

timeTM

APRIL 2023
MONTHLY REPORT





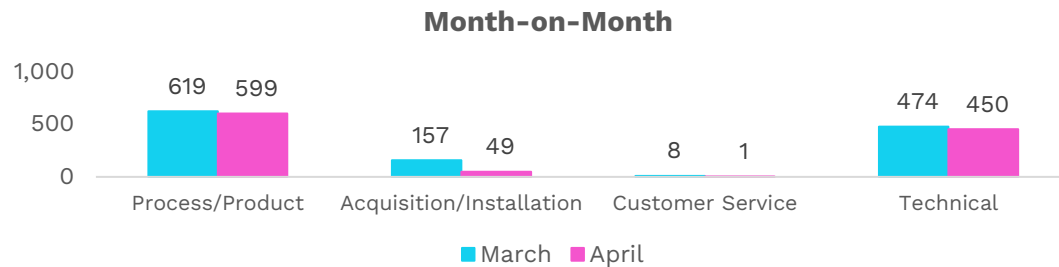
TIME OVERVIEW

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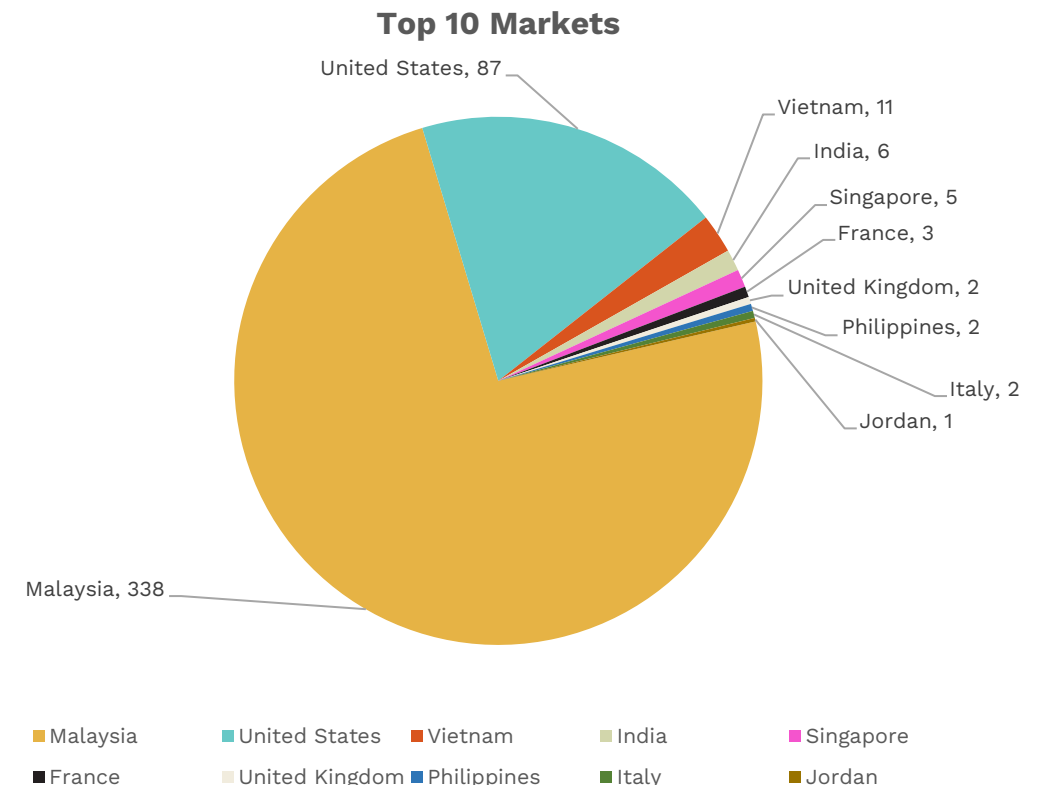
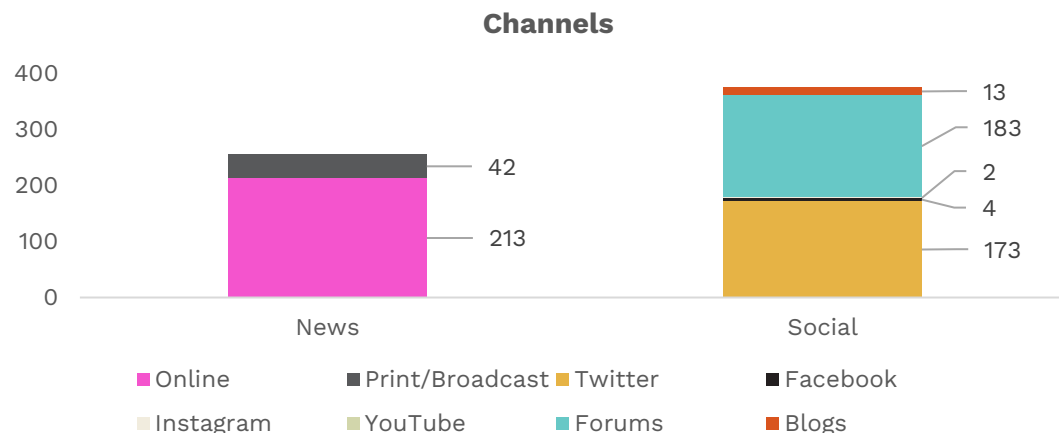
In April 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News on a research report by Market Research Future (MRFR) mentioning **Time** as one of the prominent market players profiled in the global virtual router market made up most of the news coverage on **Time**. The global virtual router market was predicted to grow at USD 1.4 billion at a 20.35% CAGR by 2030, due to the rising need for private clouds and the expanding popularity of cloud services according to the report.

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, a user sought advice on how to request for a public IP from his ISP due to issues with his self-hosted cloud. Another user recommended calling **Time**'s customer service to switch to a public IP, with the conversation extending to suggestions on using a personal router for more privacy. There was also a user who cautioned that the free devices provided as part of the **Time** subscription promotion may not perform as well as devices purchased separately from outside sources. There were also discussions on the Huawei WiFi 6 router, with some finding it good while others called it a "crap router". There was also a Twitter user complained about receiving automated responses for his enquiry when he reached out to **Time**'s customer service. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in April 2023. For news, 19.2% of **Time**'s news coverage was from top-tier* sources, while 80.8% were from non-top-tier sources.

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

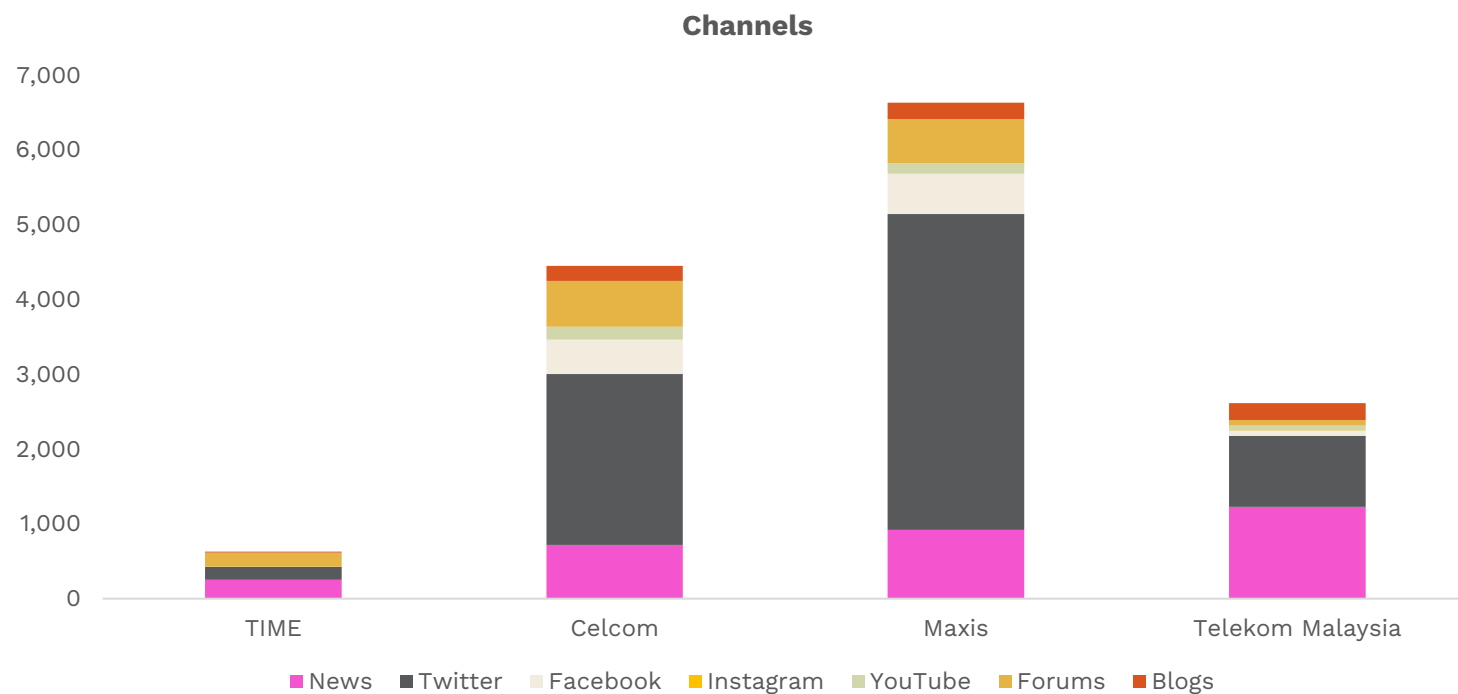
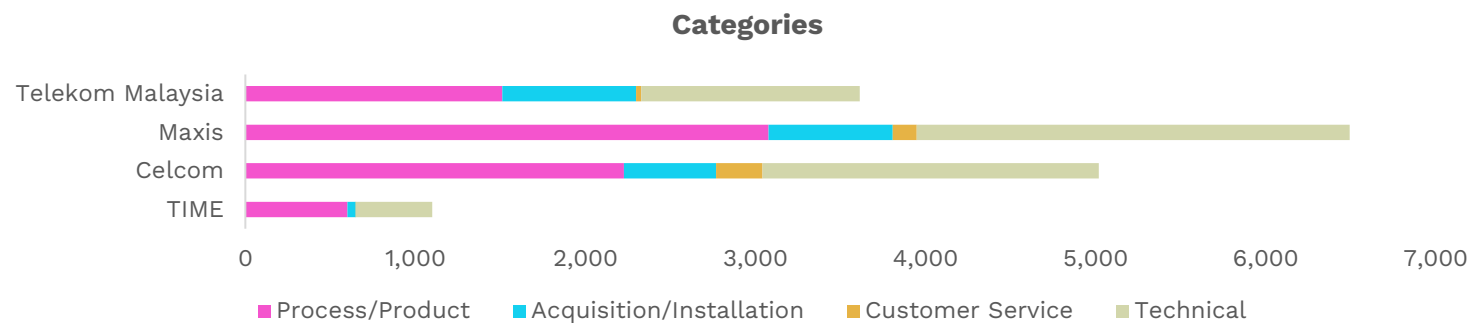


Note: Chart only reflects articles/mentions/posts that fall within the topic categories



Note: Chart includes news articles and social media mentions

COMPETITORS BENCHMARKING - VOLUME*



	Time	Celcom	Maxis	Telekom Malaysia
Process/Product	599	2,225	3,076	1,510
Acquisition/Installation	49	542	731	787
Customer Service	1	273	140	31
Technical	450	1,979	2,548	1,285

	Time	Celcom	Maxis	Telekom Malaysia
News	255	719	923	1,230
Twitter	173	2,284	4,222	948
Facebook	4	465	538	73
Instagram	2	4	0	1
YouTube	0	165	140	64
Forums	183	614	591	73
Blogs	13	200	219	228

TIME & AIMS LINKEDIN PERFORMANCE

LinkedIn*

Time

Followers

March	69,635
Week 1	69,942
Week 2	70,246
Week 3	70,468
Week 4	70,612
Week 5	70,641

Top Performing Content by Engagement on LinkedIn

Post Engagement Rate: 41.1%

AIMS Data Centre

Followers

March	4,192
Week 1	4,222
Week 2	4,230
Week 3	4,237
Week 4	4,249
Week 5	4,250

Top Performing Content by Engagement on LinkedIn

Post Engagement Rate: 6.0%



COMPETITORS BENCHMARKING

COMPETITORS BENCHMARKING - SENTIMENT*

Key Highlights

Time

Top story for Time: Virtual Router Market To Expand at a CAGR of 20.35% by 2030 - Report by Market Research Future (MRFR)

Market Research Future, a global market research company that offers a complete and accurate analysis of diverse markets and consumers worldwide, published a forecast report on the virtual router market by component, type, end users, and region. **Time** was mentioned in this report as one of the prominent market players profiled in the global virtual router market. The research group predicted the global virtual router market will reach USD 1.4 billion at a 20.35% CAGR by 2030.

COMPETITORS

Top story for Competitors:

- ① **Celcom:** Global Voice and Data 3G/4G Smartphone Tariff Tracker 2023: Covering 200 Operators Including AMC, AT&T Wireless, Africell, Airtel (previously Zain), BASE and Bell
- ② **Maxis:** Global Voice and Data 3G/4G Smartphone Tariff Tracker 2023: Covering 200 Operators Including AMC, AT&T Wireless, Africell, Airtel (previously Zain), BASE and Bell
- ③ **Telekom Malaysia:** Malaysia Data Center Market Investment to Skyrocket with 600+ MW of Upcoming Power Capacity - Arizton

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	72	16	85	2	-	2	1	1	-	-	-	-
	41.6%	9.3%	49.1%	50.0%	-	50.0%	50.0%	50.0%	-	-	-	-
Celcom	394	594	1,296	157	140	168	-	1	3	18	8	139
	17.3%	26.0%	56.7%	33.8%	30.1%	36.1%	-	25.0%	75.0%	10.9%	4.9%	84.2%
Maxis	1,838	820	1,564	45	411	82	-	-	-	40	4	96
	43.6%	19.4%	37.0%	8.4%	76.4%	15.2%	-	-	-	28.6%	2.9%	68.5%
Telekom Malaysia	264	248	436	9	38	26	-	-	1	1	1	62
	27.8%	26.2%	46.0%	12.3%	52.1%	35.6%	-	-	100.0%	1.6%	1.6%	96.8%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	73	7	175	19	44	120	6	1	6
	28.6%	2.8%	68.6%	10.4%	24.0%	65.6%	46.2%	7.6%	46.2%
Celcom	196	30	493	106	135	373	51	7	142
	27.3%	4.2%	68.5%	17.3%	22.0%	60.7%	25.5%	3.5%	71.0%
Maxis	247	68	608	116	160	315	41	22	156
	26.8%	7.4%	65.8%	19.6%	27.1%	53.3%	18.7%	10.1%	71.2%
Telekom Malaysia	318	134	778	7	22	44	53	29	146
	25.9%	10.9%	63.2%	9.6%	30.1%	60.3%	23.3%	12.7%	64.0%

COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
Time	March	119,206	0.020%	10,600	<p><u>Be the game changer and grow your business with Time Fibre Business + Free Mesh WiFi (limited time deals).</u></p> <p>Platform: Facebook Post Reach: 119,390 Post Engagement: 170</p>
	Week 1	119,256	0.031%	10,600	
	Week 2	119,296	0.011%	10,600	
	Week 3	119,324	0.020%	10,800	
	Week 4	119,371	0.014%	11,100	
	Week 5	119,390	0.000%	11,100	
Celcom	March	815,485	0.018%	248,000	<p><u>Selamat Hari Raya Aidilfitri daripada @CelcomDigi</u></p> <p>Platform: Twitter Post Reach: 85,018 Post Engagement: 1,244,847</p>
	Week 1	815,675	0.009%	248,000	
	Week 2	815,831	0.014%	248,000	
	Week 3	815,926	0.024%	248,000	
	Week 4	816,045	0.013%	248,000	
	Week 5	816,089	0.003%	248,000	
Maxis	March	1,321,922	0.000%	110,000	<p><u>Maxis Iklan Raya 2023 Kali Pertama Raya</u></p> <p>Platform: YouTube Post Reach: 112,000 Post Engagement: 4,864,704</p>
	Week 1	1,321,934	0.009%	110,000	
	Week 2	1,322,022	0.007%	110,000	
	Week 3	1,322,115	0.109%	111,000	
	Week 4	1,322,254	0.011%	111,000	
	Week 5	1,322,281	0.000%	112,000	
Telekom Malaysia	March	46,807	0.000%	50,100	<p><u>Selamat Hari Raya Aidilfitri</u></p> <p>Platform: YouTube Post Reach: 50,300 Post Engagement: 323</p>
	Week 1	46,881	0.032%	50,200	
	Week 2	46,939	0.038%	50,200	
	Week 3	46,995	0.151%	50,300	
	Week 4	47,046	0.008%	50,300	
	Week 5	47,060	0.104%	50,300	

Time's Facebook posts (0.015%) continued to rank third in average engagement rate, similar to the previous month. In April, Telekom Malaysia (0.067%) had the highest average engagement rate, followed by Maxis (0.027%), while Celcom (0.012%) came in last.

Telekom Malaysia (TM) continued to garner the highest engagement rates for its content on Facebook despite having the least number of followers. This could be attributed to a video post shared in Week 3 (0.151%) where TM shared a Hari Raya-themed Augmented Reality (AR) Instagram filter with the hashtag #LayARaya in celebration of Hari Raya 2023. Although the video and other similar posts promoting the filter that week received a relatively high volume of engagement, a portion of it came from users who took the opportunity to voice their concerns about the poor quality of service they have experienced with TM in the comments section. Although **Time** had created an animated video greeting in view of Hari Raya, it did not garner a high volume of engagement, possibly due to it being a static content, unlike the AR filter which provided an avenue for engagement among its followers.

Meanwhile, the top performing content by engagement across all owned platforms was Maxis' Raya 2023 promotional video on YouTube. The short film featured how Maxis' products could be involved in a family's Raya celebration. However, some found it boring compared to its 2022 Raya promotional content. In view of the success of Maxis' heartfelt promotional video, **Time** could also consider creating content promoting the bond between family members, especially during family-oriented festivities.

Time's top-performing content was a Facebook post attracting small and medium-sized enterprises to opt for the **Time** Fibre Business, where they could redeem a complimentary Mesh WiFi. Despite receiving numerous likes, the majority of comments on the post revolved around issues with internet connection downtime and their inability to connect to **Time's** customer support hotline. When releasing new product offerings, **Time** could consider being more responsive to tackle consumer issues and providing them with reassurance to assist them with their concerns as it might affect the brand's public image and reduce interest and/or consumer trust around its new product.

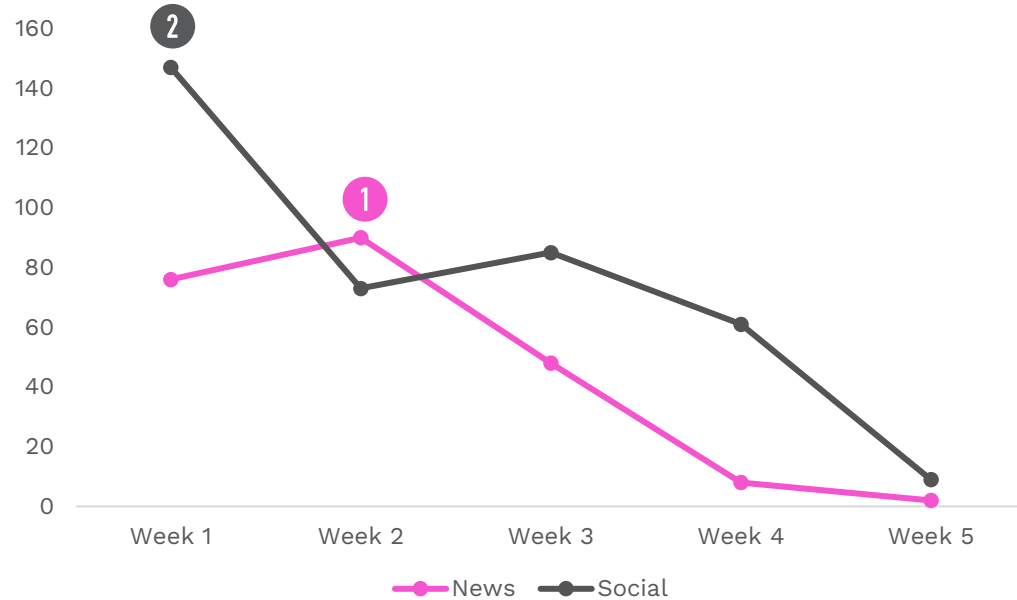
COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Time	March	-	-	2,337	0.000%
	Week 1	-	-	2,363	0.955%
	Week 2	-	-	2,389	0.713%
	Week 3	-	-	2,412	0.897%
	Week 4	-	-	2,432	0.300%
	Week 5	-	-	2,435	0.000%
Celcom	March	85,272	0.023%	87,559	0.000%
	Week 1	85,195	0.024%	87,578	0.008%
	Week 2	85,121	0.021%	87,637	0.011%
	Week 3	85,062	0.054%	87,694	0.016%
	Week 4	85,027	0.039%	87,744	0.032%
	Week 5	85,018	0.006%	87,768	0.000%
Maxis	March	161,343	0.002%	78,183	0.000%
	Week 1	161,188	0.006%	78,360	0.000%
	Week 2	161,053	0.003%	78,582	0.000%
	Week 3	161,000	0.002%	78,751	0.111%
	Week 4	160,934	0.003%	78,847	0.018%
	Week 5	160,934	0.003%	78,854	0.021%
Telekom Malaysia	March	8,728	0.000%	4,973	0.764%
	Week 1	8,728	0.008%	4,985	0.421%
	Week 2	8,721	0.000%	4,994	0.947%
	Week 3	8,721	0.023%	5,060	1.002%
	Week 4	8,725	0.015%	5,086	0.152%
	Week 5	8,728	0.057%	5,088	1.405%



TIME TREND ANALYSIS

WEEKLY TREND - PROCESS/PRODUCT



- In Week 2, there was a peak in the volume of news coverage mainly due to the launch of RM69 Unity Package, a home internet plan designed specifically for residents of People's Housing Projects (PPR) and Public Housing (PA) in Malaysia. The package, which is supported by **Time**, which was said to cost RM69 per month, and offers an unlimited data usage and up to 30Mbps speed.
- The volume of social mentions peaked in Week 1 due to a forum thread discussion on **Time**'s Fibre Broadband. There was a user who sought advice on how to request for a public IP for his ISP as he is facing issues with his self-hosted cloud. He also asked for help in determining whether they were on a public IP and how to check on it. Another user suggested calling **Time**'s customer service to switch to a public IP as it helped him to regain access to his FTP, SSH, and NextCloud. Subsequently, a user revealed that **Time** can remotely access and configure its Huawei HG8145X6 routers, and hence he advised other users to buy their own router for better privacy.

MALAYSIA

Fahmi launches RM69 Unity Package home internet plan for residents of people's housing projects, public housing

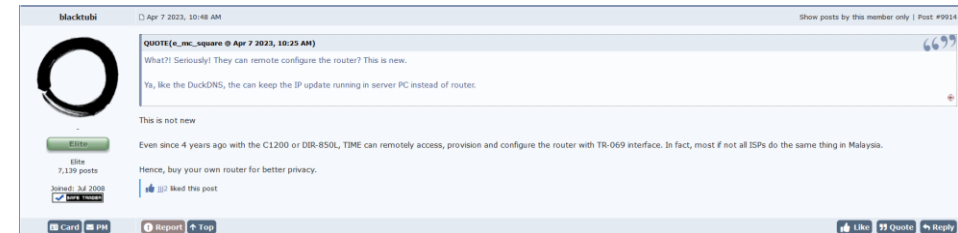


Communications and Digital Minister Fahmi Fadzil (right) together with TIME dotCom Executive Director Datuk Zainal Amansyah Zainal Arshad (left) looks at a fibre-optic cable at the PPR/PA @MyKabel Unity Package project launch at PPR Kerinci in Kuala Lumpur April 14, 2023. — Picture by Bari Anzura

Market:
Malaysia

Date of Publication:
14 April 2023

Publication:
Malay Mail



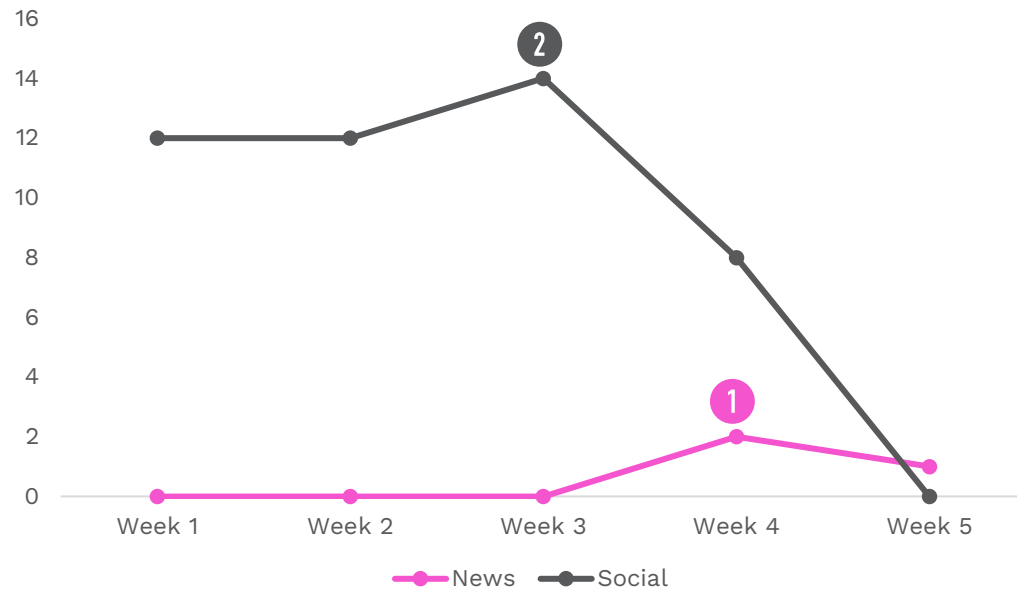
Reach: N.A.

Likes: N.A.


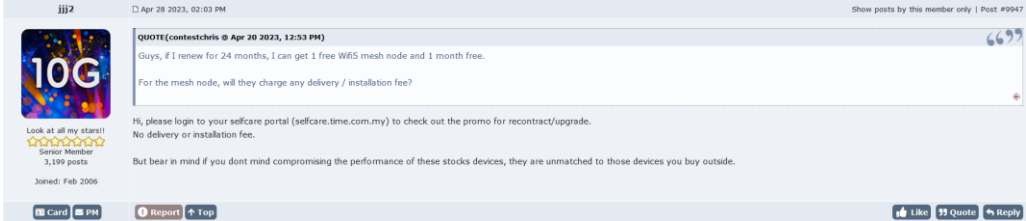
Shares: N.A.

Comments: N.A.

WEEKLY TREND - ACQUISITION/INSTALLATION

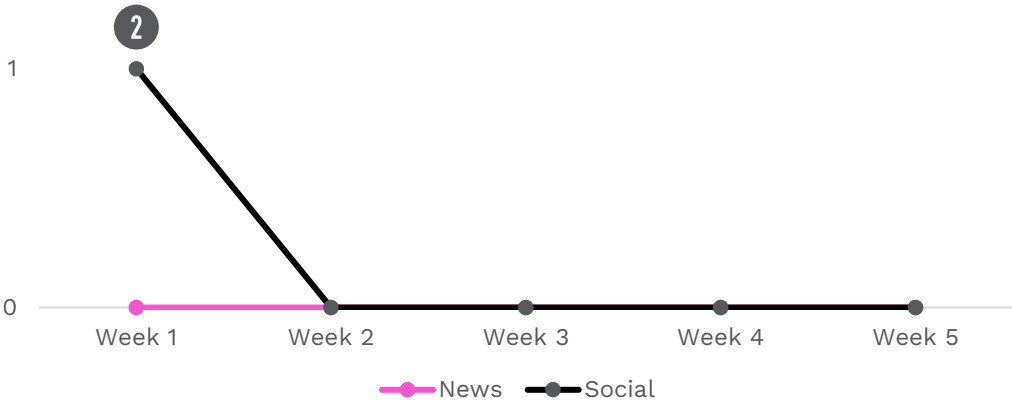


- 1 In Week 4, there was a peak in the volume of news coverage mainly due to reports on the best fibre broadband plans in Malaysia. The reports highlighted that **Time's** 500Mbps plan, costs RM139 per month, and is inclusive of a free WiFi-6 router and mesh node, and a free RM100 Shopee voucher.
- 2 The volume of social mentions peaked in Week 3 due to a forum thread discussion on Time's Fibre Broadband. A user was thinking of renewing her Time internet subscription for 24 months, which includes a one-month free subscription and a WiFi 5 mesh node. She asked if there would be any charges for delivery or installation of the mesh node. Another user responded that there are no fees for delivery or installation but suggested that the user should log in to her self-care portal to see the upgrade promotions. He also cautioned that the free devices provided as part of the promotion may not perform as well as devices purchased separately from outside sources.


<p>Here are the best Fibre Broadband plans in Malaysia – April 2023 Edition</p> <p>BY Alexander Wong 27 April 2023 5:49 pm Comment</p> 	<p>Market: Malaysia</p>	<p>Date of Publication: 27 April 2023</p>
		
<p>Reach: N.A.</p>	<p>Likes: N.A.</p>	
<p>Shares: N.A.</p>	<p>Comments: N.A.</p>	

WEEKLY TREND - CUSTOMER SERVICE

2



- 1 There were no relevant news reports on Customer Service this month.
- 2 There was only one comment on Customer Service in April. In Week 1, a user complained on Twitter about his **Time** WiFi being down for 24 hours. In the complaint, the user stated that he had tried to reach out to **Time**'s support service for help but only received automated responses.



Amirul Adzim

@adzimme_

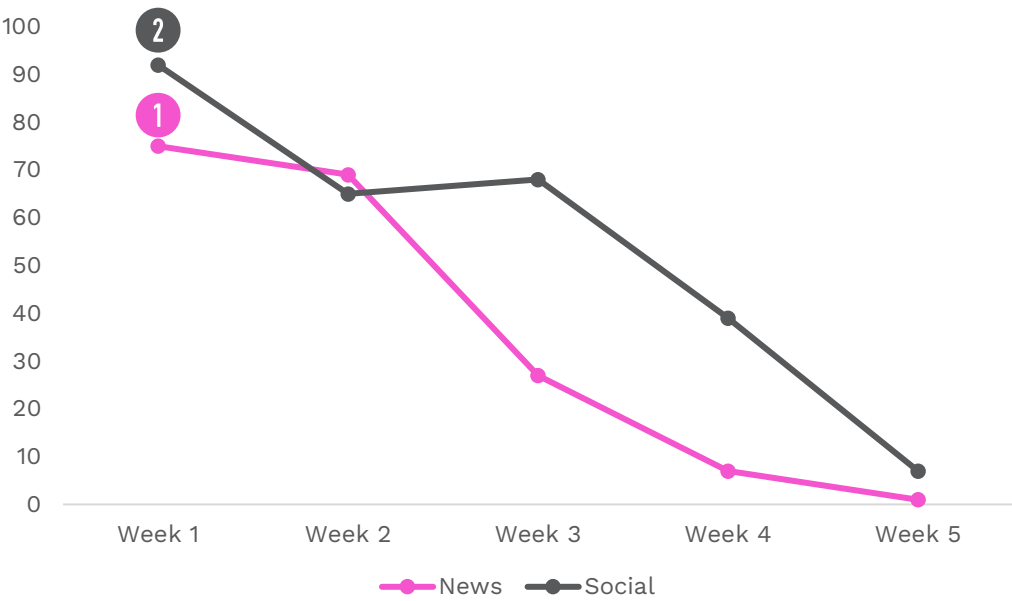
...

@TIMEinternet my wifi sudah 24 jam down, please take a look on this matter. I already tried to reach your support but only bots replying

8:04 PM · Apr 5, 2023 · 15 Views

Reach: 16	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 Market Research Future's report indicating that the virtual router market is expected to reach a value of USD 1.4 billion by 2030 at a CAGR of 20.35%. It was added that this growth is driven by the increasing need for cloud services and the rising use of virtual routers across various industries. **Time** was included as one of the key market players in the research report.
- 2
- 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 users discussing the Huawei WiFi 6 router provided during installation. Some users found it helpful in improving their internet coverage, while others criticised it saying that it was a "crap router." Suggestions were made to consider other router options, including the Asus 86U and the Asus Zenwifi XT8 mesh pair, and the AX models if one has WiFi 6 client devices at home. Additionally, a user asked if the Asus AX58BT is better than the TP-Link TX3000E as she was only getting less than 250MB/s with her old Asus PCE AC88 PCIE WiFi receiver. Another user replied that both are using the same chipset and advised her to get the cheaper option since there might not be much of a difference.

<div><div><div>Virtual Router Market To Expand at a CAGR of 20.35% by 2030 - Report by Market Research Future (MRFR)</div><div><div>Market Research Future</div><div>April 6, 2023 · 6 min read</div><div><div></div><div></div><div></div><div></div></div></div><div><div></div><div></div></div></div></div>		<div>Market: United States</div> <div>Date of Publication: 6 April 2023</div>
		<div>Publication: Yahoo! Finance</div>
<div><div><div>christina1</div><div>Apr 6 2023, 03:59 PM</div><div>Show posts by this member only 3Pv Post #9898</div></div><div><div><div><div><div></div><div>Never stop learning, because life never stops teaching.</div><div>☆☆☆☆☆</div></div><div><div>Huawei router provided is crap router.</div><div>According to installer is better than Asus 86U.</div></div></div><div><div>QUOTE (muelx @ Apr 6 2023, 03:27 PM)</div><div>Finally done with 500mbps installation.</div><div>Got the huawei wifi 6 x 2. And it did help with my apartment dead spot behind 2 walls. Still can enjoy speed 200~300mbps at previously inaccessible spot.</div></div><div><div>Card</div><div>PM</div><div>Report</div><div>Top</div><div>Like</div><div>33 Quote</div><div>Reply</div></div></div></div></div>		
<div>Reach: N.A.</div>		<div>Likes: N.A.</div>
<div>Shares: N.A.</div>		<div>Comments: N.A.</div>



TOP NEWS BY VOLUME

TOP 10 TIME NEWS

1. Virtual router market to expand at a CAGR of 20.35% by 2030 – report by Market Research Future (MRFR)

Market:	Publication:	Date of Publication:	Sentiment:
United States	Yahoo! Finance	06 April 2023	Neutral

Market Research Future, a global market research company that offers a complete and accurate analysis of diverse markets and consumers worldwide, published a forecast report on the virtual router market by component, type, end users, and region. **Time** was mentioned in this report as one of the prominent market players profiled in the global virtual router market. The research group predicted the global virtual router market will reach USD 1.4 billion at a 20.35% CAGR by 2030.

2. Fahmi launches RM69 Unity Package home internet plan for residents of people's housing projects, public housing

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Malay Mail	14 April 2023	Positive

Communications and Digital Minister Fahmi Fadzil and **Time**'s former CEO Datuk Zainal Amanshah Zainal Arshad launched the Unity Package home internet plan priced at RM69 for the People's Housing Project and public housing residents. Fahmi is hopeful that **Time**'s support will help achieve the government's goal to offer internet services at an affordable rate. Currently, 13,000 households are benefitting from **Time** and the government's initiative.

3. Malaysia seen as emerging data centre hub in Asia with supportive policies to attract investors

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Malay Mail	13 April 2023	Positive

RHB Investment Bank sees Malaysia as an emerging data centre hub in Asia because of its accelerated capacity plant-up and supportive pro-business policies to attract and retain data centre investors. The research house particularly mentioned three stocks, including **Time**, as the core beneficiaries of the data centre boom in Malaysia. As for the entire ASEAN region, RHB said the demand for hyper-scale data centre facilities is fuelled by solid investments, upgrades to new technologies, and the transition to 5G networks.

4. Perbincangan hala tuju pelaksanaan 5G bersama PM Anwar Selasa ini – Fahmi

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Astro AWANI - Buletin Awani	08 April 2023	Neutral

During the Nur Ramadan Ceremony at the Ar-Rahah Mosque in Kampung Kerinchi, the Ministry of Communications and Digital said he and the Prime Minister will discuss the direction of Malaysia's 5G implementation, particularly on ensuring a transparent implementation at a reasonable price. At this event, Fahmi Fadzil also announced its upcoming activity with **Time** to launch Internet plans nationwide at low prices in the People's Housing Project (PPR) areas.

5. Time completes deal with DigitalBridge for data centre expansion

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	theSun	20 April 2023	Neutral

Time has completed its strategic partnership with DigitalBridge Group Inc to accelerate the AIMS Group data centre business expansion across Asia. With the completion of this deal, **Time** and DigitalBridge are well-positioned for rapid and tactical development of data centre facilities across primary and secondary cities in ASEAN and beyond. **Time**'s commander-in-chief is excited about AIMS' journey to become a leading data centre provider in Asia.

S/N	Headline	Market	Sentiment
6	2Gbps Unifi Fibre Broadband plan does not offer true 2Gbps speed	Malaysia	Neutral
7	Time's Pakej Mykabel discounts are also available for 500mbps and 1gbps plans	Malaysia	Neutral
8	Internet provider TIME to make an announcement following TM Unifi's price reduction, says Fahmi	Malaysia	Neutral
9	Here are the best Fibre Broadband plans in Malaysia – April 2023 Edition	Malaysia	Positive
10	The Edge - Positioning for a recovery in 2H2023	Malaysia	Neutral

TOP 10 CELCOM NEWS

1. Global voice and data 3G/4G smartphone tariff tracker 2023: covering 200 operators including AMC, AT&T Wireless, Africell, Airtel (previously Zain), Base and Bell

Market: United States

Publication: Yahoo! Finance

Date of Publication:
07 April 2023

Sentiment: Neutral

ResearchAndMarkets.com, the world's leading source for international market research reports and data, posted a newsletter regarding the global voice and data 3G/4G smartphone tariff tracker and analysis. The report's authors have researched and collated post and prepaid price plans from 200 operators across Africa, America, Asia, Europe, and the Middle East. A selection of companies was mentioned in this report, including **Celcom**. This database report will illustrate how operator marketing strategies create plans to retain loyalty, entice new customers, and increase usage and value.

S/N	Headline	Market	Sentiment
2	Celcom and Digi extend free 5G access until end of May	Malaysia	Neutral
3	Raya Promo: Here's the list of prepaid data promos from Maxis, Celcom, Digi, Unifi Mobile, U Mobile and Yes 5G	Malaysia	Neutral
4	Malaysia's second 5G network reportedly on the cards for 2024	Malaysia	Neutral
5	Awesome savings on Galaxy A series with Celcom & Digi	United States	Neutral
6	5G 'châm ngòi' làn sóng sáp nhập nhà mạng Đông Nam Á	Vietnam	Neutral
7	Telcos introduce bonus Raya data quotas, rebates for prepaid users	Malaysia	Neutral
8	XL Axiata siap hadapi lonjakan trafik data di Sumbar dan Jambi	Indonesia	Neutral
9	Yoodo 5G trial pass can now be used by iPhone users	Malaysia	Neutral
10	Fahmi Fadzil says govt's plans to set up second 5G network next year still not set in stone yet	Malaysia	Neutral

TOP 10 MAXIS NEWS

1. Global voice and data 3G/4G smartphone tariff tracker 2023: covering 200 operators including AMC, AT&T Wireless, Africell, Airtel (previously Zain), Base and Bell

Market: United States

Publication: Yahoo! Finance

Date of Publication:
07 April 2023

Sentiment: Neutral

ResearchAndMarkets.com, the world's leading source for international market research reports and data posted a newsletter regarding the global voice and data 3G/4G smartphone tariff tracker and analysis. The report's authors have researched and collated post and prepaid price plans from 200 operators across Africa, America, Asia, Europe, and the Middle East. A selection of companies was mentioned in this report, including **Maxis**. This database report will illustrate how operator marketing strategies create plans to retain loyalty, entice new customers, and increase usage and value.

S/N	Headline	Market	Sentiment
2	<u>Exclusive-Malaysia plans to set up second 5G network from next year -sources</u>	United States	Neutral
3	<u>Telecommunications network operators review, Q4 2022: wide range of financial stats for 139 telcos across the globe – ResearchAndMarkets.com</u>	United States	Neutral
4	<u>Raya Promo: Here's the list of prepaid data promos from Maxis, Celcom, Digi, Unifi Mobile, U Mobile and Yes 5G</u>	Malaysia	Neutral
5	<u>Maxis to block SMS containing links starting May 2, in fight against online scams</u>	Malaysia	Positive
6	<u>Malaysia stock market due for support on Friday</u>	United States	Neutral
7	<u>Maxis updates Hotlink rewards with new benefits, partner deals and more</u>	Malaysia	Neutral
8	<u>Maxis postpaid customers to receive more data starting from 6 April</u>	Malaysia	Positive
9	<u>Malaysia Bourse may test support at 1,400 points</u>	United States	Neutral
10	<u>Prepaid unity package helps target groups generate income</u>	Malaysia	Neutral

TOP 10 TELEKOM MALAYSIA NEWS

1. Malaysia data centre market investment to skyrocket with 600+ MW of upcoming power capacity – Arizton

Market: United States

Publication: Yahoo! Finance

Date of Publication:
14 April 2023

Sentiment: Neutral

Arizton Advisory and Intelligence, an innovative and quality-driven firm offering comprehensive market intelligence reports, advisory, and consulting services, published its latest information on the Malaysia data centre market. The report includes the market's investment in IT infrastructure, electrical infrastructure, mechanical infrastructure, cooling systems, general construction, tier standard, and geography. Under data centre investors, **Telekom Malaysia's** TM One was mentioned in the report. The report added that TM One is **Telekom Malaysia's** business-to-business arm that enables and accelerates business transformation with the latest technologies and solutions across cloud, cybersecurity, and more.

S/N	Headline	Market	Sentiment
2	Streaming video technology Alliance launches SVTA University	United States	Neutral
3	CMC Telecom wins two awards at the Asian Telecom Awards 2023	United States	Neutral
4	Exclusive-Malaysia plans to set up second 5G network from next year -sources	United States	Neutral
5	Diversity, equity and inclusion new focus for 65 Malaysian companies	Malaysia	Positive
6	2Gbps Unifi Fibre Broadband plan does not offer true 2Gbps speed	Malaysia	Neutral
7	MCMC warns public of fake emails, cash prize scam	Malaysia	Neutral
8	Raya Promo: Here's the list of prepaid data promos from Maxis, Celcom, Digi, Unifi Mobile, U Mobile and Yes 5G	Malaysia	Neutral
9	Malaysia stock market due for support on Friday	Malaysia	Neutral
10	Internet provider TIME to make an announcement following TM Unifi's price reduction, says Fahmi	Malaysia	Neutral

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).

GLOSSARY
