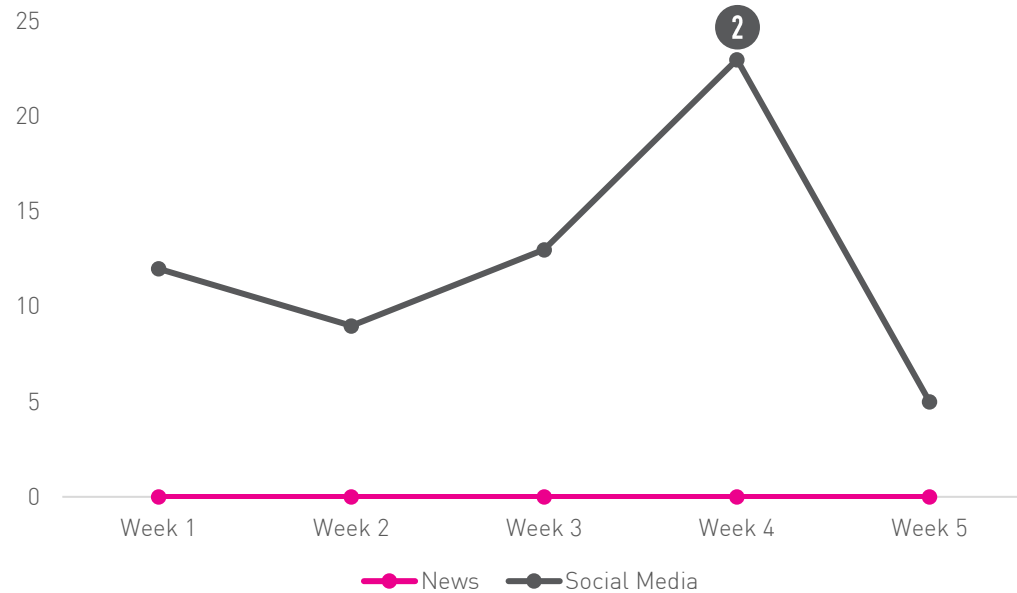
Weekly Trend – Acquisition/Installation



- 1 In Week 4, there was a spike in coverage mainly due to news articles that Telekom Malaysia is actively seeking partners and solutions in the digital space to strengthen its value proposition. The articles highlighted that competition is heating up, especially as telecom companies such as TIME are building more data centres in Malaysia. It was also mentioned that TIME could possibly raise US\$500 million from selling a part of its AIMS Data Centre to infrastructure funds.
- 2 The volume of social mentions peaked in Week 3 and 4. This was mostly due to a forum thread on TIME's fibre broadband that spanned across 2 weeks. A user posted that he was having issues with his TIME router set up. He said that although he called TIME support for help, they were unable to help him switch from router to modem mode. He asked if any forum users could help him.

<p>Edge Weekly</p> <p>Cover Story: Telekom on the prowl for M&A, JV to grow new digital services unit Credence</p> <p>Cindy Yee / The Edge Malaysia May 26, 2022 14:30 pm +08</p> <p>THIRD AGE ECONOMY 2022 SUCCESSFUL AGEING IN A POST COVID WORLD</p> <p>This article first appeared in The Edge Malaysia Weekly on May 16, 2022 - May 22, 2022.</p>  <p>Klang Valley Data Centre in Cyberjaya</p> <p>WITH 5G and digital services being two key growth areas, Telekom Malaysia Bhd (TM) is actively seeking partners and solutions in the digital space to strengthen its value proposition. And it is not discounting the possibility of acquisitions or joint ventures taking place this year.</p>	<p>Market: Malaysia</p>	<p>Date of Publication: 26 May 2022</p>
<p>Publication: The Edge Markets</p>		
<p>louis198920</p> <p>May 19 2022, 02:37 PM</p> <p>Show posts by this member only IPv6 Post #8885</p> <p>hey guys, I upgraded from 100Mbps to 500Mbps and got the HG8145X6 + WA8021V5.</p> <p>I asked the technician to setup the HG8145X6 as modem so that I just use just 1 device as ONT + router (to save space), but he say it is configured in router mode.</p> <p>I gave TIME support a call and they also can't help me to switch it from router to modem mode for some unknown reason.</p> <p>In TIME's support FAQ, there's even a method to switch between 2--in-1 mode and router mode by long pressing WPS until all the indicators lights up, but unfortunately this doesn't work for me.</p> <p>Any sifu here can help me? I just want to use the HG8145X6 as ONU + router instead of using a separate ONU and connect to this HG8145X6 (router mode).</p>	<p>Reach: N.A</p>	<p>Likes: N.A</p>
<p>Shares: N.A</p>		<p>Comments: N.A</p>

Weekly Trend – Customer Service

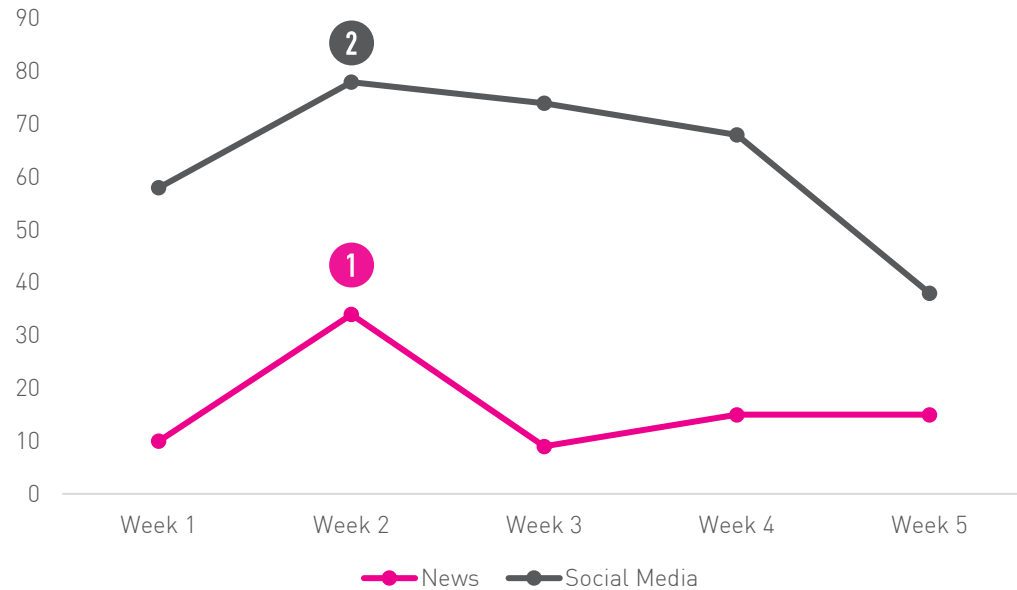


1 There were no relevant news reports on Customer Service this month.

2 In Week 4, social media mentions peaked due to several YouTube videos by EPAYMENT GLOBAL on contactless merchant services through credit card machines. The caption encouraged viewers to apply for TIME's Fibre plan which comes with free installation. A forum thread on Lowyat.net which discusses the TIME's Fibre Broadband also contributed to the peak. Notably, a user commented that when she tried to reach out to TIME's live chat regarding her broadband bills, she felt "cheated" and that the "live chat [was] non-[existent]".

<div> <div>  <p>zPayLess Warrior ☆☆☆☆</p> </div> <div> <p>darksider □ May 27 2022, 11:31 AM</p> <p>hi, yesterday i downgraded 500mbps to 100mbps, and it was effective straight today.</p> <p>in my bill i already paid for the 500mbps for this month, why dont they switch it to 100mbps after 21/6/2022 but effective immediately?</p> <p>TIME Fibre Home Broadband 500Mbps (22/05/2022 - 21/06/2022) RM139.00</p> <p>feel cheated, live chat is non existant, anything i can do so i can get the 500mbps till end of the 21/6/2022 which i paid for?</p> </div> </div>	
Reach: N.A	Likes: N.A
Shares: N.A	Comments: N.A

Weekly Trend – Technical



1 In Week 2, there was a spike in news coverage mainly due to news that according to Amartus, a leading MEF lifecycle service orchestration (LSO) API solution provider and expert in cloud and network automation, the international wholesale telecom industry has seen a significant increase in the adoption of MEF LSO Sonata Inter-provider APIs among top-tier service providers in their respective markets. The articles mentioned TIME as one of the service providers that are, or plan to be, in production with LSO Sonata APIs.

2 The peak in social media mentions in Week 2 was mainly due to blog posts on Timefibre, said to be an “authorized and registered agent for TIME Fibre”. The posts promoted the agent’s services in installing TIME’s Fibre Broadband. Additionally, a forum thread on Lowyat.net which discussed the TIME’s Fibre Broadband also contributed to the peak in Week 2. Some users were discussing about the configuration of the HG8145X6 router and whether it is common for a 1gbps connection to sometimes receive a connection of 100mbps.

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Pace of Carrier Adoption of LSO Sonata has Increased Significantly; Hits Ma

Back

Business Wire - Tue May 10, 08:57AM CDT

The international wholesale telecom industry has seen a significant increase in adoption of MEF LSO Sonata Inter-provider APIs among top-tier service providers in their respective markets, according to Amartus, a leading MEF lifecycle service orchestration (LSO) API solution provider and expert in cloud and network automation.

The company predicts that LSO Sonata adoption by the international wholesale telco market has now moved from early adopter to mainstream adopter, driven by carriers' need to respond quickly to enterprise customer service requests.

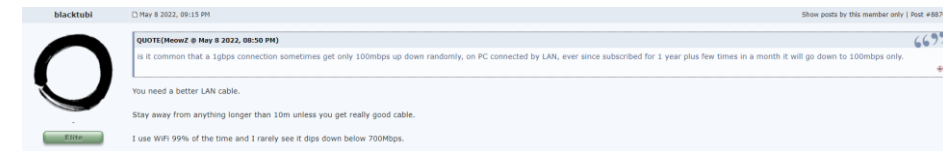
Over 35 vendors and service providers are in production with LSO Sonata APIs or plan to be in the coming months, according to MEF Forum. The list includes AT&T, Axtel Networks, Bloomberg, CMC Networks, Colt Technology Services, HGC Global Communications, Lumen, Orange, PCCW Global, Proximus, Sparkle, StarHub, Telia, Telus, TIME dotCom, Verizon Business and Zayo.

LSO Sonata APIs automate business-to-business transactions for Carrier Ethernet (CE) connectivity services between service providers, and will soon support Internet access and SD-WAN services.

Market: United States

Date of Publication: 10 May 2022

Publication: SogoTrade



Reach: N.A.

Likes: N.A

Shares: N.A

Comments: N.A

Top News by Volume

Top 10 **TIME** News

1. Pace of Carrier Adoption of LSO Sonata has Increased Significantly; Hits Mainstream Market Adoption

Market: United States	Publication: Decatur Daily Democrat	Date of Publication: 10 May 2022	Sentiment: Neutral
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The article reported on the significant increase that the international wholesale telecom industry has seen in the adoption of MEF LSO Sonata Inter-provider APIs among top-tier service providers in their respective markets. **TIME** was mentioned as one of the service providers that are, or plan to be, in production with LSO Sonata APIs.

2. WTISD bantu warga emas harungi penuaan lebih sihat

Market: Malaysia	Publication: Berita Harian	Date of Publication: 17 May 2022	Sentiment: Positive
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In an article commemorating World Telecommunication and Information Society Day, **TIME** was mentioned as one the telecom companies that are playing a role in influencing the lives of every Malaysian, regardless of age, to ensure that they are better at and more connected to technology.

3. TIME's 1Q net profit eases on higher depreciation and staff costs, forex loss

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 30 May 2022	Sentiment: Positive
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The article announced that **TIME**'s 1Q net profit had eased 0.78% to RM90.65 million, from RM91.35 million a year earlier, on higher depreciation charged, staff-related costs and impact of foreign exchange (forex) movements.

4. Cover Story: RM26 bil lost from top telco stocks reflects profit pain, 5G uncertainties

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 26 May 2022	Sentiment: Neutral
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The article reported that the two worst-performing stocks among the four largest listed telcos are Maxis Bhd and Digi.Com Bhd, which paid their shareholders nearly all the profits earned for FY2021 and are among the handful of counters that pay dividends every quarter. The article mentioned that **TIME** saw its shares ease only 2% YTD to close at RM4.48 on 10 May, giving it a market capitalisation of RM8.2 billion.

5. Cover Story: Telekom on the prowl for M&A, JV to grow new digital services unit Credence

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 26 May 2022	Sentiment: Neutral
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The article detailed Telekom Malaysia's plan to actively seek partners and solutions in the digital space to strengthen its value proposition. The article mentioned that **TIME** was paid RM58.7 million for 60% of AVM Cloud Sdn Bhd to accelerate the growth of cloud computing as a new business pillar, alongside its fibre broadband services, global network connectivity and data centres. The acquisition was said to have contributed to the growth of its enterprise revenue.

S/N	Headline	Market	Sentiment
6	<u>Cover Story: Telekom moves further beyond homes with 5G</u>	Malaysia	Neutral
7	<u>Time Dotcom posts RM90.64 million net profit in Q1 despite forex impact</u>	Malaysia	Positive
8	<u>Maxis makes digitalisation of nation A TOP PRIORITY; Maxis ups its value proposition; number portability comes to the fixed line market</u>	Malaysia	Neutral
9	<u>[Trading Central] Time dotCom: as long as 4.24 is support look for 4.8</u>	Singapore	Positive
10	<u>[Trading Central] Time dotCom: as long as 4.22 is support look for 4.76</u>	Singapore	Positive

Top 10 Celcom News

1. Managed Mobility Services Market Predicted to Hit USD 203.16 Billion by 2030, at a CAGR of 29.83% - Report by Market Research Future (MRFR)

Market: United States

Publication: Spoke

Date of Publication: 12 May 2022

Sentiment: Positive

The article said that according to a comprehensive research report by Market Research Future (MRFR), “Managed Mobility Services Market” information by Technology, by End-User and Region – Forecast to 2030”, market size is expected to reach USD 203.16 billion - growing at a compound annual growth rate of 29.83% by 2030. **Celcom** was mentioned as one of the dominant key players in the “Managed Mobility Services Market”.

S/N	Headline	Market	Sentiment
2	VoIP Market 2022 to 2028 Industry Latest Updates, Competitive Landscape, Revenue and Upcoming Investments	United States	Neutral
3	EXCLUSIVE-Malaysia's biggest telcos seek majority stake in 5G agency - document	United States	Neutral
4	马来西亚移动运营商要求获得单一5G网络运营实体多数股权	Mainland China	Neutral
5	84 Countries Gather in 8APSMC, 2000MHz Mid Bandwidth for 5G including 6GHz per Country as IMT Industry Consensus	Sri Lanka	Neutral
6	Big Four Telcos Reportedly Want Majority Stake Of DNB	Malaysia	Neutral
7	银线电波之上通信战鹰雷霆出击	Mainland China	Neutral
8	MoF holds telcos to June 30 deadline for 5G, private equity firms circle DNB for potential stake	Malaysia	Neutral
9	Celcom wants to expand 4G coverage in Sabah, Sarawak by the end of the year	Malaysia	Positive
10	Closer Together With Greater Savings On Celcom MEGA Family Plan This Festive Season	Malaysia	Positive

Top 10 Maxis News

1. VEON announces 2022 AGM and board nominees

Market: United Kingdom

Publication: 4RFV International
Broadcast News

Date of Publication: 26 May 2022

Sentiment: Neutral

VEON Ltd., a global digital operator that provides mobile connectivity and services, had announced on 25 May 2022 that its Board of Directors had set the date for the Company's Annual General Meeting of Shareholders (the AGM) for 29 June 2022. Augie Fabela, Morten Lundal and Stan Miller have been included on the recommended slate. Morten Lundal was mentioned to have over 20 years' experience as an executive in the telecoms sector with extensive experience in emerging markets, having held key positions at Telenor Group in Oslo and Vodafone Group in London as well as CEO of **Maxis** Bhd and Digi.Com Bhd in Malaysia.

S/N	Headline	Market	Sentiment
2	<u>Managed Mobility Services Market Predicted to Hit USD 203.16 Billion by 2030, at a CAGR of 29.83% - Report by Market Research Future [MRFR]</u>	United States	Positive
3	<u>EXCLUSIVE-Malaysia's biggest telcos seek majority stake in 5G agency - document</u>	United States	Neutral
4	<u>Strategies For Global Managed Mobility Services Market Players In 2022-2026 Market Forecast Period</u>	United States	Neutral
5	<u>马来西亚移动运营商要求获得单一5G网络运营实体多数股权</u>	Mainland China	Neutral
6	<u>Little Movement Seen For Malaysia Stock Market</u>	United States	Negative
7	<u>Big Four Telcos Reportedly Want Majority Stake Of DNB</u>	Malaysia	Neutral
8	<u>Malaysia's digital economy to contribute 22.6% to GDP, create half a million jobs by 2025</u>	Malaysia	Positive
9	<u>Malaysia Bourse May Run Out Of Steam On Thursday</u>	United States	Negative
10	<u>MoF holds telcos to June 30 deadline for 5G, private equity firms circle DNB for potential stake</u>	Malaysia	Neutral

Top 10 Telekom Malaysia News

1. Streaming Video Alliance Convenes for Q2 Member Meeting and Publishes New Document by VR Study Group on eXtended Reality

Market: United States

Publication: TMCnet.com

Date of Publication: 10 May 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, had hosted a virtual event from 9 to 12 May 2022, featuring presentations on important industry topics, as well as Working Group breakout sessions. "There's a lot of great progress happening inside the Alliance, as evidenced by new technical documents and a growing membership base. We're excited to welcome AKR Multicasting, Ceeblue, SiriusXM Radio, The Football Association Premier League, and WarnerMedia as our newest members," said Jason Thibeault, Executive Director at the Streaming Video Alliance. Members of the alliance include technology providers such as **Telekom Malaysia**.

S/N	Headline	Market	Sentiment
2	EXCLUSIVE-Malaysia's biggest telcos seek majority stake in 5G agency - document	United States	Neutral
3	Govt introduces cloud computing service MyGovCloud	United States	Positive
4	A Game Well-Played: Globe launches massive games and esports efforts for 2022	Philippines	Positive
5	马来西亚移动运营商要求获得单一5G网络运营实体多数股权	Mainland China	Neutral
6	Little Movement Seen For Malaysia Stock Market	United States	Negative
7	Nixed 'Wholesale Fireworks' TM Suit Doesn't Merit Atty Fees	United States	Negative
8	Malaysia Bourse May Run Out Of Steam On Thursday	United States	Negative
9	MoF holds telcos to June 30 deadline for 5G, private equity firms circle DNB for potential stake	Malaysia	Neutral
10	TM One poised to offer comprehensive data centre capacity for govt digital transformation	United States	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.

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).

TIMETM

Thank You

