

timeTM

October 2022 | Monthly Report



TIME Overview

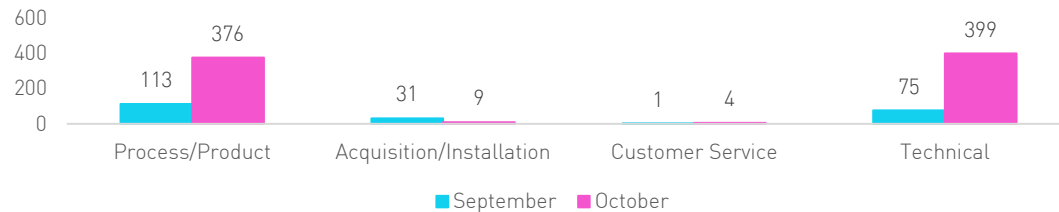
TIME Overview

In October 2022, Technical was the most mentioned topic across news and social media, followed closely by Process/Product. Similar to the top news in the previous month, news on an industry report, which provided an analysis of revenue, market forecasts, and statistics of key players in the telecoms industry, including TIME, made up most of the news coverage on **TIME**. Additionally, it was noted in the report brief that household growth and new investments by Maxis, **TIME**, and YTL would drive up the fixed-broadband subscribers.

TIME's social media mentions were mainly on Forums, where a variety of topics were discussed, including questions and feedback about **TIME**'s products and services. Notably, in view of the launch of **TIME**'s 2Gbps plan in October 2022, there were many users who inquired about the plan. However, there was also a user who opined that TIME should improve their current network before rolling out an enhanced plan. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in October 2022. For news, 10.8% of **TIME**'s news coverage was from top-tier* sources, while 89.2% were from non-top-tier sources.

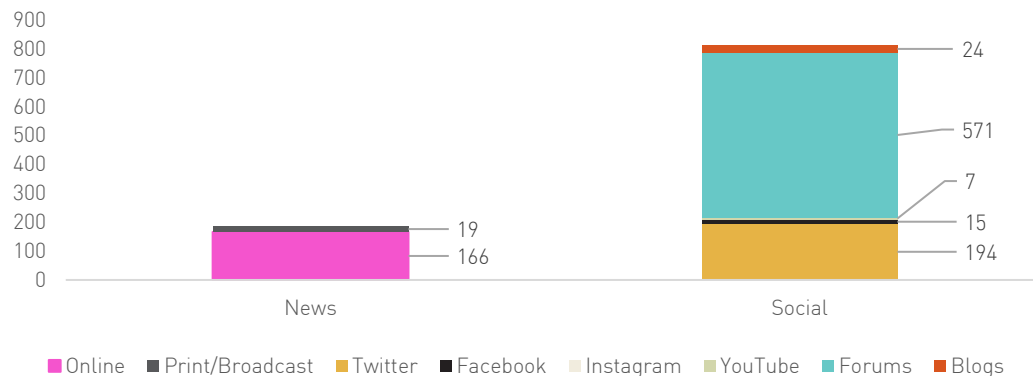
Among its competitors, Celcom had the highest volume of news articles and social media mentions, followed by Maxis, Telekom Malaysia, and **TIME**. Unlike **TIME**, the topics of Process/Product and Technical had the most mentions across news and social media amongst **TIME**'s competitors. Celcom ranked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

Month-on-Month

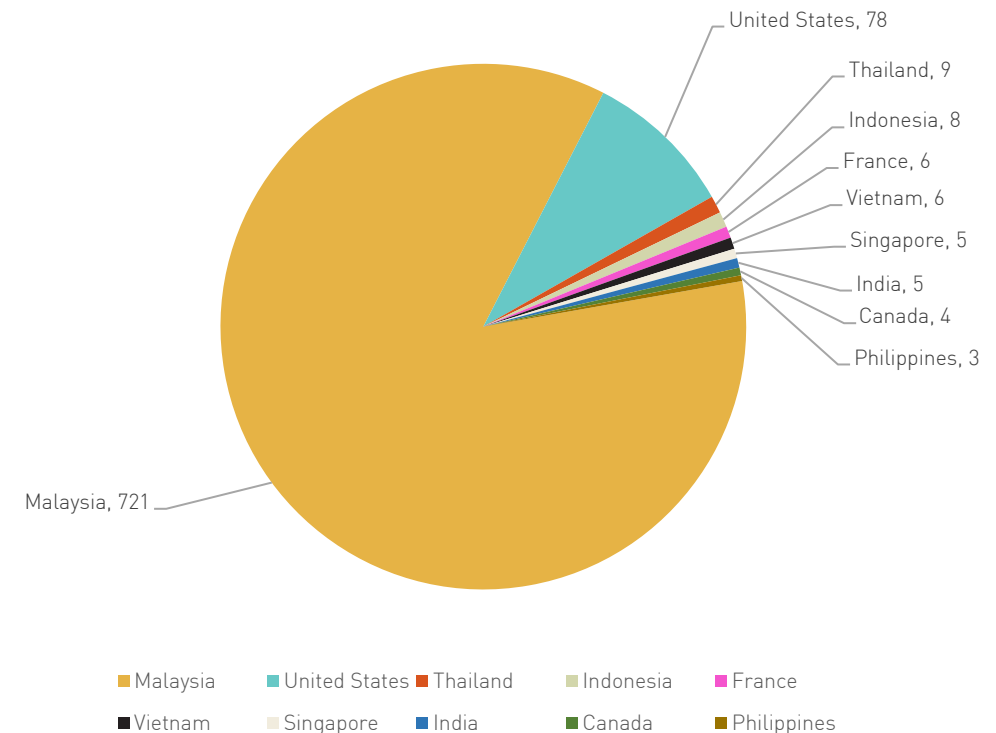


Note: Chart only reflects articles/mentions/posts that fall within the topic categories

Channels

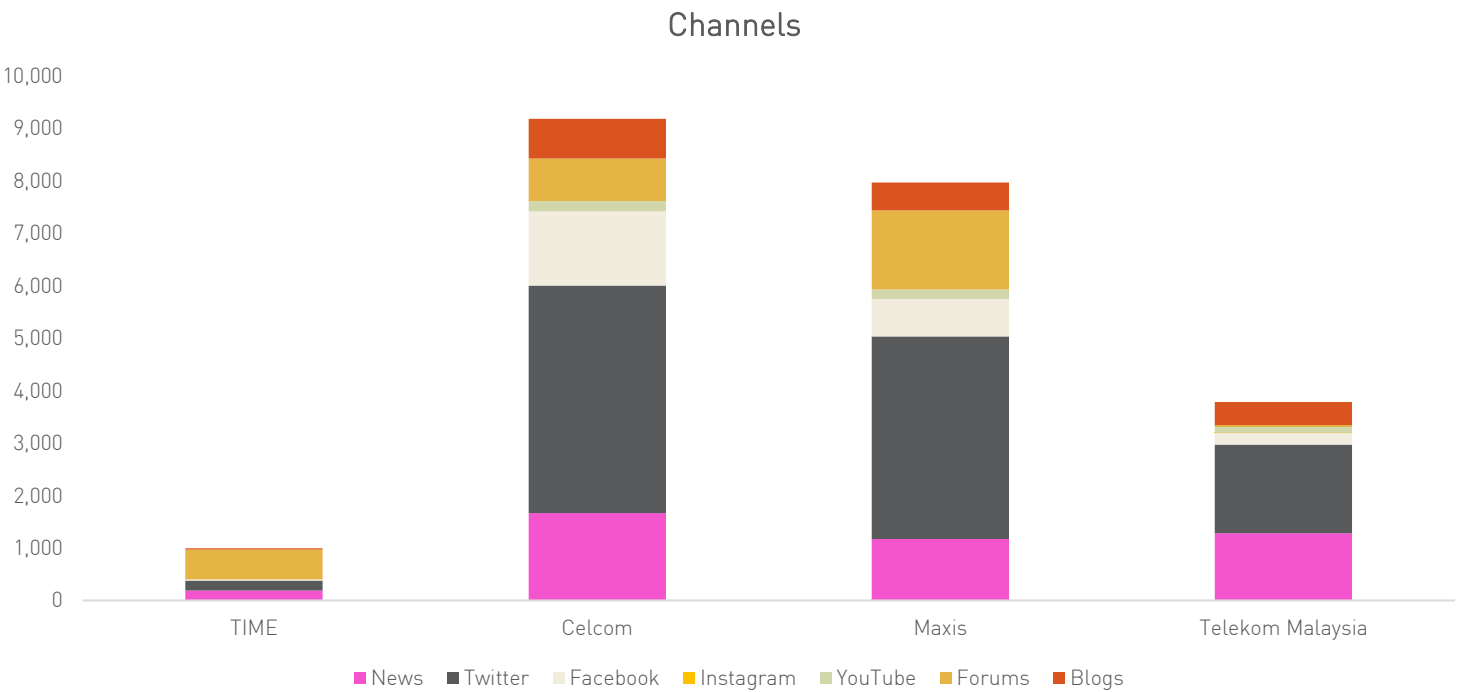
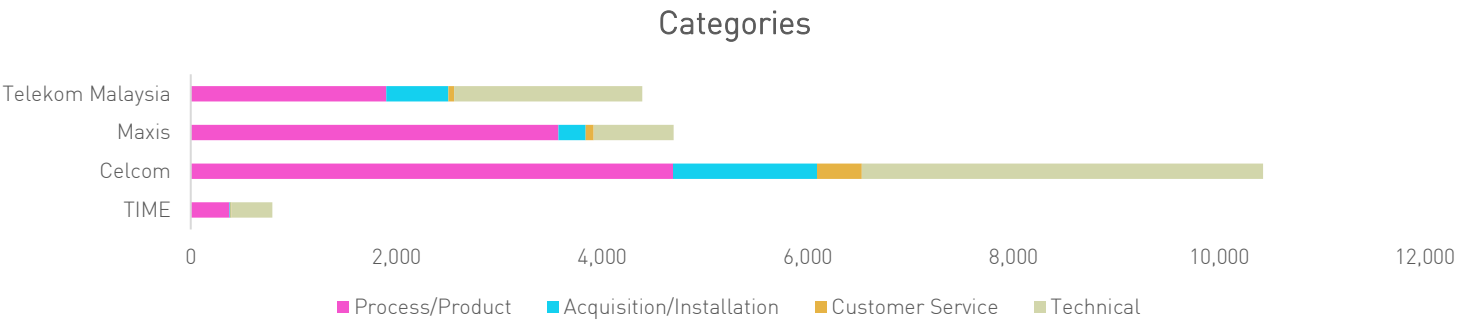


Top 10 Markets



Note: Chart includes news articles and social media mentions

Competitors Benchmarking – Volume*



	TIME	Celcom	Maxis	Telekom Malaysia
Process/Product	376	4,688	3,575	1,902
Acquisition/Installation	9	1,400	265	603
Customer Service	4	437	76	56
Technical	399	3,903	780	1,828

	TIME	Celcom	Maxis	Telekom Malaysia
News	185	1,663	1,169	1,279
Twitter	194	4,339	3,864	1,692
Facebook	15	1,421	718	226
Instagram	0	0	0	3
YouTube	7	195	180	109
Forums	571	812	1,507	34
Blogs	24	755	533	442

TIME & AIMS LinkedIn Performance


LinkedIn*

TIME

Followers

September	64,103
Week 1	64,283
Week 2	64,436
Week 3	64,603
Week 4	64,745
Week 5	64,812

Top Performing Content by Engagement on LinkedIn



TIME dotCom Berhad
62,184 followers
3 views

This year's Deepavali is extra special. 🌟 In celebration of the festival of lights, the Deepavali Mini Bazaar brought the Time family together by giving back to the community as all proceeds will be donated to those in need. Here's a few shots to paint a picture of how we work, play and live at Time! Happy Deepavali, everyone!
#TimeInternet #TIMEdotCom

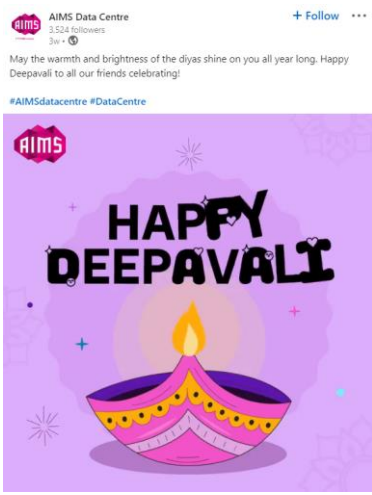
Post Engagement Rate: 28.9%

AIMS Data Centre

Followers

September	3,481
Week 1	3,489
Week 2	3,499
Week 3	3,505
Week 4	3,509
Week 5	3,510

Top Performing Content by Engagement on LinkedIn



AIMS Data Centre
3,524 followers
3 views

May the warmth and brightness of the diya's shine on you all year long. Happy Deepavali to all our friends celebrating!
#AIMSdatacentre #DataCentre

Post Engagement Rate: 4.3%



Competitors Benchmarking

Competitors Benchmarking – Sentiment*

Key Highlights

TIME

Top story for TIME: Malaysia Telecoms Industry Report 2022: Telecom Tower Infrastructure Getting a Boost from the Jendela Initiative

Research and Markets, a source of market data and statistics, published the Malaysia Telecoms Industry Report for 2022-2027, which provided analyses of revenue and market forecasts as well as statistics of the telecoms industry including market sizing, 5-year forecasts, market insights, and key trends, among others. **TIME** was mentioned as one of the key telecom operators in the report. The brief added that household growth and new investments by Maxis, **TIME**, and YTL will drive up the fixed-broadband subscribers.

COMPETITORS

Top story for Competitors:

- ① **Celcom:** Mobile Phone Accessories Market Size to grow by USD 32.73 Bn, Driven by Integration of Advanced Functionalities in Smartphones – Technavio
- ② **Maxis:** Four Malaysian Telcos Agree to Use State 5G Network
- ③ **Telekom Malaysia:** Streaming Video Technology Alliance Accepting Applications for 2023 Grant Membership Program

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	21	31	142	4	-	11	-	-	-	-	-	7
	10.8%	16.0%	73.2%	26.7%	-	73.3%	-	-	-	-	-	100.0%
Celcom	553	1,671	2,115	518	453	450	-	-	-	-	-	195
	12.8%	38.5%	48.7%	36.4%	31.9%	31.7%	-	-	-	-	-	100.0%
Maxis	519	1,364	1,981	111	172	435	-	-	-	-	-	180
	13.4%	35.3%	51.3%	15.4%	24.0%	60.6%	-	-	-	-	-	100.0%
Telekom Malaysia	550	104	1,038	35	73	118	2	-	1	-	-	109
	32.5%	6.2%	61.3%	15.5%	32.3%	52.2%	66.7%	-	33.3%	-	-	100.0%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	42	2	141	43	49	479	7	-	17
	22.7%	1.1%	76.2%	7.5%	8.6%	83.9%	29.2%	-	70.8%
Celcom	399	103	1,161	149	112	551	178	35	542
	24.0%	6.2%	69.8%	18.3%	13.8%	67.9%	23.6%	4.6%	71.8%
Maxis	276	118	775	262	162	1,083	119	27	387
	23.6%	10.1%	66.3%	17.4%	10.7%	71.9%	22.3%	5.1%	72.6%
Telekom Malaysia	277	81	921	4	2	28	98	25	319
	21.7%	6.3%	72.0%	11.8%	5.9%	82.3%	22.2%	5.7%	72.1%

Competitors Benchmarking – Owned Social Media Performance

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
TIME	October	117,519	0.006%	9,290	<u>Router merajuk? Guna Kabel Besar 2Gbps je la Time Fibre Home</u> Platform: YouTube Post Reach: 9,640 Post Engagement: 1,632,527
	Week 1	117,508	0.196%	9,440	
	Week 2	117,587	0.107%	9,470	
	Week 3	117,642	0.034%	9,630	
	Week 4	117,692	0.046%	9,640	
	Week 5	117,721	0.000%	9,640	
Celcom	October	809,835	0.026%	248,000	<u>Stay connected with your loved ones with Celcom Roaming Pass</u> Platform: Facebook Post Reach: 810,210 Post Engagement: 822
	Week 1	809,498	0.036%	248,000	
	Week 2	809,641	0.017%	248,000	
	Week 3	809,797	0.013%	248,000	
	Week 4	810,000	0.020%	248,000	
	Week 5	810,091	0.012%	248,000	
Maxis	October	1,321,895	0.009%	105,000	<u>Maxis Deepavali 2022 Light Up Possibilities Together</u> Platform: YouTube Post Reach: 106,000 Post Engagement: 3,277,584
	Week 1	1,319,772	0.009%	105,000	
	Week 2	1,319,721	0.051%	105,000	
	Week 3	1,320,105	0.098%	106,000	
	Week 4	1,320,266	0.009%	106,000	
	Week 5	1,320,292	0.000%	106,000	
Telekom Malaysia	October	45,230	0.029%	49,700	<u>TM One Business Services BPO has bagged the Silver Award for the Best Outsourced Inbound Contact Center</u> Platform: Facebook Post Reach: 45,435 Post Engagement: 140
	Week 1	45,292	0.056%	49,700	
	Week 2	45,333	0.036%	49,700	
	Week 3	45,369	0.086%	49,700	
	Week 4	45,392	0.055%	49,700	
	Week 5	45,414	0.044%	49,800	

Unlike the previous month where **TIME** had the lowest engagement rate, **TIME** (0.077%) had the highest average engagement rate this month, particularly in Week 1, on [Facebook](#) followed by Telekom Malaysia (0.055%), Maxis (0.033%), and Celcom (0.019%).

The surge in **TIME**'s engagement rate in Week 1 was possibly due to **TIME**'s launch of the [TIME Fibre Home 2Gbps on October 7](#). In Week 1, **TIME** dropped daily teasers from [October 1](#) that led up to its launch of the [2Gbps plan](#) on October 7. The posts seemed to have captured the interests of **TIME**'s users, as evident in the comments section of the posts and the high engagement garnered for the post revealing the release of [TIME's 2Gbps plan offer](#) posted on October 7. Other than posts on **TIME**'s 2Gbps plan, **TIME**'s [cover photo](#) and [profile update](#) also garnered high engagements in Week 1, contributing to the peak in engagement.

For the month of October, the top-performing content by engagement across all owned platforms for **TIME** and Maxis were on [YouTube](#), while that of Celcom and Telekom Malaysia were on [Facebook](#). This month, Maxis' top-performing content was its [Deepavali-themed music video](#). The catchy tune, along with the colorful and bright theme used in the video could have been reasons for its high engagement. This is supported by the comments section under the video, where [netizens praised the song and the dance in the video](#). In view of the high engagement garnered for this post, **TIME** could consider creating more festive-related content to celebrate diversity among its users.

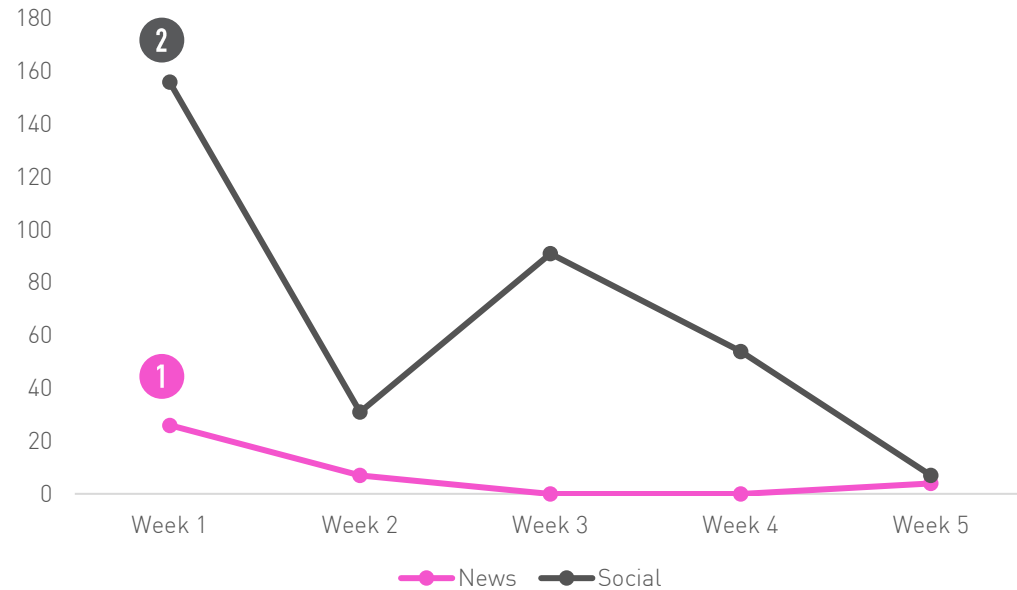
This month, **TIME**'s top-performing content was on [YouTube](#). The video featured Rin Mansor, a tech reviewer, promoting the [newly-launched 2Gbps plan](#). The post likely garnered a high engagement due to Mansor's popularity.

Competitors Benchmarking – Owned Social Media Performance

		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
TIME	October	-	-	1,019	3.455%
	Week 1	-	-	1,135	6.297%
	Week 2	-	-	1,217	1.374%
	Week 3	-	-	1,270	0.000%
	Week 4	-	-	1,310	1.594%
	Week 5	-	-	1,317	1.291%
Celcom	October	84,358	0.036%	84,838	0.011%
	Week 1	84,412	0.043%	84,959	0.000%
	Week 2	84,450	0.031%	85,062	0.000%
	Week 3	84,482	0.058%	85,183	0.000%
	Week 4	84,514	0.029%	85,261	0.000%
	Week 5	84,527	0.196%	85,291	0.000%
Maxis	October	159,760	0.001%	74,593	0.109%
	Week 1	159,862	0.000%	74,737	0.000%
	Week 2	160,037	0.001%	74,889	0.095%
	Week 3	160,173	0.000%	75,132	0.096%
	Week 4	160,267	0.002%	75,336	0.043%
	Week 5	160,357	0.001%	75,417	0.021%
Telekom Malaysia	October	8,068	0.013%	4,690	0.197%
	Week 1	8,102	0.016%	4,697	0.000%
	Week 2	8,128	0.007%	4,699	0.143%
	Week 3	8,149	0.005%	4,708	0.264%
	Week 4	8,172	0.002%	4,715	0.261%
	Week 5	8,180	0.000%	4,720	0.205%

TIME Trend Analysis

Weekly Trend – Process/Product



- 1 In Week 1, there was a peak in the volume of news coverage mainly due to reports on **TIME**'s newly-launched 2Gbps plan. The articles mentioned that the newly-launched **TIME** Fibre Home plan would take over its previous offering of 1Gbps. Additionally, some articles also added that the 2Gbps plan was only available at three locations at the time of launch.
- 2 The volume of social mentions peaked in Week 1 mainly due to posts on Facebook, Twitter and Forums regarding the newly-launched **TIME** 2Gbps plan. On a forum thread discussion on **TIME**'s Fibre Broadband, a few users had expressed their anticipation over the launch of **TIME**'s 2Gbps plan on October 7. Additionally, a **TIME** user also inquired about the price for upgrading her 1Gbps to 2Gbps. However, under **TIME**'s Facebook post promoting the 2Gbps plan, many users took the opportunity to complain about **TIME**'s limited coverage and slow speed. Notably, a user remarked that "[**TIME**] can't even do 1Gbps well, [and they] want to offer 2Gbps?"

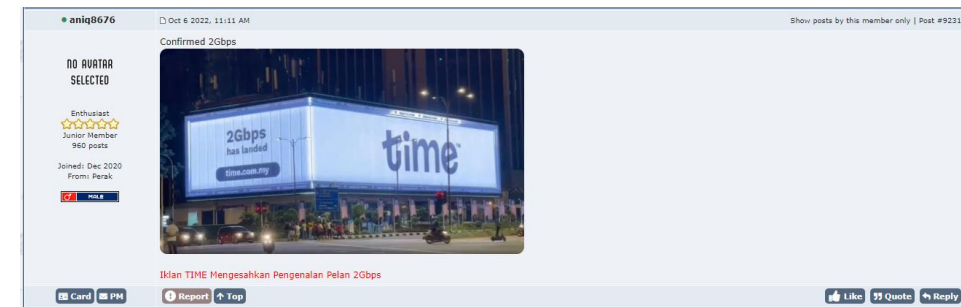
Official: TIME Internet 2Gbps Plan Costs RM379 Per Month
OCTOBER 7, 2022



Market:
Malaysia

Date of
Publication:
07 October 2022

Publication:
Press Malaysia



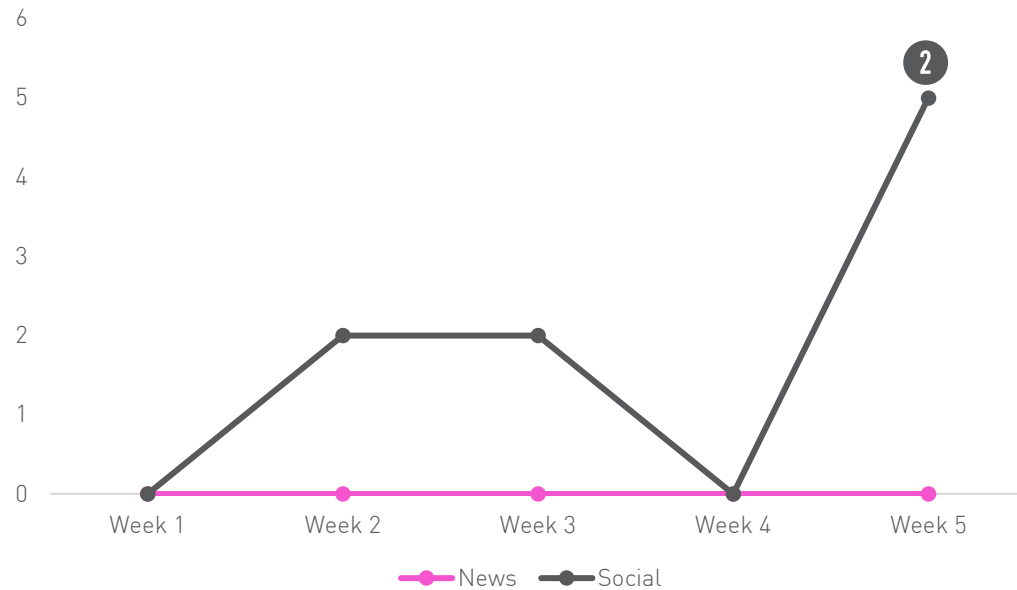
Reach: N.A.

Likes: N.A.

Shares: N.A.

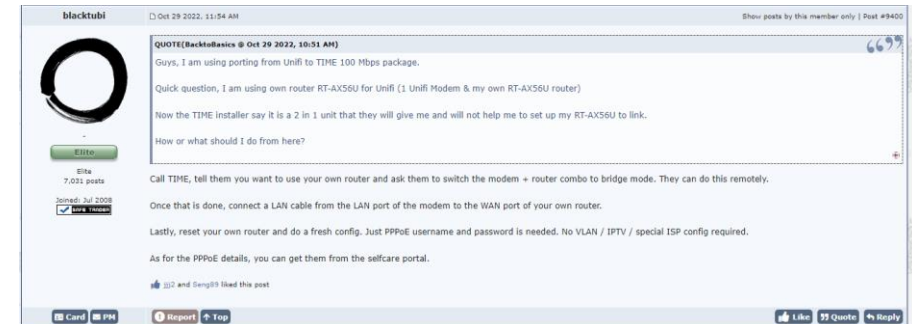
Comments: N.A.

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 5 due to an inquiry posted in a forum thread discussion on **TIME's** Fibre Broadband. A user posted to ask for advice on what he should do after **TIME** had informed him that they would not be helping him to set up his RT-AX56U router. In response to this, another user suggested that he contact **TIME** and request that they switch the settings for his device to bridge mode. He added that after connecting the LAN port of his **TIME** modem to the WAN port of his old router and resetting his old router, his RT-AX56U router should be set up.



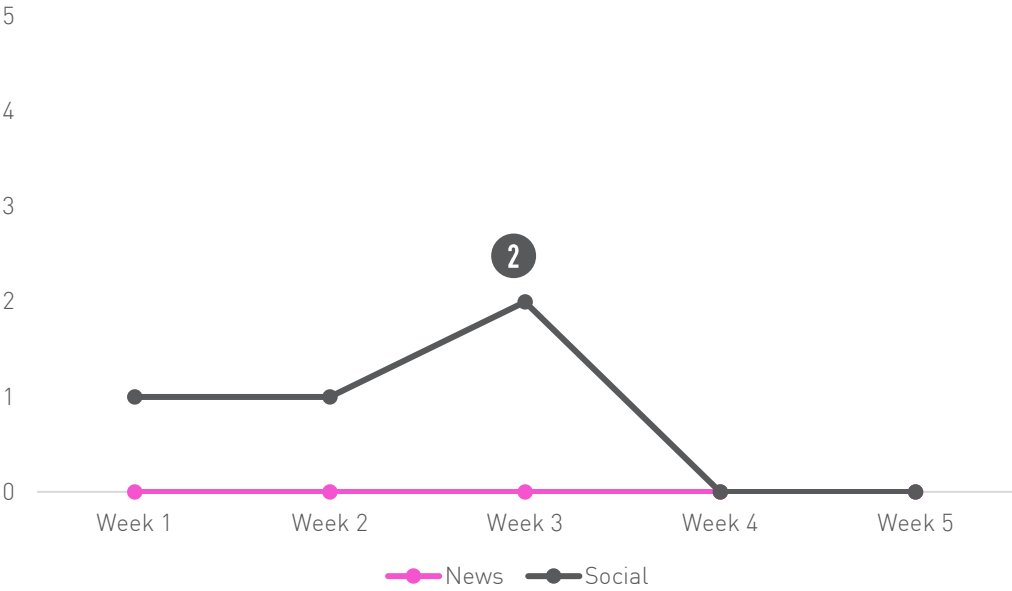
Reach: N.A

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 3 due to comments under TIME’s Instagram post on its 2Gbps plan. In the comments section, a user asked where one can make a complaint. Another user complained that she was experiencing her fourth service interruption and added that “there [was] no point talking to [TIME’s] customer service”. She also remarked that TIME had “promised [it] will make sure [it does its] best next time”, but the disruptions persisted.

timeinternet • Follow
Original audio

blueberryami Yeah me too. There is no point talking to your customer service cause it didn't help me with TIME lousy services.

Im having service interruption for the 4th time and why is app the downtime happen during WORKING HOURS @timeinternet ?

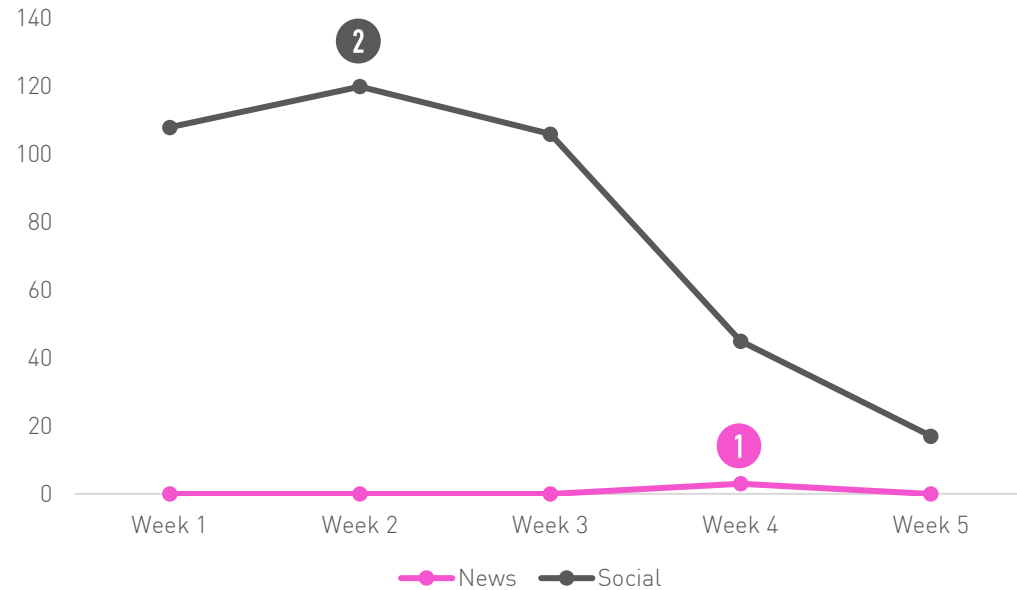
No compensation NOTHING! You just promised you will make sure you do your best next time. Then happen again same thing. What kind of services is this?

Liked by tzieha and others
OCTOBER 14

Add a comment... Post

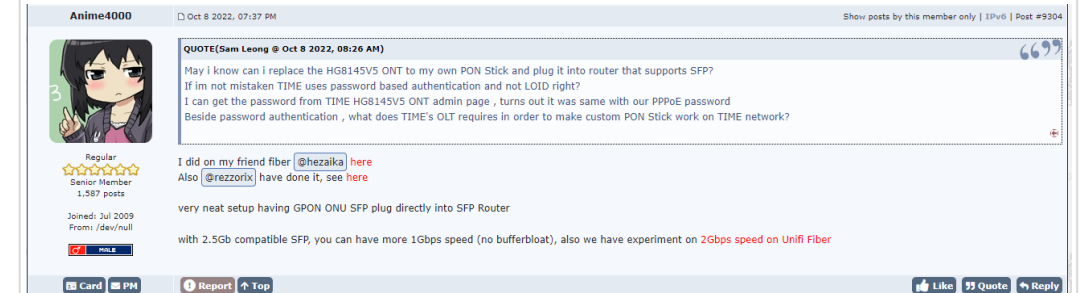
Reach: 0	Likes: 135
Shares: 0	Comments: 4

Weekly Trend – Technical



- 1 In Week 4, there was a peak in news coverage mainly due to OpenPR's Virtual Router Market research report, which provided a detailed analysis of the market shares, profits, opportunities, and competitors in the Virtual Router Market from 2022 to 2030. **TIME** was mentioned as one of the key market players in the report.
- 2 The volume of social mentions peaked in Week 2 due to a forum thread discussion on **TIME**'s Fibre Broadband. Most of the posts on the thread were inquiries about **TIME**'s HG8145V5 router and related devices. For example, a user asked how one can make a custom PON stick work on **TIME**'s network. Notably, there was a user who mentioned that **TIME**'s network coverage did not reach Kepong a few years ago, and he wanted to know if **TIME** covers the area now. Other mentions in Week 2 were from Facebook and Twitter, where users complained that **TIME**'s internet connection was down. There was a user who demand compensation from **TIME** for the disrupted internet connection.

<p>Virtual Router Market Share and Growth Research 2022 Industry Size, Extensive Research by Trends, Developing Opportunities, Business Statistics and Forecast to 2030</p> <p>10-28-2022 02:33 PM CET IT, New Media & Software Press release from: Industry Research Biz</p>  <p>Virtual Router Market</p>	<p>Market: Germany</p>	<p>Date of Publication: 28 October 2022</p>
<p>Publication: OpenPR</p>		
<p>Reach: N.A</p>	<p>Likes: N.A</p>	
<p>Shares: N.A</p>	<p>Comments: N.A</p>	



Top News by Volume

Top 10 **TIME** News

1. Malaysia Telecoms Industry Report 2022: Telecom Tower Infrastructure Getting a Boost from the Jendela Initiative

Market: United States	Publication: Yahoo! Finance	Date of Publication: 03 October 2022	Sentiment: Neutral
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Research and Markets, a source of market data and statistics, published the Malaysia Telecoms Industry Report for 2022-2027, which provided analyses of revenue and market forecasts as well as statistics of the telecoms industry. **TIME** was mentioned as one of the key telecom operators in the report, and the brief added that household growth and new investments by Maxis, **TIME** and YTL will drive up the fixed-broadband subscribers.

2. Global funds find promise in Southeast Asia infrastructure deals

Market: Philippines	Publication: The Philippine Star	Date of Publication: 02 October 2022	Sentiment: Positive
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About 210 deals targeting Southeast Asia's industrial and telecoms sector have been exceeding the 184 from the same period a year earlier, Refinitiv data shows. Last year was a record for the sector which includes the data centre business of Malaysia's **TIME** dotCom, which has attracted bids from DigitalBridge Group DBRG.N and U.S. data centre firm Equinix EQIX.O, and could be valued at about \$600 million, sources familiar with the matter said.

3. Time Fibre Home 2Gbps Plan Is Currently Available Only In Three Locations

Market: Malaysia	Publication: Lowyat.NET	Date of Publication: 07 October 2022	Sentiment: Neutral
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TIME Fibre Home 2Gbps plan was officially rolled out last October 7, 2022. However, this 2Gbps plan was only available at Mont Kiara, Segambut, and Desa Park City. Within these three locations, it was limited to selected buildings though **TIME** did not specifically list them in the FAQ. In the same FAQ, **TIME** emphasised that they would expand the availability of the 2Gbps plan in more locations and upgrade existing infrastructure to deliver the new speed.

4. Official: TIME Internet 2Gbps Plan Costs RM379 Per Month

Market: Malaysia	Publication: Lowyat.NET	Date of Publication: 06 October 2022	Sentiment: Neutral
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TIME Internet had officially revealed its 2Gbps plan. Priced at RM379 per month, the 2Gbps plan has an upload speed of 500Mbps. In addition to the Wi-Fi 6 router, customers would also be receiving two Wi-Fi 6 mesh nodes. Customers who signed up for the plan through **TIME**'s website would receive RM200 worth of Touch 'n Go eWallet credits.

5. Halim Saad responds to Nazir Razak's claims in memoirs

Market: Malaysia	Publication: Free Malaysia Today	Date of Publication: 06 October 2022	Sentiment: Neutral
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Halim Saad, leading businessman of Renong and former managing director of **TIME**, responded to Nazir Razak's claims written in his 'What's in a Name' memoir. Razak mentioned Saad multiple times in his memoir, including what happened during the restructuring of **TIME**. Saad clarified that **TIME**'s debt at that time would have been reduced had Singtel bought shares from **TIME**.

S/N	Headline	Market	Sentiment
6	Is Time introducing faster 2Gbps fibre broadband plan on 7th October?	Malaysia	Positive
7	Edge CEO Morning Brief - Risk of Top Glove and Hartalega being excluded from KLCI component stocks remains, says Citi Research	Malaysia	Neutral
8	The Star - MCMC welcomes more telco mergers	Malaysia	Neutral
9	Nanyang Siang Pau - 电信商债务仅微增Telecoms debt only marginally increased	Malaysia	Neutral
10	Berita Harian - Liputan jalur lebar mudah alih kini lebih pantas	Malaysia	Positive

Top 10 Celcom News

1. Mobile Phone Accessories Market Size to grow by USD 32.73 Bn, Driven by Integration of Advanced Functionalities in Smartphones - Technavio

Market: United States

Publication: Yahoo! Finance

Date of Publication: 14 October 2022

Sentiment: Neutral

Technavio, a leading market research and advisory, had announced its latest market research report titled Global Mobile Phone Accessories Market 2022-2026. In this report, **Celcom** was mentioned as an example of how key players in the market are increasingly focused on improving the telecommunication network structure. It was also mentioned that in 2018, **Celcom** had signed an agreement with Telefonaktiebolaget LM Ericsson, which would supply **Celcom** Axiata Berhad with radio access network (RAN) equipment from its Ericsson radio system portfolio. The article added that this would accelerate the use of mobile phones for accessing online audio and video content which, in turn, result in high demand for mobile phone accessories.

S/N	Headline	Market	Sentiment
2	Four Malaysian telcos agree to use state 5G network	United States	Neutral
3	Malaysia Telecoms Industry Report 2022: Telecom Tower Infrastructure Getting a Boost from the Jendela Initiative	United States	Neutral
4	Spearheading The Post-Pandemic Reset with The Penang Economic Summit 2022	United States	Neutral
5	Improved Nordic mobile revenue trends	United States	Positive
6	Thai regulators approve controversial telecom merger	United States	Neutral
7	Malaysia Data Center Market Report to 2027 - Players Include Cisco Systems, Dell Technologies, Fujitsu and Hewlett Packard Enterprise	United States	Neutral
8	Axiata Digital Labs is announced as a winner at the 15th Annual TM Forum Excellence Awards at DTW in Copenhagen	Sri Lanka	Positive
9	Celcom, Digi, Maxis, TM, U Mobile and YTL Have Signed 5G Access Agreement	Malaysia	Neutral
10	Digital Nasional Berhad: Expect Telcos To Turn On 5G This Month	Malaysia	Neutral

Top 10 Maxis News

1. Four Malaysian telcos agree to use state 5G network

Market: United States

Publication: MSN.com

Date of Publication: 31 October 2022

Sentiment: Neutral

Four Malaysian mobile operators agreed to use the government's state-owned 5G network, paving the way for 5G services to be rolled out to customers after months of delayed talks. This plan had been repeatedly set back because of issues over pricing and transparency, including concern that a sole state-run network would result in a nationalised monopoly. Two major operators, U Mobile and **Maxis** Bhd, declined to sign the agreement with Digital Nasional Berhad (DNB). Meanwhile, Celcom, DiGi, Telekom Malaysia, and YTL Communications agreed to take up a 65% stake in DNB this month. **Maxis** did not provide further comments regarding the matter.

S/N	Headline	Market	Sentiment
2	Malaysia Telecoms Industry Report 2022: Telecom Tower Infrastructure Getting a Boost from the Jendela Initiative	United States	Neutral
3	Aircel Maxis ED case: Delhi Court issues fresh summons against three Malaysian firms	India	Negative
4	Malaysia Data Center Market Report to 2027 - Players Include Cisco Systems, Dell Technologies, Fujitsu and Hewlett Packard Enterprise	United States	Neutral
5	Celcom, Digi, Maxis, TM, U Mobile and YTL Have Signed 5G Access Agreement	Malaysia	Neutral
6	This Is The New Virtual Maxis Centre On The Metaverse	Malaysia	Neutral
7	Digital Nasional Berhad: Expect Telcos To Turn On 5G This Month	Malaysia	Neutral
8	FBM KLCI sees mild selling in early trade	Malaysia	Neutral
9	Rebound in cash recycle machine segment expected to drive OpenSys' earnings growth	Malaysia	Neutral
10	Axiata slumps to over 12-year low, leads telcos' decline after equity investment into DNB	Malaysia	Neutral

Top 10 Telekom Malaysia News

1. Streaming Video Technology Alliance Accepting Applications for 2023 Grant Membership Program

Market: United States

Publication: Yahoo! Finance

Date of Publication: 05 October 2022

Sentiment: Neutral

The Streaming Video Technology Alliance (SVTA) is a global technical association that develops solutions to address critical technical challenges in delivering a high-quality video experience. The alliance announced its acceptance of applications for its 2023 grant membership programme. This programme will help small organisations to participate and contribute to the SVTA's work as Principal Members for one year. SVTA will also convene for a Q3/Q4 member meeting which includes companies within the streaming video ecosystem. Within the article, **Telekom Malaysia** and other network operators, technology providers, service providers, and content owners were mentioned as members of SVTA.

S/N	Headline	Market	Sentiment
2	Four Malaysian telcos agree to use state 5G network	United States	Neutral
3	Malaysia Telecoms Industry Report 2022: Telecom Tower Infrastructure Getting a Boost from the Jendela Initiative	United States	Neutral
4	Brokers Digest: Local Equities - Telekom Malaysia Bhd, Malaysian Pacific Industries Bhd, Pintaras Jaya Bhd, KESM Industries Bhd	Malaysia	Neutral
5	超宽带5.5G曼谷倡议发布，NBTC、行业机构、运营商、华为等共同参与	China	Neutral
6	Rebound in cash recycle machine segment expected to drive OpenSys' earnings growth	Malaysia	Neutral
7	Digi buys stakes in DNB	Malaysia	Neutral
8	TM Tandatangan Perjanjian Akses Perkhidmatan 5G Dengan DNB	Malaysia	Neutral
9	After TM, three more MNOs announce signing of 5G network access agreements with DNB	Malaysia	Neutral
10	Laman Uni5G kini aktif, petanda 5G Telekom Malaysia bakal dilancarkan?	Malaysia	Neutral

Glossary

Definitions

TIME & AIMS Data Centre

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

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

Process/Product

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

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

