

# time<sup>TM</sup>

OCTOBER 2023  
MONTHLY REPORT



An abstract network diagram in the top right corner, consisting of a series of interconnected nodes and lines, some of which are highlighted with larger circles.

# TIME OVERVIEW

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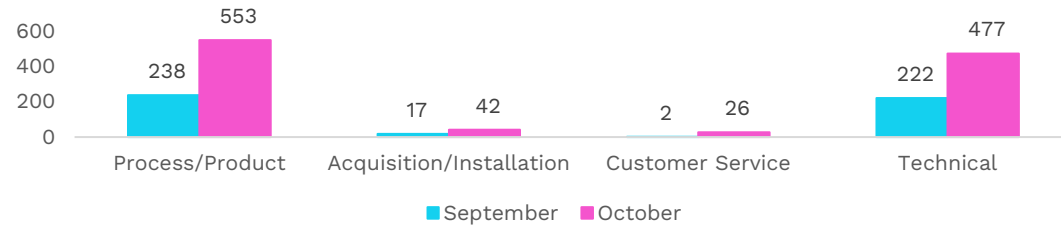
# TIME OVERVIEW

In October 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. Most of the news coverage about **Time** were about the strategic sale of Khazanah Nasional Bhd's stake in Time through its affiliate, Pulau Kapas Ventures Sdn Bhd (PKV). The investment fund confirmed that PKV successfully placed 67.5 million **Time** shares, equivalent to 3.7 percent of **Time's** total shares.

**Time** received most of its social media mentions on Twitter, which primarily focused on promoting **Time's** Fibre Broadband. Moreover, various topics were discussed in Forums, including questions and feedback about **Time's** products and services. Many users were drawing comparisons between the pricing of Maxis' Unifi, which provides a 100Mbps plan at RM89, and Time's 100Mbps plan, which is still priced at RM99. Many users voiced their wish for Time to lower its prices to stay competitive. Moreover, a user raised concerns about **Time's** international routing, suspecting intentional slowdown by **Time** and placing blame on their cloud provider. The user mentioned that apologies were issued by **Time** after the case was escalated to their higher-tier customer service despite claiming that they were unable to resolve it. Another user speculated about the improvement in **Time's** customer service and asked about the escalation process, to which the original poster clarified that they reached the head of **Time** customer service, who admitted fault. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in October 2023. For news, 9.8% of **Time's** news coverage was from top-tier\* sources, while 90.2% were from non-top-tier sources.

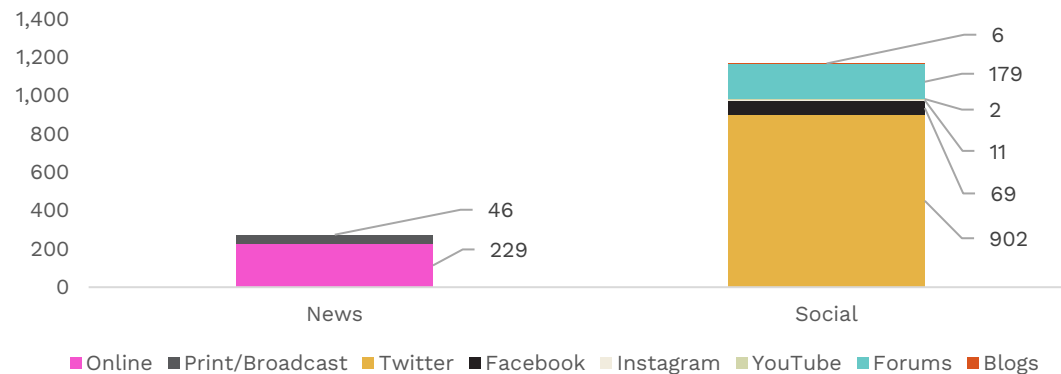
Among its competitors, Maxis had the highest volume of news articles and social media mentions, followed by Celcom, **Time**, and Telekom Malaysia. Process/Product and Technical had the most mentions across news and social media amongst **Time** and its competitors. Maxis ranked the highest on Twitter,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

## Month-on-Month

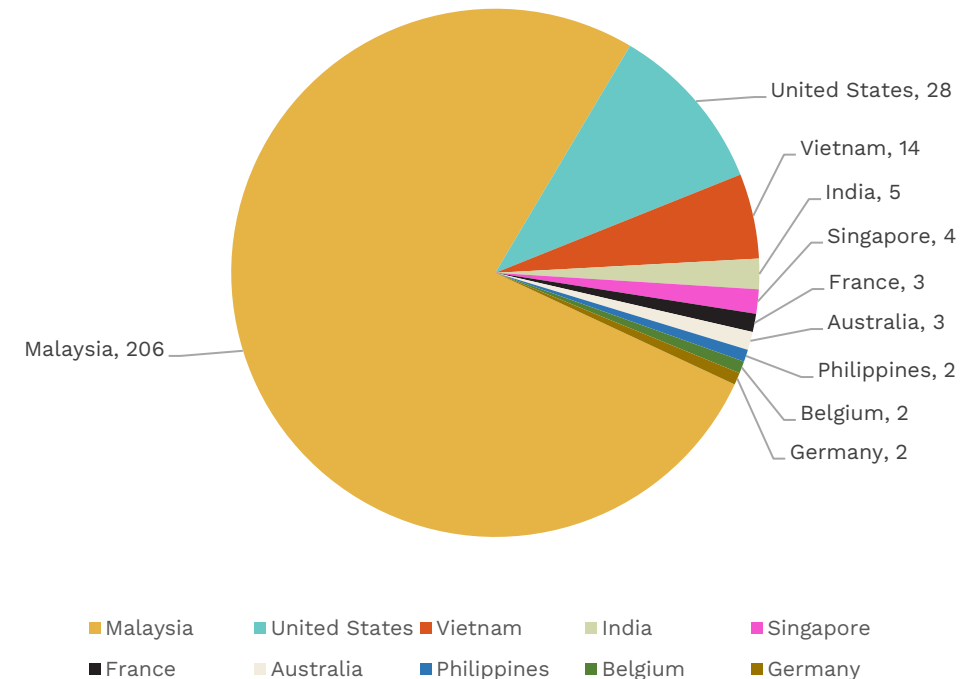


**Note:** Chart only reflects articles/mentions/posts that fall within the topic categories

## Channels

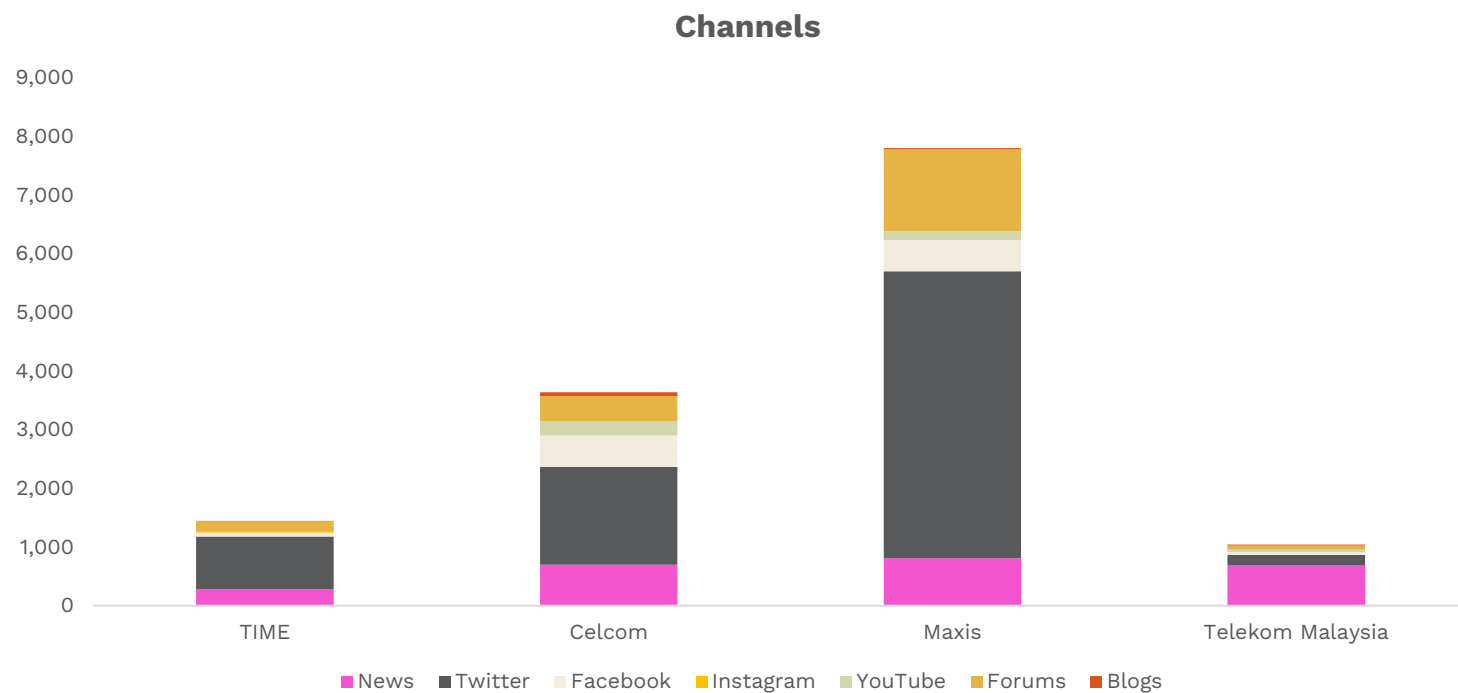
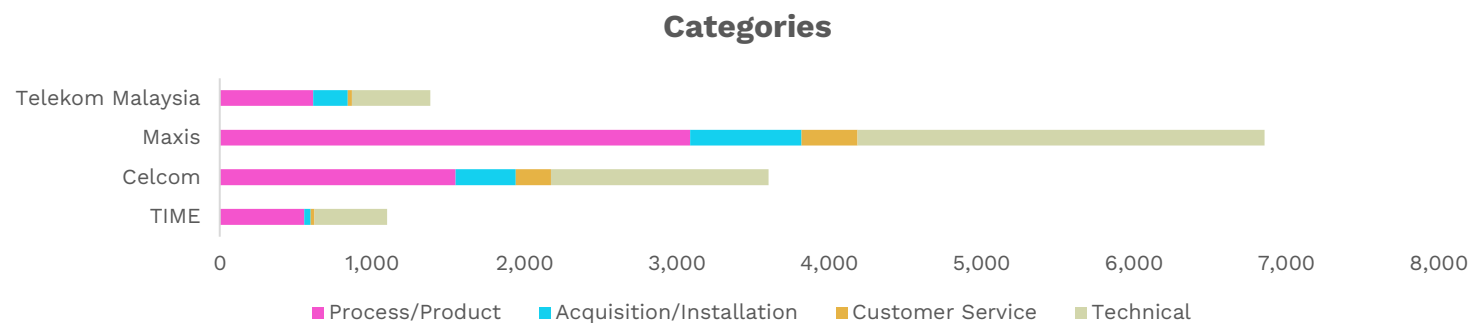


## Top 10 Markets



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

# COMPETITORS BENCHMARKING - VOLUME\*



	Time	Celcom	Maxis	Telekom Malaysia
Process/Product	553	1,548	3,087	613
Acquisition/Installation	42	394	730	226
Customer Service	26	232	368	28
Technical	477	1,427	2,671	514

	Time	Celcom	Maxis	Telekom Malaysia
News	275	700	805	692
Twitter	902	1,670	4,897	175
Facebook	69	533	535	43
Instagram	11	5	1	0
YouTube	2	233	145	44
Forums	179	431	1,400	72
Blogs	6	67	18	18

# TIME & AIMS LINKEDIN PERFORMANCE

LinkedIn\*

## Time

### Followers

September	77,320
Week 1	77,651
Week 2	77,846
Week 3	78,054
Week 4	78,229
Week 5	78,316

### Top Performing Content by Engagement on LinkedIn

**TIME dotCom Berhad**  
27,334 followers  
+ Follow


What better way to showcase invisible cables than to visualize it within your dream house? 🏡 It was a blast seeing all of you at the [#GigSpeedHome](#) pop-up held at IPC Shopping Centre from 19-22 October 2023!

Gig Speed Home, our brand-new home WiFi service is built on Huawei's Fibre-To-The-Room (FTTR) technology that pulls micro optical fibre into designated spaces so no rooms get left behind.

Thanks to our partners **Huawei** and **IKEA** for being part of this amazing pop-up and constantly pushing boundaries for the ultimate home internet experience.

Find out more about Gig Speed Home here: <https://inkd.in/gumsd2hw>

[#TimeInternet](#) [#KabelBesar](#) [#FTTR](#) [#GigSpeedHome](#)



**Post Engagement Rate: 54.1%**

## AIMS Data Centre

### Followers

September	5,000
Week 1	5,054
Week 2	5,097
Week 3	5,124
Week 4	5,156
Week 5	5,156

### Top Performing Content by Engagement on LinkedIn

**AIMS Data Centre**  
5,086 followers  
3w • + Follow


We are proud and honoured to have been recognised as **Frost & Sullivan's 2023 Company of the Year** in the Malaysia Data Centre Industry.

We're committed to building a dynamic interconnected ecosystem so our customers can thrive and this recognition is a testament to that. Thank you for choosing AIMS as your preferred data centre partner.

To read more about the award, kindly click on the link below.

<https://inkd.in/gkPyD-r>

[#AIMSdatacentre](#) [#DataCentre](#) [#DataCentreoftheYear](#)



**Post Engagement Rate: 5.2%**

# COMPETITORS BENCHMARKING

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# COMPETITORS BENCHMARKING - SENTIMENT\*

## Key Highlights

### Time

**Top story for Time:** [PKV lupus strategik kepentingan dalam TIME](#)

Khazanah Nasional Bhd, through its associate Pulau Kapas Ventures Sdn Bhd (PKV), announced the strategic sale of its indirect stake in **Time**. In a recent disclosure, the investment fund confirmed that PKV, under the control of Global Transit International Sdn Bhd (GTI), effectively sold 67.5 million **Time's** shares, constituting 3.7 percent of **Time's** overall shares.

### COMPETITORS

**Top story for Competitors:**

- ① **Celcom:** [Logo korporat baharu CelcomDigi aspirasi jadi jenama dipercayai](#)
- ② **Maxis:** [Coursera Reports Third Quarter 2023 Financial Results](#)
- ③ **Telekom Malaysia:** [TM turunkan harga pakej jalur lebar Unifi](#)

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	40	9	853	43	3	23	11	-	-	-	-	2
	4.4%	1.0%	94.6%	62.4%	4.3%	33.3%	100.0%	-	-	-	-	100.0%
Celcom	230	573	867	113	106	314	4	-	1	40	15	178
	13.8%	34.3%	51.9%	21.2%	19.9%	58.9%	80.0%	-	20.0%	17.2%	6.4%	76.4%
Maxis	856	1,515	2,526	124	100	311	1	-	-	24	3	118
	17.5%	30.9%	51.6%	23.2%	18.7%	58.1%	100.0%	-	-	16.6%	2.1%	81.3%
Telekom Malaysia	46	28	101	13	5	25	-	-	-	1	1	42
	26.3%	16.0%	57.7%	30.3%	11.6%	58.1%	-	-	-	2.3%	2.3%	95.4%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	121	7	147	47	36	96	6	-	-
	44.0%	2.5%	53.5%	26.3%	20.1%	53.6%	100.0%	-	-
Celcom	293	21	386	129	87	215	20	7	40
	41.9%	3.0%	55.1%	29.9%	20.2%	49.9%	29.9%	10.4%	59.7%
Maxis	263	129	413	283	378	739	9	6	3
	32.7%	16.0%	51.3%	20.2%	27.0%	52.8%	50.0%	33.3%	16.7%
Telekom Malaysia	261	105	326	22	19	31	8	5	5
	37.7%	15.2%	47.1%	30.6%	26.4%	43.0%	44.4%	27.8%	27.8%

# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
Time	September	120,478	0.006%	13,100	<p><u>Welcome to your Gig Speed Home</u></p> <p><b>Platform:</b> YouTube <b>Post Reach:</b> 13,100 <b>Post Engagement:</b> 361,504</p>
	Week 1	120,892	0.331%	13,100	
	Week 2	121,048	0.041%	13,100	
	Week 3	121,172	0.019%	13,100	
	Week 4	121,342	0.009%	13,100	
	Week 5	121,393	0.000%	13,100	
Celcom	September	818,094	0.009%	248,000	<p><u>Reimagine a new era with CelcomDigi tune</u></p> <p><b>Platform:</b> YouTube <b>Post Reach:</b> 248,000 <b>Post Engagement:</b> 941</p>
	Week 1	818,140	0.006%	248,000	
	Week 2	818,106	0.014%	248,000	
	Week 3	818,047	0.017%	248,000	
	Week 4	818,064	0.015%	248,000	
	Week 5	818,065	0.013%	248,000	
Maxis	September	1,325,219	0.000%	121,000	<p><u>We would like to confirm that normal service has been restored. Our sincere apologies again for the inconvenience. Thank you for your patience and understanding.</u></p> <p><b>Platform:</b> Twitter <b>Post Reach:</b> 161,503 <b>Post Engagement:</b> 26,326</p>
	Week 1	1,325,723	0.034%	122,000	
	Week 2	1,325,758	0.000%	122,000	
	Week 3	1,325,744	0.009%	123,000	
	Week 4	1,325,767	0.004%	123,000	
	Week 5	1,325,772	0.006%	124,000	
Telekom Malaysia	September	47,878	0.032%	50,300	<p><u>We understand that managing anxiety or uneasy feelings in demanding situations is something we faced.</u></p> <p><b>Platform:</b> Twitter <b>Post Reach:</b> 8,979 <b>Post Engagement:</b> 635</p>
	Week 1	47,936	0.061%	50,300	
	Week 2	47,972	0.023%	50,300	
	Week 3	47,979	0.044%	50,300	
	Week 4	48,004	0.136%	50,300	
	Week 5	48,011	0.047%	50,400	

In October, **Time's** [Facebook](#) posts achieved the highest average engagement rate at 0.080%. Meanwhile, Telekom Malaysia attained the second-highest average engagement rate at 0.062%, followed by Celcom at 0.013%, and Maxis closely behind at 0.011%.

**Time's** high engagement rate for its [Facebook](#) content could be attributed to a post made in Week 1, which encouraged customers to share their thoughts about **Time's** services, aimed at enhancing their overall experience. **Time** also sweetened the deal by announcing an enticing offer for existing subscribers to win one year of internet access through its [#TimeInternetFam2023](#) giveaway event. Many users engaged with the post by sharing their positive experiences with **Time**, emphasising its exceptional customer service, reliability, and game-changing connection. However, there were also recommendations from long-time users to improve **Time's** network speed and to expand its coverage. Moreover, **Time** also achieved the top-performing content by engagement across all owned platforms with its [YouTube](#) video of its new Gig Speed Home, possibly due to the feature of popular Malaysian singer and influencer, Elizabeth Tan. Considering the high level of engagement that both posts received, **Time** could continue employing effective content strategies that connect well with its audience, such as organizing giveaway events, showcasing influencers, incorporating customer feedback to improve services, and maintaining active engagement across various channels.

Meanwhile, compared to previous months, Telekom Malaysia (TM) achieved the second-highest engagement rate for its [Facebook](#) content. This can be linked to a post in Week 4, which marked a new milestone in their continuous partnership with UnifiTV by introducing Unifi TV Originals. The achievement of TM, combined with **Time's** collaboration with Lazada and NextUpAsia for the **Time** Digital Masterclass, could inspire **Time** to consider potential collaborations with different media platforms. This may entail providing diverse content to promote its products and services, as well as fostering potential partnerships and business opportunities.



# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

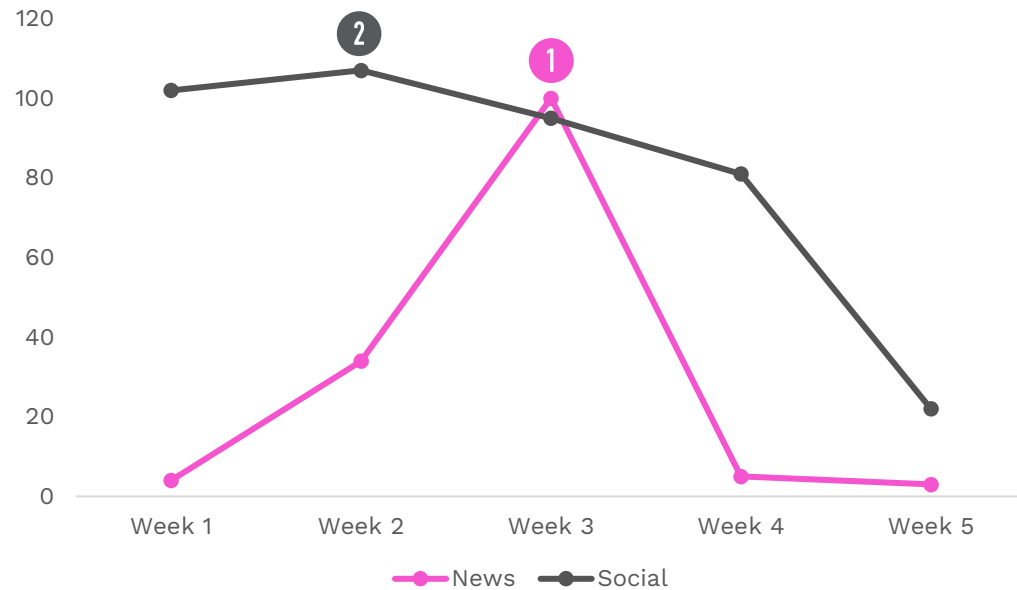
		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Time	September	-	-	4,263	0.881%
	Week 1	-	-	5,356	5.676%
	Week 2	-	-	5,669	1.425%
	Week 3	-	-	5,770	0.594%
	Week 4	-	-	5,817	0.239%
	Week 5	-	-	5,830	0.000%
Celcom	September	85,111	0.004%	88,929	0.000%
	Week 1	85,292	0.000%	89,006	0.005%
	Week 2	85,414	0.013%	89,025	0.009%
	Week 3	85,524	0.010%	89,059	0.017%
	Week 4	85,615	0.019%	89,061	0.004%
	Week 5	85,622	0.018%	89,085	0.002%
Maxis	September	160,692	0.002%	81,092	0.000%
	Week 1	161,030	0.038%	81,209	0.020%
	Week 2	161,160	0.004%	81,270	0.000%
	Week 3	161,260	0.003%	81,371	0.019%
	Week 4	161,373	0.004%	81,511	0.017%
	Week 5	161,417	0.004%	81,553	0.007%
Telekom Malaysia	September	8,888	0.073%	5,463	0.000%
	Week 1	8,908	0.000%	5,489	0.000%
	Week 2	8,930	0.000%	5,492	0.078%
	Week 3	8,951	0.000%	5,493	0.271%
	Week 4	8,958	0.037%	5,502	0.509%
	Week 5	8,971	0.041%	5,502	0.242%



# TIME TREND ANALYSIS

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# WEEKLY TREND - PROCESS/PRODUCT



- 1 In Week 3, there was a peak in the volume of news coverage mainly due to the new partnership between Celcom and Time to provide more home fibre connection options across Malaysia. This collaboration will allow Celcom to leverage **Time's** fibre broadband infrastructure, offering customers high-speed broadband up to one gigabyte per second and faster fibre installation. The partnership aims to provide internet services more quickly and efficiently, supporting Malaysia's digital aspirations and expanding coverage throughout the country.
- 2 The volume of social mentions peaked in Week 2 during a forum thread discussion on **Time's** Fibre Broadband. Users were comparing the pricing of Maxis' Unifi, which offers a 100Mbps plan for RM89, while **Time's** 100Mbps plan was still priced at RM99. Many participants expressed desire for **Time** to reduce its prices to remain competitive. Some users wondered why **Time** has not introduced new packages or plans in response to Unifi's free upgrade. A user recalled a similar situation in 2018 when other ISPs reduced their prices, and **Time** eventually lowered its 100Mbps plan from RM149 to RM99, surpassing competitors.

## CelcomDigi, TIME bekerjasama tawar sambungan gentian rumah

Oleh Wartawan BH - Oktober 16, 2023 @ 1:18pm  
bhbiz@nstp.com.my

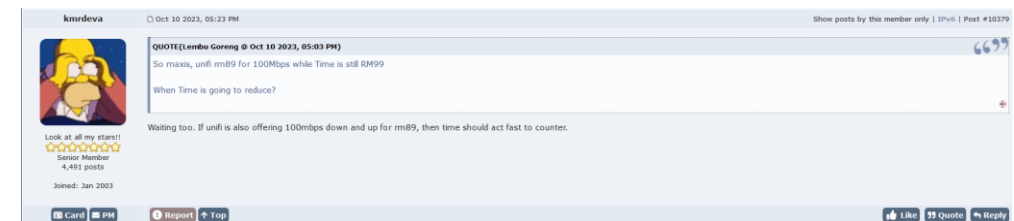


Murty (tiga dari kiri) dan Zainal (dua dari kiri) pada majlis memeterai kerjasama antara CelcomDigi dan TIME - Gambar ihsan CelcomDigi

**Market:**  
Malaysia

**Date of Publication:**  
16 October  
2023

**Publication:**  
Berita Harian



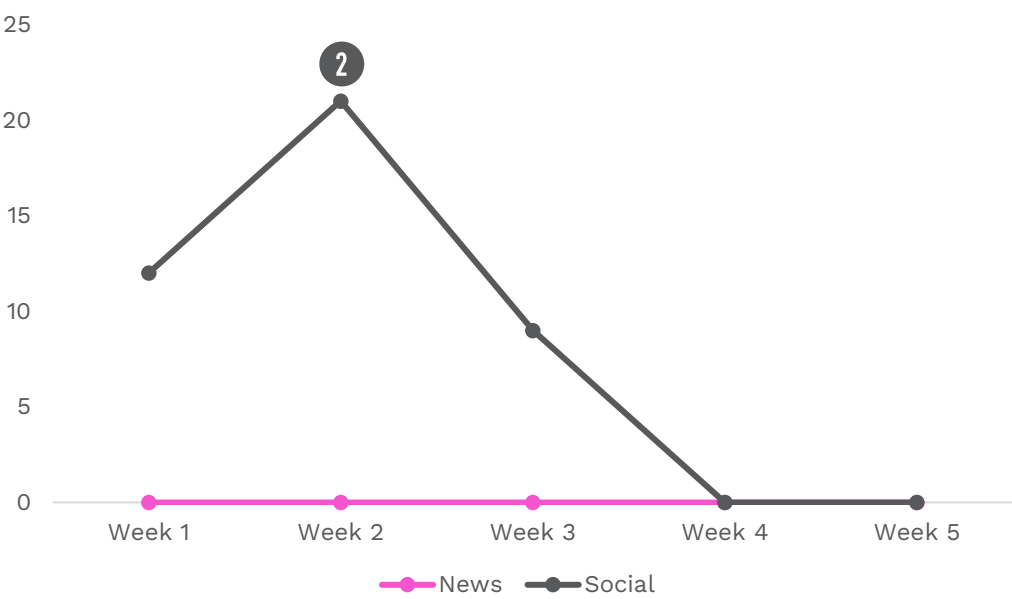
**Reach:** N.A.

**Likes:** N.A.

**Shares:** N.A.

**Comments:** N.A.

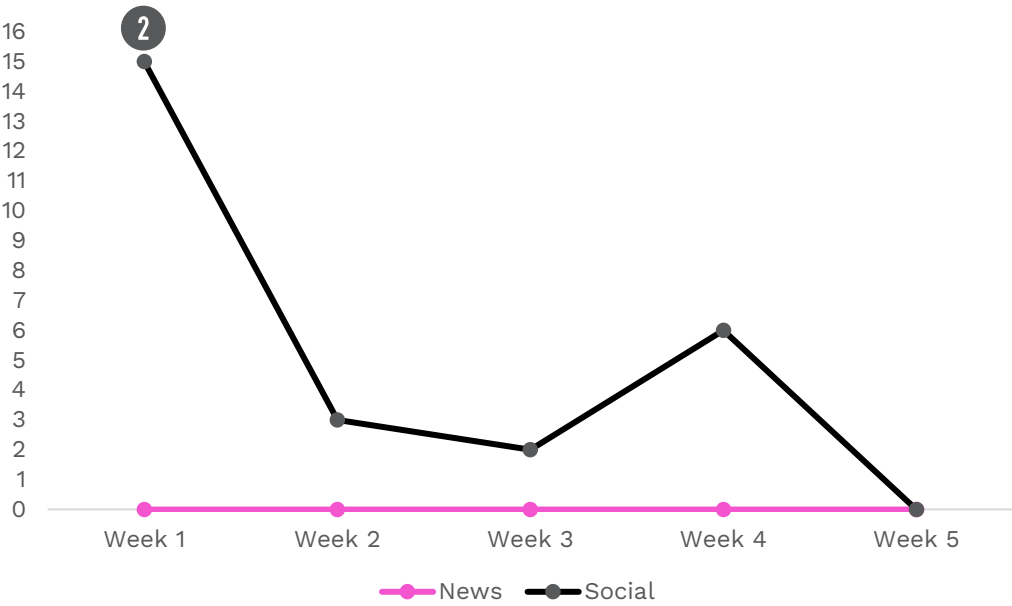
# WEEKLY TREND - ACQUISITION/INSTALLATION



- 1 There were no relevant news reports on Acquisition/Installation this month.
- 2 The volume of social mentions peaked in Week 2 due to a forum thread discussion on **Time**'s Fibre Broadband. A user enquired about replacing **Time**'s HG8145X6 router with a TP-Link C5400. Another user suggested contacting **Time** support and requesting bridge mode while setting up PPPoE on the TP-Link router, omitting the need for a VLAN/ISP profile. However, the user reported having difficulty getting **Time**'s support as **Time** informed them that their modem couldn't be set to bridge mode.

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

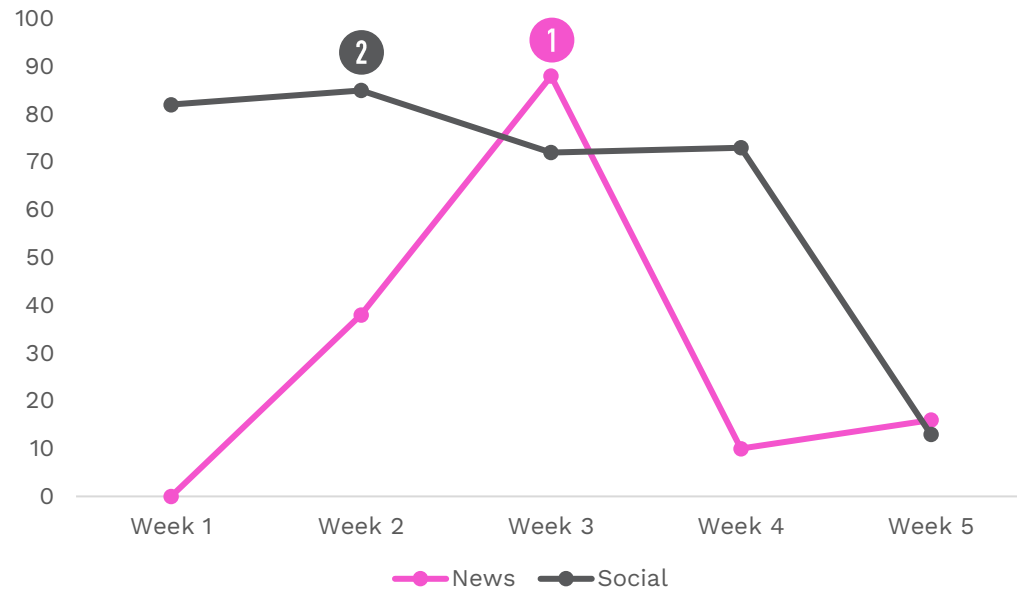
# WEEKLY TREND - CUSTOMER SERVICE



- 1 There were no relevant news reports on Customer Service this month.
- 2 The volume of social mentions peaked in Week 2 due to a forum thread discussion on **Time's** Fibre Broadband. A user shared their frustration with **Time's** international routing issues, providing evidence that **Time** was intentionally slowing down traffic and blaming the cloud provider. **Time's** representative apologised only when the issue was escalated to a higher level in **Time's** customer service, though they claimed they could not resolve it. The user eventually switched to Allo after investigating their upstream provider, which promptly resolved the slowness issue. Another user speculated that **Time's** customer service might be slowly improving and inquired about the escalation process to the upstream provider, to which the user who posted the complaint clarified that they didn't manage to escalate to the upstream provider but reached the head of **Time** customer service, who admitted fault.

<div><div>ChenKaiWen</div><div>Oct 9 2023, 02:42 PM</div><div>Show posts by this member only   Post #10366</div></div> <div><div>NO AVATAR SELECTED</div><div>Getting Started</div><div>QUOTE(DeagMemory @ Oct 9 2023, 02:30 PM)</div><div>Hi guys, I have a HG8145X6 as the router provided by Time. I want to use my Tplink C5400 instead, how to go about ya? I already have the PPOE credentials.</div><div>Call time support and request for bridge mode. Then set up PPPoE on your TP-Link, no vlan/ISP profile needed.</div><div>DeagMemory liked the post.</div><div>Card PH Report Top Like Quote Reply</div></div>	
Reach: N.A.	Likes: N.A.
Shares: N.A.	Comments: N.A.

# WEEKLY TREND - TECHNICAL



- 1 In Week 3, there was a peak in the volume of news coverage mainly due to the launch of **Time's** Gig Speed Home WiFi service, which offers high-speed internet coverage in homes using HUAWEI Fibre To The Room (FTTR) equipment. This service utilises WiFi 6 technology and offers speeds of up to 2Gbps, with a promotion allowing roadshow visitors to win a cash prize, including a year of free internet subscription and IKEA vouchers by spending at least RM500 at Ikano Power Centre or IKEA.
- 2 The volume of social mentions peaked in Week 2 due to a forum thread discussion on **Time's** Fibre Broadband. A user inquired about a suitable Wi-Fi 6/6E mesh router for his large condominium due to persistent connectivity issues with **Time** broadband, including dropouts and poor nighttime performance. Despite **Time's** attempt to resolve the issue, problems persisted. Another user, who had a condo just under 1.3k sqft, mentioned using **Asus Zenwifi XT8** successfully with a 500mbps **Time** package since 2020 and suggested considering the Zenwifi Pro XT12 for larger condo spaces.

<p>Anda dijemput hadir ke pameran TIME Gig Speed Home WiFi untuk lihat teknologi internet pantas 2Gbps di seluruh rumah</p> <p>BY AZZAM SAMSUDDIN OKTOBER 19, 2023 BERITATELCONTERNET</p> 	<p><b>Market:</b> Malaysia</p>	<p><b>Date of Publication:</b> 19 October 2023</p>
<p><b>Publication:</b> TechNave</p>		
<p><b>Reach:</b> N.A.</p>	<p><b>Likes:</b> N.A.</p>	
<p><b>Shares:</b> N.A.</p>	<p><b>Comments:</b> N.A.</p>	



# TOP NEWS BY VOLUME

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# TOP 10 TIME NEWS

## 1. PKV lupus strategik kepentingan dalam TIME

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Harian Metro	12 October 2023	Positive
<p>Khazanah Nasional Bhd, through its affiliate Pulau Kapas Ventures, sold 3.7% of <b>Time</b>'s total shares, amounting to 67.5 million shares, with the proceeds benefiting Khazanah. PKV's stake in <b>Time</b> reduced from 28.8% to around 25.1%. This decision was driven by <b>Time</b>'s strong growth and market capitalisation exceeding RM10 billion in February 2023, making the timing right for monetisation, while Khazanah reiterated its support for Global Transit International Sdn Bhd.</p>			

## 2. KWSP tingkatkan pegangan dalam TIME

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Berita Harian	15 October 2023	Positive
<p>The Employees' Provident Fund (EPF) increased its stake in <b>Time</b> to nine percent by acquiring 1.47 percent, with a purchase of 27.14 million shares valued at RM146.01 million. Simultaneously, Khazanah Nasional Bhd disposed of 3.7 percent of its stake in <b>Time</b>, maintaining a 25.1 percent majority ownership, while EPF now holds nine percent.</p>			

## 3. CelcomDigi to work with Time dotCom to expand its services to wider segment

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	New Straits Times	16 October 2023	Positive
<p>CelcomDigi is partnering with <b>Time</b> to expand its CelcomDigi fiber services, focusing on individuals residing in condominiums and apartment complexes. This collaboration allows customers to access high-speed broadband of up to 1Gbps, benefiting from <b>Time</b>'s symmetric downlink and uplink speed offering and faster fibre installation. By utilising <b>Time</b>'s existing infrastructure, CelcomDigi aims to provide cost-effective and efficient Internet services, aligning with Malaysia's digital goals.</p>			

## 4. Anda dijemput hadir ke pameran TIME Gig Speed Home WiFi untuk lihat teknologi internet pantas 2Gbps di seluruh rumah

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	TechNave	19 October 2023	Neutral
<p><b>Time</b>'s Gig Speed Home WiFi service ensures high-speed internet coverage across the entire home, utilising HUAWEI Fibre To The Room (FTTR) equipment, including a main router and mesh nodes, connected via fibre-optic cables. Offering speeds of up to 2Gbps with 100 per cent fibre and WiFi 6 technology, <b>Time</b>'s new offering is complemented by a chance for roadshow visitors to win a prize worth RM10,000, including the Gig Speed Home service, one year of free internet subscription, and IKEA vouchers.</p>			

## 5. TM appoints former DNB chief commercial officer Ahmad Taufek as non-independent director

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	The Edge Malaysia	31 October 2023	Neutral
<p>Telekom Malaysia (TM) has appointed Ahmad Taufek Omar as a non-independent, non-executive director, starting on November 1. With over three decades of experience in the telecommunications and IT industry, Ahmad Taufek has worked with major Malaysian telcos, including Maxis Communications Bhd, Celcom Axiata Bhd, Digi Telecommunications Bhd, <b>Time</b>, and TM.</p>			

S/N	Headline	Market	Sentiment
6	<a href="#">CMC Telecom và ZSolution ký thỏa thuận hợp tác chiến lược toàn diện</a>	Vietnam	Neutral
7	<a href="#">The Edge - Mega First is The Edge BRC Company of the Year for 2023</a>	Malaysia	Positive
8	<a href="#">Bursa Malaysia opens stronger on Tuesday; KLCI up 0.2%</a>	Malaysia	Neutral
9	<a href="#">Time internet collabs with 5 M'sian artists to launch exclusive merch &amp; we're in love!</a>	Malaysia	Positive
10	<a href="#">The Edge - Demand poser as data centre industry booms</a>	Malaysia	Positive



# TOP 10 CELCOM NEWS

## 1. Logo korporat baharu CelcomDigi aspirasi jadi jenama dipercayai

**Market:** Malaysia

**Publication:** Berita Harian

**Date of Publication:**  
19 October 2023

**Sentiment:** Positive

**CelcomDigi**, the merged entity of **Celcom** Axiata and Digi.com, has unveiled its new corporate logo, representing its aspiration to become a trusted partner in innovation and digitalisation for customers and the people of Malaysia. The merger aims to create a stronger and more competitive brand, focusing on providing excellent customer service and leveraging the scale, experience, and resources of both companies. **CelcomDigi** has introduced various new services and solutions since the merger, including high-speed internet and affordable 5G device packages, to drive digitalisation and enhance the customer experience.

S/N	Headline	Market	Sentiment
2	<a href="#">Opensignal report: Unifi leads global 5G download speeds, showcasing Malaysia's rise in 5G connectivity</a>	Malaysia	Positive
3	<a href="#">Malaysia's Telecoms industry on a fast track: 2023-2030 report reveals high-speed progress</a>	United States	Positive
4	<a href="#">Report: Malaysia's DNB 5G network in jeopardy as operators fight for control over second 5G network</a>	Malaysia	Neutral
5	<a href="#">Integrasi rangkaian Celcomdigi capai 30 peratus hujung tahun ini</a>	Malaysia	Positive
6	<a href="#">Celcom Digi, DHL perkenal Gudang Autonomi AI dikuasakan 5G pertama di Malaysia</a>	Malaysia	Positive
7	<a href="#">CelcomDigi offers free 5G Boosters via Boost, 2x data quota for 5G Booster</a>	Malaysia	Neutral
8	<a href="#">Celcomdigi executives defend additional charges for 5G upgrade in the name of flexibility</a>	Malaysia	Neutral
9	<a href="#">CelcomDigi reveals new home fibre plans with lower prices starting at just RM85/month</a>	United States	Neutral
10	<a href="#">Asia-Pacific (APAC) Mobile Broadband Market Trends Report 2023: Ongoing expansion of 5G networks will create opportunities for operators to increase their ARPU levels over the next 5 years</a>	India	Neutral

# TOP 10 MAXIS NEWS

## 1. Coursera Reports Third Quarter 2023 Financial Results

**Market:** United States

**Publication:** Yahoo! Finance

**Date of Publication:**  
27 October 2023

**Sentiment:** Neutral

Coursera, an online learning platform, has announced its financial results for the third quarter of 2023, with a reported revenue of \$165.5 million, a 21% increase from the same period in the previous year. The company also had a \$10 million increase in its 2023 revenue outlook, raising its midpoint to \$630 million. Coursera's CEO, Jeff Maggioncalda, emphasised the company's progress in its AI-powered translation initiative, which has resulted in the delivery of over 4,000 courses in seven languages. Among its new and expanded business partnerships, Coursera has signed a talent development agreement with **Maxis**, a leading telecommunications company in Malaysia.

S/N	Headline	Market	Sentiment
2	<u>Maxis Business Fibre gets price cut: 100Mbps from RM99/month but no free speed upgrade</u>	United States	Neutral
3	<u>Report: Malaysia's DNB 5G network in jeopardy as operators fight for control over second 5G network</u>	Malaysia	Neutral
4	<u>Perak seeks boost in education through CSR</u>	Vietnam	Positive
5	<u>Maxis, Digital Penang inks MoU to develop digital and technology ecosystem in Penang MSME segment</u>	Malaysia	Positive
6	<u>5,873 5G sites developed as of Sept 30 - Fahmi</u>	Malaysia	Neutral
7	<u>Maxis is currently facing service disruption, affecting both data and calls</u>	Malaysia	Negative
8	<u>Malaysia's Telecoms Industry On A Fast Track: 2023-2030 Report Reveals High-Speed Progress</u>	United States	Neutral
9	<u>Opensignal report: Unifi leads global 5G download speeds, showcasing Malaysia's rise in 5G connectivity</u>	Malaysia	Neutral
10	<u>Maxis introduces 2Gbps Home Fibre Broadband, first to bundle WiFi 6E router</u>	Malaysia	Positive

# TOP 10 TELEKOM MALAYSIA NEWS

## 1. TM turunkan harga pakej jalur lebar Unifi

**Market:** Malaysia

**Publication:** Harian Metro

**Date of Publication:**  
05 October 2023

**Sentiment:** Positive

**Telekom Malaysia** Bhd (TM) has unveiled a new Unifi broadband package, providing enhanced affordability, value-added lifestyle services, and integrated business solutions. This package includes a significant price reduction for the 100 Mbps plan, dropping to RM99 per month for a limited time, offering higher internet speeds at a lower cost. Eligible Unifi customers will receive free speed upgrades without any service re-contract required, with the transition phased in through January 2024. Additionally, Unifi will offer a 100Mbps high-speed broadband plan combined with the UNI5G Postpaid Unlimited 5G+4G mobile data plan, and it includes a free 5G smartphone to promote 5G adoption among Malaysians.

S/N	Headline	Market	Sentiment
2	<a href="#">Fahmi: 5,873 5G sites developed as of Sept 30</a>	Malaysia	Neutral
3	<a href="#">Report: Malaysia's DNB 5G network in jeopardy as operators fight for control over second 5G network</a>	Malaysia	Neutral
4	<a href="#">Malaysia's Telecoms industry on a fast track: 2023-2030 report reveals high-speed progress</a>	United States	Neutral
5	<a href="#">Dr M gagal peroleh dokumen dalam kes saman fitnah terhadap Anwar</a>	Malaysia	Negative
6	<a href="#">TM remains focused on growing Malaysia's overall connectivity, says CEO</a>	Malaysia	Positive
7	<a href="#">TM appoints former DNB chief commercial officer Ahmad Taufek as non-independent director</a>	Malaysia	Neutral
8	<a href="#">Khazanah accrues over RM5 bil from dividends, share sale in first 10 months</a>	Malaysia	Neutral
9	<a href="#">Axiata appoints EPF CFO Mohamad Hafiz to its board</a>	Malaysia	Neutral
10	<a href="#">Tabung Haji still in talks over RM600m Menara ABS sukuk woes</a>	Malaysia	Neutral

# GLOSSARY

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# 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).

# time<sup>TM</sup>

THANK YOU

