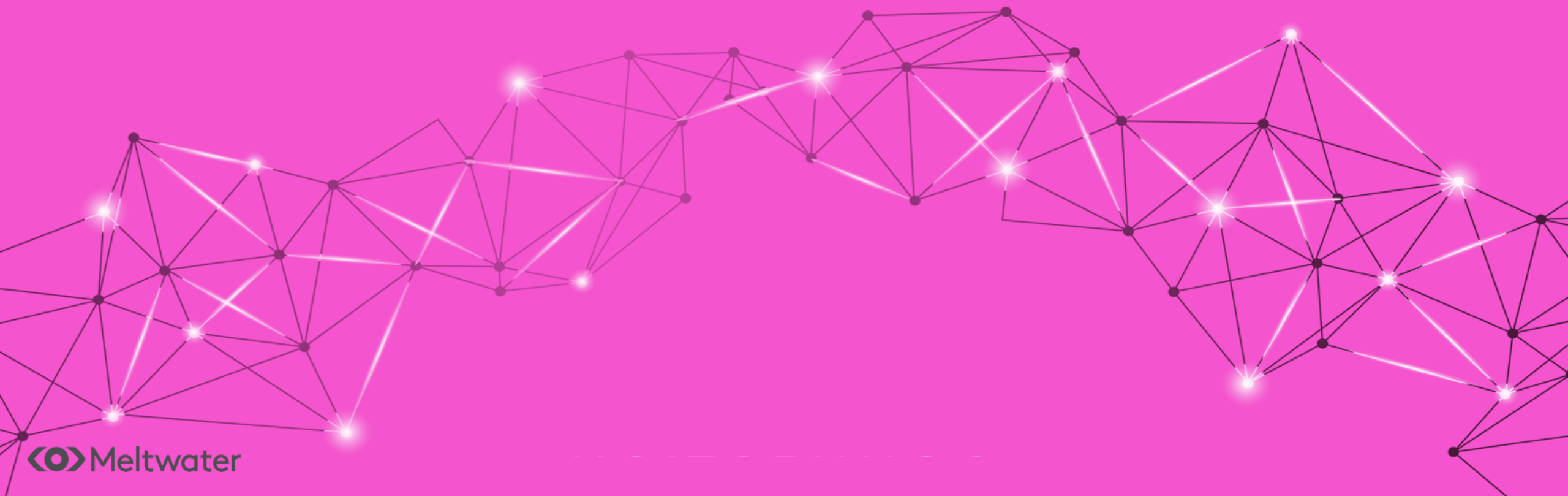


# time<sup>TM</sup>

DECEMBER 2023  
MONTHLY REPORT



An abstract network diagram in the top right corner, featuring a complex web of interconnected nodes and lines. Some nodes are highlighted with larger circles, and the overall structure is light gray.

# TIME OVERVIEW

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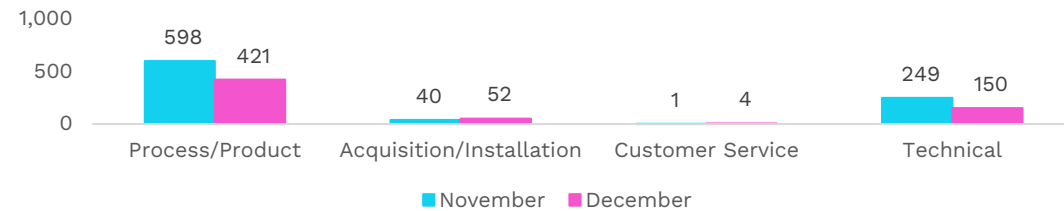
# TIME OVERVIEW

In December 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News on the [partnership between Time and U Mobile to expand U Home Fibre home broadband plan](#) made up most of the news coverage on **Time**. The partnership aims to provide gig-speed connectivity services to more Malaysians, improving infrastructure and network footprint.

**Time**'s social media mentions were mainly on Twitter, most of which were on the promotion of **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 shared their reluctance to renew their **Time** broadband contract and was considering a switch to U Mobile for a lower cost with equivalent speed. Despite expressing skepticism about new January offers for loyal customers, as mentioned by a **Time** customer representative, the user believed it was worth waiting, having only encountered a minor issue with **Time**. Another user, who has been with **Time** for five years but is no longer under contract, expressed frustration with **Time**'s refusal to waive the relocation fee. Meanwhile, another user, dissatisfied with their recently installed **Time** broadband, is seeking advice on switching the ONU Wi-Fi router to bridge mode to use their Wi-Fi mesh after citing restricted speed even in nearby rooms. Another user agreed and suggested contacting **Time**'s customer service to request the transition of the initial X6 unit to bridge mode, allowing for the utilisation of a personal mesh system. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in December 2023. For news, 12.3% of **Time**'s news coverage was from top-tier\* sources, while 87.7% were from non-top-tier sources.

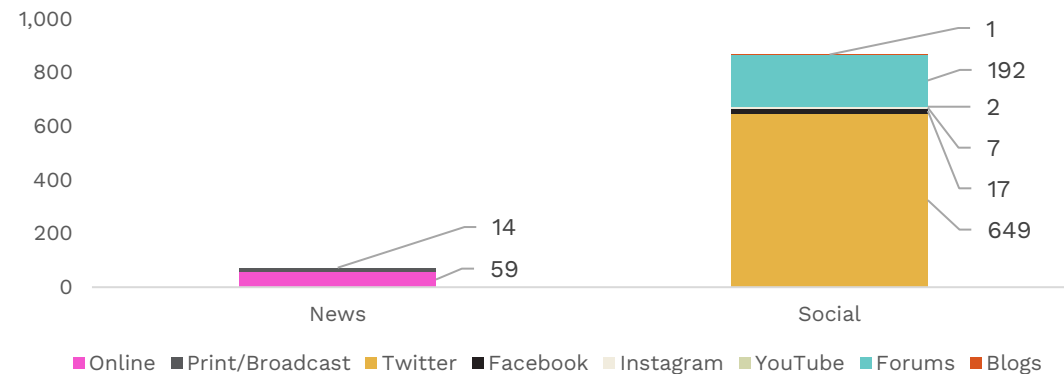
Among its competitors, Celcom had the highest volume of combined news articles and social media mentions, followed by Maxis, **Time**, and Telekom Malaysia. Technical and Process/Product had the most mentions across news and social media amongst **Time** and its competitors. Maxis ranked the highest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

## Month-on-Month

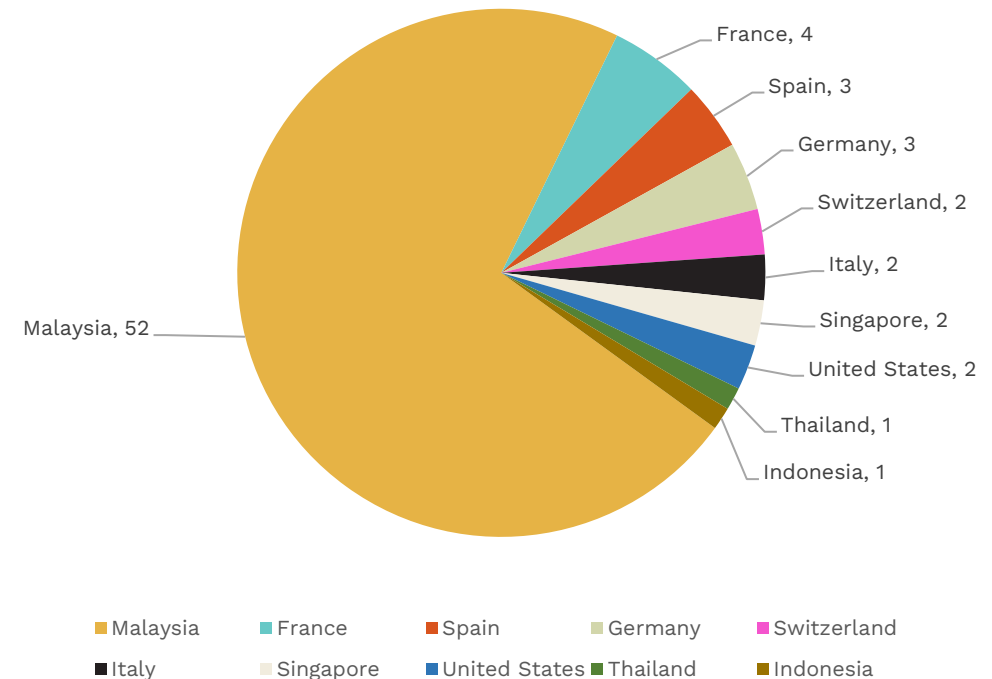


**Note:** Chart only reflects articles/mentions/posts that fall within the topic categories

## Channels

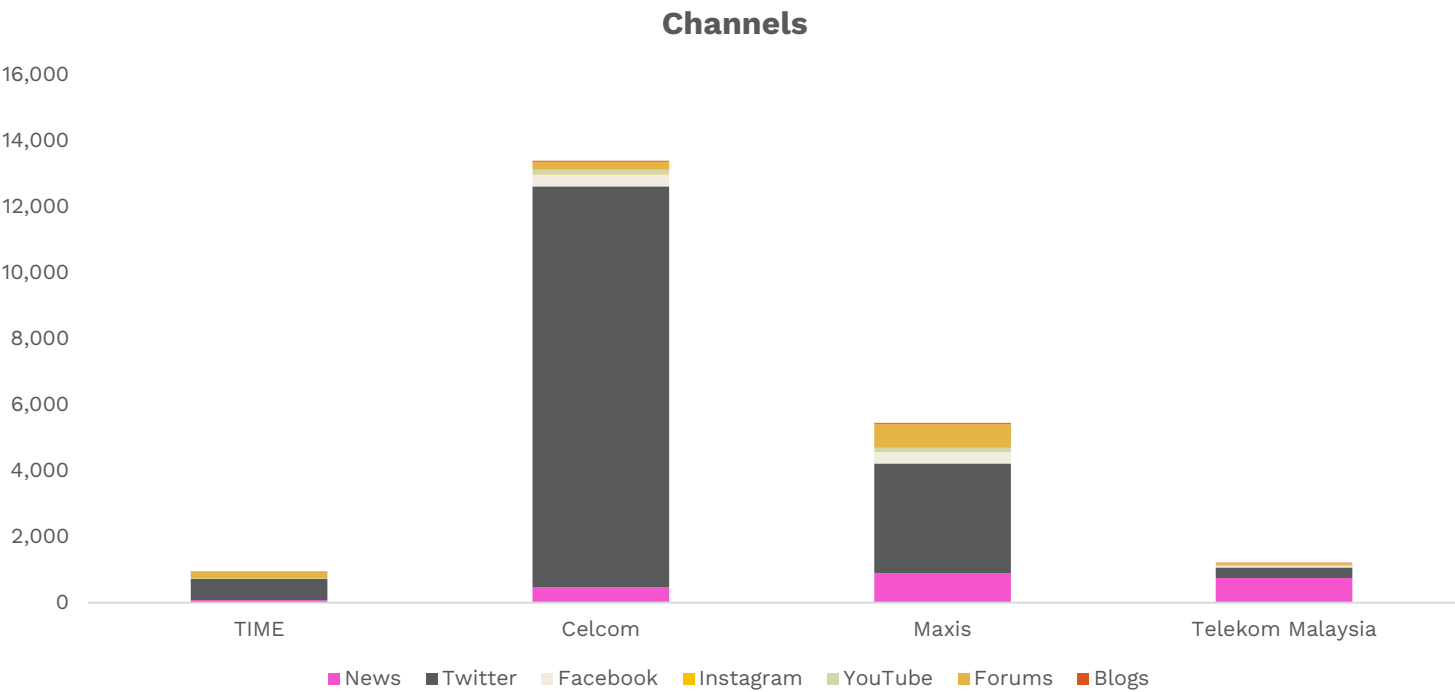
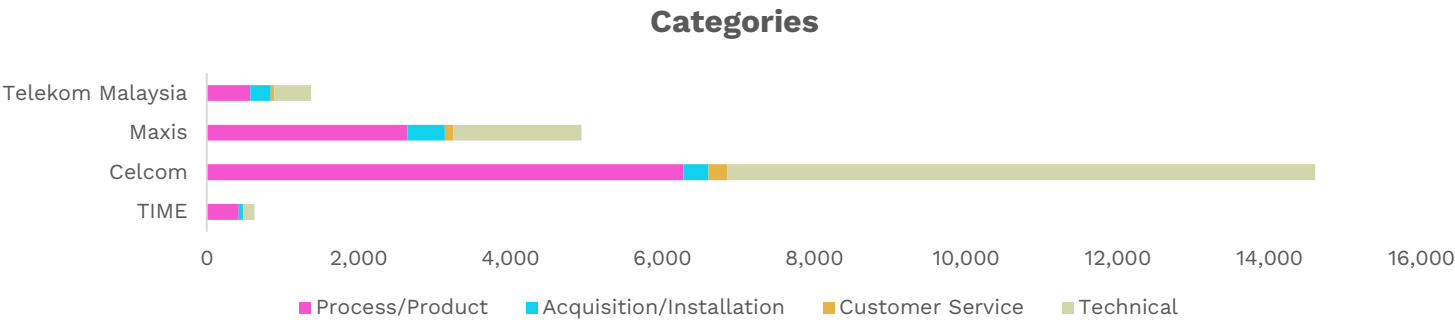


## Top 10 Markets



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

# COMPETITORS BENCHMARKING - VOLUME\*



	Time	Celcom	Maxis	Telekom Malaysia
Process/Product	421	6,277	2,642	571
Acquisition/Installation	52	330	491	271
Customer Service	4	249	112	46
Technical	150	7,742	1,688	485

	Time	Celcom	Maxis	Telekom Malaysia
News	73	466	887	744
Twitter	649	12,155	3,331	325
Facebook	17	353	348	31
Instagram	7	2	0	0
YouTube	2	148	132	42
Forums	192	240	725	56
Blogs	1	29	26	14

# TIME & AIMS LINKEDIN PERFORMANCE

LinkedIn\*

Time

Followers

November	77,760
Week 1	77,956
Week 2	78,141
Week 3	78,372
Week 4	78,514
Week 5	78,559

AIMS Data Centre

Followers

November	5,226
Week 1	5,251
Week 2	5,271
Week 3	5,293
Week 4	5,292
Week 5	5,293

Top Performing Content by Engagement on LinkedIn

TIME dotCom Berhad

78,336 followers

Like • Edited • Comment

+ Follow

...


Celebrate the joy of the season! 🎄

Our Time Internet family came together for a heartwarming Christmas and New Year's celebration at our HQ. 🎉

We were treated to a beautiful Christmas choir performance and had the pleasure of receiving door gifts prepared by the talented children from the Dignity for Children Foundation.

Thank you everyone for making it such a special event! 🙌

#TimeInternet #KabelBesar #Christmas2023



CC0 100

1 comment • 2 reposts

Post Engagement Rate: 52.8%

Top Performing Content by Engagement on LinkedIn

AIMS Data Centre

5,335 followers

Like • Edited • Comment


+ Follow

...

We extend our appreciation to Internet Alliance Malaysia for inviting us to participate in the IA Mini Talent Drive held at Multimedia University (MMU) on 24th November 2023. The event drew over 100 interns and iCadet students, marking a significant gathering of aspiring talent.

This collaborative effort reinforces our dedication to nurturing and supporting local talent, ultimately contributing to address Malaysia's talent gap. We are glad to be part of this initiative that resonates with our commitment and company values to empower local talent.

#AIMSdatacentre #DataCentre



53

1 comment

Post Engagement Rate: 48.7%

# COMPETITORS BENCHMARKING

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# COMPETITORS BENCHMARKING - SENTIMENT\*

## Key Highlights

### Time

**Top story for Time:** U Mobile's U Home Fibre now available via **Time** partnership

U Mobile has partnered with **Time** to expand its U Home Fibre home broadband plan, reaching over one million additional homes in high-rise buildings along the western coast of Peninsular Malaysia. The expansion includes the introduction of a new 300Mbps plan and reduced monthly subscription fees for all U Home Fibre plans.

### COMPETITORS

**Top story for Competitors:**

- 1 **Celcom:** Five telcos to collectively own 70% stake in DNB; Putrajaya to retain 30% plus golden share
- 2 **Maxis:** Network Operator Forecasts for Telcos, Webscalers and Carrier-Neutral Network Operators to 2028 - Three Operator Groups Forecast to Account for \$4.38 Trillion in Revenue in 2024 - ResearchAndMarkets.com
- 3 **Telekom Malaysia:** Decade of Excellence: HR Asia Best Companies to Work for in Asia Celebrates 10th Anniversary with Recognition of 78 Outstanding Workplaces

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	8	6	635	8	2	7	1	-	6	-	-	2
	1.3%	0.9%	97.8%	47.1%	11.8%	41.1%	14.3%	-	85.7%	-	-	100.0%
Celcom	558	9,304	2,293	120	96	137	2	-	-	20	3	125
	4.6%	76.5%	18.9%	34.0%	27.2%	38.8%	100.0%	-	-	13.5%	2.0%	84.5%
Maxis	848	1,003	1,480	49	37	262	-	-	-	23	1	108
	25.5%	30.1%	44.4%	14.1%	10.6%	75.3%	-	-	-	17.4%	0.8%	81.8%
Telekom Malaysia	21	138	166	11	4	16	-	-	-	1	-	41
	6.5%	42.5%	51.0%	35.5%	12.9%	51.6%	-	-	-	2.4%	-	97.6%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	23	5	45	42	44	106	-	-	1
	31.5%	6.9%	61.6%	21.9%	22.9%	55.2%	-	-	100.0%
Celcom	162	39	265	58	38	144	6	2	21
	34.8%	8.4%	56.8%	24.2%	15.8%	60.0%	20.7%	6.9%	72.4%
Maxis	305	92	490	173	157	395	14	4	8
	34.4%	10.4%	55.2%	23.9%	21.7%	54.4%	53.8%	15.4%	30.8%
Telekom Malaysia	289	102	353	12	19	25	9	2	3
	38.8%	13.7%	47.5%	21.5%	33.9%	44.6%	64.3%	14.3%	21.4%

# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
Time	November	121,510	0.035%	13,100	<p><u>Start your new year the right way by manifesting speedy INTERNET (hint hint)</u>  <u>Get RM50 worth of GrabFood vouchers by telling us as many words related to Time Internet as you can find!</u> 🤔</p> <p><b>Platform:</b> Instagram  <b>Post Reach:</b> 6,207  <b>Post Engagement:</b> 319</p>
	Week 1	121,517	0.020%	13,100	
	Week 2	121,525	0.002%	13,100	
	Week 3	121,546	0.007%	13,100	
	Week 4	121,562	0.008%	13,100	
	Week 5	121,571	0.000%	13,100	
Celcom	November	818,007	0.000%	248,000	<p><u>Now, there's no need to go through the hassle of searching for a new gaming device. Register for CelcomDigi Fiber 300Mbps now and get the complete ROG Ally with an AMD Ryzen™ Z1 processor, Windows 11 Home, and a 3-month PC Game Pass from only RM4 per day.</u> 🔥🎮</p> <p><b>Platform:</b> Twitter  <b>Post Reach:</b> 85,604  <b>Post Engagement:</b> 357,688</p>
	Week 1	817,968	0.019%	248,000	
	Week 2	817,890	0.052%	248,000	
	Week 3	817,838	0.057%	248,000	
	Week 4	817,792	0.031%	248,000	
	Week 5	817,826	0.000%	248,000	
Maxis	November	1,325,634	0.050%	126,000	<p><u>Elevate your home WiFi with WiFi expert's setup</u></p> <p><b>Platform:</b> YouTube  <b>Post Reach:</b> 128,000  <b>Post Engagement:</b> 614,290</p>
	Week 1	1,325,592	0.000%	126,000	
	Week 2	1,325,530	0.001%	126,000	
	Week 3	1,325,490	0.006%	127,000	
	Week 4	1,325,475	0.006%	128,000	
	Week 5	1,325,457	0.000%	128,000	
Telekom Malaysia	November	48,074	0.000%	50,400	<p><u>Heartiest congratulations to YB Gobind Singh Deo on his appointment as the Minister of Digital. May we continue to drive the future of Digital Malaysia together.</u></p> <p><b>Platform:</b> Twitter  <b>Post Reach:</b> 9,040  <b>Post Engagement:</b> 564</p>
	Week 1	48,088	0.140%	50,400	
	Week 2	48,096	0.111%	50,400	
	Week 3	48,100	0.053%	50,400	
	Week 4	48,113	0.083%	50,400	
	Week 5	48,121	0.010%	50,400	

In December, **Time's** [Facebook](#) posts ranked third in average engagement at 0.007%. Meanwhile, Telekom Malaysia achieved the highest average engagement rate at 0.079%, followed by Celcom at 0.032%, while Maxis received the lowest average engagement rate at 0.003%.

Despite having the least number of followers, Telekom Malaysia (TM) attained the highest engagement rates for its [Facebook](#) posts, likely due to a post made in Week 1, which announced the [launch of UNI5G Postpaid and Family Plans](#). These new mobile plans offer Malaysians an accessible and affordable 5G experience with various value-added benefits, catering to individual and family interests. Drawing inspiration from TM's offering, **Time** could capitalise on promoting its Gig Speed Home Kabel Besar by highlighting the capabilities of Fibre-To-The-Room (FTTR) technology for swift internet connections. Additionally, a promotional emphasis on family-oriented features would add another layer of appeal to this offering.

The top-performing content by engagement across all owned platforms was Maxis' [YouTube](#) video of Max WiFi by Maxperts, showcasing technical support that assists customers in setting up home WiFi and ensuring robust and broader coverage through WiFi strength analysis and other features. Considering the relatively high number of views garnered, **Time** could further promote Gig Speed by incorporating similar assistance features, focusing on personalised solutions that align with customer's needs, and actively addressing issues expressed on social media channels.

Meanwhile, **Time's** top-performing content was a [word-search game shared on Instagram](#). Users had the opportunity to win GrabFood vouchers by commenting with as many words related to **Time** Internet and tagging three friends. **Time** could continue employing similar content strategies that connect well with its audience, such as opportunities to win prizes through interactive games and giveaway events to engage as many interested participants across various channels as possible.



# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

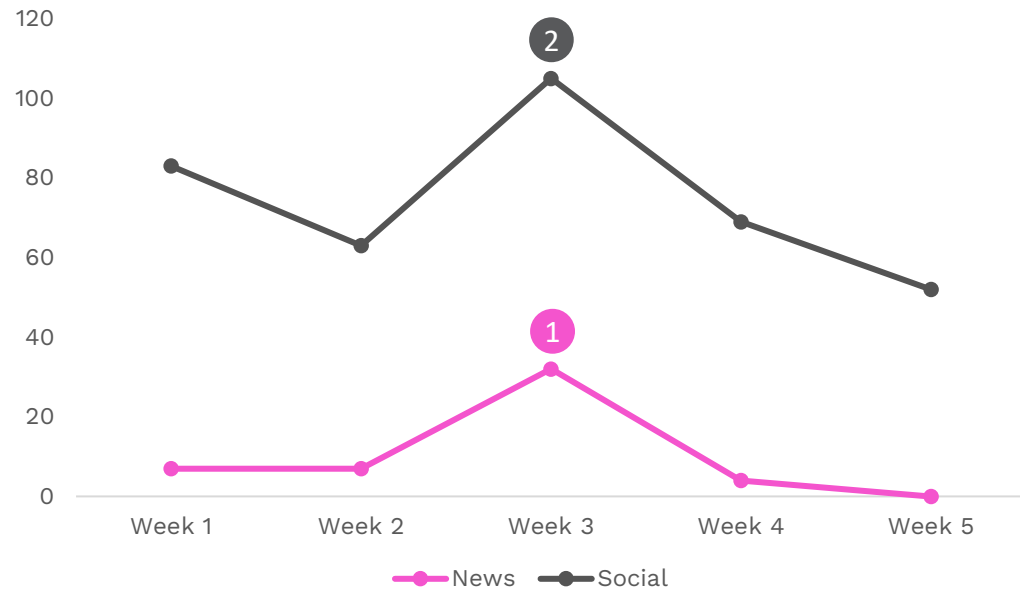
		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Time	November	-	-	6,051	1.735%
	Week 1	-	-	6,072	0.950%
	Week 2	-	-	6,096	0.467%
	Week 3	-	-	6,158	0.289%
	Week 4	-	-	6,195	0.072%
	Week 5	-	-	6,207	0.000%
Celcom	November	85,716	0.001%	89,634	0.000%
	Week 1	85,687	0.000%	89,982	0.005%
	Week 2	85,649	0.000%	90,349	0.005%
	Week 3	85,637	0.000%	90,813	0.007%
	Week 4	85,620	0.000%	91,165	0.005%
	Week 5	85,604	0.000%	91,287	0.013%
Maxis	November	161,749	0.002%	81,947	0.026%
	Week 1	161,784	0.000%	82,038	0.000%
	Week 2	161,854	0.000%	82,140	0.007%
	Week 3	161,867	0.000%	82,220	0.020%
	Week 4	161,904	0.000%	82,296	0.009%
	Week 5	161,908	0.000%	82,308	0.000%
Telekom Malaysia	November	9,024	0.044%	5,525	0.000%
	Week 1	9,034	0.000%	5,526	0.233%
	Week 2	9,031	0.000%	5,530	0.855%
	Week 3	9,042	0.000%	5,533	0.416%
	Week 4	9,036	0.000%	5,534	0.780%
	Week 5	9,040	0.000%	5,535	0.193%



# TIME TREND ANALYSIS

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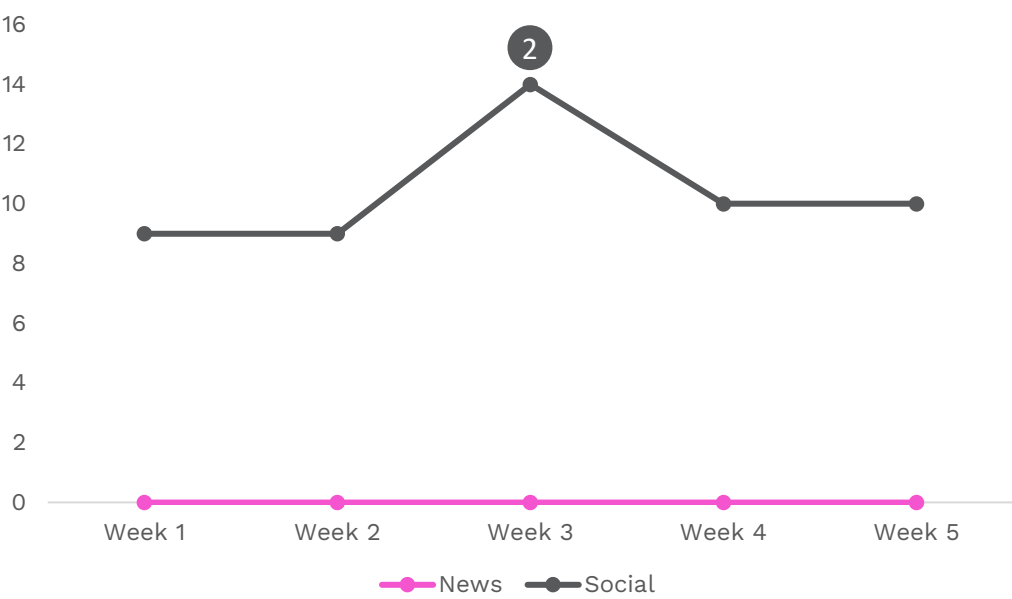
# WEEKLY TREND - PROCESS/PRODUCT



- 1 In Week 3, there was a peak in the volume of news coverage mainly due to reports on U Mobile's partnership with Time to introduce its new U Home Fibre broadband plan, offering speeds of up to 100 Mbps at an affordable price of RM79 per month. The plan will be available to over one million more homes, particularly high-rise buildings along the Western coast of Peninsular Malaysia.
- 2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on Time's Fibre Broadband. A user is hesitant to renew her Time broadband contract, considering a switch to U Mobile for a lower price with the same speed. Despite a call from a Time customer representative suggesting a potential new offer for loyal customers in January, there is skepticism about waiting, although the user has had a positive experience with Time Internet. Another user, who has been with Time for five years but is no longer under contract, replied to the post stating his frustration with Time's refusal to waive the relocation fee.

<p><b>Local</b></p> <p><b>U Mobile offers new home fibre broadband plan from RM79 per month</b></p> <p><small>19-12-2023 11:57 AM</small></p>	<p><b>Market:</b> Malaysia</p>	<p><b>Date of Publication:</b> 19 December 2023</p>
<p><b>Publication:</b> theSun</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>	

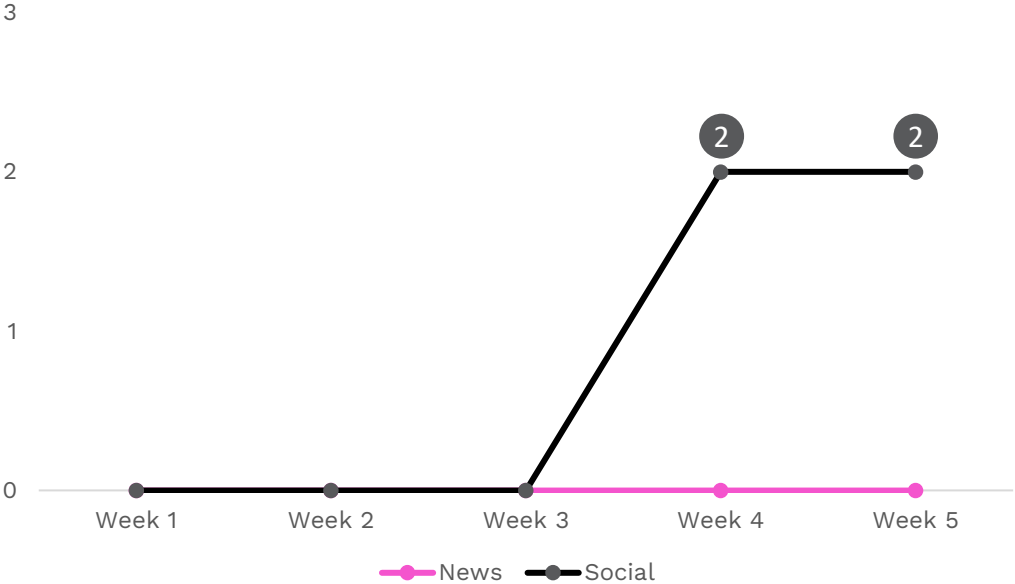
# WEEKLY TREND - ACQUISITION/INSTALLATION



- 1 There were no relevant news reports on Acquisition/Installation this month.
- 2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on **Time's** Fibre Broadband. A user reported the successful installation of FTTR with great performance, achieving 450-500Mbps in every room. However, he expresses dissatisfaction with **Time's** policy that prevents customers from purchasing additional child nodes. Additionally, another user inquired about the installation timeline when signing up for the **Time's** service, and the response suggested selecting a convenient appointment schedule on the website, with the user sharing a personal experience of having the installation completed within two days.

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

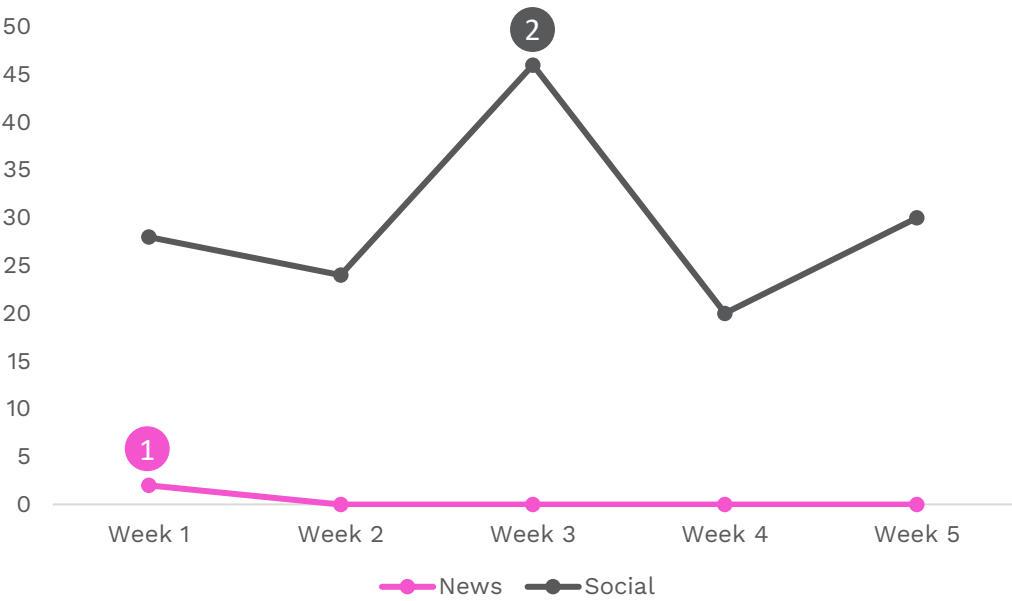
# WEEKLY TREND - CUSTOMER SERVICE



- 1 There were no relevant news reports on Customer Service this month.
- 2 There were only four comments on Customer Service in December: two in Week 4 and another two in Week 5. During Weeks 4 and 5, a user attempted to request **Time**'s free public IP address for the 100Mbps plan but received only an auto-response from **Time**'s customer service bot, stating that 100Mbps would only have a private IP. The user did not contact **Time** afterward due to the bot's response. Additionally, in Week 4, a user also took to Twitter to complain about **Time**'s customer service, questioning **Time** about the absence of its customer support and expressing frustration at seemingly interacting with unintelligent bots and lacking the option to address specific concerns that the bots cannot resolve.

<div><div><div>PRISFENG</div><div>Dec 29 2023, 08:54 AM</div><div>Show posts by this member only   11v6   Post #10646</div></div><div><div><div>NO AVATAR SELECTED</div><div>Regular</div><div>Senior Member</div><div>1,587 posts</div><div>Joined: Nov 2020</div></div><div><div>QUOTE(blacktabi @ Dec 28 2023, 05:01 PM)</div><div>TIME is still giving free public IP for 300Mbps and above. Can be requested on 100Mbps plans for free as well.</div><div>Maxis is charging RM10 per month for all plans.</div><div>I tried to request but the bot auto responded this</div><div><a href="https://picts.com/image/EvwAg6">https://picts.com/image/EvwAg6</a></div><div>Granted, I did not contact the stuff afterwards since the bot told me this</div></div><div><div>Card PM</div><div>Report Top</div><div>Like Quote Reply</div></div></div></div>	
Reach: N.A.	Likes: N.A.
Shares: N.A.	Comments: N.A.

# WEEKLY TREND - TECHNICAL



- 1
- In Week 1, there was a peak in the volume of news coverage mainly due to reports on the global virtual router market and **Time** Internet's Gig Speed Home (FTTR). The recent report on the Virtual Router market, which is projected to grow from 2023 to 2031, highlights key players such as **Time** and delves into regional growth prospects and technological advancements influencing the industry. Additionally, **Time** Internet's Gig Speed Home, utilising Huawei's Fibre-to-the-Room technology, offers a future-proof high-speed internet connection in every room, enhancing the digital lifestyle for Malaysian households.
- 2
- The volume of social mentions peaked in Week 3 due to a forum thread discussion on Time's Fibre Broadband. A user expresses disappointment with his recently installed **Time** broadband, criticising the Huawei ONU WiFi router, modem, and mesh components as subpar, with limited speed even in nearby rooms. The user seeks advice on changing the ONU to bridge mode to use his own wifi mesh. Another user responds affirmatively, suggesting contacting Time's customer service to request changing the first unit of the X6 to bridge mode and allowing the use of a personal mesh system.

<p><b>Market:</b> Germany</p> <p><b>Date of Publication:</b> 05 December 2023</p>	
<p><b>Publication:</b> OpenPR</p>	
<p><b>Virtual Router Market Present Scenario and Growth Prospects 2023-2031  Cisco Systems, Ericsson, Huawei, Nokia, Juniper Networks, *IBM, netElastic</b></p> <p>12-05-2023 07:53 AM CET   IT, New Media &amp; Software Press release from: Market Research Inc</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. U Mobile's U Home Fibre now available via Time partnership

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	theSun	19 December 2023	Positive
<p>U Mobile has partnered with <b>Time</b> to extend its U Home Fibre broadband plan to over one million additional homes in high-rise buildings along the western coast of Peninsular Malaysia. The expansion includes the introduction of a new 300Mbps plan at RM139, along with reduced monthly subscription fees for existing plans. This collaboration aims to provide affordable and high-quality internet access to more Malaysians, with a focus on gig-speed connectivity.</p>			

## 2. Time appoints Datuk Azailiza Mohd Ahad as independent and non executive member of Nomination and Remuneration Committee

Market:	Publication:	Date of Publication:	Sentiment:
France	MarketScreener	20 December 2023	Neutral
<p><b>Time</b>, a major Malaysian telecom provider, appointed Datuk Azailiza Mohd Ahad as an Independent Non-Executive Member of its Nomination and Remuneration Committee, effective December 20, 2023. On the same date, the committee's new composition features Mr Mark Guy Dioguardi as Chairman, and Mr Anthony Low Kim Fui and Datuk Azailiza Mohd Ahad as Members, both serving as Independent Non-Executive Directors.</p>			

## 3. Time Dotcom Berhad announces the cessation of office of Puan Elakumari Kantilal from non independent and non executive member of Nomination and Remuneration Committee

Market:	Publication:	Date of Publication:	Sentiment:
France	MarketScreener	20 December 2023	Neutral
<p><b>Time</b> has announced the departure of Puan Elakumari Kantilal, aged 66, from the position of Non-Independent and Non-Executive Member of the Nomination and Remuneration Committee, effective from December 20, 2023. The committee's new composition, as of the same date, includes Mr Mark Guy Dioguardi as Chairman, serving as Senior Independent Non-Executive Director, and Mr Anthony Low Kim Fui and Datuk Azailiza Mohd Ahad as Members, both Independent Non-Executive Directors.</p>			

## 4. PDRM and Whoscall give away 1 million premium accounts worth over RM87 million to help safeguard Malaysians against scams

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	TRP Tech	12 December 2023	Neutral
<p>Whoscall, in collaboration with the Royal Police Malaysia (PDRM), organised the inaugural 'Scam Free Malaysia Carnival,' announcing a giveaway of over RM87 million worth of one-year Whoscall Premium subscriptions to combat online and call scams. The premium service offers anti-scam features such as Caller ID and Auto Spam Calls Block. The event, attended by various government agencies, financial institutions, and partners, included participation from <b>Time</b> among other prominent organisations, emphasising the urgency of real-time preventive measures to protect Malaysians from scams.</p>			

## 5. Bursa trades sideways as US interest decision looms

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	The Star	13 December 2023	Neutral
<p>Bursa Malaysia is poised to exhibit minimal changes as investors await the US Federal Reserve's decision on interest rates and react to falling crude oil prices, according to Apex Securities Research. <b>Time's</b> shares have seen a decline, dropping four sen to RM5.11 amidst the general market trend.</p>			

S/N	Headline	Market	Sentiment
6	<a href="#">Time Internet's Gig Speed Home (FTTR): A new era of home internet</a>	Malaysia	Positive
7	<a href="#">Kelajuan internet UTeM dinaik taraf</a>	Malaysia	Positive
8	<a href="#">The Edge - Time dotCom's AIMS stake sale a strategic win-win for both sides</a>	Malaysia	Positive
9	<a href="#">Yuanta ชวนเล่น by อ.อ้วน : SYMC ได้ประโยชน์จากการยกระดับเศรษฐกิจดิจิทัลของประเทศไทย</a>	Thailand	Neutral
10	<a href="#">SoyaCincau Awards 2023: The best telcos this year</a>	Malaysia	Positive



# TOP 10 CELCOM NEWS

## 1. Five telcos to collectively own 70% stake in DNB; Putrajaya to retain 30% plus golden share

**Market:** Malaysia

**Publication:** News | KLSE Screener

**Date of Publication:**  
01 December 2023

**Sentiment:** Neutral

On the 1st of December, it was announced that Digital Nasional Bhd (DNB), the national 5G network provider in Malaysia, will be jointly owned by five local telecommunications companies, with **CelcomDigi** Bhd being one of the key stakeholders. Each of these operators, including **Celcom**, will hold a 14% share, contributing RM233 million towards the venture. The agreements for these investments are expected to be finalised between February and April 2024, after the necessary due diligence has been conducted. Once DNB achieves an 80% coverage of populated areas, plans for a second 5G network, known as Entity B, will be advanced, with the details of its operation and ownership to be determined at that time.

S/N	Headline	Market	Sentiment
2	<a href="#">CelcomDigi introduces new unlimited prepaid plan priced at RM 25 &amp; 5G passes starting from RM3</a>	Malaysia	Neutral
3	<a href="#">Megat Jalaluddin dilantik sebagai Presiden dan CEO TNB berkuat kuasa 1 Mac 2024</a>	Malaysia	Neutral
4	<a href="#">Telcos did not ignore Putrajaya's call for 5G Access Fee Waiver, says Fahmi</a>	Malaysia	Neutral
5	<a href="#">SoyaCincau Awards 2023: The best telcos this year</a>	Malaysia	Positive
6	<a href="#">Celebrate the year end with these Hari Gaji Specials 5G deals</a>	Malaysia	Positive
7	<a href="#">美股道指创今年新高 银行股业绩亮眼力撑综指</a>	Malaysia	Neutral
8	<a href="#">Moody's affirms Axiata's Baa2 ratings, maintains stable outlook</a>	Malaysia	Neutral
9	<a href="#">CelcomDigi Postpaid 5G: Here are the actual 5G speed cap and FUP limit</a>	Malaysia	Positive
10	<a href="#">SK Telecom expands regional metaverse plan with new partnerships</a>	United States	Neutral

# TOP 10 MAXIS NEWS

## 1. Network Operator Forecasts for Telcos, Webscalers and Carrier-Neutral Network Operators to 2028 - Three Operator Groups Forecast to Account for \$4.38 Trillion in Revenue in 2024 - ResearchAndMarkets.com

**Market:** United States

**Publication:** Business Wire

**Date of Publication:**  
28 December 2023

**Sentiment:** Neutral

The "Network Operator Forecast Through 2028" report by ResearchAndMarkets.com, added on December 28, 2023, provides projections for telecommunications operators (telcos), webscalers, and carrier-neutral network operators (CNNOs). In 2024, the three operator groups are expected to generate \$4.38 trillion in revenues, with telcos exhibiting a modest annual growth rate, reaching \$1.93 trillion by 2028. Webscalers, despite a surge during COVID, are experiencing slower growth, with revenues expected to grow at a ~7% Compound Annual Growth Rate (CAGR) through 2028. The carrier-neutral sector, although currently small at \$95 billion in 2022, is predicted to grow to approximately \$124 billion by 2028, playing a crucial role in the expansion plans of telcos and webscalers. **Maxis** Berhad is among the mentioned companies in the extensive list provided in the report.

S/N	Headline	Market	Sentiment
2	<a href="#">Highlights from the 8th Customer Experience Summit by CCAM</a>	United States	Neutral
3	<a href="#">DNB: 5 telcos to take 70% stake in 5G network, each to inject RM233 mil</a>	Malaysia	Neutral
4	<a href="#">Maxis 5G postpaid plans upgraded with up to 1TB of bonus data</a>	Malaysia	Positive
5	<a href="#">Maxis continues to tap on TM's HSBB network for fibre broadband until 2029</a>	Malaysia	Positive
6	<a href="#">Aircel-Maxis Case: Delhi HC seeks Chidambarams' response on CBI Plea Against Trial Court Order on documents</a>	India	Neutral
7	<a href="#">Maxis to pay RM73 mil to resolve tax assessments with Inland Revenue Board</a>	Malaysia	Neutral
8	<a href="#">Little movement anticipated For Malaysia shares</a>	United States	Neutral
9	<a href="#">Post-3Q earnings reveal steep discounts, growth potential in semiconductor, RE sectors</a>	Malaysia	Neutral
10	<a href="#">Kerjasama Maxis-ERTH sedia kutipan e-sisa</a>	Malaysia	Positive

# TOP 10 TELEKOM MALAYSIA NEWS

## 1. Decade of Excellence: HR Asia Best Companies to Work for in Asia celebrates 10th anniversary with recognition of 78 outstanding workplaces

**Market:** United States

**Publication:** Yahoo! Finance

**Date of Publication:**  
15 December 2023

**Sentiment:** Positive

In 2023, HR Asia celebrated the 10th anniversary of its Best Companies to Work for in Asia programme, with 78 companies in Malaysia receiving accolades for their outstanding workplace environments. The awards this year embraced the theme "Celebrate Diversity, Equity, and Inclusion," reflecting the importance of inclusive work cultures. Among the esteemed recipients, **Telekom Malaysia** was recognised for its consistent performance, being one of the 'Gold Harmonia' winners, having secured the award for five or more consecutive years. The programme, which is the largest of its kind in Asia, spanned fifteen markets and involved a record of 21,800 survey participants, highlighting the regional commitment to employee engagement and satisfaction.

S/N	Headline	Market	Sentiment
2	<a href="#">Malaysia telcos sign deals to take up stakes in state 5G agency</a>	Singapore	Neutral
3	<a href="#">Dua suspek aktif curi kad sistem TM diberkas</a>	Malaysia	Neutral
4	<a href="#">Maxis inks deal with TM to extend high-speed broadband services until 2029</a>	Malaysia	Positive
5	<a href="#">Malaysia's blueprint to block cyber attacks</a>	Indonesia	Negative
6	<a href="#">Little movement anticipated for Malaysia shares</a>	United States	Neutral
7	<a href="#">Cover Story: Tenaga sees energy transition in a new light</a>	Malaysia	Neutral
8	<a href="#">Malaysia stock market may extend Wednesday's losses</a>	United States	Neutral
9	<a href="#">Malaysia stock market poised to extend winning streak</a>	United States	Positive
10	<a href="#">Malaysia bourse poised to extend Wednesday's gains</a>	United States	Neutral

An abstract network diagram in the top right corner, featuring a complex web of interconnected nodes and lines. Some nodes are highlighted with larger circles, and the overall structure is light gray.

# 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

