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FEBRUARY 2023
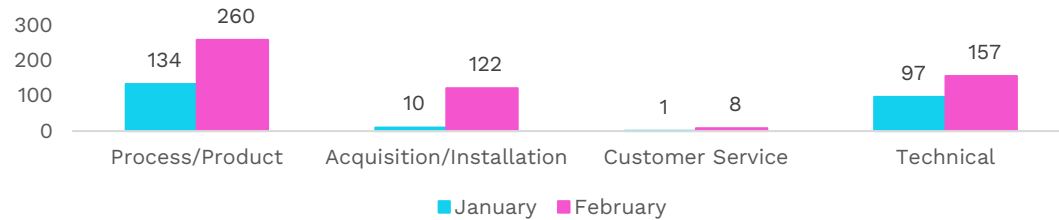**MONTHLY REPORT**

TIME OVERVIEW

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TIME OVERVIEW

In February 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News that **TIME** is one of the major Internet Service Providers who will support Pakej Perpaduan, a government's initiative introduced by the Communications and Digital Minister made up most of the news coverage on **TIME**. This fixed broadband internet package is priced at RM69 per month for individuals from the B40 income group, veterans, disabled persons, and senior citizens. Through Pakej Mykabel, **TIME** Fibre Home will offer a 100Mbps internet package.

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, a user shared his experience in contacting **TIME** via online chat to ask for assistance in configuring his Huawei unit to bridge mode. He added that the process only took 30 minutes since **TIME** can directly configure the Huawei router. Additionally, a user inquired if meshing two Huawei WA8021V5 routers could boost her **TIME** internet coverage. In response, another user recommended that she buys a better mesh router such as Deco, instead of meshing them, adding that the Huawei router "is crap". Across all markets, Malaysia had the highest total volume of news articles and social media mentions in February 2023. For news, 22.0% of **TIME**'s news coverage was from top-tier* sources, while 78.0% were from non-top-tier sources.
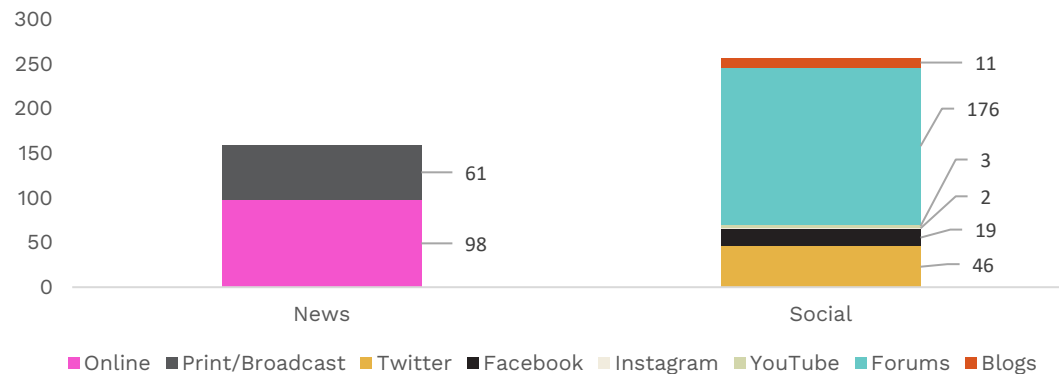
Among its competitors, Celcom had the highest volume of news articles and social media mentions, followed by Maxis, Telekom Malaysia, and **TIME**. Process/Product and Technical had the most mentions across news and social media amongst **TIME**'s competitors. Celcom ranked the highest for Instagram and YouTube, Maxis ranked highest for Twitter, Forums, and Blogs, while Telekom Malaysia ranked the highest in Facebook.
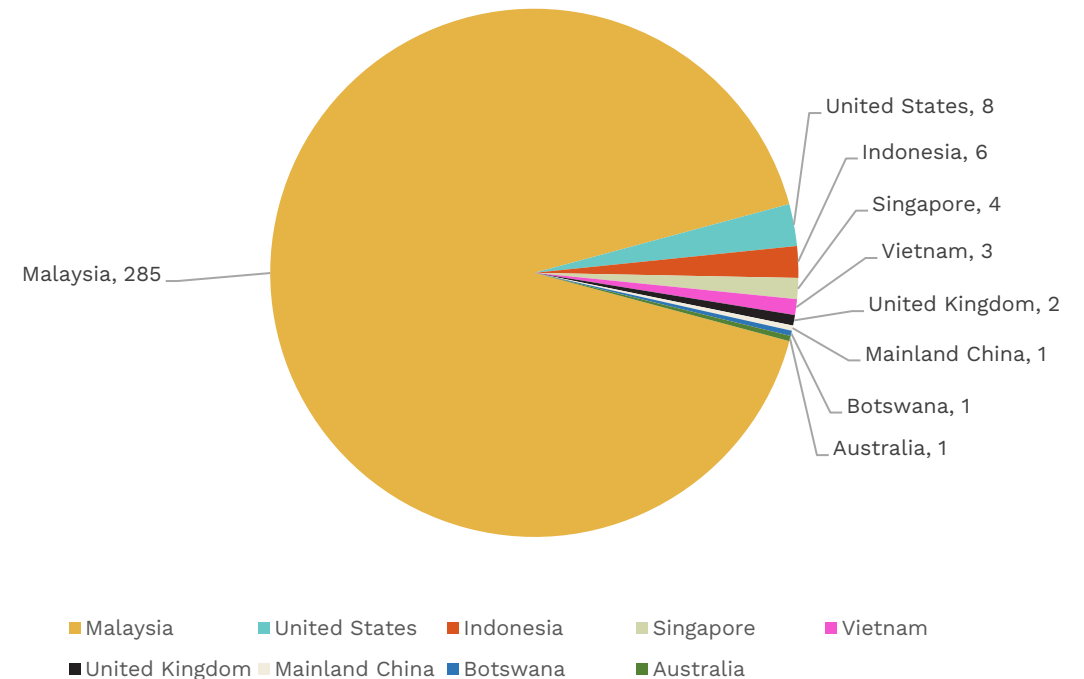
Month-on-Month

	January	February
Process/Product	134	260
Acquisition/Installation	10	122
Customer Service	1	8
Technical	97	157

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

Channels

News:
- Print/Broadcast: 61
- Online: 98

Social:
- Blogs: 11
- Forums: 176
- YouTube: 3
- Instagram: 2
- Facebook: 19
- Twitter: 46

Legend: Online, Print/Broadcast, Twitter, Facebook, Instagram, YouTube, Forums, Blogs

Top 10 Markets

- Malaysia, 285
- United States, 8
- Indonesia, 6
- Singapore, 4
- Vietnam, 3
- United Kingdom, 2
- Mainland China, 1
- Botswana, 1
- Australia, 1

Legend: Malaysia, United States, Indonesia, Singapore, Vietnam, United Kingdom, Mainland China, Botswana, Australia

Note: Chart includes news articles and social media mentions

COMPETITORS BENCHMARKING - VOLUME*

Categories

Legend: Process/Product, Acquisition/Installation, Customer Service, Technical

Channels

Legend: News, Twitter, Facebook, Instagram, YouTube, Forums, Blogs
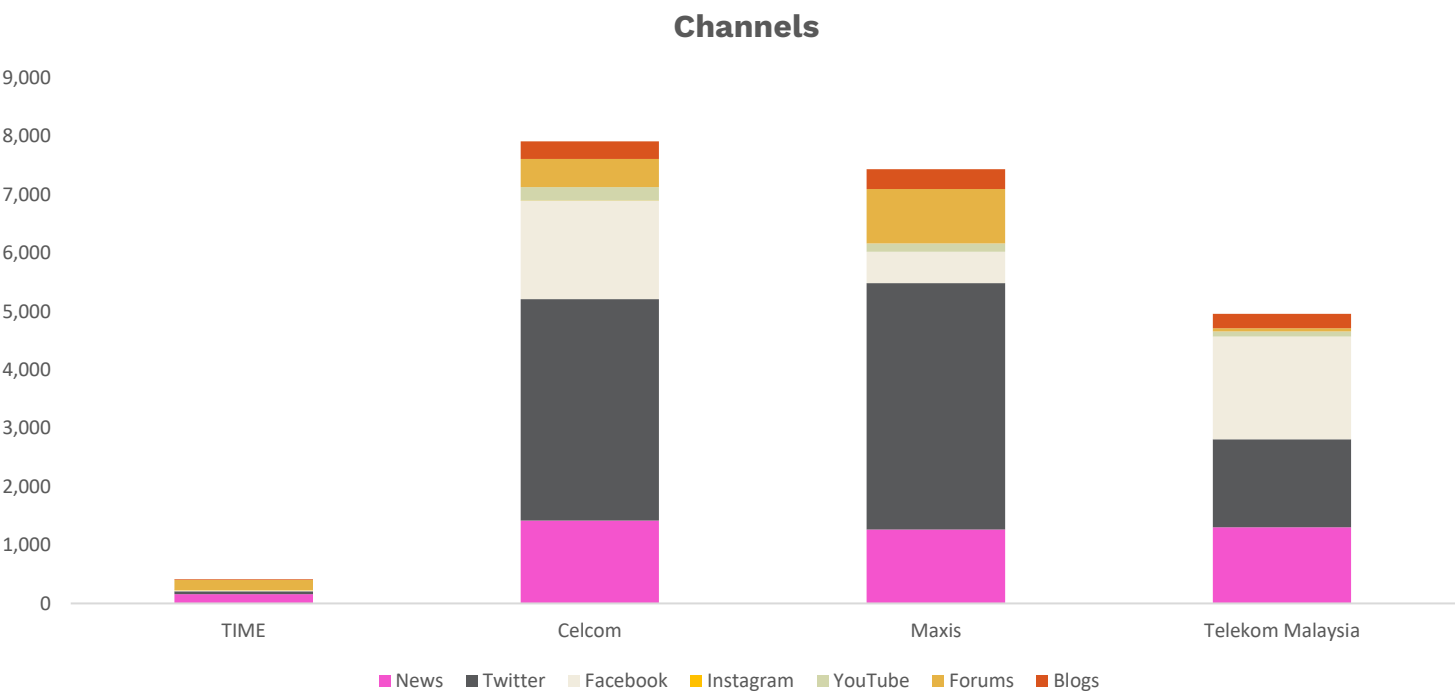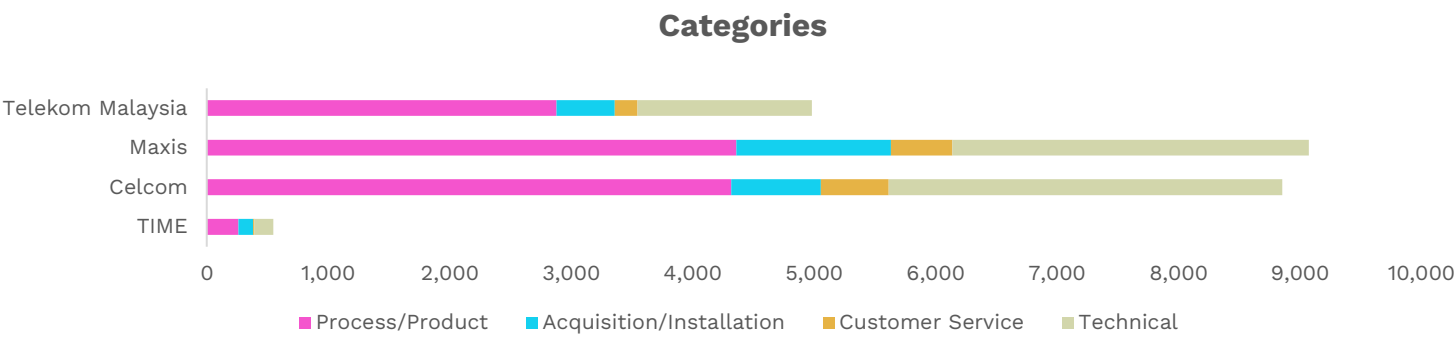
	TIME	Celcom	Maxis	Telekom Malaysia
Process/Product	260	4,318	4,360	2,879
Acquisition/Installation	122	736	1,272	480
Customer Service	8	559	505	186
Technical	157	3,242	2,936	1,435

	TIME	Celcom	Maxis	Telekom Malaysia
News	159	1,417	1,264	1,304
Twitter	46	3,794	4,223	1,508
Facebook	19	1,684	534	1,758
Instagram	2	4	0	0
YouTube	3	232	145	89
Forums	176	482	928	55
Blogs	11	302	344	245

* All mentions were retrieved from public social media pages. Sentiment tagging was system-generated through Natural Language Processing

TIME & AIMS LINKEDIN PERFORMANCE

LinkedIn*

TIME

Followers

January	67,331
Week 1	67,557
Week 2	67,856
Week 3	68,203
Week 4	68,476

AIMS Data Centre

Followers

January	3,766
Week 1	3,771
Week 2	3,777
Week 3	3,779
Week 4	3,808

Top Performing Content by Engagement on LinkedIn

Post Engagement Rate: 14.2%

Top Performing Content by Engagement on LinkedIn

Post Engagement Rate: 8.4%

* Due to LinkedIn's policy limitations, only data from owned LinkedIn pages can be extracted

COMPETITORS BENCHMARKING

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COMPETITORS BENCHMARKING - SENTIMENT*

Key Highlights

TIME

Top story for TIME: Pakej Perpaduan For Fixed Broadband To Provide 30Mbps At RM69 Per Month

Communications and Digital Minister Fahmi Fadzil introduced Pakej Perpaduan, a fixed broadband internet at a lower price. Individuals eligible for this package are those from the B40 income group, veterans, disabled persons, and senior citizens. Starting March, the package will be available from major Internet Service Providers such as **TIME**, Astro, CelcomDigi, Maxis, Telekom Malaysia, U Mobile, and YTL Communications (Yes). Under this package, **TIME** Fibre Home will offer 100Mbps priced at RM99.

COMPETITORS

Top story for Competitors:

❶ **Celcom**: FIBER NETWORK COUNCIL APAC signs MoU with MSCA – Malaysia

❷ **Maxis**: Bridge Alliance, AIS, Singtel, and Summit Tech achieve 360-degree interactive livestreaming with remote audiences through Multi-Access Edge Computing (MEC) federation

❸ **Telekom Malaysia**: FIBER NETWORK COUNCIL APAC signs MoU with MSCA – Malaysia

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	13	18	15	6	2	11	2	-	-	1	-	2
	28.3%	39.1%	32.6%	31.6%	10.5%	57.9%	100.0%	-	-	33.3%	-	66.7%
Celcom	406	1,145	2,243	773	300	611	3	-	1	39	13	180
	10.7%	30.2%	59.1%	45.9%	17.8%	36.3%	75.0%	-	25.0%	16.8%	5.6%	77.6%
Maxis	568	1,147	2,508	198	180	156	-	-	-	42	6	97
	13.4%	27.2%	59.4%	37.1%	33.7%	29.2%	-	-	-	29.0%	4.1%	66.9%
Telekom Malaysia	56	1,255	197	70	1,594	94	-	-	-	8	2	79
	3.7%	83.2%	13.1%	4.0%	90.7%	5.3%	-	-	-	9.0%	2.2%	88.8%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	38	13	108	49	38	89	6	-	5
	23.9%	8.2%	67.9%	27.8%	21.6%	50.6%	54.5%	-	45.5%
Celcom	442	86	889	81	128	273	88	32	182
	31.2%	6.1%	62.7%	16.8%	26.6%	56.6%	29.1%	10.6%	60.3%
Maxis	373	90	801	178	209	541	74	37	233
	29.5%	7.0%	63.5%	19.2%	22.5%	58.3%	21.5%	10.8%	67.7%
Telekom Malaysia	341	128	835	3	8	44	73	29	143
	26.2%	9.8%	64.0%	5.5%	14.5%	80.0%	29.8%	11.8%	58.4%

COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	
		Followers	**Engagement**	**Followers**	**Top Performing Content by Engagement across all Owned Platforms**
TIME	January	118,399	0.034%	10,600	How well do you know Kabel Besar? Have a go and 10 of you may just walk away with RM50 GrabFood vouchers!
	Week 1	118,434	0.017%	10,700	
	Week 2	118,473	0.006%	10,700	**Platform**: Instagram
	Week 3	118,505	0.012%	10,700	**Post Reach**: 1,692
	Week 4	118,590	0.000%	10,600	**Post Engagement**: 798
Celcom	January	812,901	0.000%	248,000	Kekal terhubung dengan Internet RAHMAH. Nikmati 2GB Internet dan YouTube tanpa had dengan hanya RM3 sehari.
	Week 1	813,108	0.021%	248,000	
	Week 2	813,266	0.019%	248,000	**Platform**: Twitter
	Week 3	813,444	0.015%	248,000	**Post Reach**: 85,801
	Week 4	813,930	0.057%	248,000	**Post Engagement**: 84,809
Maxis	January	1,321,240	0.000%	109,000	Hi, kindly DM us for further assistance. TQ
	Week 1	1,321,268	0.004%	109,000	
	Week 2	1,321,319	0.007%	110,000	**Platform**: Twitter
	Week 3	1,321,422	0.008%	110,000	**Post Reach**: 161,224
	Week 4	1,321,578	0.004%	110,000	**Post Engagement**: 11,614
Telekom Malaysia	January	46,231	0.000%	50,000	Kami telah menerima kunjungan hormat YB Fahmi Fadzil, Menteri Komunikasi dan Digital bersama delegasi ke TM hari ini, 2 Februari 2023.
	Week 1	46,309	0.322%	50,000	
	Week 2	46,367	0.000%	50,000	**Platform**: Twitter
	Week 3	46,442	0.027%	50,000	**Post Reach**: 8,514
	Week 4	46,512	0.000%	50,000	**Post Engagement**: 1,302

TIME's Facebook post (0.009%) continued to rank third in average engagement rates for the month of February. This month, Telekom Malaysia (0.087%) had the highest average engagement rate, followed by Celcom (0.028%), while Maxis (0.006%) came in last.

Telekom Malaysia (TM) continued to garner the highest engagement rates on Facebook despite having the least number of followers. This could be attributed to a post shared in Week 1 (0.322%) on the visit of YB Fahmi Fadzil, Minister of Communications and Digital, and his delegation to TM. In the same week, TM also shared a Facebook post emphasising its commitment in supporting the Government's efforts in bringing hyperconnectivity to the masses target communities. Despite the positive intentions of the announcements, both posts received comments from users complaining about the TM Unifi plan and poor internet connection. Although these posts generated a high engagement, many social media users also used the opportunity to voice their complaints about its services. Hence, **TIME** could prepare to respond to these kinds of comments and provide an active solution to the problems faced by its consumers when sharing related posts.

For the other brands, the top performing content by engagement across all owned platforms was on Twitter. Celcom's top-performing content was a tweet on its Internet RAHMAH promo. Similar to TM, the high engagement garnered on this post could be attributed to users' complaints of poor connectivity in some areas.

TIME's top performing content on Instagram featured a game quiz on the Kabel Besar internet plan, which gave away RM50 GrabFood vouchers to ten lucky winners. The post received a high number of likes, as users needed to comment and tag three of their friends to participate in the giveaway. In view of the high engagement garnered by the post, **TIME** could continue posting similar activities and give exciting prizes to attract more engagement on their platforms.

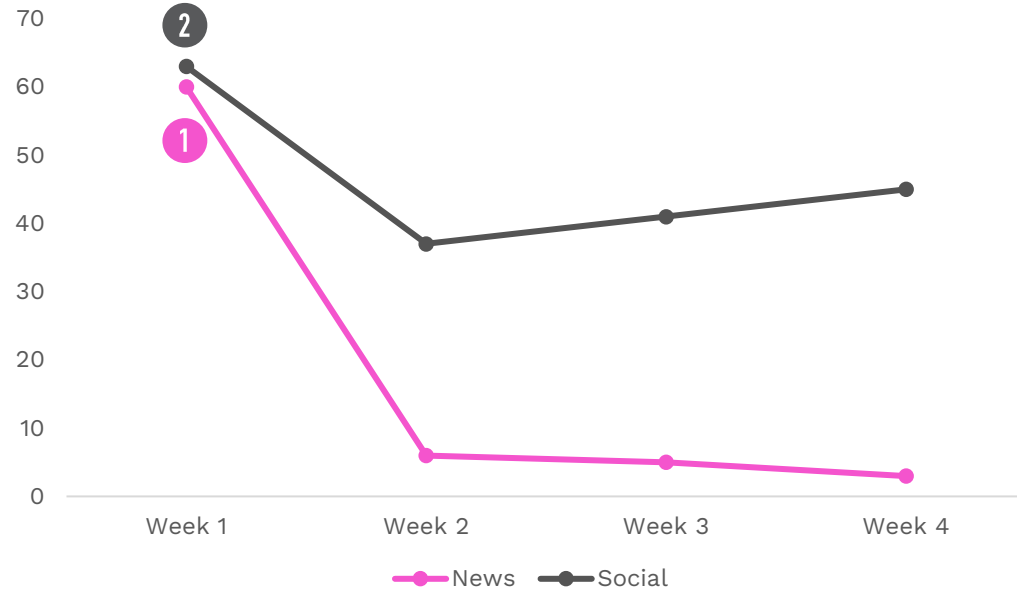# COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Twitter		Instagram	
		Followers	**Engagement**	**Followers**	**Engagement**
TIME	January	-	-	1,785	2.353%
	Week 1	-	-	1,812	0.000%
	Week 2	-	-	1,823	1.169%
	Week 3	-	-	1,852	0.226%
	Week 4	-	-	1,902	2.567%
Celcom	January	85,021	0.018%	86,860	0.000%
	Week 1	85,086	0.021%	86,908	0.000%
	Week 2	85,104	0.018%	86,985	0.000%
	Week 3	85,122	0.025%	86,985	0.015%
	Week 4	85,282	0.128%	87,050	0.006%
Maxis	January	161,418	0.002%	76,991	0.000%
	Week 1	161,403	0.003%	77,112	0.011%
	Week 2	161,386	0.005%	77,231	0.024%
	Week 3	161,447	0.006%	77,351	0.009%
	Week 4	161,446	0.003%	77,464	0.017%
Telekom Malaysia	January	8,580	0.000%	4,860	0.144%
	Week 1	8,602	0.123%	4,909	3.036%
	Week 2	8,612	0.000%	4,919	0.000%
	Week 3	8,636	0.000%	4,923	0.000%
	Week 4	8,654	0.000%	4,934	0.000%

TIME TREND ANALYSIS

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WEEKLY TREND – PROCESS/PRODUCT

Chart axis values: 70, 60, 50, 40, 30, 20, 10, 0 across Week 1, Week 2, Week 3, Week 4

Legend: ● News ● Social

1 In Week 1, there was a peak in the volume of news coverage mainly due to reports on Pakej Perpaduan, a newly announced fixed broadband internet package that aims to provide internet at a lower price for veterans, disabled persons, senior citizens and those in the B40 income group. It would be available from March 2023 from major Internet Service Providers (ISPs) including **TIME**, whose 100Mbps package will be priced at RM99 per month.

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 an inquiry by a user who had upgraded his plan to 2Gbps but wanted to use his old Deco X20 router instead of the Huawei HN8245X6 which was provided by **TIME**. In response, another user said that the Deco X20 would be a downgrade from the HN8245X6, saying that the router from **TIME**'s 2Gbps plan supports AX6000 which has three times the capacity of Deco X20. Additionally, inquiries on when **TIME**'s internet would be covered in certain locations on **TIME**'s Facebook post sharing its new coverage areas also contributed to the peak.

Market: Malaysia	**Date of Publication:** 03 February 2023

Pakej Perpaduan For Fixed Broadband To Provide 30Mbps At RM69 Per Month

The new package will be available starting this March.

BY CHIEF CHAPREE FEBRUARY 3, 2023

Publication: Lowyat.NET

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

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WEEKLY TREND – ACQUISITION/INSTALLATION

News ●— **Social** ●—
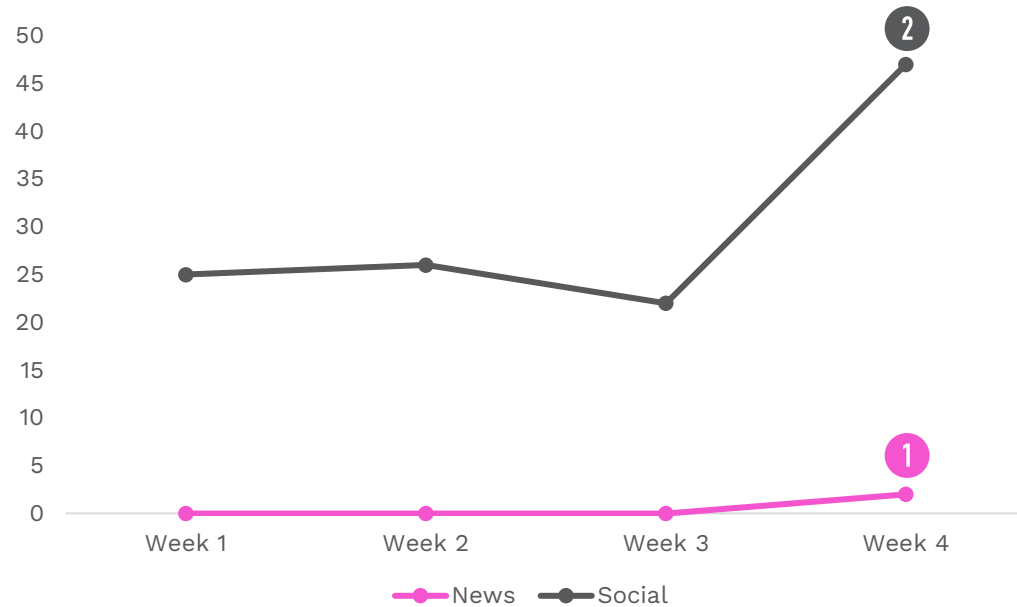
① In Week 4, there was a peak in the volume of news coverage mainly due to reports on the best broadband plans for people on a budget. The reports included **TIME**'s 100Mbps plan which only cost RM99 per month, inclusive of a free WiFi-5 router and a 24-month contract with the first month's bill waived.

② The volume of social mentions peaked in Week 4 due to a forum thread discussion on **TIME**'s Fibre Broadband. A user inquired on the possibility of using the Huawei HG8145X6 only as an Access Point (AP). She added that the **TIME** installer had informed her that this is not possible. In response, a user provided instructions on possible ways to do so. Another user shared his experience failing the optical meter test done by a **TIME** technician in his unit. In response, another user suggested for him to refer this issue to the condominium management as only an on-site diagnostic could identify the problem.

Best broadband plans for those on a budget as of February 2023

Matthew Yap · Feb 28, 2023

Market: Malaysia	**Date of Publication:** 28 February 2023
Publication: TechNave	

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

WEEKLY TREND – CUSTOMER SERVICE

News ● **Social** ●

① There were no relevant news reports on Customer Service this month.

② The volume of social mentions peaked in Week 2 due to <u>a forum thread discussion on **TIME**'s Fibre Broadband.</u> A user shared his experience in <u>contacting **TIME** via online chat to ask for assistance in configuring his Huawei unit to bridge mode</u>. He added that the process only took 30 minutes since <u>**TIME** can directly configure the Huawei router, and the user only had to accomplish setting up the router with the PPPOE, **TIME** user ID, and password to complete the configuration process</u>.

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

WEEKLY TREND – TECHNICAL

Legend:
- ● News
- ● Social
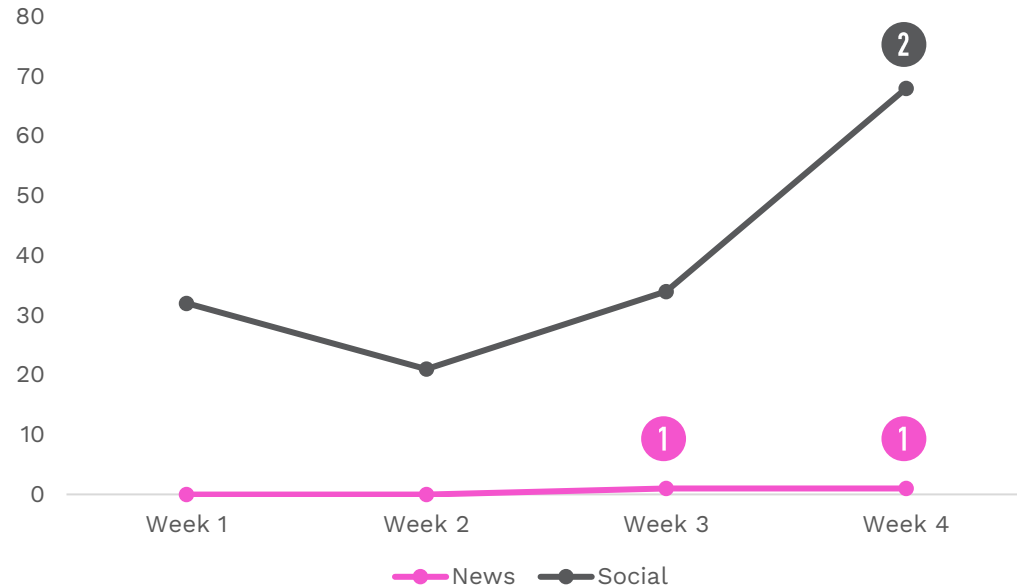
1 There were only two news mentions, in Week 3 and 4, on this topic in February. In both weeks, the mentions were on market research reports mentioning **TIME** as one of the key market players. One of the reports was on Digital Journal's market analysis of the virtual router market from 2022 to 2029 while the other was on Market Research Guru's analysis of the virtual router market.

2 The volume of social mentions peaked in Week 4 due to a forum thread discussion on **TIME**'s Fibre Broadband. A user inquired if meshing two Huawei WA8021V5 routers could boost her **TIME** internet coverage. In response, another user recommended that she buys a better mesh router such as Deco, instead of meshing them, adding that the Huawei router "is crap". Additionally, another user shared connection issues he faced whenever he uses **TIME** internet. In response, another user advised him to disable the band steering on his HG8145X6 router.

Virtual Router Market Size and Massive Growth Rate 2023: Global Industry Segments, Supply Chain Analysis and Demand Forecast to 2028

The Virtual Router Market Report includes driving factors of industry | by major changing dynamics, developing regions and size-share estimations of Top Manufacturers - Amer Sports, Skis Rossignol, K2 Sports, Fischer...

Monday, February 27th 2023, 5:55 AM CST

MARKET RESEARCH GURU

Market: United States	**Date of Publication:** 27 February 2023
Publication: WTRG-FM	

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

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TOP NEWS BY VOLUME

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TOP 10 **TIME** NEWS

1. Pakej Perpaduan For Fixed Broadband To Provide 30Mbps At RM69 Per Month

Market: Malaysia	**Publication:** Lowyat.NET	**Date of Publication:** 03 February 2023	**Sentiment:** Positive

Communications and Digital Minister Fahmi Fadzil introduced Pakej Perpaduan, a fixed broadband internet at a lower price. Individuals eligible for this package are those from the B40 income group, veterans, disabled persons, and senior citizens. Starting March, the package will be available from major Internet Service Providers such as **TIME**, Astro, CelcomDigi, Maxis, Telekom Malaysia, U Mobile, and YTL Communications (Yes). Under this package, **TIME** Fibre Home will offer 100Mbps plan priced at RM99.

2. Time To Roll Out Pakej MyKabel This March: 100Mbps At RM69 Per Month

Market: Malaysia	**Publication:** Neotizen News	**Date of Publication:** 03 February 2023	**Sentiment:** Positive

In line with the Pakej Perpaduan introduced by the Ministry of Communications and Digital, **TIME** has offered a new consumer fibre plan called Pakej MyKabel. This plan has a 100Mbps capacity priced at RM69 per month. It comes with a monthly rebate of RM30 throughout the 24-month contract duration. Pakej MyKabel is available to specific eligible groups and is limited to areas that **TIME**'s Programme Perumahan Rakyat covers.

3. Time's RM2bil conundrum for EPF, Khazanah & KWAP

Market: Malaysia	**Publication:** KLSE Screener	**Date of Publication:** 12 February 2023	**Sentiment:** Neutral

Mr. Devanesan Evanson, the Chief Executive Officer of the Minority Shareholder Watch Group, warned that **TIME**'s sale of its AIMS data centre business worth over RM2 billion might diminish the long-term shareholder value for some of Malaysia's largest public funds. These giant funds are the Employees Provident Fund, Khazanah Nasional Bhd, and the Retirement Fund (Incorporated), which collectively hold a 37% stake in **TIME**. Evanson made this comment as **TIME** shareholders were about to have an extraordinary general meeting about the divestment of its data centre business. He emphasised that this move would only weaken **TIME**'s high-growth in the data centre segment.

4. EPF reemerges as TIME dotCom's substantial shareholder

Market: Malaysia	**Publication:** The Edge Markets	**Date of Publication:** 02 February 2023	**Sentiment:** Neutral

The Employees Provident Fund (EPF) has reemerged as a substantial shareholder of **TIME** after acquiring 1.6 million shares in the company. EPF's purchase on January 30, 2023, raised the pension fund's stake in **TIME** to 5.03% or 92.49 million shares. **TIME**'s partnership with DigitalBridge Group entails selling some of its ordinary and irredeemable convertible preference shares. The RM1 billion proceeds from this transaction will be utilised as a special dividend to the group's shareholders, such as EPF.

5. RHB lists four Malaysian stocks in its 2023 regional ESG top picks

Market: Malaysia	**Publication:** The Edge Markets	**Date of Publication:** 14 February 2023	**Sentiment:** Positive

TIME is one of the 12 environmental, social, and corporate governance (ESG) stock picks for 2023 by RHB Research. **TIME** had an ESG score of three due to its role in advancing affordable broadband connectivity and fibre optic cables that require little maintenance. RHB projects **TIME** to post a return-on-equity of 16% in 2023 due to the expansion of its fibre footprint, higher utilisation of data centres, and increased cloud offerings.

S/N	Headline	Market	Sentiment
6	Insider Moves: FGV Holdings Bhd, SYF Resources Bhd, UWC Bhd, TIME dotCom Bhd, Westports Holdings Bhd, Yinson Holdings Bhd	Malaysia	Neutral
7	Some minority shareholders prefer Time dotCom not to sell stake in data center business	Malaysia	Neutral
8	Shareholders give nod to TIME's RM2bil AIMS sale	Malaysia	Neutral
9	TIME's 4Q net profit up on higher revenue, declares 14.69 sen dividend	Malaysia	Positive
10	Sin Chew Daily - 马电讯惊跌同业走扬Telekom Malaysia stumbles	Malaysia	Neutral

TOP 10 CELCOM NEWS

1. FIBER NETWORK COUNCIL APAC signs MoU with MSCA – Malaysia			
Market: India	**Publication:** ZEE5	**Date of Publication:** 13 February 2023	**Sentiment:** Neutral

The Fiber Network Council APAC signed a Memorandum of Understanding with the Malaysia Smart Cities Alliance. The MoU entails collaborations in capacity building for sustainable and Smart Cities project performance evaluation, as well as exploring potential large market reach in IR 4.0 technologies-based education and training segments. During this event, the Council convened the country's leading telecommunication industry players to discuss industry updates and Fiber Home challenges in enabling 5G and the Internet of Things for Smart Cities. Top executives from **Celcom**, Telekom Malaysia, and local governments from Penang, Melaka, and Selangor attended the event to discuss industry trends, challenges, and opportunities.

S/N	Headline	Market	Sentiment
2	Asia-Pacific Smartphone Tariff Tracker And Analysis Service 2023	United States	Neutral
3	Pakej Perpaduan For Fixed Broadband To Provide 30Mbps At RM69 Per Month	Malaysia	Neutral
4	Executing on the strategy	United States	Positive
5	iOS 16.4 Public Beta Brings 5G To Unifi Mobile, Yes, and Yoodo Users	Malaysia	Neutral
6	Yoodo Set To Support 5G Soon	Malaysia	Neutral
7	Big Four Telcos Reportedly Bidding For Dual 5G Network Once Again	Malaysia	Neutral
8	Undersea fiber optic network allows Tioman Island villages to enjoy high-speed internet	Malaysia	Neutral
9	Axiata FY2022 net profit jumps to RM9.77b on Celcom-Digi merger	Malaysia	Positive
10	Malaysian man loses 1 million ringgit in 14-second scam call	Singapore	Neutral

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TOP 10 **MAXIS** NEWS

1. Bridge Alliance, AIS, Singtel, and Summit Tech achieve 360 degree interactive livestreaming with remote audiences through Multi-Access Edge Computing (MEC) federation			
Market: United States	**Publication:** Yahoo! Finance	**Date of Publication:** 23 February 2023	**Sentiment:** Neutral

Bridge Alliance, Advanced Info Service, Singtel, and Summit Tech have conducted an edge-to-edge interconnection across telecom operators in Singapore and Thailand through a 360-degree interactive live-streaming use case. With this achievement, a Federated Edge Hub testbed is now ready for more trials with application partners. Bridge Alliance, one of the organisers in this event, is a leading mobile alliance for premier operators and customers in the Asia Pacific, Middle East, and Africa. They have 34 members serving over one billion customers across these regions. **Maxis** is one of 34 members of Bridge Alliance who enable roaming services and experience, offering multi-market enterprise and IoT solutions, and delivers savings and benefits through leveraging group economies.

S/N	Headline	Market	Sentiment
2	Asia-Pacific Smartphone Tariff Tracker and Analysis Service 2023: How Operator Marketing Strategies Create Plans to Retain Loyalty, Entice New Customers and Increase Usage and Value	United States	Neutral
3	Pakej Perpaduan: RM30 30GB data plan with 6 months validity will be available end-Feb	Malaysia	Neutral
4	iOS 16.4 Public Beta Brings 5G To Unifi Mobile, Yes, and Yoodo Users	United States	Neutral
5	Maxis catat untung bersih RM1.18 bilion	Malaysia	Positive
6	Hotlink Prepaid Pantas Gets 20GB More Data For A Limited Time	Malaysia	Positive
7	Unifi To Offer PlayStation 5 For All-In-One 800Mbps Plan This March	Malaysia	Neutral
8	华为：5.5G时代已到来，加速迈向绿色智能世界| MWC 2023	China	Neutral
9	Maxis Home Fibre's Public IP Address Now Costs Additional RM10 Per Month	Malaysia	Neutral
10	Some Maxis Fibre Customers Currently Facing Prolonged Service Disruption	Malaysia	Negative

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TOP 10 **TELEKOM MALAYSIA** NEWS

1. FIBER NETWORK COUNCIL APAC signs MoU with MSCA – Malaysia			
Market: India	**Publication:** ZEE5	**Date of Publication:** 13 February 2023	**Sentiment:** Neutral

The Fiber Network Council APAC signed a Memorandum of Understanding with the Malaysia Smart Cities Alliance. The MoU entails collaborations in capacity building for sustainable and Smart Cities project performance evaluation, as well as exploring potential large market reach in IR 4.0 technologies-based education and training segments. During this event, the Council convened the country's leading telecommunication industry players to discuss industry updates and Fiber Home challenges in enabling 5G and the Internet of Things for Smart Cities. Top executives from Celcom, **Telekom Malaysia**, and local governments from Penang, Melaka, and Selangor attended the event to discuss industry trends, challenges, and opportunities.

S/N	Headline	Market	Sentiment
2	Streaming Video Technology Alliance gathers in Portland, Oregon, for Q1 2023 member meeting	United States	Neutral
3	Global Conversational Commerce Markets Report 2022: OTT-based Conversational Commerce Spend to Surpass $25 Billion in 2023 - Evaluation of 19 Key Vendors and 5 Year Forecasts	United States	Neutral
4	Darwinbox Celebrates the First Edition of Its Annual '40 Under 40 Asia HR Leaders' Award 2022	Germany	Neutral
5	Swarmio Media Appoints New Full-Time Chief Financial Officer in Anticipation of High-Growth Phase	United States	Neutral
6	Pakej Perpaduan: RM30 30GB data plan with 6 months validity will be available end-Feb	Malaysia	Neutral
7	Undersea fiber optic network allows Tioman Island villages to enjoy high-speed internet	Malaysia	Neutral
8	TM's net profit doubles in 4Q, helped by forex gain on borrowings and lower finance costs	Malaysia	Positive
9	Telekom Malaysia down over 5% after MCMC's broadband access price cuts	Malaysia	Neutral
10	Bursa Malaysia may attract more trading interest ahead of 2023 Budget retabling	Malaysia	Neutral

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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).

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