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JULY 2023
MONTHLY REPORT

TIME OVERVIEW

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TIME OVERVIEW

In July 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News on the policy workshop organised by the Malaysian Digital Economy Corporation and Malaysia Internet Exchange discussing investments in submarine cables and digital infrastructure in Malaysia made up most of the news coverage on **Time**. It was mentioned in the reports that delegates from various technology and telecommunications companies attended the workshop, including attendees from **Time**, Telekom Malaysia, Google, and Microsoft.

Time's social media mentions were mainly on Twitter, with a majority of interactions coming from retweets on Fahmi Fadzil's post on the policy workshop on undersea cables, which included attendees from **Time**. **Time**'s Facebook video post featuring Datuk Papa promoting the Kabel Besar Internet Rahmah also garnered a significant volume of engagement. However, some users took the chance to express their dissatisfaction with **Time**'s internet coverage in certain areas in the comments section and accused Time of falsely advertising the coverage of their products.. Malaysia had the highest total volume of news articles and social media mentions in July 2023. For news, 12.7% of **Time**'s news coverage was from top-tier* sources, while 87.3% were from non-top-tier sources.
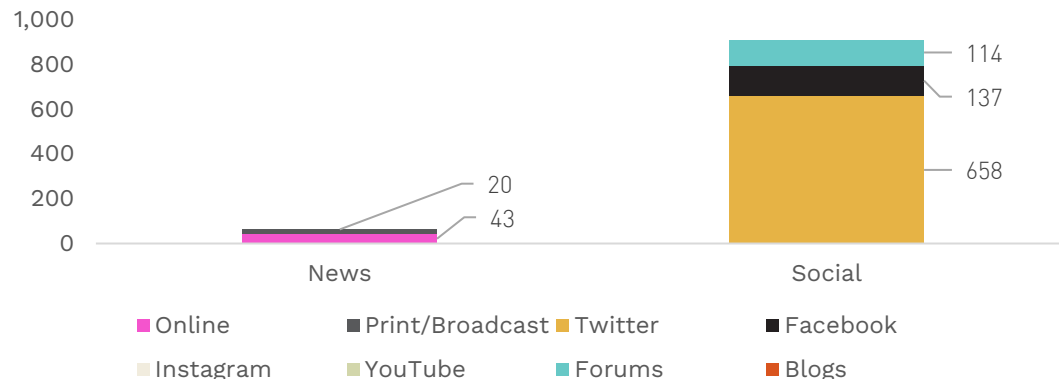
Among its competitors, Maxis had the highest volume of news articles and social media mentions, followed by Celcom, Telekom Malaysia, and **Time**. Process/Product and Technical had the most mentions across news and social media amongst **Time** and its competitors. Maxis ranked the highest for News, Twitter, YouTube, Forums, and Blogs, while Celcom ranked the highest for Facebook and Instagram.
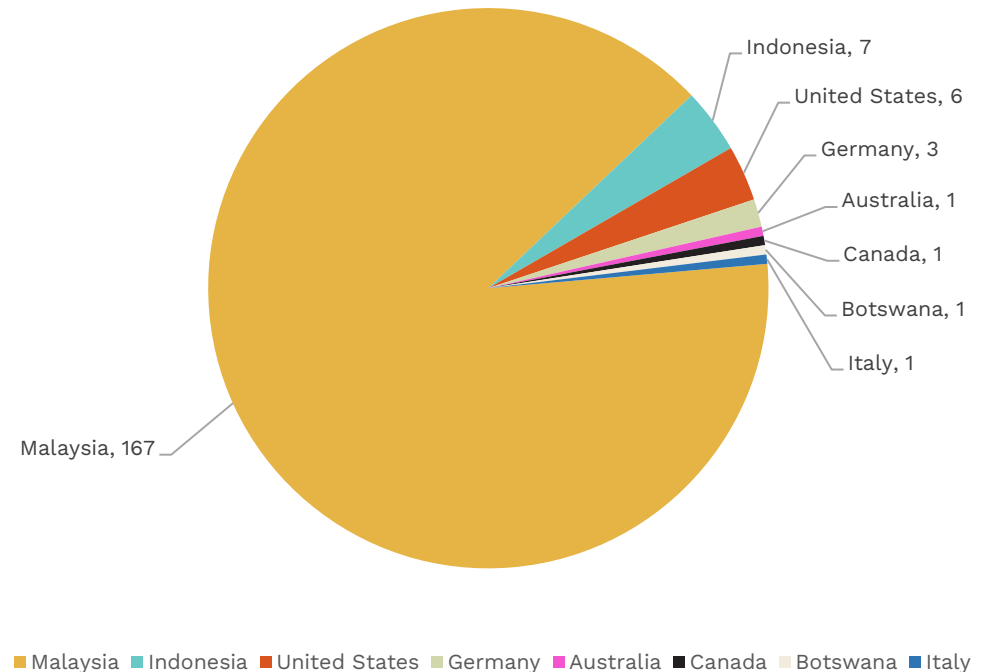
Month-on-Month
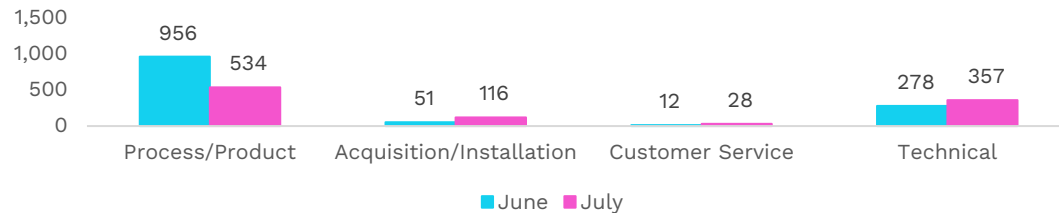
Note: Chart only reflects articles/mentions/posts that fall within the topic categories

Channels

Top 10 Markets

Note: Chart includes news articles and social media mentions

* Top tier sources refer to The Star, Malay Mail, The Edge Markets, Malaysian Wireless, Bernama, Channel Asia IDG, Berita Harian, Data Storage ASEAN, Lowyat.net, Cloud7, Telecompaper, SoyaCincau, Technave, The Edge, Disruptive. Asia, The Malaysian Reserve, News Hub Asia, Data Economy, Data Center Dynamics & W Media

COMPETITORS BENCHMARKING – VOLUME*

Categories

(bar chart: Telekom Malaysia, Maxis, Celcom, TIME — axis 0 to 6,000)

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

Channels

(stacked bar chart: TIME, Celcom, Maxis, Telekom Malaysia — axis 0 to 6,000)

Legend: News, Twitter, Facebook, Instagram, YouTube, Forums, Blogs
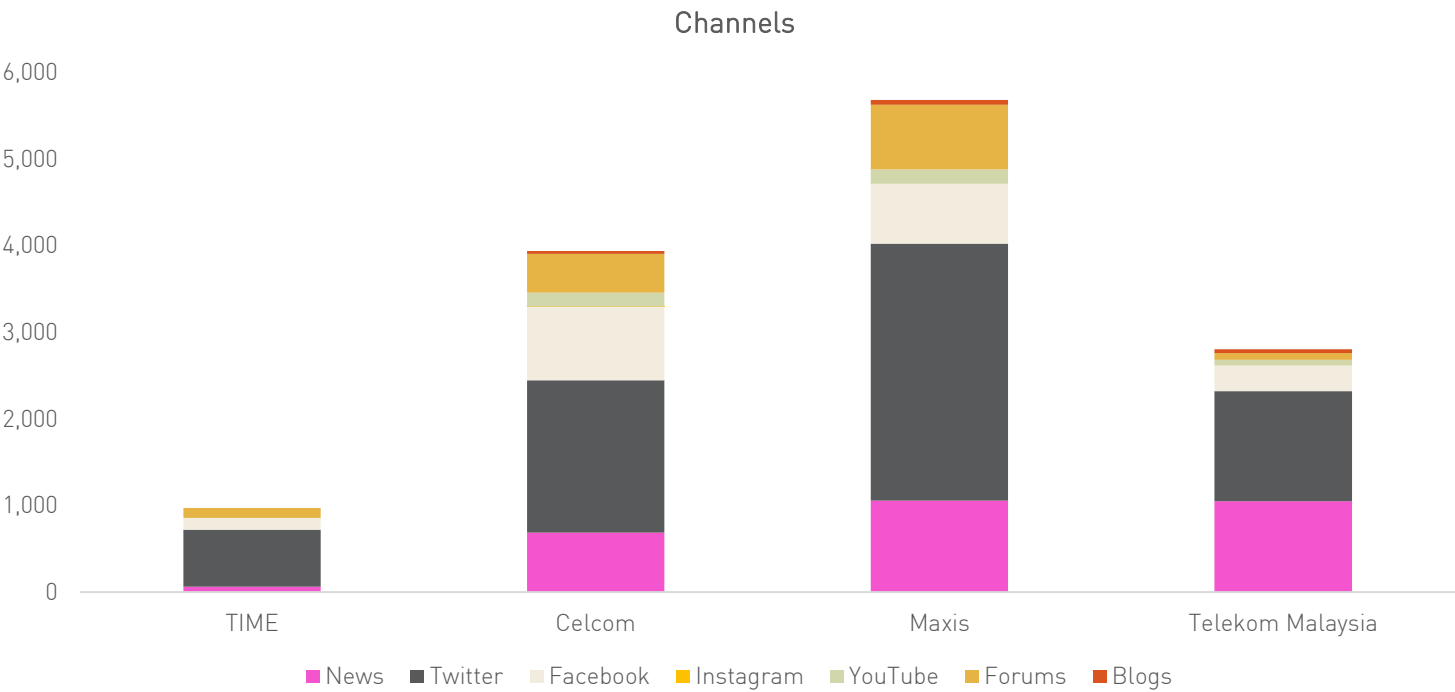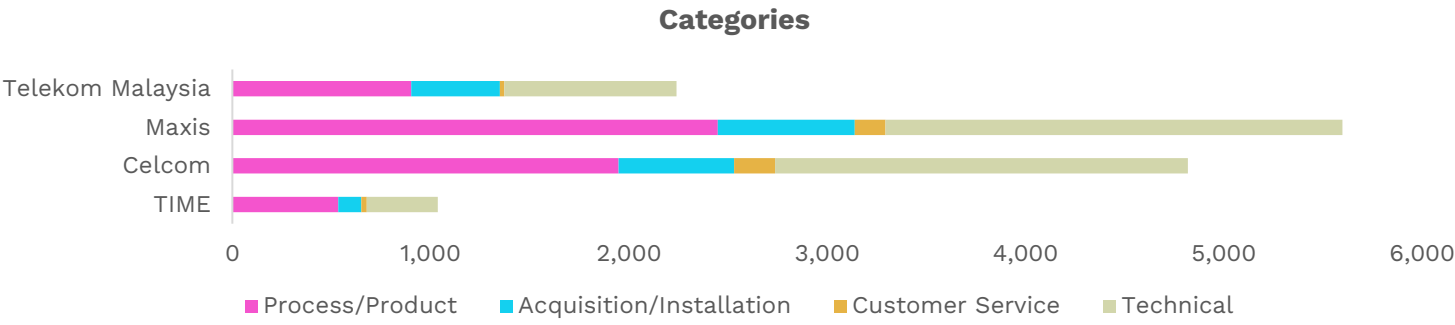
	Time	Celcom	Maxis	Telekom Malaysia
Process/Product	534	1,948	2,448	901
Acquisition/Installation	116	582	691	448
Customer Service	28	207	155	22
Technical	357	2,082	2,304	869

	Time	Celcom	Maxis	Telekom Malaysia
News	63	689	1,058	1,049
Twitter	658	1,755	2,964	1,272
Facebook	137	846	692	293
Instagram	0	4	0	0
YouTube	0	162	164	66
Forums	114	448	746	79
Blogs	0	34	57	43

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

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TIME & AIMS LINKEDIN PERFORMANCE

LinkedIn*

Time

Followers

June	73,420
Week 1	73,727
Week 2	73,997
Week 3	74,375
Week 4	74,803
Week 5	74,898

Top Performing Content by Engagement on LinkedIn

Post Engagement Rate: 18.2%

AIMS Data Centre

Followers

June	4,455
Week 1	4,498
Week 2	4,514
Week 3	4,530
Week 4	4,541
Week 5	4,569

Top Performing Content by Engagement on LinkedIn

Post Engagement Rate: 46.3%

* 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: MOT, KKD dan komuniti teknologi, telekomunikasi bincang pelaburan kabel dasar laut

The Ministry of Transport (MOT) and the Ministry of Communications and Digital (KKD) held discussions with several technology and telecommunications communities in a policy workshop jointly organised by the Malaysia Digital Economy Corporation (MDEC) and the Malaysia Internet Exchange (MyIX). The three-hour policy workshop was attended by representatives from Telekom Malaysia, **Time** dotCom, Google, Microsoft, Meta, and Amazon Web Services on July 7.

COMPETITORS

Top story for Competitors:

❶ **Celcom**: Managed mobility services market insights | 2030

❷ **Maxis**: Malaysia's Maxis agrees to use state-run 5G network

❸ **Telekom Malaysia**: ISACA introduces 2023–2024 Board of Directors

	Twitter			Facebook			Instagram			YouTube		
	Positive	**Negative**	Neutral	**Positive**	**Negative**	Neutral	**Positive**	**Negative**	Neutral	**Positive**	**Negative**	Neutral
Time	6	8	644	40	22	75	-	-	-	-	-	-
	0.9%	1.2%	97.9%	29.2%	16.1%	54.7%	-	-	-	-	-	-
Celcom	266	519	970	214	194	438	3	-	1	23	4	135
	15.2%	29.6%	55.2%	25.3%	22.9%	51.8%	75.0%	-	25.0%	14.2%	2.5%	83.3%
Maxis	618	590	1,756	273	94	325	-	-	-	42	4	118
	20.9%	19.9%	59.2%	39.5%	13.6%	46.9%	-	-	-	25.6%	2.4%	72.0%
Telekom Malaysia	67	937	268	39	41	213	-	-	-	3	2	61
	5.3%	73.6%	21.1%	13.3%	14.0%	72.7%	-	-	-	4.6%	3.0%	92.4%

	News			Forums			Blogs		
	Positive	**Negative**	Neutral	**Positive**	**Negative**	Neutral	**Positive**	**Negative**	Neutral
Time	31	6	26	23	26	65	-	-	-
	49.2%	9.5%	41.3%	20.2%	22.8%	57.0%	-	-	-
Celcom	213	39	437	146	112	190	15	-	19
	30.9%	5.7%	63.4%	32.6%	25.0%	42.4%	44.1%	-	55.9%
Maxis	457	41	560	152	164	430	30	2	25
	43.2%	3.9%	52.9%	20.4%	22.0%	57.6%	52.6%	3.5%	43.9%
Telekom Malaysia	273	126	650	12	9	58	24	7	12
	26.0%	12.0%	62.0%	15.2%	11.4%	73.4%	55.8%	16.3%	27.9%

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

COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
Time	June	119,800	0.007%	12,400	
	Week 1	119,820	0.007%	12,400	**Internet Rahmah, Service Kabel Besar!**
	Week 2	119,848	0.012%	12,400	
	Week 3	119,878	0.021%	12,500	**Platform**: YouTube
	Week 4	119,911	0.015%	12,700	**Post Reach**: 12,800
	Week 5	120,013	0.007%	12,800	**Post Engagement**: 144,393
Celcom	June	817,440	0.000%	248,000	
	Week 1	817,574	0.017%	248,000	**Tambah kelajuan Internet anda dengan 5G Booster.**
	Week 2	817,708	0.044%	248,000	
	Week 3	817,735	0.007%	248,000	**Platform**: Twitter
	Week 4	817,773	0.012%	248,000	**Post Reach**: 84,620
	Week 5	817,783	0.000%	248,000	**Post Engagement**: 192,791
Maxis	June	1,323,181	0.000%	117,000	
	Week 1	1,323,166	0.004%	118,000	**Maxis looks forward to bringing the best of 5G services to all our customers and will be launching 5G-related products and services very soon. Please stay tuned! TQ-Fatin**
	Week 2	1,323,361	0.002%	118,000	
	Week 3	1,323,372	0.006%	118,000	
	Week 4	1,323,372	0.002%	118,000	**Platform:** Twitter
	Week 5	1,323,393	0.000%	118,000	**Post Reach:** 160,330 **Post Engagement:** 9,530
Telekom Malaysia	June	47,455	0.000%	50,300	
	Week 1	47,476	0.056%	50,300	**TM Further Accelerates its Sustainable Development**
	Week 2	47,514	0.051%	50,300	
	Week 3	47,545	0.066%	50,300	**Platform:** Twitter
	Week 4	47,584	0.070%	50,300	**Post Reach:** 8,812
	Week 5	47,589	0.007%	50,300	**Post Engagement:** 636

In July, **Time**'s Facebook posts had the second-lowest average engagement at 0.014%. In contrast, Telekom Malaysia achieved the highest average engagement rate at 0.061%, followed by Celcom at 0.020%. Maxis had the lowest average engagement rate at 0.004%.

Telekom Malaysia (TM) has consistently achieved the highest engagement rates for its Facebook content despite having the least number of followers. This could be attributed to a post in Week 4, where TM expressed gratitude towards retirees who had devoted years of service to the company. The post which Group CEO Datuk Imri Mokhtar sincerely conveyed his appreciation to the retirees who played a role in TM's accomplishments garnered a lot of Likes on Facebook. Such posts may have garnered a high volume of engagement as netizens show their support and express their gratitude via liking the post and could be a type of content **Time** would want to consider sharing.

Meanwhile, the top-performing content by engagement across all owned platforms was a video posted by Celcom on Twitter. The video provided instructions on activating the 5G Booster via the Celcom Life app. The video which asserted that users would receive a 50% increase in internet capacity after activating the booster had garnered a significant volume of views. However, some users had claimed that their internet capacity had remained unchanged. Posts that provide step-by-step instructions on how to perform certain popular actions as such might garner a high volume of views among netizens, and **Time** could consider sharing such content on their social media pages to garner a higher engagement.

Time's top-performing content was a YouTube video about its Internet Rahmah, which is currently offering a 500Mbps plan priced at RM99 for the first six months. The video also emphasised the extension of installation hours, which is now available until 8 PM on weekdays and until 4 PM on weekends. Users found Datuk Papa, a well-known influencer, entertaining and lauded the advertisement as an excellent commercial. **Time** could continue featuring influencers in their upcoming content and sharing more videos on YouTube, which compared to Facebook, generates a higher volume of engagement as evident when comparing this month's top performing content with that of last month (129 engagement).

COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Twitter		Instagram	
		Followers	**Engagement**	**Followers**	**Engagement**
Time	June	-	-	2,644	0.000%
	Week 1	-	-	2,719	0.186%
	Week 2	-	-	2,780	0.093%
	Week 3	-	-	2,806	0.609%
	Week 4	-	-	2,850	0.868%
	Week 5	-	-	3,033	0.000%
Celcom	June	84,711	0.008%	88,162	0.011%
	Week 1	84,677	0.014%	88,222	0.004%
	Week 2	84,655	0.009%	88,262	0.011%
	Week 3	84,641	0.008%	88,346	0.009%
	Week 4	84,624	0.009%	88,440	0.011%
	Week 5	84,620	0.000%	88,612	0.000%
Maxis	June	160,272	0.004%	79,323	0.000%
	Week 1	160,257	0.002%	79,358	0.006%
	Week 2	160,224	0.003%	79,463	0.009%
	Week 3	160,267	0.002%	79,676	0.007%
	Week 4	160,316	0.002%	79,951	0.017%
	Week 5	160,272	0.003%	80,051	0.000%
Telekom Malaysia	June	8,776	0.011%	5,245	0.388%
	Week 1	8,801	0.058%	5,297	0.000%
	Week 2	8,791	0.031%	5,302	0.364%
	Week 3	8,802	0.039%	5,300	0.151%
	Week 4	8,806	0.000%	5,299	0.000%
	Week 5	8,812	0.000%	5,302	0.000%

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TIME TREND ANALYSIS

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WEEKLY TREND – PROCESS/PRODUCT

1 In Week 4, there was a peak in the volume of news coverage mainly due to the announcement of **Time**'s new broadband package in Malaysia, offering 500Mbps for only RM99 for the first six months. The news also positioned **Time** as the most stable broadband service provider in the country since 2020. Moreover, according to Ookla, **Time** achieved the highest consistency among all fixed providers during the second quarter of 2023.

2 The volume of social mentions peaked in Week 4 due to **Time**'s Facebook video post featuring Datuk Papa, a well-known influencer in Malaysia, promoting the Kabel Besar Internet Rahmah. The post garnered several comments from users complaining about **Time**'s internet outages and about **Time**'s coverage areas for the new package. Additionally, another Facebook video post by **Time** about the Internet Rahmah received further inquiries from users regarding its availability in certain areas and other clarifications about the 6-month promotional package.

Market: Malaysia	**Date of Publication:** 28 July 2023
Publication: Moretify	

The fastest and most affordable network in Malaysia! TIME Broadband Package offers 500Mbps for a limited time! Only RM99 for the first 6 months!

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

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11

WEEKLY TREND – ACQUISITION/INSTALLATION

45
40
35
30
25
20
15
10
5
0

Week 1   Week 2   Week 3   Week 4   Week 5

● News   ● Social
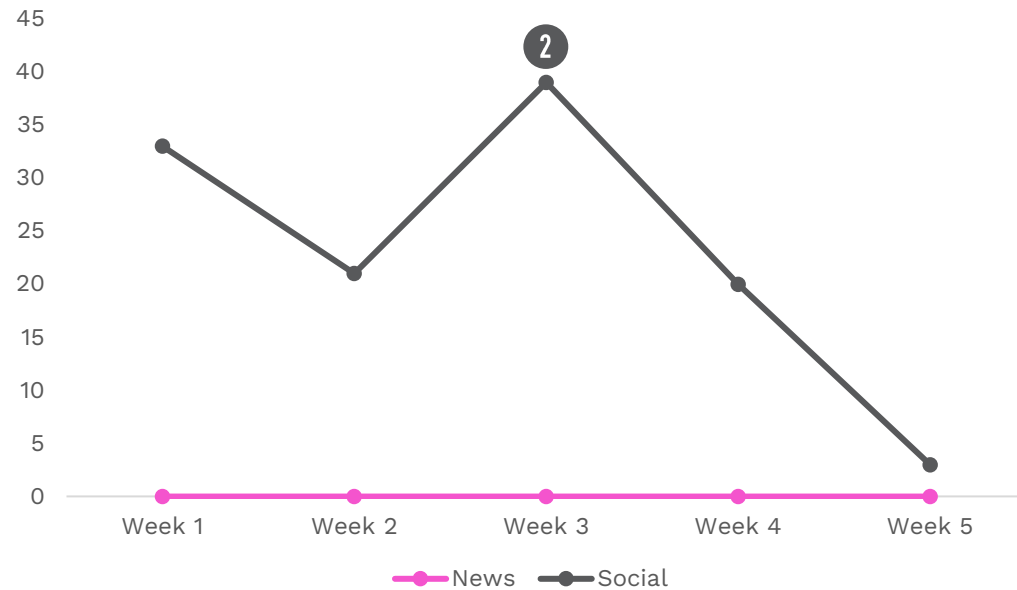
1 There were no relevant news reports on Acquisition/Installation this month.

2 The volume of social mentions peaked in Week 3 due to **Time**'s Facebook video post announcing extended installation hours until 8 PM on weekdays and 4 PM on weekends. Despite the good news, the post received several comments from users complaining about outages in their area and requesting assistance from **Time**'s customer service. Additionally, a forum thread discussion on **Time**'s Fibre Broadband also contributed to the traction in Week 3, where a user shared his recent **Time** broadband installation experience. He sought advice for the set-up process of his router. In response, another user acknowledged that his approach allowed internet access but highlighted the creation of a Double NAT situation. The user recommended for him to remain in the "switch to bridge" mode to optimise the set-up.

Koh Ping Ng
Hello, my internet is down since yesterday. I didn't get any messages on the outage or anything. The status page is contradicting! It says I have service, but when I run diagnostic, it's state outage... Help? Please?

Like   Reply   3w

Author
Time Internet ✓
Hi Koh Ping Ng, kindly PM us your TIME account number for further assistance.

Like   Reply   3w

Reply to Koh Ping Ng...

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

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WEEKLY TREND – CUSTOMER SERVICE

2

14
13
12
11
10
9
8
7
6
5
4
3
2
1
0

Week 1   Week 2   Week 3   Week 4   Week 5

●━ News   ●━ Social
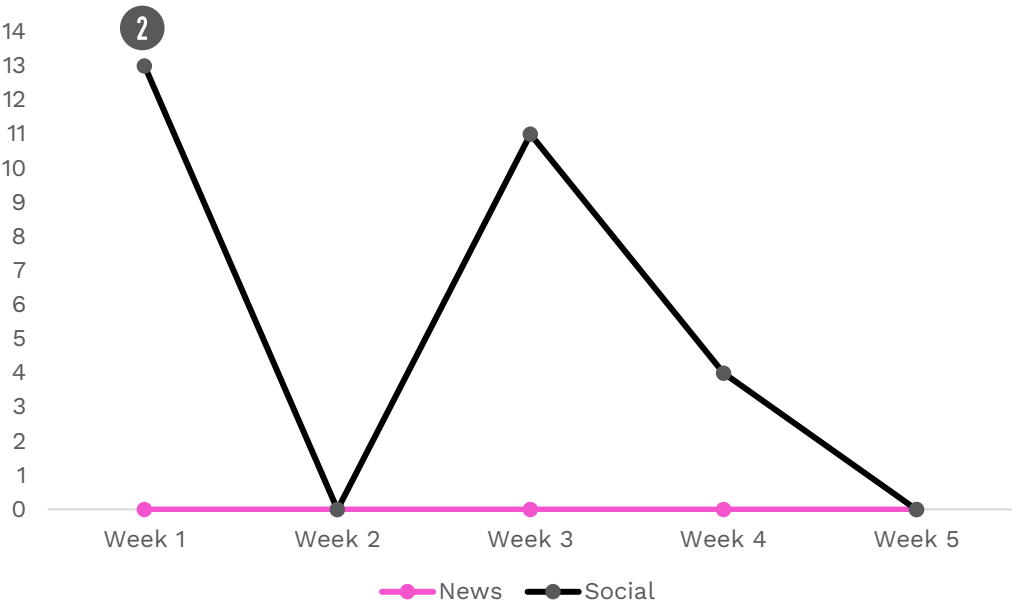
1 There were no relevant news reports on Customer Service this month.

2 The volume of social mentions peaked in Week 1 due to <u>a forum thread discussion on **Time**'s Fibre Broadband</u>, where a user <u>highlighted that she was unable to resolve her connectivity issues despite reaching out to **Time**'s customer service.</u> In response, <u>another user explained that settings should not need adjustment as the system has auto-provisions</u>; but emphasised the importance of inputting the OLT authentication password. He suggested contacting **Time**'s customer service for help, although he noted that there might be a charge for installer's assistance. Additionally, <u>another user complained about the lack of response from **Time**'s customer support regarding her router compatibility issues</u>. In response, <u>another user expressed disappointment that the principal company could not offer details and solutions for their own product.</u>
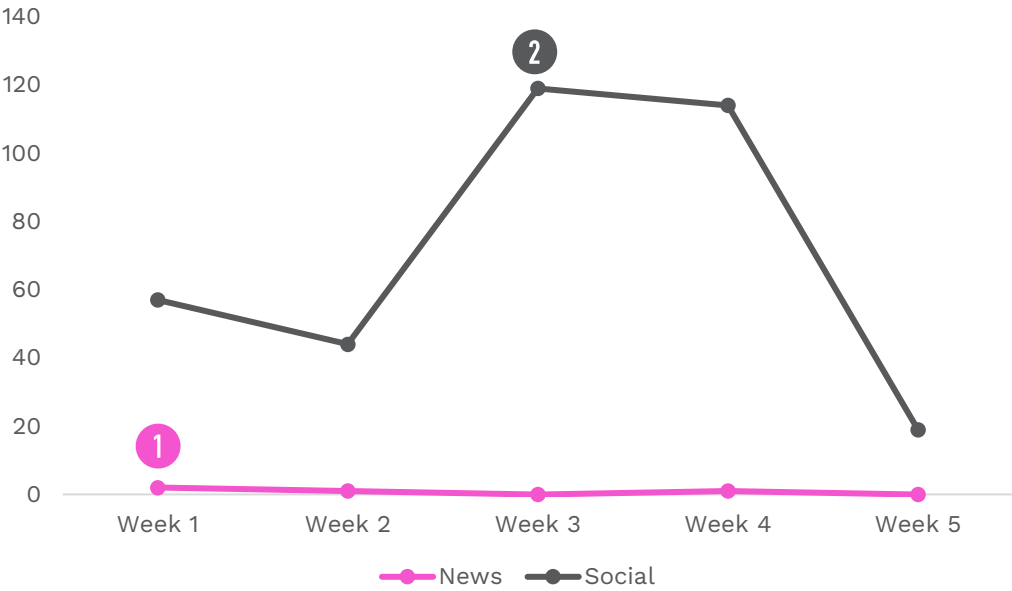

Reach: N.A.	**Likes:** N.A.
Shares: N.A.	**Comments:** N.A.

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13

WEEKLY TREND – TECHNICAL

140
120
100
80
60
40
20
0

① Week 1   Week 2   **②** Week 3   Week 4   Week 5

━●━ News   ━●━ Social

2023 Global Virtual Router Market Size, Trends & Forecast 2030

07-05-2023 03:46 PM CET | IT, New Media & Software
Press release from: INFINITY BUSINESS INSIGHTS

INFINITY
Business Insights

GLOBAL
MARKET RESEARCH REPORTS

www.infinitybusinessinsights.com
inquiry@infinitybusinessinsights.com

Market: Germany	**Date of Publication:** 05 July 2023
Publication: Open PR	

jjj2   Jul 20 2023, 06:40 PM   Show posts by this member only | IPv6 | Post #10090

10G

QUOTE(RushArt @ Jul 19 2023, 11:03 PM)
I just move to a new condo with TIME. The problem is, with Huawei HG8145V5, my bedroom has terrible wifi signal. The rest of the house is fine.

If I am going to buy TP Link Archer AX-55, will it improve the wifi signal? And do I need to set my HG8145V5 as bridge mode and AX-55 as WiFi router?

For sure if compare to V5, it will be a lot better. Set your V5 to be in ONU mode, then let your Asus router performs the rest.

Look at all my stars!!
Senior Member
3,230 posts
Joined: Feb 2006

Card | PM   Report | Top   Like | Quote | Reply

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

① In Week 1, there was a peak in the volume of news coverage mainly due to <u>reports on the projected growth of the global virtual router market, valued at USD 171.30 million in 2022 and expected to reach USD 1001.68 million by 2030.</u> It was mentioned that this growth is driven by factors such as the increased need for mobility, use of cloud networking solutions, and the rise in Internet of Things adoption. **Time** was mentioned as one of the leading companies in the global virtual router market, which contributed to the industry's growth.

② The volume of social mentions peaked in Week 3 due to a <u>forum thread discussion on **Time**'s Fibre Broadband.</u> In Week 3, <u>users expressed their dissatisfaction over the poor connectivity and speed issues faced with the router and **Time**'s broadband.</u> For example, <u>a user reported experiencing a significant drop in connection speed from 100mbps to 1mbps on his Astro IPTV when using **Time**'s broadband.</u>

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TOP NEWS BY VOLUME

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TOP 10 **TIME** NEWS

1. MOT, KKD dan komuniti teknologi, telekomunikasi bincang pelaburan kabel dasar laut

Market: Malaysia	Publication: Astro Awani	Date of Publication: 08 July 2023	Sentiment: Neutral

The Ministry of Transport (MOT) and the Ministry of Communications and Digital (KKD) held discussions with several technology and telecommunications communities in a policy workshop jointly organised by the Malaysia Digital Economy Corporation (MDEC) and the Malaysia Internet Exchange (MyIX). The three-hour policy workshop was attended by representatives from Telekom Malaysia, **Time** dotCom, Google, Microsoft, Meta, and Amazon Web Services on July 7.

2. RHB IB upgrades Time dotCom, raises target price to RM6

Market: Malaysia	Publication: The Edge Malaysia	Date of Publication: 27 July 2023	Sentiment: Positive

RHB Investment Bank Research upgraded **Time** to "buy" at RM5.33 with a higher target price of RM6 (from RM5.80). RHB said this positive rating and optimism is supported by **Time**'s Cyberjaya data centre and its timely expansion to meet the demand for data centres in Malaysia. The bank also saw continued growth for **Time**'s retail broadband segment, which helped fuel its 11% forecasted compound annual growth rate in 2023-2025.

3. Dota 2 Mastercup SEA 2023 is powered by Time dotCom

Market: Canada	Publication: Digital Journal	Date of Publication: 24 July 2023	Sentiment: Positive

Time is the title sponsor of Dota 2 Mastercup SEA 2023, as announced by Events Kenair. This tournament will see over 32 top-tier teams across Southeast Asia competing for the grand prize at Pavilion Bukit Jalil. By supporting the event, **Time** showed its commitment to enhancing the gaming community and fostering the growth of Esports in Malaysia. As a leading 100% fibre Internet provider, **Time** assures to provide the infrastructure that fuels seamless gaming experiences for players and fans across the region.

4. MCMC：宽频服务预计在今年9月后降价

Market: Malaysia	Publication: SoyaCincau	Date of Publication: 12 July 2023	Sentiment: Neutral

The Malaysian Communications and Multimedia Commission expects price cuts for broadband services to happen in September 2023, as the new Mandatory Standard Access Pricing (MSAP) can only be implemented after an access agreement is signed between all service providers. Currently, Telekom Malaysia is still in discussion and has yet to announce its reference access offers (RAO). Meanwhile, most network service providers, including **Time**, have already issued or are about to issue their RAOs.

5. Virtual router market application, development, revenue 2031

Market: United States	Publication: Linkewire	Date of Publication: 25 July 2023	Sentiment: Neutral

Fusion Market Research, which offers a comprehensive collection of competitive market research, published the virtual router market report providing an analysis of its application, development, and forecasted revenue in 2031. It also covered the COVID-19 impact in the sector, including drivers, barriers, and trends of the market. **Time** was mentioned in the report as one of the leading players in the virtual router market.

S/N	Headline	Market	Sentiment
6	全马最快最实惠的网络！Time宽频配套限时优惠500Mbps! 前6个月仅需RM99!	Malaysia	Positive
7	IBM aims to bridge global skills gap in Malaysia, region	Malaysia	Neutral
8	Sin Chew Daily - 马股本周欲振乏力KLCI loses strength this week	Malaysia	Neutral
9	Investors in Time dotCom Berhad (KLSE:TIMECOM) have seen strong returns of 165% over the past five years	Australia	Positive
10	Ookla dedahkan Time sebagai Penyedia Internet Jalur Lebar Fiber Terbaik Malaysia	Malaysia	Positive

TOP 10 CELCOM NEWS

1. Managed mobility services market insights | 2030

Market: United States	**Publication:** Einnews	**Date of Publication:** 19 July 2023	**Sentiment:** Neutral

360 Research Report, a credible source for gaining market reports, published the Managed Mobility Services Market Insights for 2030. This report mentioned **Celcom** as one of the largest Managed Mobility Services manufacturers worldwide. Aside from that, the report covered extensive quantitative and qualitative analysis of the market's key players and recovery analysis of COVID-19's impact on the mobility services market. Notably, the researchers anticipated that the market's size and value will rise considerably from 2022 to 2030. They said the growing demand for the sectors mentioned in the report, such as IT and telecommunications, has directly impacted the growth of the Managed Mobility Services market worldwide.

S/N	Headline	Market	Sentiment
2	Phishing, remote work raise Asian cybersecurity concerns	United States	Neutral
3	CelcomDigi embarks on major network upgrade and integration with Huawei and ZTE	Malaysia	Positive
4	Four months have passed but where's the promised price reduction for broadband in Malaysia?	Malaysia	Neutral
5	CelcomDigi全马零售店常年无休！	Malaysia	Positive
6	Online freedom monitor confirms MCMC behind latest site block	Malaysia	Neutral
7	TM appoints TM Global EVP as their new Group CEO	Malaysia	Neutral
8	CelcomDigi bags 12 Opensignal Awards for mobile connectivity. Here's what it means for you	Malaysia	Positive
9	Will Malaysia's 5G implementation structure become clear in August?	Malaysia	Neutral
10	法米：互联网收费9月料再降价	Malaysia	Neutral

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TOP 10 MAXIS NEWS

1. Malaysia's Maxis agrees to use state-run 5G network			
Market: India	**Publication:** ThePrint	**Date of Publication:** 15 July 2023	**Sentiment:** Positive

Maxis is the last communications service provider to get on board with Malaysia's model for 5G deployment. This rollout entails access to the country's 5G network owned entirely by the state-run Digital Nasional Berhad (DNB). Telecommunication brands had earlier pushed for a review of DNB's pricing terms as they were not commercially viable and could lead to higher customer costs and slower adoption rates. After the state agency made some changes to the policy, most major carriers signed the agreements last year. This time, **Maxis** said it was now ready to sign the access agreement as it was in its best interests, and no other 5G options were available for infrastructure and network. **Maxis** expects to incur operating expenses of about 360 million ringgit per year for the access agreement.

S/N	Headline	Market	Sentiment
2	Malaysia telecoms firms complete talks to take up stakes in 5G agency	United States	Neutral
3	Jajaran 30 Merek dengan Valuasi Tertinggi di Asia Tenggara Bernilai $119,6 Miliar, menurut peringkat terbaru Kantar BrandZ	Indonesia	Positive
4	Managed mobility services market insights	2030	United States	Neutral
5	Telecommunications market size in 2023: leading players, share| competitive industry scenario 2030	United States	Neutral
6	Maxis share price rises after 5G agreement announcement	Malaysia	Positive
7	Hotlink upgrades unlimited internet pass with faster speed and higher FUP	Malaysia	Neutral
8	Ookla reveals Malaysia's best fibre broadband provider, no prize for guessing who's number 1	Malaysia	Positive
9	5G: Maxis' participation in DNB shows recognition of its cost-effectiveness, says BMI	Malaysia	Neutral
10	Malaysia shares expected to see additional support	United States	Neutral

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TOP 10 **TELEKOM MALAYSIA** NEWS

1. ISACA introduces 2023–2024 Board of Directors			
Market: United States	**Publication:** Benzinga	**Date of Publication:** 26 July 2023	**Sentiment:** Neutral

ISACA, a global digital trust association, introduced its 2023-2024 Board of Directors. 13 leaders were appointed during ISACA's Annual General Meeting in Prague. One of the leaders who joined the board is Massimo Migliuolo, the Executive Chairman of Intuin, a digital transformation advisory firm. Migliuolo previously served in leadership roles at **Telekom Malaysia** and Cisco Systems. In addition to being an experienced CEO in the technology sector, he is an investor and founder of three new companies and spent his time working between Malaysia and Switzerland. Erik Prusch, the Director and CEO of ISACA, said he is excited to welcome and work with talented leaders worldwide with unparalleled experience and dedication to advancing digital trust professions and serving the global community.

S/N	Headline	Market	Sentiment
2	Malaysia telecoms firms complete talks to take up stakes in 5G agency	Malaysia	Neutral
3	New data centres feed growing cloud demand in Asia	United States	Neutral
4	TM: Unifi's data breach didn't impact customers' financial info, data protection steps taken	Malaysia	Neutral
5	TM umum Amar Huzaimi dan Dato Zainal, sebagai Pengarah Urusan/CEO dan Presiden baru	Malaysia	Positive
6	TM offers VSS to non-executives aged 50 and above	United States	Neutral
7	Dr M applies for Anwar to produce documents in defamation suit	Malaysia	Neutral
8	Astro Awani – komuniti teknologi bincang pelaburan kabel dasar laut	Malaysia	Neutral
9	亿联无限在创业板上市：计划募资约4亿元，陈政为实际控制人	China	Neutral
10	TM jamin selesaikan isu MSAP, perjanjian akses dan RAO pada akhir September	Malaysia	Neutral

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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.

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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

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