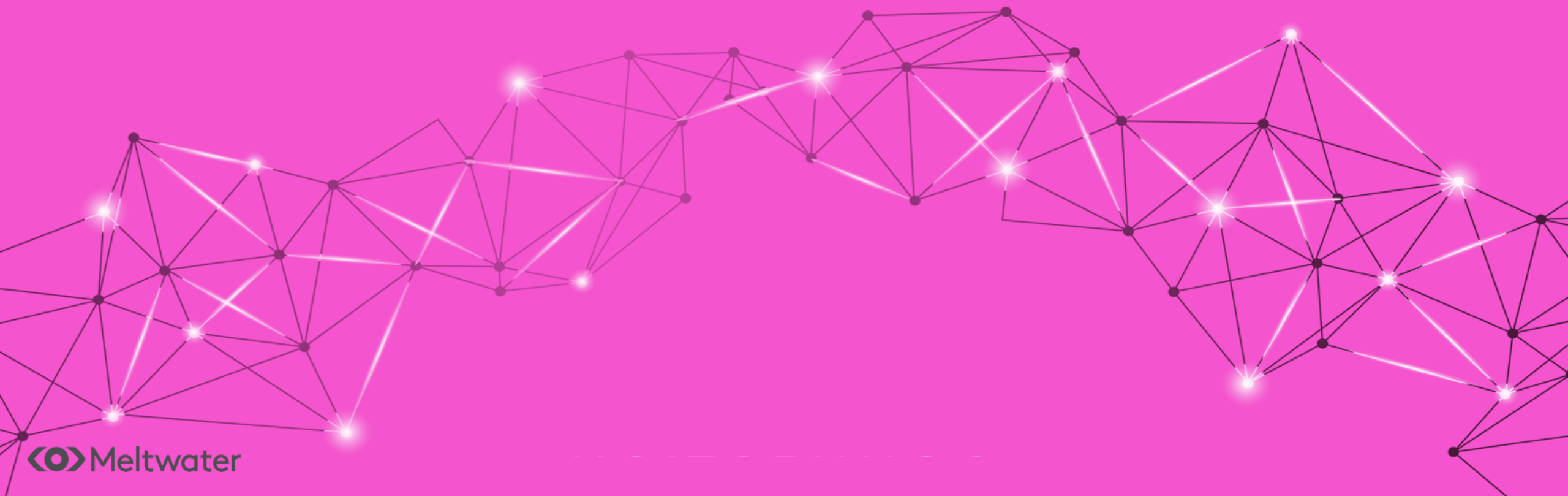


# time<sup>TM</sup>

DECEMBER 2022  
MONTHLY REPORT





# TIME OVERVIEW

---

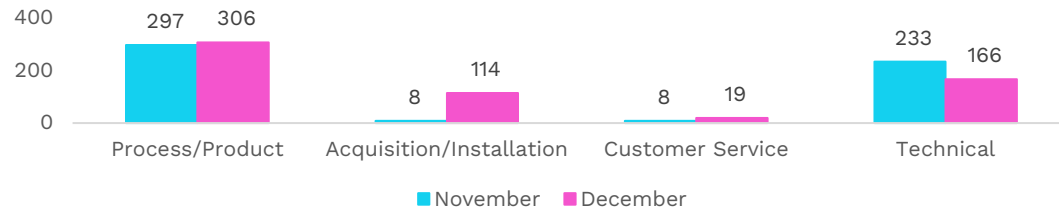
# TIME OVERVIEW

In December 2022, Process/Product was the most mentioned topic across news and social media, followed by Technical. News that **TIME** is one of the highest-ranking non-constituents in the FBM KLCI reserve list made up most of the news coverage on **TIME**. It was mentioned that Bursa Malaysia updated its FBM KLCI reserve list, which now includes **TIME** dotCom. The reserve list comprised of the five highest-ranking non-constituents of the index by market capitalisation.

**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. Most of the mentions came from forum thread discussions on **TIME**'s Fibre Broadband. Notably, an enquiry by a user asking if **TIME** had stopped providing public IP addresses to its subscribers as she noticed that certain services had stopped working because of a change in her WAN IP address had garnered several replies on the forum. One of the replies confirmed that for **TIME**'s 100Mbps plans, the CGNAT (NAT444) was already being used and to get back a public IP, users would need to send in a request to **TIME**. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in December 2022. For news, 22.1% of **TIME**'s news coverage was from top-tier\* sources, while 77.9% were from non-top-tier sources.

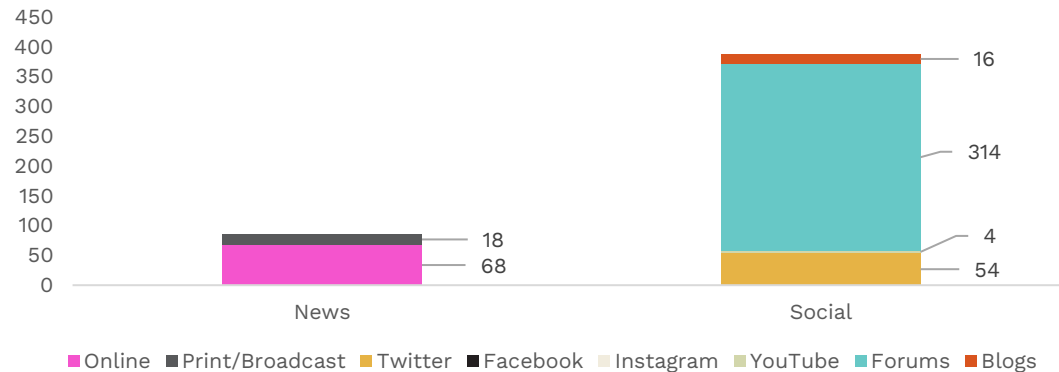
Among its competitors, Celcom had the highest volume of news articles and social media mentions, followed by Maxis, Telekom Malaysia, and **TIME**. Similar to **TIME**, Process/Product and Technical had the most mentions across news and social media amongst **TIME**'s competitors. Celcom ranked the highest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

Month-on-Month

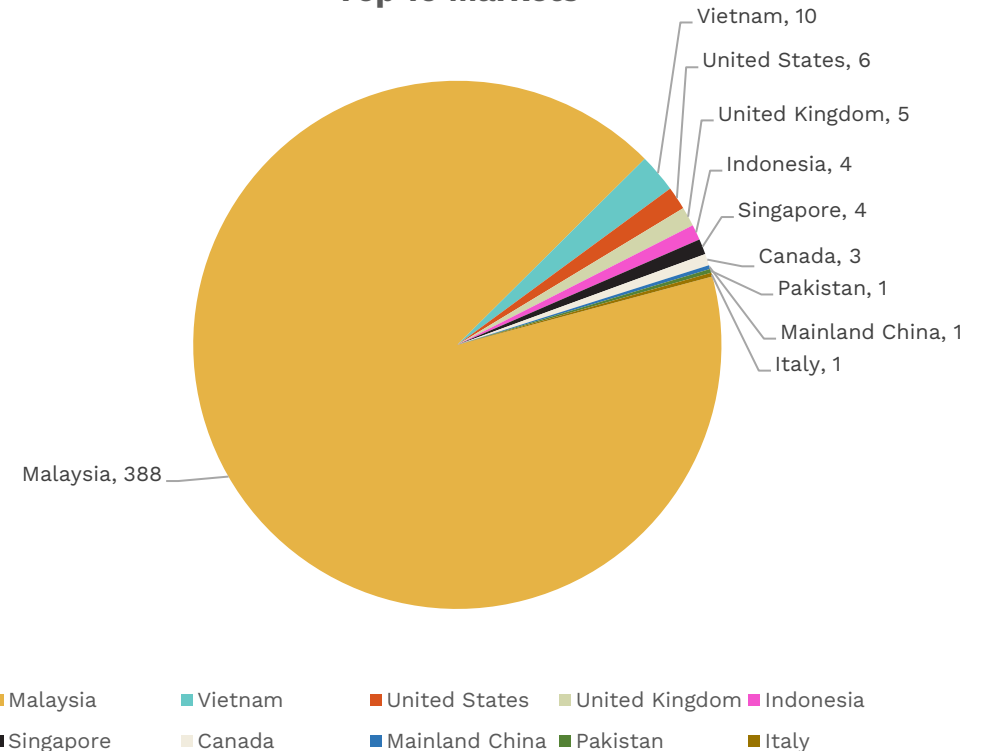


Note: Chart only reflects articles/mentions/posts that fall within the topic categories

Channels

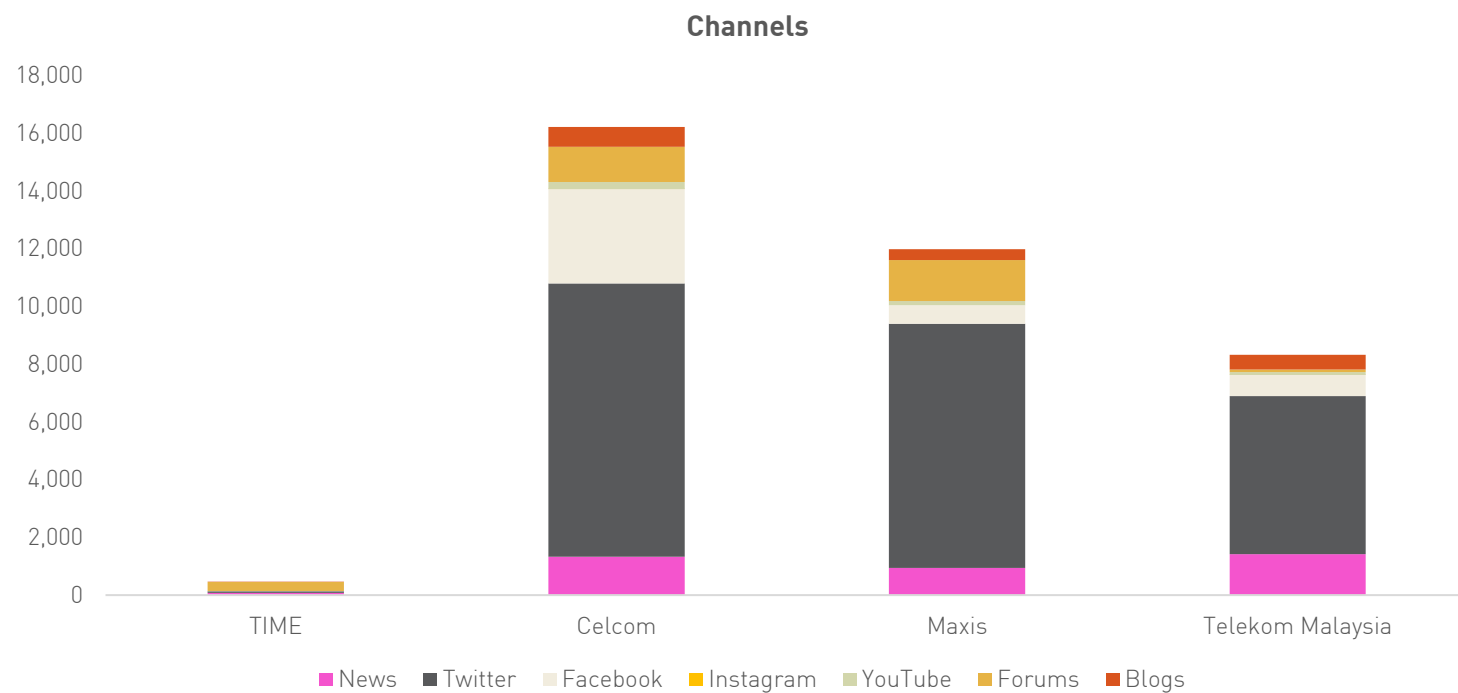
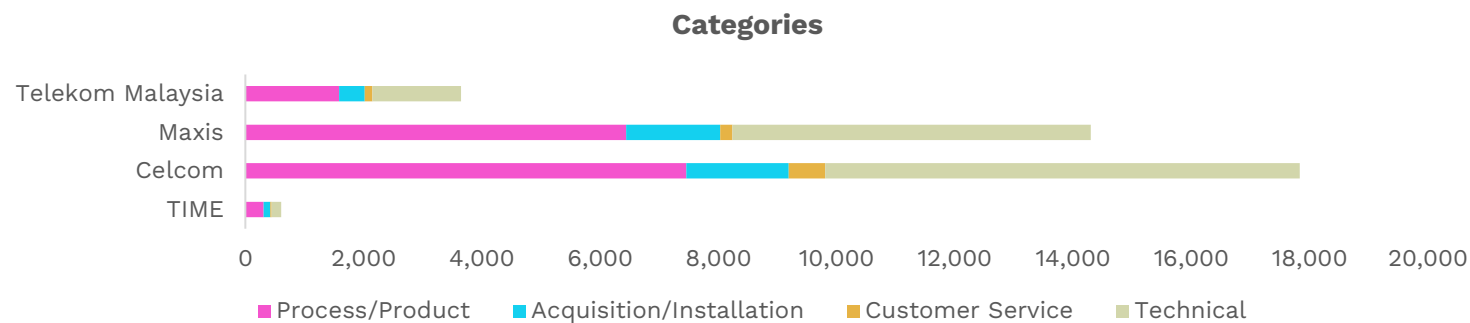


Top 10 Markets



Note: Chart includes news articles and social media mentions

# COMPETITORS BENCHMARKING - VOLUME\*



	TIME	Celcom	Maxis	Telekom Malaysia
Process/Product	306	7,457	6,438	1,581
Acquisition/Installation	114	1,732	1,594	433
Customer Service	19	614	205	134
Technical	166	8,029	6,063	1,500

	TIME	Celcom	Maxis	Telekom Malaysia
News	86	1,335	947	1,426
Twitter	54	9,458	8,459	5,470
Facebook	0	3,273	641	735
Instagram	0	3	0	2
YouTube	4	239	142	95
Forums	314	1,226	1,421	90
Blogs	16	683	369	510

# TIME & AIMS LINKEDIN PERFORMANCE

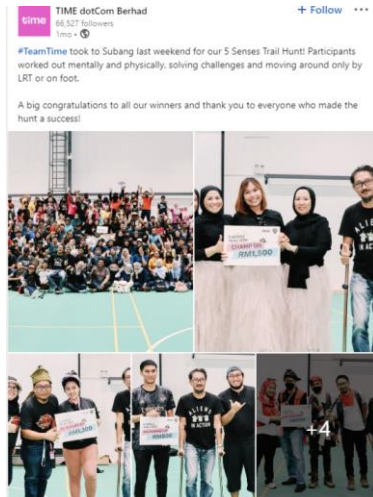
LinkedIn\*

## TIME

### Followers

November	65,615
Week 1	65,783
Week 2	65,931
Week 3	66,089
Week 4	66,240
Week 5	66,283

### Top Performing Content by Engagement on LinkedIn



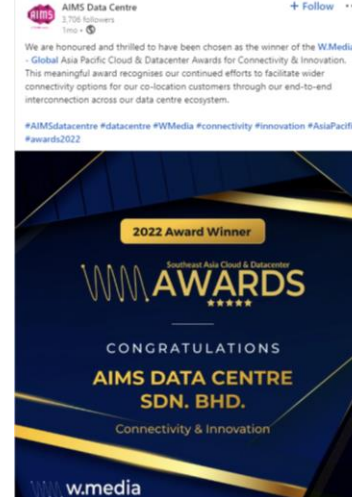
Post Engagement Rate: 41.6%

## AIMS Data Centre

### Followers

November	3,548
Week 1	3,552
Week 2	3,555
Week 3	3,579
Week 4	3,652
Week 5	3,659

### Top Performing Content by Engagement on LinkedIn



Post Engagement Rate: 5.9%



# COMPETITORS BENCHMARKING

---

# COMPETITORS BENCHMARKING - SENTIMENT\*

## Key Highlights

### TIME

**Top story for TIME:** [KLCI semi-annual review: AMMB, QL to replace Top Glove, Hartalega](#)

Bursa Malaysia, a stock exchange in Malaysia, posted its KLCI semi-annual review. This review highlighted the inclusion of glovemakers in the FBM KLCI 30-stock benchmark index. Along with this information is Bursa Malaysia's update on the FBM KLCI reserve list, comprising of five highest-ranking non-constituents of the index by market capitalisation. Among the highest-ranking non-constituents were **TIME** dotCom and four other holdings.

### COMPETITORS

**Top story for Competitors:**

- ① **Celcom:** [iPhone users in Malaysia can finally connect to 5G after iOS 16.2 update](#)
- ② **Maxis:** [Telco B2B and Consumer IoT Strategies and Case Studies 2022: Monetization Opportunities and Strategies in a Competitive Field - ResearchAndMarkets.com](#)
- ③ **Telekom Malaysia:** [Global Conversational Commerce Market Data & Forecasting Report 2022-2027: Focus on Chatbots, OTT Messaging, RCS Messaging and Voice Assistants Services](#)

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	14	6	34	-	-	-	-	-	-	-	-	4
	25.9%	11.1%	63.0%	-	-	-	-	-	-	-	-	100.0%
Celcom	951	2,234	6,273	700	695	1,878	-	3	-	42	27	170
	10.1%	23.6%	66.3%	21.4%	21.2%	57.4%	-	100.0%	-	17.6%	11.3%	71.1%
Maxis	738	1,473	6,248	143	190	308	-	-	-	42	9	91
	8.7%	17.4%	73.9%	22.3%	29.6%	48.1%	-	-	-	29.6%	6.3%	64.1%
Telekom Malaysia	88	2,130	3,252	318	214	203	2	-	-	6	3	86
	1.6%	38.9%	59.5%	43.3%	29.1%	27.6%	100.0%	-	-	6.3%	3.2%	90.5%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	36	2	48	40	23	251	3	1	12
	41.9%	2.3%	55.8%	12.8%	7.3%	79.9%	18.7%	6.3%	75.0%
Celcom	481	88	766	181	128	917	323	33	327
	36.0%	6.6%	57.4%	14.8%	10.4%	74.8%	47.3%	4.8%	47.9%
Maxis	367	80	500	258	179	984	116	48	205
	38.8%	8.4%	52.8%	18.2%	12.6%	69.2%	31.4%	13.0%	55.6%
Telekom Malaysia	428	263	735	12	15	63	188	93	229
	30.0%	18.5%	51.5%	13.3%	16.7%	70.0%	36.9%	18.2%	44.9%

# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
TIME	November	117,948	0.016%	9,690	<u>TIME untuk LANGGAN 2Gbps KABEL BESAR</u>  <b>Platform:</b> YouTube <b>Post Reach:</b> 10,100 <b>Post Engagement:</b> 3,807,052
	Week 1	118,004	0.053%	9,850	
	Week 2	118,087	0.004%	10,100	
	Week 3	118,143	0.006%	10,100	
	Week 4	118,189	0.008%	10,100	
	Week 5	118,216	0.001%	10,100	
Celcom	November	811,102	0.017%	248,000	<u>Steps are WAY too easy. Just retweet, reply to this tweet and tell us which team you think will WIN the 🌍🏆!</u>  <b>Platform:</b> Twitter <b>Post Reach:</b> 84,809 <b>Post Engagement:</b> 1,086
	Week 1	811,267	0.014%	248,000	
	Week 2	811,412	0.014%	248,000	
	Week 3	811,649	0.025%	248,000	
	Week 4	811,940	0.017%	248,000	
	Week 5	812,042	0.011%	248,000	
Maxis	November	1,320,666	0.016%	108,000	<u>As Told By Episode 3   The accidental playmaker</u>  <b>Platform:</b> YouTube <b>Post Reach:</b> 109,000 <b>Post Engagement:</b> 1,713,318
	Week 1	1,320,580	0.011%	108,000	
	Week 2	1,320,558	0.017%	109,000	
	Week 3	1,320,647	0.002%	109,000	
	Week 4	1,320,781	0.004%	109,000	
	Week 5	1,320,809	0.000%	109,000	
Telekom Malaysia	November	45,656	0.063%	49,800	<u>The unsung heroes. Our #TMCareCrew sacrificed their time and energy to ensure stable Internet connection for rescuers, media and many others at Batang Kali Landslide.</u>  <b>Platform:</b> Facebook <b>Post Reach:</b> 45,956 <b>Post Engagement:</b> 952
	Week 1	45,726	0.258%	49,800	
	Week 2	45,791	0.192%	49,800	
	Week 3	45,871	0.447%	49,900	
	Week 4	45,927	0.055%	49,900	
	Week 5	45,956	0.121%	49,900	

TIME's Facebook post (0.014%) continues to rank third in average engagement rates for the month of December. This month, Telekom Malaysia (0.215%) had the highest average engagement rate, followed by Celcom (0.016%), while Maxis (0.007%) came in last.

Telekom Malaysia (TM) continued to garner the highest engagement rate on Facebook despite having the least number of followers. This could be attributed to its post congratulating YB Ahmad Fahmi Bin Mohamed Fadzil on his appointment as Minister of Digital Communications in Week 1 (0.159%). The post received several likes and comments from Facebook users congratulating YB Fahmi Fadzil. However, there were also comments complaining about the high prices charged by telecommunication companies and the TM Unifi plan. While posts congratulating public officials garner high engagement, they also provide an avenue for social media users to voice their concerns about the products and services offered by the company and the industry. TIME could use this as an opportunity to improve on their services based on feedback from the ground.

This December, the top-performing content by engagement across all owned platforms for TIME and Telekom Malaysia were on YouTube; Celcom on Twitter, and Maxis on Facebook. TIME's top-performing content, which was a promotional video of its 2Gbps Kabel Besar, received the highest engagement in December. The 2-minute video featured Mustapha Kamal, an actor who recently went viral as "Papa" on TikTok. The popularity of his Megah Holding content, which was used as a reference to TIME's Kabel Besar advertisement, could have contributed to the high engagement of the video as seen in the comments section where viewers expressed their excitement in seeing Mustapha Kamal, with some even commenting that they finished the video because of him. With the high engagement garnered for this video, TIME could consider engaging influencers and content creators and referencing to their popular content for their future videos.



# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

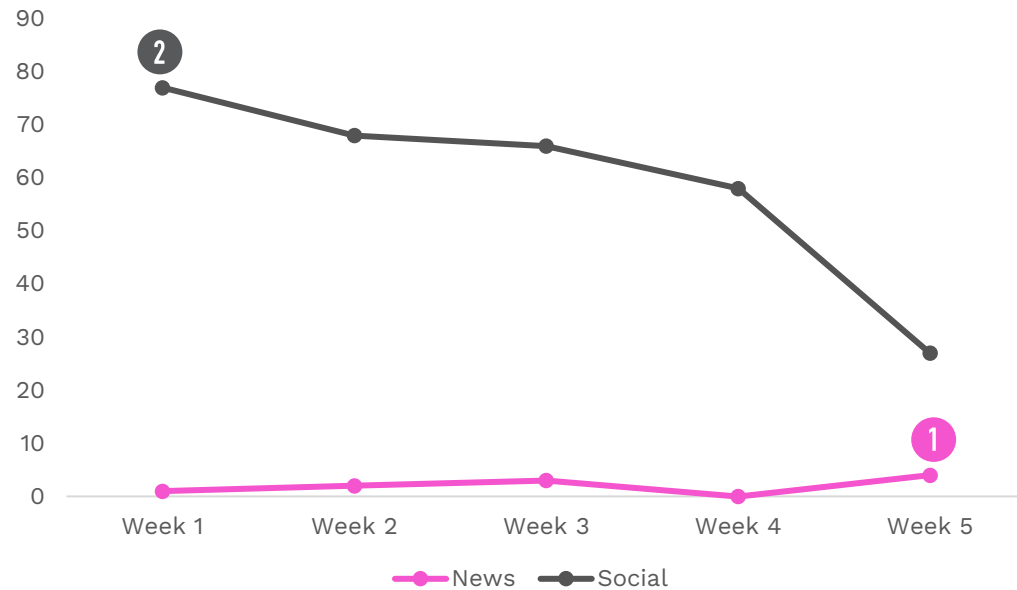
		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
TIME	November	-	-	1,453	1.120%
	Week 1	-	-	1,490	2.260%
	Week 2	-	-	1,545	5.037%
	Week 3	-	-	1,590	1.958%
	Week 4	-	-	1,652	1.067%
	Week 5	-	-	1,692	0.000%
Celcom	November	84,573	0.044%	85,836	0.007%
	Week 1	84,617	0.221%	85,962	0.028%
	Week 2	84,653	0.044%	86,121	0.000%
	Week 3	84,724	0.075%	86,258	0.028%
	Week 4	84,805	0.032%	86,394	0.000%
	Week 5	84,809	0.026%	86,426	0.000%
Maxis	November	160,878	0.003%	75,874	0.037%
	Week 1	160,986	0.003%	75,917	0.000%
	Week 2	161,101	0.031%	75,986	0.067%
	Week 3	161,143	0.014%	76,099	0.010%
	Week 4	161,185	0.007%	76,209	0.017%
	Week 5	161,224	0.004%	76,268	0.018%
Telekom Malaysia	November	8,280	0.025%	4,749	0.133%
	Week 1	8,319	0.164%	4,757	0.775%
	Week 2	8,344	0.053%	4,758	0.261%
	Week 3	8,385	0.346%	4,766	0.000%
	Week 4	8,459	0.010%	4,768	0.057%
	Week 5	8,514	1.449%	4,777	0.000%



# TIME TREND ANALYSIS

---

# WEEKLY TREND - PROCESS/PRODUCT



- In Week 5, there was a peak in the volume of news coverage mainly due to reports that Sovereign Cloud was set to form part of AVM Cloud-TIME '3Cs of Digitalisation' strategy in 2023. The reports added that the partnership leverages on the strengths of the various TIME products and services to offer customers a suite of customisable solutions and a digital foundation built on a comprehensive ecosystem to enable digitalisation across the 3Cs spectrum.
- The volume of social mentions peaked in Week 1 due to a forum thread discussion on TIME's Fibre Broadband. The peak was mainly due to an inquiry by a user asking if TIME had stopped providing public IP addresses to its subscribers, as she had noticed that certain services had stopped working because of a change in her WAN IP address. The post received several replies, one of which confirmed that for TIME's 100Mbps plans, the CGNAT (NAT444) was already being used and that to get back a public IP, users would need to send in a request to TIME.



**Sovereign cloud set to form part of AVM Cloud-TIME '3Cs of Digitalisation' strategy in 2023**

Published: Dec 30, 2022 7:00 AM - Updated: 7:00 AM

**Market:**  
Malaysia

**Date of Publication:**  
30 December 2022

**Publication:**  
MalaysiaKini

Look at all my stars!!  
Senior Member  
3,147 posts  
Joined: Feb 2006

Dec 4 2022, 03:06 PM

QUOTE(wirelessbuyer @ Dec 4 2022, 09:41 AM)

Does time fibre stop providing (dynamic) public IP to subscribers?

Im on 100Mbps plan. After checking on wan router side, the wan ip starts with 10.xx.xx.xx. Have been using nas with dynamic ip for quite a while now, but only notice there are certain service stops working because of this issue.

Can anyone else confirm this issue? thx

Hi, yes it is confirmed, for 100Mbps, CGNAT (NAT444) has been deployed. Please call CS to request for Public IP. Thanks.

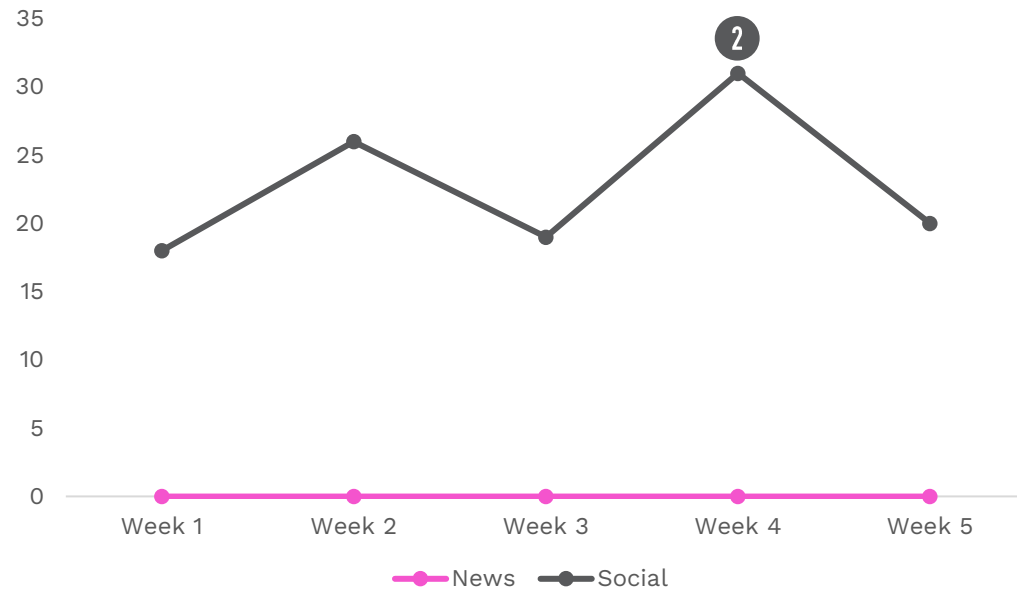
**Reach:** N.A.

**Likes:** N.A.

**Shares:** N.A.

**Comments:** N.A.

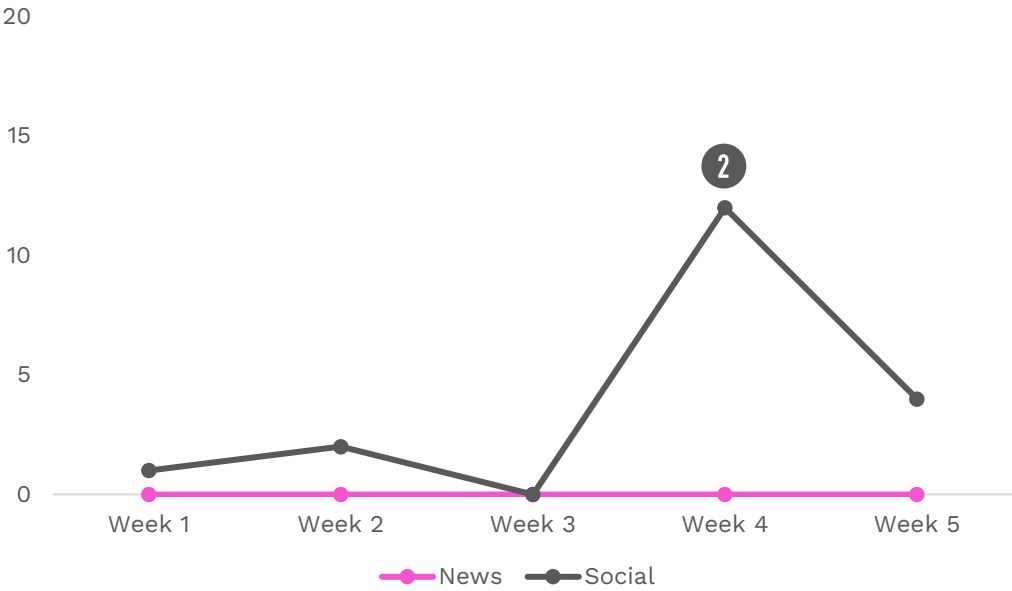
# WEEKLY TREND - ACQUISITION/INSTALLATION



- 1 There were no relevant news reports on Acquisition/Installation this month.
- 2 The volume of social mentions peaked in Week 4 due to a forum thread discussion on **TIME**'s Fibre Broadband, where users shared their experiences with **TIME**'s installation process. Notably, a user said that a **TIME** technician had shared that **TIME** has a bad quality connector, and many customers are facing the same issue. Additionally, there was another post where a user shared that she was unsure why the Wifi was not automatically turned off when she logged onto the modem. Another user replied that he faces a similar issue too, and opined that this was buggy and inconvenient to **TIME**'s customers.

<p>Icechart <span>Dec 23 2022, 08:47 AM</span> <span>Show posts by this member only   Post #9584</span></p> <div>  <p><b>QUOTE(ohkeat @ Dec 23 2022, 08:34 AM)</b></p> <p>Very likely due to bad connector (the connector that plugs in to your ONT). My parents house had the same problem last week. And this week, me too having the same problem. We did not touch anything or disturb the ONT all this while (just leave it on the table) but the connector just went bad for no reason. The technician from TIME told me apparently they have this bad quality connector and many customers face the same issue. The problem went away after they replaced the connector.</p> <p>Ah I see. Thanks for sharing man. Let's see if it's a connector issue, TIME dropping by later.</p> </div>	
<b>Reach:</b> N.A.	<b>Likes:</b> N.A.
<b>Shares:</b> N.A.	<b>Comments:</b> 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 4 due to a forum thread discussion on **TIME**'s Fibre Broadband. The peak was due to an inquiry by a user on how to contact **TIME**'s customer service to request her bridge mode be enabled. In response, another user shared the contact number of **TIME**'s customer service.

Ching Aik

Dec 23 2022, 03:26 PM

Show posts by this member only | Post #9586

NO AVATAR SELECTED

Getting Started

Junior Member

56 posts

Joined: Mar 2016

QUOTE(1112 @ Dec 22 2022, 06:14 PM)

Hi, if you have successfully (fully) turned it to bridge mode, the wifi should be off. You can login to manually turn it off.

Thanks.

May I know how to reach TIME customer service to request enable bridge mode? App live chat, or there's contact number?

Card PM Report Top

Like Quote Reply

<b>Reach:</b> N.A.	<b>Likes:</b> N.A.
<b>Shares:</b> N.A.	<b>Comments:</b> N.A.

A line chart comparing the number of posts for 'News' and 'Social' media over a 5-week period. The y-axis represents the number of posts, ranging from 0 to 50 in increments of 5. The x-axis lists the weeks from Week 1 to Week 5. The 'News' series is represented by a pink line with circular markers, remaining at 0 posts throughout all five weeks. The 'Social' series is represented by a dark grey line with circular markers. It starts at approximately 37 posts in Week 1, drops to 30 in Week 2, rises to a peak of 44 in Week 3 (marked with a circled '2'), then decreases to 35 in Week 4 and 20 in Week 5.

Week	News	Social
Week 1	0	37
Week 2	0	30
Week 3	0	44
Week 4	0	35
Week 5	0	20

- |  |   |
|--|---|
|  |   |
| <p><b>jjj2</b><br/>Dec 15 2022, 10:54 AM<br/>Show posts by this member only   Post #9570</p> <p>Look at all my stars!!<br/><br/>Senior Member<br/>3,147 posts<br/>Joined: Feb 2006</p> | <p><b>QUOTE(say_xtr @ Dec 15 2022, 10:31 AM)</b></p> <p>Hello</p> <p>Just got myself Netgear RAX80 to replace my Huawei X6. As recommended by you let the RAX80 act as a router and X6 only work as a modem.</p> <p>My question is, do I need to concern about X6 modem mode? as previous performance is very poor (modem+router). Should I change to Modem Only unit?</p> <p>Any recommendation what brand is the best to match with RAX80?</p> <p>If I'm about to change to a new model only unit, what spec should I looking for? Or all modem the same?</p> <p>please sifu...</p> |
| <p>Thanks.</p> <p> Card  PM  Report  Top</p>   | <p> Like  Quote  Reply</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

---

# TOP 10 TIME NEWS

## 1. KLCI semi-annual review: AMMB, QL to replace Top Glove, Hartalega

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	The Edge Markets	01 December 2022	Positive
<p>Bursa Malaysia, a stock exchange in Malaysia, posted its KLCI semi-annual review. This review highlighted the inclusion of glovemakers in the FBM KLCI 30-stock benchmark index. Along with this information was Bursa Malaysia's update on the FBM KLCI reserve list, comprising of the five highest-ranking non-constituents of the index by market capitalisation. Among the highest-ranking non-constituents were <b>TIME</b> dotCom and four other holdings.</p>			

## 2. Khi quốc gia này không còn là 'mặt trời kinh tế': Thời tới cho Đông Nam Á, 'nhà nhà' tới đầu tư, Ấn Độ cũng nằm trong danh sách hưởng 'món hời'

Market:	Publication:	Date of Publication:	Sentiment:
Vietnam	CafeF	25 December 2022	Positive
<p>China faced difficulties when the pandemic hit the nation. With these difficulties, venture capital firms and private enterprises have begun pouring their capital into Southeast Asian countries instead. According to Refinitiv, around 210 merger and acquisition deals targeting the industrial and telecom sectors had been announced in 2022. One of these investment activities involved <b>TIME</b>'s data centre and investment company DigitalBridge.</p>			

## 3. 18 Bursa main board-listed companies had active malware infections in November

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	New Straits Times	09 December 2022	Neutral
<p>LGMS Bhd, a leading cybersecurity expert providing services for global brands and local companies like <b>TIME</b>, produced a study about the Listed Malaysian Companies Cybersecurity Ratings for November 2022. LGMS Bhd found eighteen companies listed on the main board of Bursa Malaysia suffering from active malware infections, while 478 companies have suffered data leaks.</p>			

## 4. Multicloud: The De Facto Strategy for Successful Digitalisation

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	MalaysiaKini	14 December 2022	Positive
<p>Leaders across industries acknowledged Multicloud to be necessary for businesses. However, managing this can be difficult. Thus, <b>TIME</b> offers the <b>TIME</b> Cloud Suite to facilitate not just cloud migration and configuration but also optimisation, the elasticity of growth and expansion, and maintenance. <b>TIME</b>'s borderless cloud offerings are backed by OpenStack and VMware hyper-scale cloud platforms which provide greater speed and flexibility.</p>			

## 5. Sin Chew Daily - 拨100万资助灾民Allocate 1 million to support disaster victims

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Sin Chew Daily	22 December 2022	Positive
<p>The Minister of Digital Communications, along with strategic partners such as <b>TIME</b>, had allocated RM1 million cash as a disaster relief fund for flood victims. Aside from cash support, the Minister and strategic partners like <b>TIME</b> had monitored telecommunication towers and ensured that evacuation centres have internet service.</p>			

S/N	Headline	Market	Sentiment
6	<u>The Celcom-Digi Merger Is Complete; It Is Now Malaysia's Largest Telco</u>	Malaysia	Neutral
7	<u>The Edge - Corporate earnings in 3Q point to sustainable V-shaped recovery; Easing of inflationary pressures to support earnings, but higher minimum wage a drag (cont)</u>	Malaysia	Neutral
8	<u>Sovereign cloud set to form part of AVM Cloud-TIME '3Cs of Digitalisation' strategy in 2023</u>	Malaysia	Positive
9	<u>Nanyang Siang Pau - 落榜股面临卖压Eliminated stocks face selling pressure</u>	Malaysia	Neutral
10	<u>Insider Moves: Ancom Nylex Bhd, Dayang Enterprise Holdings Bhd, Kejuruteraan Asastera Bhd, Minda Global Bhd, My EG Services Bhd, TIME dotCom Bhd</u>	Malaysia	Neutral



# TOP 10 CELCOM NEWS

## 1. iPhone users in Malaysia can finally connect to 5G after iOS 16.2 update

**Market:** Malaysia

**Publication:** Malay Mail

**Date of Publication:**  
14 December 2022

**Sentiment:** Neutral

Almost exactly a year since 5G was officially rolled out in Malaysia, iPhone users on **Celcom**, Digi and U Mobile are finally able to connect to the national 5G network by Digital Nasional Berhad. This comes after Apple pushed its iOS 16.2 update, which enables the 5G settings for supported devices and telcos. For iPhone users to use 5G, they must have a 5G-compatible handset, a 5G-enabled plan and be within a 5G coverage area. In addition, Apple would only enable the full wireless services for the iPhone such as 5G, VoLTE, WiFi Calling, Facetime over mobile, hotspot and eSIM for its telco partners which are **Celcom**, Digi and U Mobile.

S/N	Headline	Market	Sentiment
2	<a href="#">Recession fears could trigger a 'lipstick' effect on deal activity next year</a>	India	Neutral
3	<a href="#">Celcom Is Bringing Everyone Closer Together This Football Season!</a>	Malaysia	Neutral
4	<a href="#">Celcom Wants You To Report Scams With Its Awas Always Campaign</a>	United States	Neutral
5	<a href="#">Join The Football Madness World On Celcom's Gila Bolaverse</a>	Malaysia	Positive
6	<a href="#">Selected Maxis Customers Somehow Already Able To Access 5G</a>	Malaysia	Neutral
7	<a href="#">ASEAN Mobile Virtual Network Operator (MVNO) Market - Growth, Trends, COVID-19 Impact, and Forecasts (2022 - 2027)</a>	United States	Neutral
8	<a href="#">CelcomDigi formalises Idham Nawawi, Albern Murty as CEO, Deputy CEO</a>	Malaysia	Positive
9	<a href="#">Petronas, Capital A, Proton, Axiata, Comintel, CN Asia, MN, DNeX, Jiankun, LB Aluminium and Scientex Ayer Keroh</a>	Malaysia	Neutral
10	<a href="#">Comms and Digital Minister Hints At Telco Price Cut</a>	Malaysia	Neutral

# TOP 10 MAXIS NEWS

## 1. Telco B2B and Consumer IoT Strategies and Case Studies 2022: Monetization Opportunities and Strategies in a Competitive Field - ResearchAndMarkets.com

**Market:** United States

**Publication:** Yahoo! Finance

**Date of Publication:**  
14 December 2022

**Sentiment:** Neutral

Research and Markets, a source of market data and statistics, has published a "Telco B2B and Consumer IoT Strategies and Case Studies" report. This provides an executive-level overview of global telecom B2B and consumer IoT strategies, with case studies. It delivers qualitative insights into the Internet of things (IoT) industry, telecom IoT value chain, select telecom service launches, telecom B2B and consumer IoT strategies and use cases. One of the companies mentioned in the report was **Maxis**.

S/N	Headline	Market	Sentiment
2	<a href="#">Maxis now lets you enjoy 5G in 29 countries</a>	Malaysia	Neutral
3	<a href="#">Maxis Deactivates eSIM Quick Transfer Feature For iPhone</a>	Malaysia	Neutral
4	<a href="#">Selected Maxis Customers Somehow Already Able To Access 5G</a>	Malaysia	Neutral
5	<a href="#">iPhone Users On Maxis Can Now Convert Physical SIM to eSIM Directly On Their Device</a>	Malaysia	Neutral
6	<a href="#">Unity package: Cheaper prepaid mobile internet plan for the people</a>	Malaysia	Neutral
7	<a href="#">YB Fahmi Fadzil acknowledges celebrities Wawa Zainal, Aeril Zafrel &amp; Ac Mizal as outstanding entrepreneurs at SEBA 2022</a>	Malaysia	Positive
8	<a href="#">Government Launches 30GB Pakej Perpaduan Telco Prepaid Plan</a>	Malaysia	Neutral
9	<a href="#">Malaysia's 5G To Exceed 40 Percent Coverage By End Of Year</a>	Malaysia	Neutral
10	<a href="#">Harga internet di Malaysia akan turun? Apa Dah Jadi? #11</a>	Malaysia	Neutral

# TOP 10 TELEKOM MALAYSIA NEWS

## 1. Global Conversational Commerce Market Data & Forecasting Report 2022-2027: Focus on Chatbots, OTT Messaging, RCS Messaging and Voice Assistants Services

**Market:** United States

**Publication:** Yahoo! Finance

**Date of Publication:**  
26 December 2022

**Sentiment:** Neutral

Research and Markets, a source of market data and statistics, published the "Conversational Commerce: Market Data & Forecasting Report 2022-2027" which provides a thorough view of the conversational commerce ecosystem, including chatbots, OTT messaging, RCS messaging and voice assistants' services. It assesses and projects the development of these technologies within specific markets, aligned with a detailed analysis of future potential opportunities. Among the companies mentioned in this report was **Telekom Malaysia**.

S/N	Headline	Market	Sentiment
2	<u>MACC summons three individuals over KL Tower sale probe</u>	Malaysia	Neutral
3	<u>Ex-minister Annuar: Menara KL operator's share transfer nothing to do with me, TM not under Comms Ministry</u>	India	Neutral
4	<u>Holy Hypocrisy Rapidly Exposed</u>	Malaysia	Negative
5	<u>Unity package: Cheaper prepaid mobile internet plan for the people</u>	Malaysia	Positive
6	<u>TM confirms data breach involving 250,000 Unifi Mobile customers</u>	Malaysia	Neutral
7	<u>Government Launches 30GB Pakej Perpaduan Telco Prepaid Plan</u>	Malaysia	Neutral
8	<u>Investors look forward to post-election, window-dressing catalysts</u>	Malaysia	Positive
9	<u>Axiata, Telekom, Capital A, Top Glove, T7, Nylex Malaysia, K-One, Pestech and KHI</u>	Malaysia	Neutral
10	<u>Brokers Digest: Local Equities - Hibiscus Petroleum Bhd, Pavilion Real Estate Investment Trust, Telekom Malaysia Bhd, RCE Capital Bhd</u>	Malaysia	Positive



# 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).

# time<sup>TM</sup>

THANK YOU

