

# TIME<sup>TM</sup>

January 2022 | Monthly Report



# TIME Overview

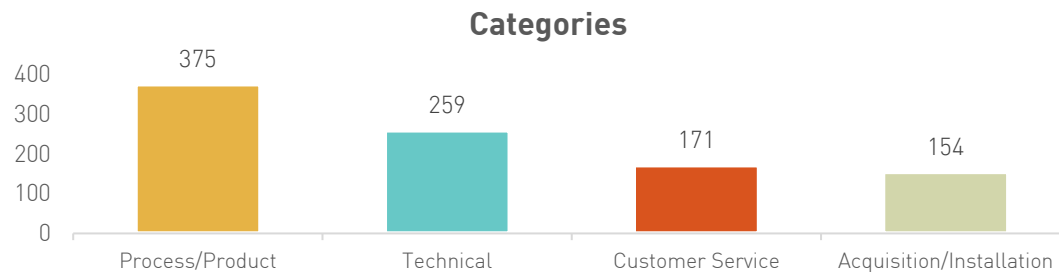
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# TIME Overview

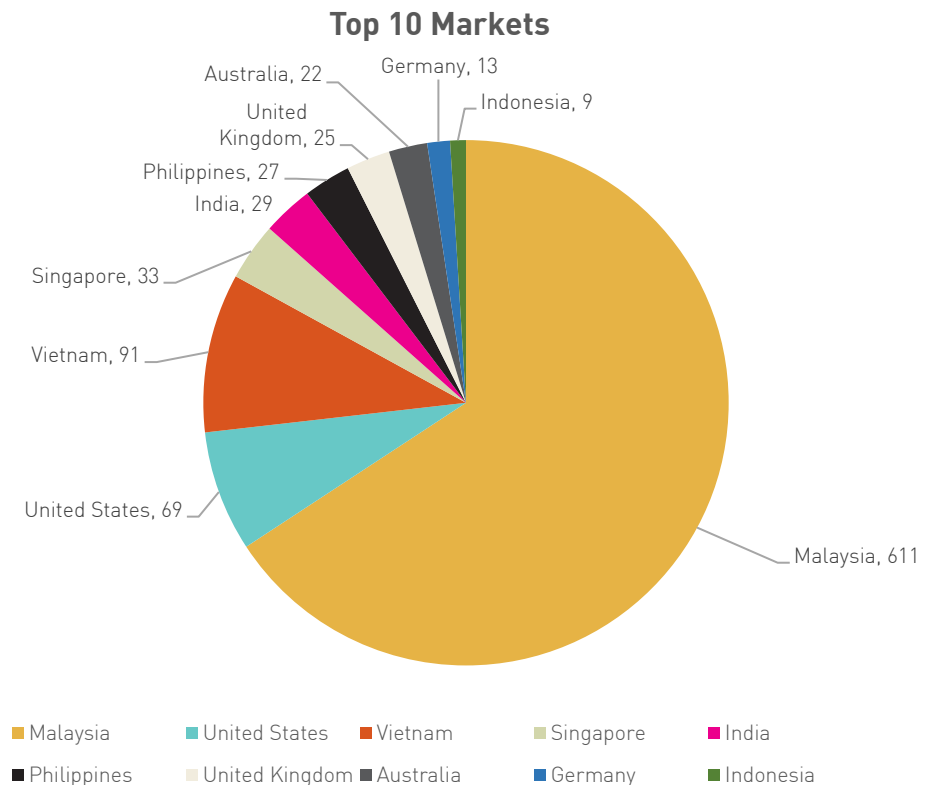
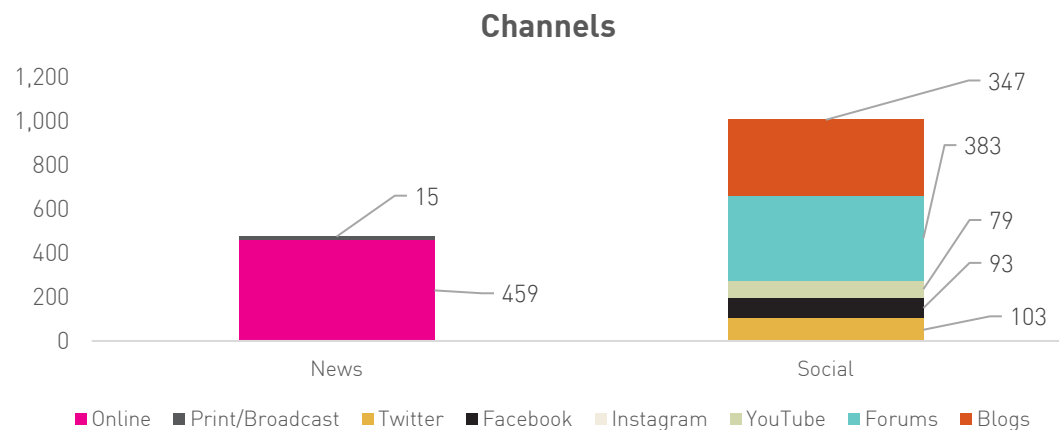
In January 2022, Process/Product was the most mentioned topic across news and social media, followed by Technical. Webinars organised by CMC Telecom, whose posts mention **TIME** as one of their strategic investors and **TIME**'s decision to acquire the Employees Provident Fund Board building made up most of the news coverage for **TIME**. **TIME**'s social media mentions mainly featured comments and reviews on the speed and (un)reliability of its services by users and merchants.

**TIME** was most frequently mentioned in online news and forums, with Malaysia having the highest total volume of news articles and social media mentions in January 2022. 10.3% of **TIME**'s news coverage were from top-tier\* sources, with 89.7% from non-top tier sources.

Telekom Malaysia had the highest volume of news articles and social media mentions, followed by Maxis, **TIME** and Celcom. Similar to **TIME**, the topics on Process/Product and Technical had the most mentions across news and social media amongst **TIME**'s competitors. Unlike **TIME**, however, a significant portion of Telekom Malaysia's mentions were from Blogs while a significant portion of Maxis' mentions were from Twitter.



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



# TIME & AIMS LinkedIn Performance

LinkedIn\*

## TIME

### Followers

Week 1	55,418
Week 2	55,629
Week 3	55,829
Week 4	55,971
Week 5	56,040

### Top Performing Content by Engagement on LinkedIn

**TIME dotCom Berhad** 37,559 followers  
+ Follow ...

Are you ready to modernise your business? Don't get left behind in the digital dust. With our Digitalisation Solutions, we'll get your business processes and operations on the fast track, starting from our Multicloud offerings.

Learn how you can grow your business with TIME here: <https://lnkd.in/gz-3Q-8k>

#TIMEInternet #TIMEdotCom #cloud #multicloud #digitalisation #digitaltransformation

**By 2023, organisations in Malaysia are expected to be using an average of 9 clouds per organisation.**

**Post Engagement Rate: 17.26%**

## AIMS Data Centre

### Followers

Week 1	2,616
Week 2	2,623
Week 3	2,634
Week 4	2,644
Week 5	2,649

### Top Performing Content by Engagement on LinkedIn

**AIMS Data Centre** 2,736 followers  
+ Follow ...

Happy Chinese New Year! Wishing everyone a healthy, wealthy, roaring Year of the Tiger 🐯

#AIMSdatacentre #DataCentre

**Qiang**

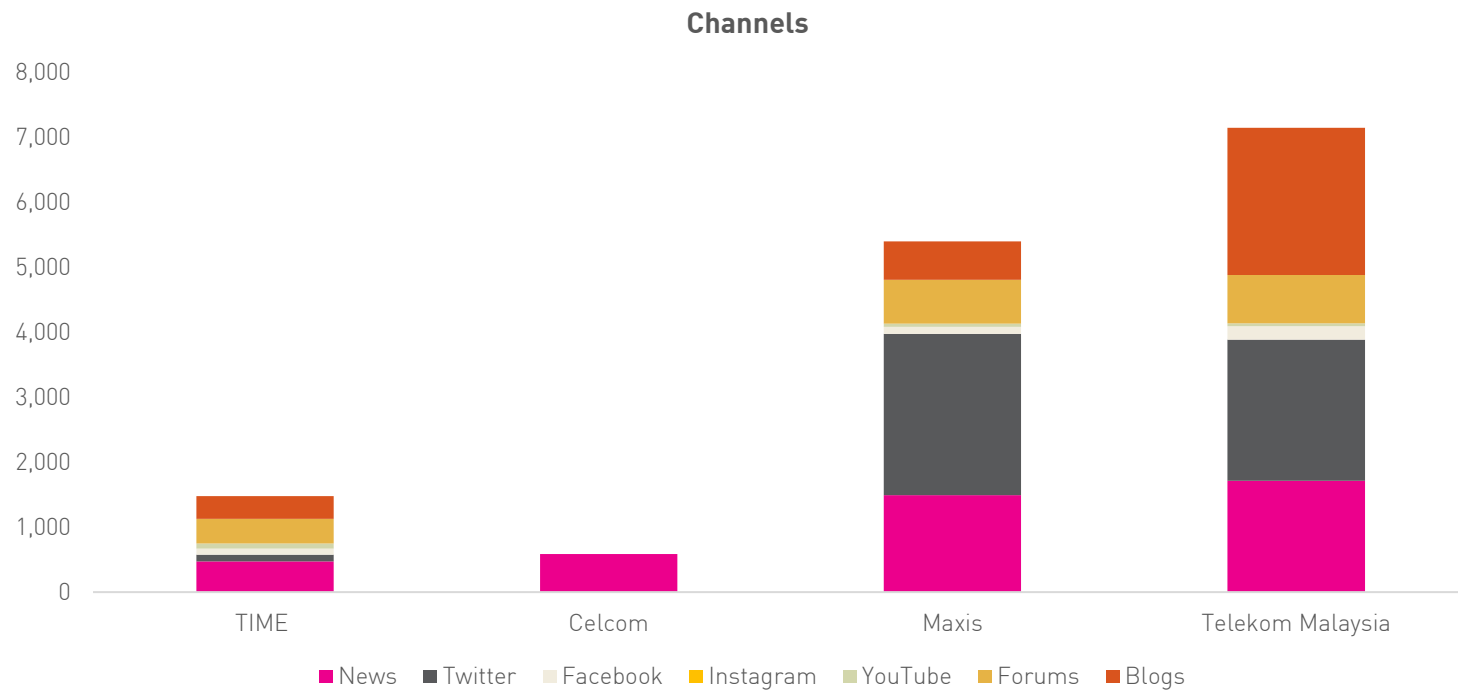
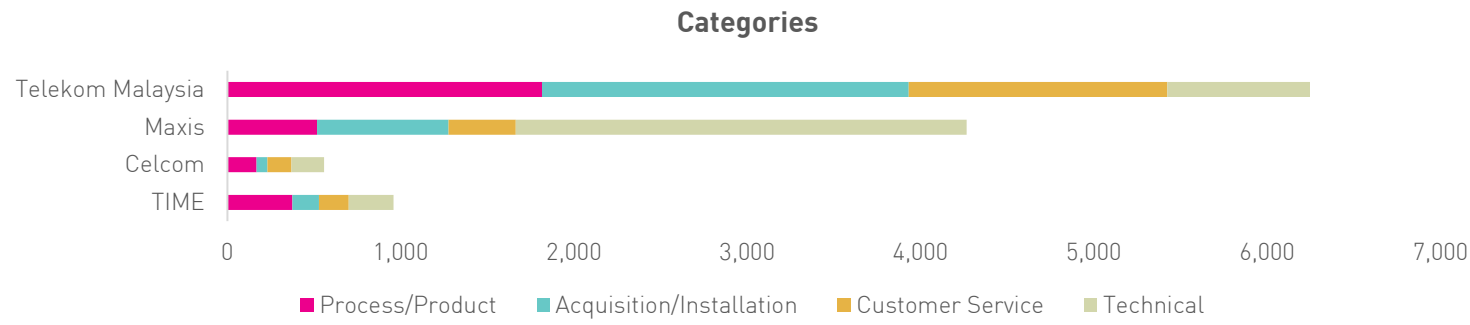
**Huat ah!!**

**Post Engagement Rate: 4.31%**

# Competitors Benchmarking

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# Competitors Benchmarking – Volume\*



	TIME	Celcom	Maxis	Telekom Malaysia
Process/Product	375	168	518	1,816
Acquisition/Installation	154	64	758	2,116
Customer Service	171	138	389	1,492
Technical	259	189	2,602	825

	TIME	Celcom	Maxis	Telekom Malaysia
News	474	587	1,494	1,716
Twitter	103	0	2,485	2,170
Facebook	93	0	105	211
Instagram	0	0	0	0
YouTube	79	0	52	41
Forums	383	0	675	743
Blogs	347	0	591	2,269

# Competitors Benchmarking – Sentiment\*

## Key Highlights

### TIME

**Top story for TIME:** Frost & Sullivan awarded CMC Telecom the 2022 Vietnam Data Center Services Competitive Strategy Leadership Award

Frost & Sullivan, the world's top market research and analysis firm, recently granted CMC Telecom the award for "Data Center service with the most competitive strategy in Vietnam 2022." In the same year, AIMS, a Data Center firm under Top2 Malaysian telecommunications group TIME, a strategic investor in CMC Telecom, earned a major award from Frost & Sullivan for Data Center.

### COMPETITORS

**Top story for Competitors:**

- ① **Celcom:** New Year, New Job: 22 Well-known Companies In M'sia Hiring For Skilled Roles In 2022
- ② **Maxis:** Omnispace bolsters commercial leadership to advance its global 5G connectivity partnership efforts
- ③ **Telekom Malaysia:** Streaming Video Alliance convenes for Q1 member meeting

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	11	10	82	14	13	66	-	-	-	13	-	66
	10.7%	9.7%	79.6%	15.1%	13.9%	71.0%	-	-	-	16.5%	-	83.5%
Celcom	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Maxis	359	947	1,179	34	28	43	-	-	-	9	1	42
	14.5%	38.1%	47.4%	32.4%	26.6%	41.0%	-	-	-	17.3%	1.9%	80.8%
Telekom Malaysia	120	198	1,852	103	47	61	-	-	-	2	-	39
	5.5%	9.1%	85.4%	48.8%	22.3%	28.9%	-	-	-	4.9%	-	95.1%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	171	19	284	46	56	281	36	4	307
	36.1%	4.0%	59.9%	12.0%	14.6%	73.4%	10.4%	1.1%	88.5%
Celcom	154	78	355	-	-	-	-	-	-
	26.2%	13.3%	60.5%	-	-	-	-	-	-
Maxis	466	270	758	83	103	489	138	39	414
	31.2%	18.1%	50.7%	12.3%	15.3%	72.4%	23.4%	6.6%	70.0%
Telekom Malaysia	306	298	1,112	55	117	571	288	153	1,828
	17.8%	17.4%	64.8%	7.4%	15.7%	76.9%	12.7%	6.7%	80.6%

# Competitors Benchmarking – Owned Social Media Performance

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
TIME	Week 1	115,170	0.037%	7,540	<p><u>TIME's Kabel Besar, Action Besar</u></p> <p><b>Platform:</b> YouTube  <b>Post Reach:</b> 8,130  <b>Post Engagement:</b> 3,040,278</p>
	Week 2	115,224	0.015%	7,540	
	Week 3	115,269	0.043%	7,540	
	Week 4	115,344	0.180%	7,680	
	Week 5	115,355	0.009%	7,760	
Celcom	Week 1	805,185	0.034%	243,000	<p><u>Celcom CNY 2022: With hope, comes prosperity.</u>  <u>[勿忘希望]</u></p> <p><b>Platform:</b> YouTube  <b>Post Reach:</b> 244,000  <b>Post Engagement:</b> 1,923,117</p>
	Week 2	805,253	0.021%	243,000	
	Week 3	805,357	0.026%	243,000	
	Week 4	805,559	0.031%	243,000	
	Week 5	805,593	0.450%	244,000	
Maxis	Week 1	1,316,333	0.001%	98,300	<p><u>Maxis CNY 2022   Make Our Luck</u></p> <p><b>Platform:</b> YouTube  <b>Post Reach:</b> 99,800  <b>Post Engagement:</b> 3,776,049</p>
	Week 2	1,316,365	0.000%	98,400	
	Week 3	1,316,386	0.000%	98,500	
	Week 4	1,316,384	0.019%	98,600	
	Week 5	1,316,411	0.010%	98,700	
Telekom Malaysia	Week 1	43,024	0.061%	48,000	<p><u>TM Chinese New Year Greeting - The Sounds of Connection   #TMCNY2022</u></p> <p><b>Platform:</b> YouTube  <b>Post Reach:</b> 48,200  <b>Post Engagement:</b> 3,175,100</p>
	Week 2	43,083	0.063%	48,000	
	Week 3	43,114	0.018%	48,100	
	Week 4	43,194	0.078%	48,100	
	Week 5	43,228	0.230%	48,100	

Overall, **TIME** had the second lowest average engagement rate in January on [Facebook](#) (0.057%) as it surpassed Maxis (0.006%) but trailed behind Celcom (0.057%) and Telekom Malaysia (0.090%).

Although Telekom Malaysia had the lowest number of [Facebook](#) followers compared to the other brands, it garnered the highest engagement rate. This may signal the brand's strong impact and connections with its followers, despite having the smallest presence on the social media platform as compared to its competitors.

On [YouTube](#), **TIME** ranked the lowest in followers compared to its competitors. Despite **TIME**'s small presence on the platform, it's [top post](#) achieved an engagement of over 3 million views which was significantly higher than Celcom's top post at over 1.9 million views, and was almost on par with Maxis and Telekom Malaysia's top posts on [YouTube](#).

This is especially notable, given that [the video](#) featured **TIME**'s new WiFi 6 feature which may signal heightened interest around the feature, compared to its competitors' top performing videos which mainly revolved around Chinese New Year greetings.



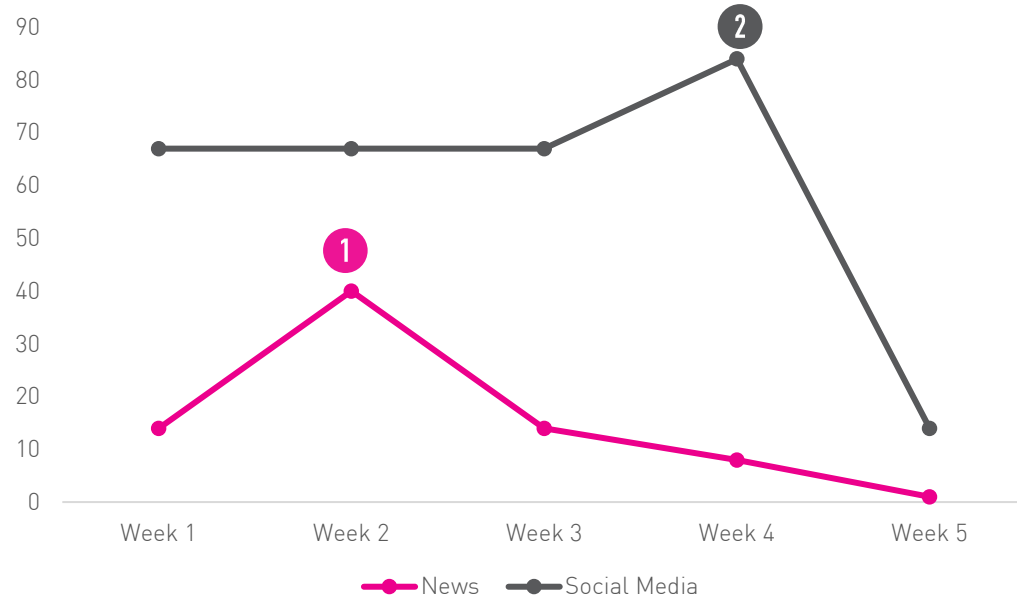
# Competitors Benchmarking – Owned Social Media Performance

		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Celcom	Week 1	-	-	82,638	0
	Week 2	-	-	82,692	0
	Week 3	-	-	82,706	0
	Week 4	-	-	82,753	0
	Week 5	-	-	82,789	0
Maxis	Week 1	155,502	0.001%	69,407	0
	Week 2	155,595	0.001%	69,531	0.0084%
	Week 3	155,725	0.001%	69,699	0.0082%
	Week 4	155,826	0.001%	69,823	0.015%
	Week 5	155,861	0.001%	69,909	0.021%
Telekom Malaysia	Week 1	6,991	0.000%	4,173	0.55%
	Week 2	7,022	0.092%	4,199	0
	Week 3	7,039	0.000%	4,217	0.60%
	Week 4	7,079	0.016%	4,238	1.30%
	Week 5	7,093	0.028%	4,246	0.97%

# TIME Trend Analysis

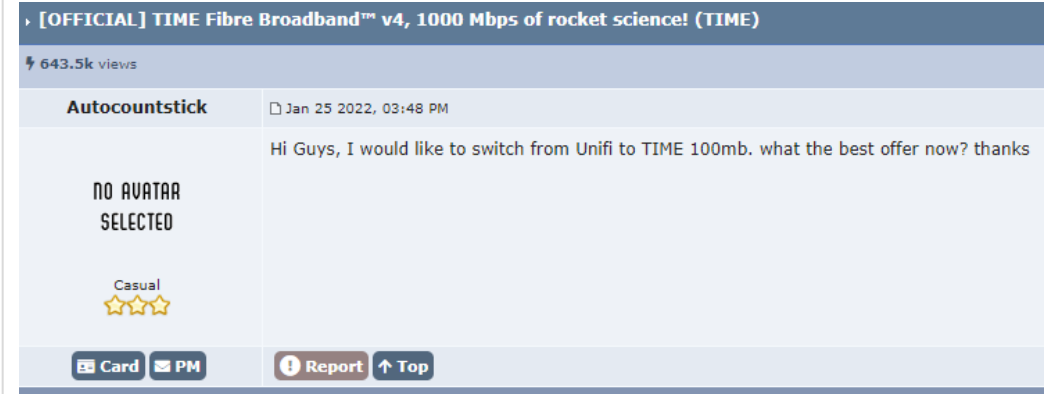
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# Weekly Trend – Process/Product



**1** In Week 2, there was a spike in news coverage mainly due to [reports that TIME's shares on Bursa Malaysia had risen](#) after the group announced its plan to acquire the Employees Provident Fund's (EPF) Changkat Raja Chulan office building for RM62 million. The reports mentioned that the proposed purchase will enable TIME to expand its operational facilities.

**2** Social mentions peaked in Week 4, mainly due to a [forum thread on lowyat.net which discusses TIME's Fibre Broadband](#). Users in the thread had discussed a variety of topics regarding TIME's broadband, including [switching providers from Unifi to TIME](#), [reaching out to TIME's human support instead of a chatbot](#), [issues with TIME's router setup](#) as well as [TIME's broadband downtime in Cheras](#).



Reach: N.A

Likes: N.A

Shares: N.A

Comments: N.A

## TIME's shares up on acquisition plan

Bomama / Bomama  
January 12, 2022 11:49 am +08



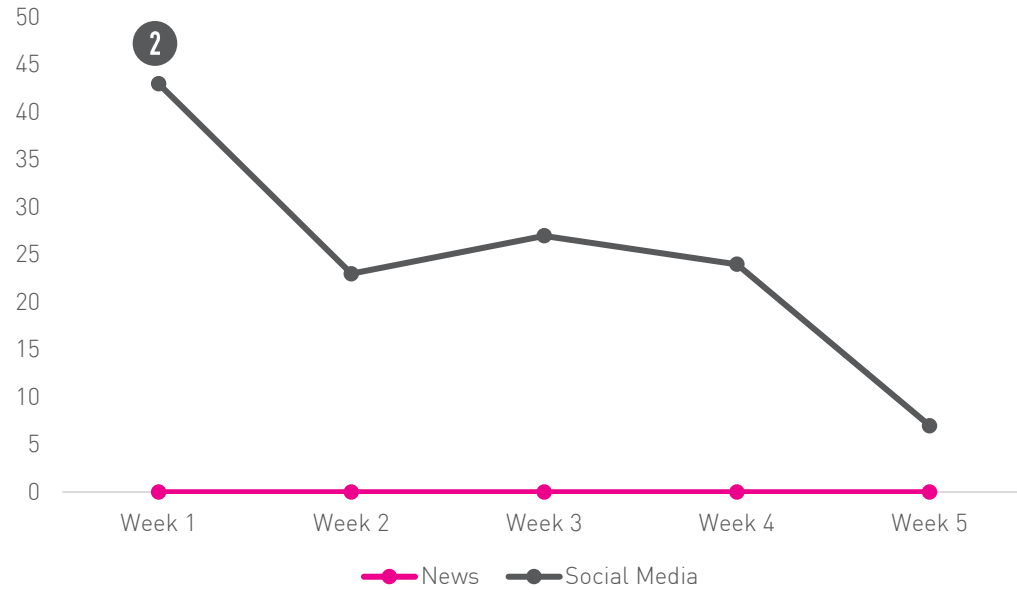
KUALA LUMPUR (Jan 12): TIME dotCom Bhd's (TIME) shares on Bursa Malaysia rose in the early session on Wednesday (Jan 12) after the group announced its plan to acquire the Employees Provident Fund's (EPF) Changkat Raja Chulan office building for RM62 million.

**Market:**  
Malaysia

**Date of Publication:**  
12 January  
2022

**Publication:** The Edge Markets

# Weekly Trend – Acquisition/Installation

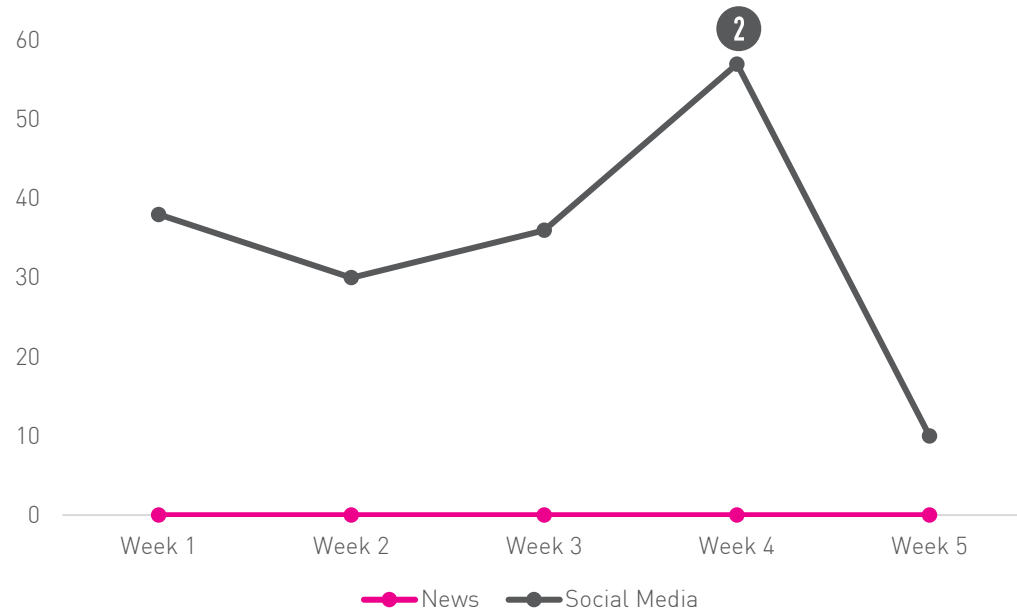


**1** There were no relevant news reports on Acquisition/Installation this month.

**2** In Week 1, there were several [blog posts](#) and [tweets](#) by telco dealers who promoted their registration and installation services for TIME Fibre and/or other telecommunication brands.


	<b>Reach:</b> 564	<b>Likes:</b> 0
	<b>Shares:</b> 0	<b>Comments:</b> 0

# Weekly Trend – Customer Service



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

**2** In Week 4, there was a spike in social media mentions due to a [network outage](#) for TIME’s broadband as reported by users on Facebook who had commented under one of TIME’s post. Facebook user [Vio Chow](#) had complained that the network had been “down (the) whole day again” and was dissatisfied that TIME’s customer service had refused to offer her a waiver.



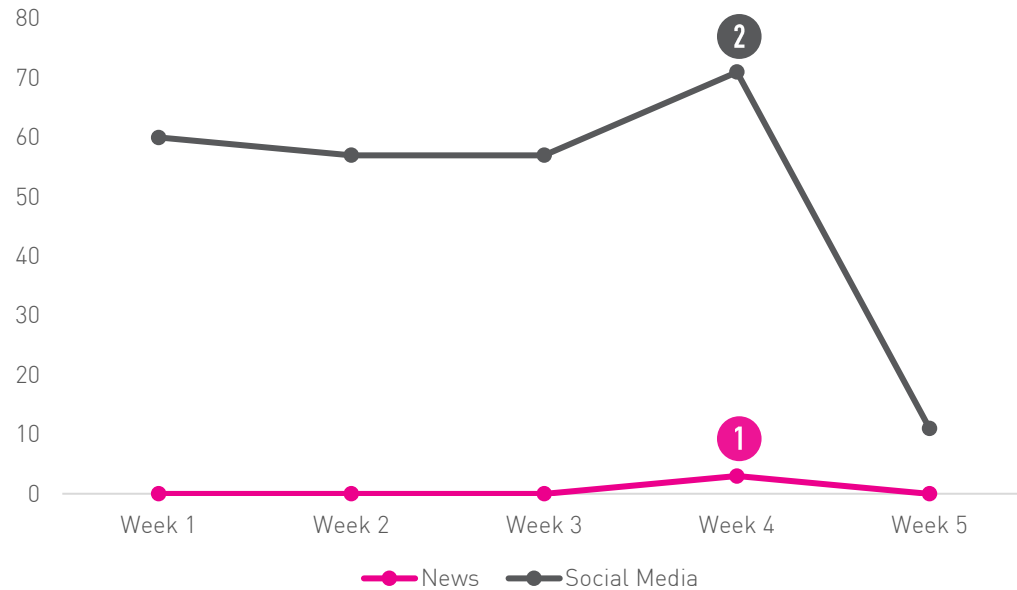
Vio Chow  
Hello! Network down whole day again! Again! And again?!  
We are paying full amount for the fee but you are not offering service as price given!  
🤔🤔🤔  
Called to customer service just told me that no waiver allowed! WHAT THE F\*\*K???

Like Reply 4w

4

<b>Reach:</b> N.A	<b>Likes:</b> 4
<b>Shares:</b> N.A	<b>Comments:</b> N.A

# Weekly Trend – Technical



**1** In Week 4, there were [news articles](#) which featured TIME’s “Kabel Besar” with Superfast Wi-Fi 6, where it promoted a guaranteed stable internet connection as well as lightning-fast transfer speeds in uplinks and downlinks.

**2** Similar to the topic on Customer Service, there was a spike in social media mentions in week 4 due to a reported network outage. Facebook user [Kay Peng Khoo](#) had complained that TIME “is becoming useless and complacent” and added that she has not been getting 100mbps broadband speed despite paying for the service.

**Kay Peng Khoo**

This broadband operator is becoming useless and complacent. I am a Ken Damansara 3 user and I need my broadband for work. I paid for 100 mbps and it is now giving me only 42 mbps. Should I pay you only 42% fee also? Malaysian broadband service provider is a joke

Like Reply 4w

<b>Reach:</b> N.A	<b>Likes:</b> 4
<b>Shares:</b> N.A	<b>Comments:</b> N.A

## Complement Your TIME “Kabel Besar” With Superfast Wi-Fi 6

Home / Global / Complement Your TIME “Kabel Besar” With Superfast Wi-Fi 6

January 25, 2022

Picture the scene: you’re wrapping up an important proposal and you’ve worked all night just to get it done. You’ve taken the necessary precautions, too: you saved copies both on and offline, double and triple-checked that every word and every sentence isn’t out of place.

Then comes the 11th hour, the very moment that you’ve been building up to: it’s time to send it off to the team, the client, the boss. As an extra precaution, you assure yourself that you’re subscribed to the fastest internet package that is currently available.

But just as you hit the “Send” button, calamity: your internet connection chooses to be uncooperative; times out, or just outright cuts off. Frustrated, you scurry and troubleshoot the issue, only to find the offending subject to be right under your nose all along: the Wi-Fi router that came bundled with your modem isn’t able to give you all of the speed that you’re paying for. Worse yet, it’s not powerful enough to

Search here ...

**Kiriman Terkini**

- Fintech and Crypto Growing Well in Indonesia
- Fintech and Crypto Growing Well in Indonesia
- Mitsubishi Power to Establish Hydrogen Power Demonstration Facility “Takasago Hydrogen Park” at Takasago Machinery Works
- ShopeeFood Is Now Available in Johor

<b>Reach:</b> 1,313,218	<b>Likes:</b> N.A
<b>Shares:</b> N.A	<b>Comments:</b> N.A

# Top News by Volume

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# Top 10 TIME News

## 1. Frost & Sullivan awarded CMC Telecom the 2022 Vietnam Data Center Services Competitive Strategy Leadership Award

**Market:** India      **Publication:** Business News This Week      **Date of Publication:** 3 January 2022      **Sentiment:** Neutral

Frost & Sullivan, the world's top market research and analysis firm, recently granted CMC Telecom the award for "Data Center service with the most competitive strategy in Vietnam 2022." In the same year, AIMS, a Data Center firm Malaysian telecommunications group **TIME**, a strategic investor in CMC Telecom, earned a major award from Frost & Sullivan for Data Center.

## 2. Nâng cấp chiến lược, tăng trưởng doanh thu với giải pháp toàn diện cho website doanh nghiệp

**Market:** Vietnam      **Publication:** Baohomnay      **Date of Publication:** 10 January 2022      **Sentiment:** Positive

The article shared a series of seminars titled "Building a total solution for your website" which were organised by CMC Telecom in collaboration with CMC Cyber Security and Chili on January 12-13, 2022. CMC Telecom was introduced to be the only Vietnamese telecommunications infrastructure enterprise with foreign shareholders, namely **TIME** group, Malaysia's second largest telecommunications group.

## 3. Complement Your TIME "Kabel Besar" With Superfast Wi-Fi 6

**Market:** Malaysia      **Publication:** Lowyat.net      **Date of Publication:** 25 January 2022      **Sentiment:** Positive

With the latest Wi-Fi 6 technology, users of **TIME** Fibre Home will be able to enjoy a stable internet connection and lightning-fast transfer speeds in uplinks and downlinks across up to nine connected devices.

## 4. CMC Telecom thắng lớn đầu năm mới tại giải thưởng quốc tế Frost & Sullivan 2022

**Market:** Vietnam      **Publication:** Kinh tế và Thị trường      **Date of Publication:** 13 January 2022      **Sentiment:** Positive

Frost & Sullivan, the world's top market research and analysis firm, recently granted CMC Telecom the award for "Data Center service with the most competitive strategy in Vietnam 2022." In the same year, AIMS, a Data Center firm Malaysian telecommunications group **TIME**, a strategic investor in CMC Telecom, earned a major award from Frost & Sullivan for Data Center.

## 5. Enam syarikat telekomunikasi sokong usaha bantuan banjir KKMM

**Market:** Malaysia      **Publication:** Bernama      **Date of Publication:** 7 January 2022      **Sentiment:** Positive

Six telecommunication companies in Malaysia have shown their support to the Ops Bantu Hingga Selesai (Ops BAHIS) initiative organised by the Ministry of Communications and Multimedia (KKMM) to help Malaysians affected by the recent floods. The six telecommunication companies include Celcom Axiata Berhad, Digi Telecommunications Sdn Bhd, Maxis Berhad, U Mobile Sdn Bhd, Telekom Malaysia Berhad, and **TIME** dotCom Berhad.

S/N	Headline	Market	Sentiment
6	<a href="#">Pharmaniaga, AirAsia, Top Glove, Tropicana, TIME dotCom, HLT Global, Sunway, Luster Industries, Aimflex</a>	Malaysia	Neutral
7	<a href="#">NetApp Malaysia appoints new country manager</a>	Malaysia	Positive
8	<a href="#">Ops Bahis: Telco six lend support for KKMM's initiative</a>	Malaysia	Negative
9	<a href="#">TIME dotCom unit to acquire EPF building for RM62m cash</a>	Malaysia	Positive
10	<a href="#">Virtual Router Market See Huge Growth for New Normal  Cisco Systems, Ericsson, Huawei</a>	Canada	Positive



# Top 10 Celcom News

## 1. New year, new job: 22 well-known companies in M'sia hiring for skilled roles in 2022

**Market:** United States

**Publication:** News AKMI

**Date of Publication:** 12 January 2022

**Sentiment:** Neutral

The article introduced Axiata Group as the parent company to brands **Celcom** and Boost e-wallet, and that they entered the market as a telecommunications business in 1992. Axiata Group was reported to be on the move to become a fully digital company. Through **Celcom**, Axiata Group announced in 2021 that it will be merging with another telco business, DiGi. If the move succeeds, the merged companies intend to strengthen their foundations to offer high-quality broadband, improve 4G connectivity, and subsequently support the acceleration of 5G rollout. The article had also listed the available open positions at Axiata Group.

S/N	Headline	Market	Sentiment
2	<a href="#">Government Plans To Deploy 5G Satellites For Disaster Management</a>	Malaysia	Neutral
3	<a href="#">Higher telecommunications towers to counter Malaysia flood</a>	Hong Kong	Negative
4	<a href="#">DON'T PAY THE PRICE FROM CYBERATTACKS</a>	Italy	Negative
5	<a href="#">Survey: EPF tops list of 'most trusted companies' among Malaysians for 2021, trailed by BNM, Petronas</a>	Malaysia	Neutral
6	<a href="#">This new WiFi router lets Malaysians start earning daily cashback</a>	United States	Neutral
7	<a href="#">Why nationwide 5G is possible with 10,000 towers, who benefits and what gives</a>	Malaysia	Positive
8	<a href="#">Celcom Offers MAX Subscribers One-Month Access To Blacknut Cloud Gaming</a>	Malaysia	Neutral
9	<a href="#">Samsung Galaxy Tab A8 in Malaysia!   ICYMI #607</a>	Italy	Neutral
10	<a href="#">Permainan video awan Blacknut, hanya RM40/bulan dengan Celcom Max</a>	Malaysia	Neutral

# Top 10 Maxis News

## 1. WeTV bets big on Southeast Asia with new content partnership opportunities

**Market:** Singapore

**Publication:** Television Asia Plus

**Date of Publication:** 19 January 2022

**Sentiment:** Neutral

In 2021, WeTV achieved a significant milestone of over 60 million downloads globally – a 31% growth as compared to 2020. Additionally, the number of WeTV’s monthly active users (MAU) have been growing exponentially year-on-year. From 2020 to 2021, WeTV saw a 67% spike in MAU, and an impressive leap of 95% in WeTV VIP users. These demonstrate WeTV’s success in delivering first-class entertainment experience across an extensive range of genres to its viewers. Renowned international brands and agencies across multiple industries have also tapped WeTV for the purpose of reaching out to their target audiences. **Maxis** and PT Telkom Indonesia were among the renowned international brands and agencies named which have tapped on WeTV’s services.

S/N	Headline	Market	Sentiment
2	<a href="#">Omnispace bolsters commercial leadership to advance its global 5G connectivity partnership efforts</a>	United Kingdom	Positive
3	<a href="#">硬盘亮红线？STEAM冬季特惠来袭！</a>	Mainland China	Neutral
4	<a href="#">Milyarder Yatırımcı: Bu 3 Altcoin'e Odaklandım! Favorilerim...</a>	Turkey	Positive
5	<a href="#">Malaysia Stock Market May Hand Back Friday's Gains</a>	United States	Positive
6	<a href="#">Malaysia Stock Market Likely To Open Under Pressure On Friday</a>	United States	Negative
7	<a href="#">Bursa Malaysia ends mixed on first trading day</a>	Philippines	Neutral
8	<a href="#">Cover Story: Ensuring fiscal sustainability</a>	Malaysia	Neutral
9	<a href="#">Maxis Launches Hotlink Prepaid Pantas To Replace Internet 365</a>	Malaysia	Neutral
10	<a href="#">Losing Streak May Continue For Malaysia Stock Market</a>	United States	Positive

# Top 10 Telekom Malaysia News

## 1. Streaming Video Alliance Convenes for Q1 Member Meeting

**Market:** United States

**Publication:** Yahoo! Finance

**Date of Publication:** 31 January 2022

**Sentiment:** Neutral

The Streaming Video Alliance (SVA), a global technical association developing solutions to address critical technical challenges in delivering a high-quality video experience at scale, convened online for the first quarterly member meeting of the year. The virtual event, themed "Stuck in the Virtual Loop", had spanned four days, starting January 31, through Thursday, February 3, 2022. Members of the Alliance include companies from across the streaming video ecosystem such as network operators, technology providers, service providers, and content owners. Current members include **Telekom Malaysia**.

S/N	Headline	Market	Sentiment
2	<a href="#">Streaming Video Alliance Reveals 2022 Recipients of its Fifth Annual Membership Grant Program</a>	United States	Neutral
3	<a href="#">IPv6(IPoE)対応、多彩な機能で安定した通信を実現！ウイルスバスター クラウド(TM)90日無料体験版付きWi-Fi 5(11ac)無線LANルーターを新発売</a>	Japan	Neutral
4	<a href="#">動きの速いゲームを本格的にプレーする方におすすめのPredator Triton 300パフォーマンスにはこだわりつつ気軽にゲームを楽しむならNitro 5の2機種</a>	Japan	Neutral
5	<a href="#">CES 2022: Acer präsentiert Update beliebter Gaming-Notebooks mit neuesten Prozessor- und Grafikoptionen</a>	Germany	Neutral
6	<a href="#">CES 2022: Acer präsentiert Update beliebter Gaming-Notebooks mit neuesten Prozessor- und Grafikoptionen (FOTO)</a>	Germany	Neutral
7	<a href="#">アリオン、世界初のWi-Fi CERTIFIED 6(TM) Release 2認証ラボに認定</a>	Japan	Neutral
8	<a href="#">Malaysia Stock Market Has Flat Lead For Thursday's Trade</a>	United States	Neutral
9	<a href="#">Malaysia Stock Market Due For Support On Tuesday</a>	United States	Neutral
10	<a href="#">【お知らせ】Uber Eatsをかたるフィッシング詐欺サイトについての注意喚起～詐欺ウォール/Internet SagiWall (TM) で検知・確認～</a>	Japan	Neutral

# Glossary

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# Definitions

## TIME & AIMS Data Centre

Mentions of **TIME** in the report include mentions of the brand, its products and services, and key stakeholders or spokesperson such as Chief Executive Officer Afzal Abdul Rahim and Executive Director Patrick Corso across Online News (Global), Social Media (Global) and Offline (Malaysia-only) sources.

As a subsidiary of **TIME**, mentions of **AIMS Data Centre** in the report include mentions of the brand, its data centres in the region and key stakeholders or spokespersons, such as Chief Executive Officer, Chiew Kok Hin.

### Process/Product

Relates to the platforms used by TIME's customers, promotions and products offered by TIME as well as billing or payment processes, channels or methods.

### Acquisition/Installation

Relates to issues raised by TIME's customers during sign-ups (e.g., problems relating to dealers) and after sign-ups (e.g., installation, technician and installer issues).

### Customer Service

Relates to issues raised on TIME's customer service (e.g., complaints/compliments/enquiries).

### Technical

Relates to comments, complaints or compliments by existing TIME customers on any technical matters relating to the services or products provided by TIME (e.g., router, connection, outage, speed).

# TIME<sup>TM</sup>

Thank You

