time™

NOVEMBER 2023
MONTHLY REPORT

Meltwater

TIME OVERVIEW

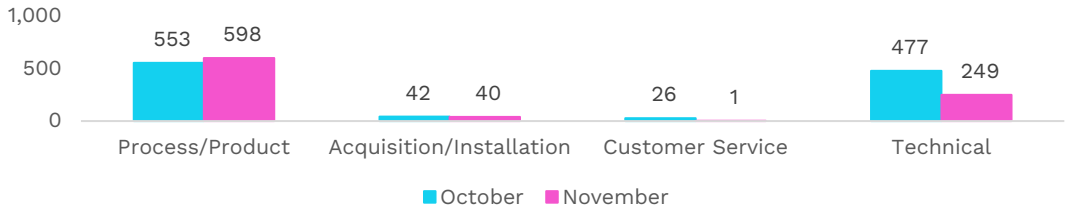
TIME OVERVIEW

In November 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News on the "Malaysia Telecoms Industry Report 2023-2030" made up most of the news coverage on **Time**. The report included **Time** as a profiled telecom operator, highlighting its position and performance within Malaysia's dynamic telecommunications market.

Time's social media mentions were mainly on Twitter, most of which were in promotion of **Time**'s Fibre Broadband 500Mbps plan. Moreover, various topics were discussed in Forums, including questions and feedback about **Time**'s products and services. A user sought advice on cancelling their landline number from UniFi and transferring to **Time**. In response, other users discussed the speculated cost of a basic landline plan and mentioned the possibility of a prepaid option. On a separate thread, a user shared connection problems using **Time**'s Huawei HG8145X6 router despite multiple troubleshooting attempts, including reboots and adjusting settings due to "Incorrect Password" errors on WiFi. Another user recommended seeking assistance from customer service and arranging a technician visit after a firmware update to diagnose the issue. Unlike past months, the United States had the highest total volume of news articles and social media mentions across all markets in November 2023, followed by Malaysia. The surge of the coverages in United States were mostly due to the mention of **Time** as one of the telecom operators profiled in publication of The "Malaysia Telecoms Industry Report 2023-2030" report. For news, 3.2% of **Time**'s news coverage was from top-tier* sources, while 96.8% were from non-top-tier sources.

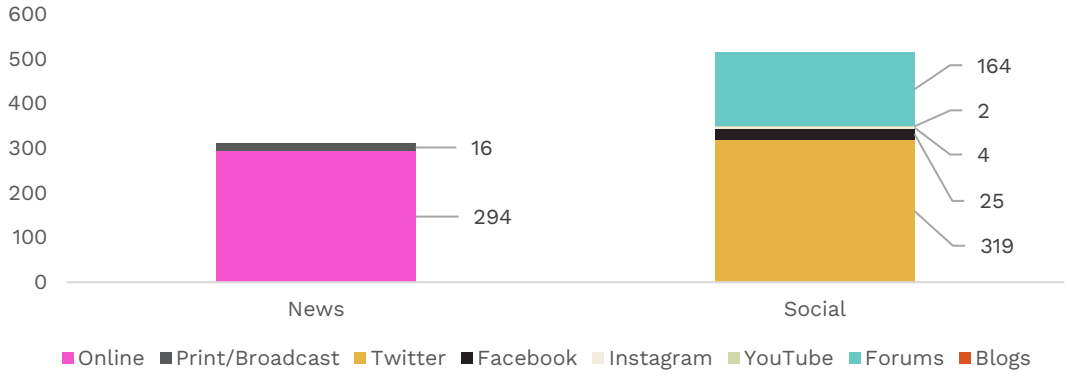
Among its competitors, Celcom had the highest volume of news articles, followed by Maxis, Telekom Malaysia and **Time**. Process/Product and Technical had the most mentions across news and social media amongst **Time** and its competitors. Maxis ranked the highest in Twitter and Forums, whereas Celcom took the lead for Facebook, YouTube, Blogs, and shared the highest ranking with **Time** on Instagram.

Month-on-Month

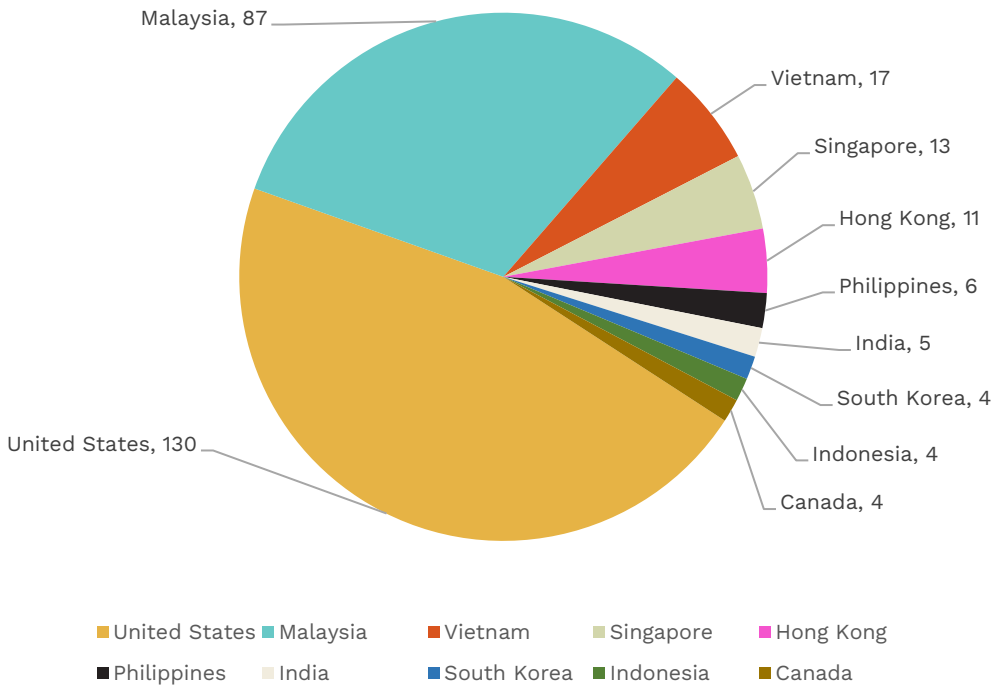


Note: Chart only reflects articles/mentions/posts that fall within the topic categories

Channels



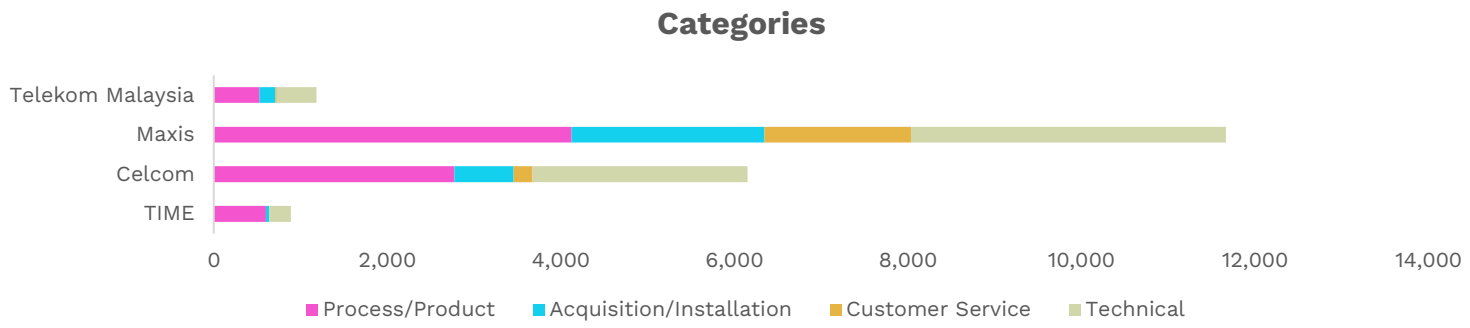
Top 10 Markets

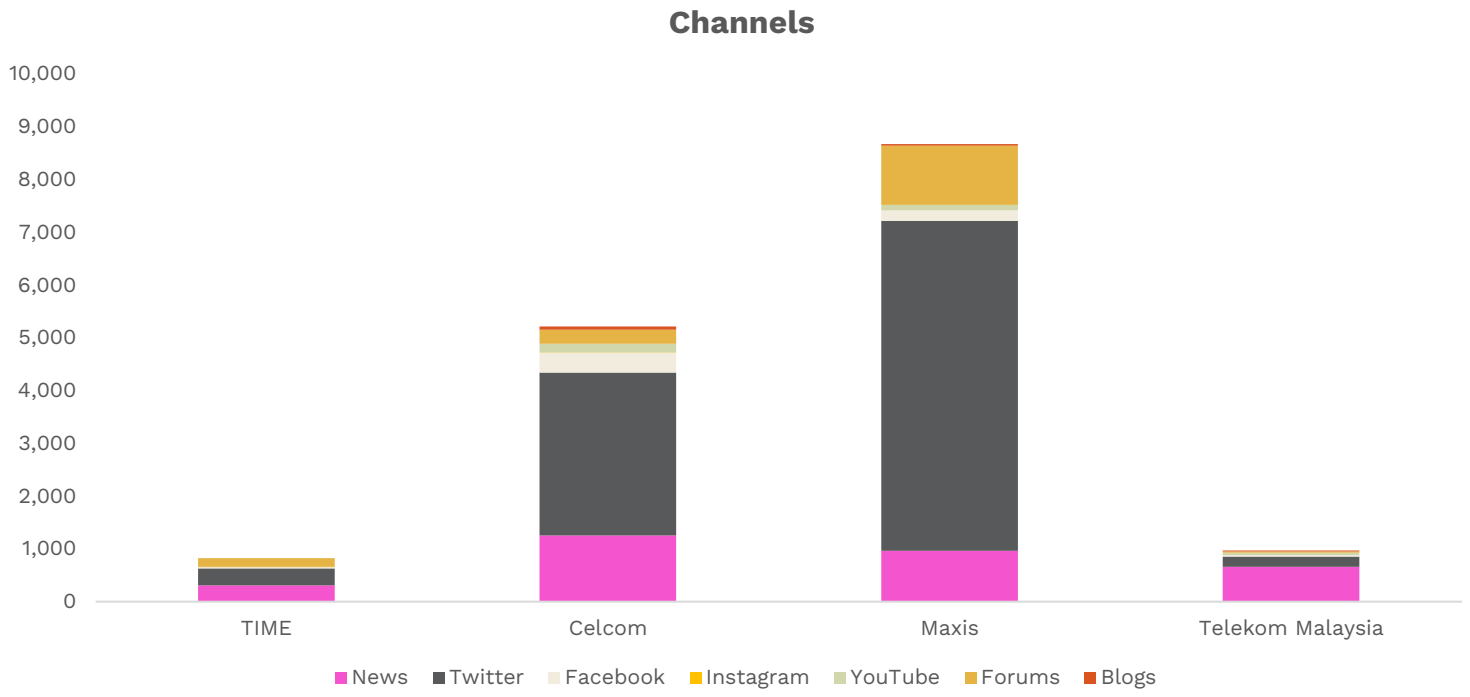


Note: Chart includes news articles and social media mentions

* 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*





	Time	Celcom	Maxis	Telekom Malaysia
Process/ Product	598	2,772	4,120	524
Acquisition/ Installation	40	682	2,227	185
Customer Service	1	216	1,689	17
Technical	249	2,479	3,629	457

	Time	Celcom	Maxis	Telekom Malaysia
News	310	1,255	965	660
Twitter	319	3,084	6,247	192
Facebook	25	380	204	29
Instagram	4	4	0	0
YouTube	2	161	102	44
Forums	164	268	1,122	28
Blogs	0	64	30	14

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* 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

October	78,316
Week 1	77,353
Week 2	77,462
Week 3	77,588
Week 4	77,724
Week 5	77,760

Top Performing Content by Engagement on LinkedIn

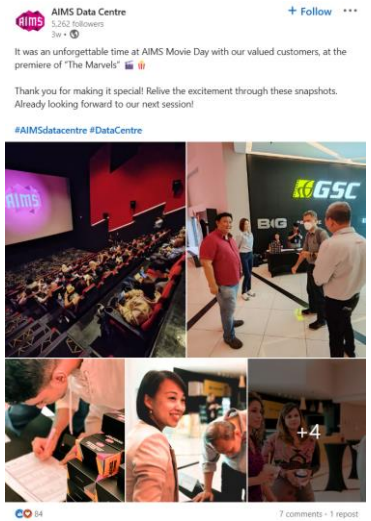
Post Engagement Rate: 73.4%

AIMS Data Centre

Followers

October	5,156
Week 1	5,104
Week 2	5,130
Week 3	5,163
Week 4	5,212
Week 5	5,226

Top Performing Content by Engagement on LinkedIn



Post Engagement Rate: 103.3%

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

COMPETITORS BENCHMARKING

COMPETITORS BENCHMARKING – SENTIMENT*

Key Highlights

Time

Top story for Time: Unlock Malaysia's Telecom potential: Latest report highlights investment avenues, operator dynamics, and 5G rollout

Time was among the various telecom operators profiled in the "Malaysia Telecoms Industry Report 2023-2030," highlighting its position and performance within the Malaysian telecommunication market. The report covers key aspects such as mobile and broadband subscriptions, spectrum holdings, digital infrastructure, and the telecom tower market.

COMPETITORS

Top story for Competitors:

1. **Celcom**: Cloud gaming market is forecast to reach US$ 10.5 Billion in 2027, says Stratview Research
2. **Maxis**: Unlock Malaysia's Telecom potential: Latest report highlights investment avenues, operator dynamics, and 5G rollout
3. **Telekom Malaysia**: Unlock Malaysia's Telecom potential: Latest report highlights investment avenues, operator dynamics, and 5G rollout

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	7	5	307	11	3	11	-	-	4	1	-	1
	2.2%	1.6%	96.2%	44.0%	12.0%	44.0%	-	-	100.0%	50.0%	-	50.0%
Celcom	402	1,435	1,247	130	72	178	4	-	-	26	6	129
	13.1%	46.5%	40.4%	34.3%	18.9%	46.8%	100.0%	-	-	16.2%	3.7%	80.1%
Maxis	1,904	782	3,561	54	33	117	-	-	-	13	3	86
	30.5%	12.5%	57.0%	26.5%	16.2%	57.3%	-	-	-	12.8%	2.9%	84.3%
Telekom Malaysia	58	40	94	14	3	12	-	-	-	3	1	40
	30.2%	20.8%	49.0%	48.3%	10.3%	41.4%	-	-	-	6.8%	2.3%	90.9%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	110	8	192	23	32	109	-	-	-
	35.5%	2.6%	61.9%	14.0%	19.5%	66.5%	-	-	-
Celcom	364	33	858	62	50	156	18	8	38
	29.0%	2.6%	68.4%	23.1%	18.7%	58.2%	28.1%	12.5%	59.4%
Maxis	423	59	483	227	260	635	19	2	9
	43.8%	6.1%	50.1%	20.2%	23.2%	56.6%	63.3%	6.7%	30.0%
Telekom Malaysia	204	106	350	2	5	21	8	3	3
	30.9%	16.1%	53.0%	7.1%	17.9%	75.0%	57.2%	21.4%	21.4%

* 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	October	121,393	0.000%	13,100	Kabel Besar in Every Room **Platform**: YouTube **Post Reach**: 13,100 **Post Engagement**: 278,033
	Week 1	121,422	0.010%	13,100	
	Week 2	121,442	0.011%	13,100	
	Week 3	121,479	0.007%	13,100	
	Week 4	121,510	0.005%	13,100	
	Week 5	121,510	0.012%	13,100	
Celcom	October	818,065	0.061%	248,000	Get the latest OPPO Find N3 Flip, with the Hasselblad triple-lens camera for even more captivating photos. 💪 Get it from RM65 per month with Celcom MEGA. **Platform**: Twitter **Post Reach**: 85,716 **Post Engagement**: 738,388
	Week 1	818,009	0.027%	248,000	
	Week 2	818,052	0.064%	248,000	
	Week 3	817,963	0.019%	248,000	
	Week 4	818,000	0.012%	248,000	
	Week 5	818,007	0.006%	248,000	
Maxis	October	1,325,772	0.009%	124,000	Maxis Postpaid x iPhone 15 presents The Treat **Platform:** YouTube **Post Reach:** 126,000 **Post Engagement:** 5,187,390
	Week 1	1,325,738	0.011%	124,000	
	Week 2	1,325,726	0.008%	125,000	
	Week 3	1,325,640	0.014%	125,000	
	Week 4	1,325,657	0.005%	125,000	
	Week 5	1,325,634	0.005%	126,000	
Telekom Malaysia	October	48,011	0.110%	50,400	World Sustainable Transport Day **Platform:** YouTube **Post Reach:** 50,400 **Post Engagement:** 684
	Week 1	48,032	0.087%	50,300	
	Week 2	48,043	0.127%	50,400	
	Week 3	48,054	0.172%	50,300	
	Week 4	48,073	0.122%	50,400	
	Week 5	48,074	0.024%	50,400	

In November, both **Time** and Maxis registered the lowest average engagement rates at 0.009%. Conversely, Telekom Malaysia achieved the highest average engagement rate of 0.106%, followed by Celcom at 0.026%.

Despite having the least number of followers, Telekom Malaysia (TM) attained the highest engagement rates for its Facebook posts, likely due to a Week 3 post announcing the launch of the TMDA-FibreHome Innovation Lab, a collaborative venture between TM and FibreHome Telecommunication Technologies. The lab will serve as a hub for industry advancements and is expected to foster innovation and technological development. **Time** could draw inspiration from Telekom Malaysia's strategic move by utilising its **Time** Digital Masterclass to establish an online hub with wide range of digital and technology related topics for customers to learn aside from targeting SME owners. **Time** should expand this approach to wider range of audience to capture the attention and interest of different market segments. In addition, **Time** could consider exploring similar strategic partnerships or pioneering projects to increase engagement and strengthen its position in the telecommunications sector.

The top-performing content by engagement across all owned platforms was Maxis' YouTube video promotion of the Apple iPhone 15 and iPhone 15 Pro with Maxis Postpaid. Individuals who avail of this offer can win an exclusive experience with a companion. Likewise, Celcom's top-performing content was its Twitter post promoting the new OPPO Find N3 Flip, slated to be available from RM65 per month with Celcom MEGA.

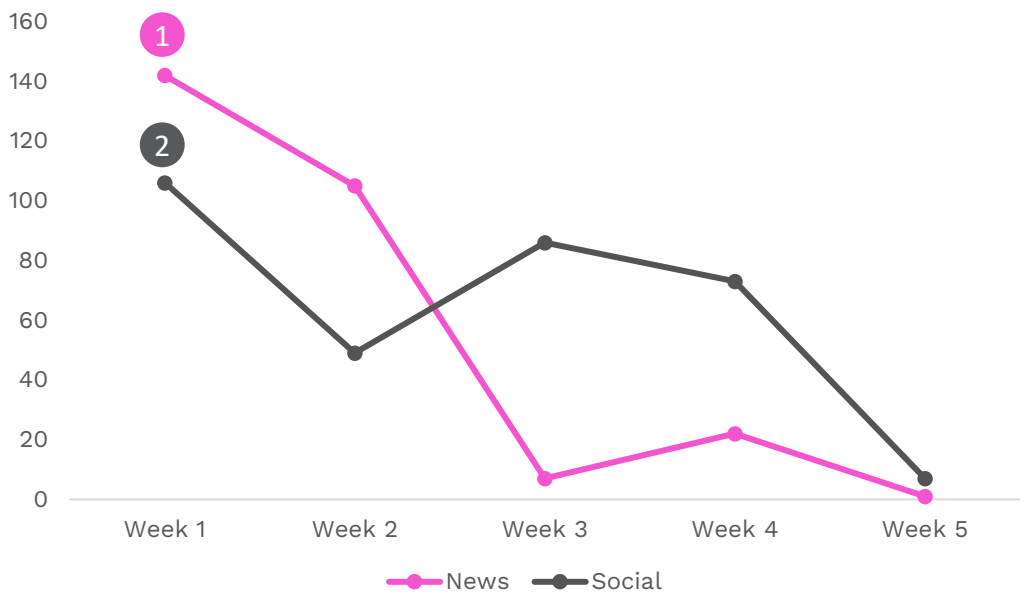
Meanwhile, **Time**'s top-performing content was a YouTube video of its Gig Speed Home Kabel Besar, spotlighting Huawei's Fibre-To-The-Room (FTTR) technology. Following the high engagement of Maxis' and Celcom's promotions, **Time** could explore similar campaign partnerships and exclusive deals with smartphone brands, bundled with Gig Speed Home and other **Time** internet plans, to attract interested buyers and boost engagement. Additionally, **Time** could continue curating creative content with unique storylines or collaborations with influencers or celebrities, such as popular Malaysian singer Elizabeth Tan.

COMPETITORS BENCHMARKING – OWNED SOCIAL MEDIA PERFORMANCE

		Twitter		Instagram	
		Followers	**Engagement**	**Followers**	**Engagement**
Time	October	-	-	5,830	0.000%
	Week 1	-	-	5,838	0.051%
	Week 2	-	-	5,937	2.135%
	Week 3	-	-	6,025	0.257%
	Week 4	-	-	6,038	0.182%
	Week 5	-	-	6,051	0.793%
Celcom	October	85,622	0.053%	89,085	0.007%
	Week 1	85,619	0.025%	89,111	0.009%
	Week 2	85,657	0.069%	89,099	0.008%
	Week 3	85,676	0.004%	89,227	0.005%
	Week 4	85,728	0.007%	89,537	0.002%
	Week 5	85,716	0.003%	89,634	0.000%
Maxis	October	161,417	0.005%	81,553	0.000%
	Week 1	161,558	0.003%	81,628	0.030%
	Week 2	161,634	0.002%	81,743	0.087%
	Week 3	161,699	0.006%	81,828	0.018%
	Week 4	161,753	0.002%	81,927	0.028%
	Week 5	161,749	0.002%	81,947	0.012%
Telekom Malaysia	October	8,971	0.123%	5,502	0.545%
	Week 1	8,980	0.070%	5,504	1.082%
	Week 2	8,988	0.072%	5,515	0.376%
	Week 3	8,998	0.146%	5,521	0.701%
	Week 4	9,008	0.040%	5,529	0.683%
	Week 5	9,024	0.055%	5,525	0.000%

TIME TREND ANALYSIS

WEEKLY TREND – PROCESS/PRODUCT



1 In Week 1, there was a peak in the volume of news coverage mainly due to the significant updates in Malaysia's telecom industry, including the merger of Celcom and Digi and the 5G network rollout by Digital Nasional Berhad. The report also highlights the role of **Time**, one of the major telecom operators, in the evolving market landscape, particularly in the expansion of FTTH networks and the shutdown of the 3G network.

2 The volume of social mentions peaked in Week 1 due to a forum thread discussion on **Time**'s Fibre Broadband. A user was seeking advice on transferring their landline number when switching from UniFi to **Time**. Another user replied that there was speculation about the cost of a basic landline plan, with some users mentioning a potential prepaid option. Additionally, a user reported receiving security captcha requests from TikTok, Amazon, and Google, prompting her to investigate her IP address and discovering that it, along with other IPs in the range of 202.184.x.x to 202.186.x.x, was blacklisted. Another user clarified that being on the blacklist does not impact casual browsing, explaining that it specifically pertains to mail servers, and suggested rebooting the router to potentially obtain a different, non-blacklisted IP.

Unlock Malaysia's Telecom Potential: Latest Report Highlights Investment Avenues, Operator Dynamics, and 5G Rollout

Market: United States

Date of Publication: 01 November 2023

Publication: Yahoo! Finance

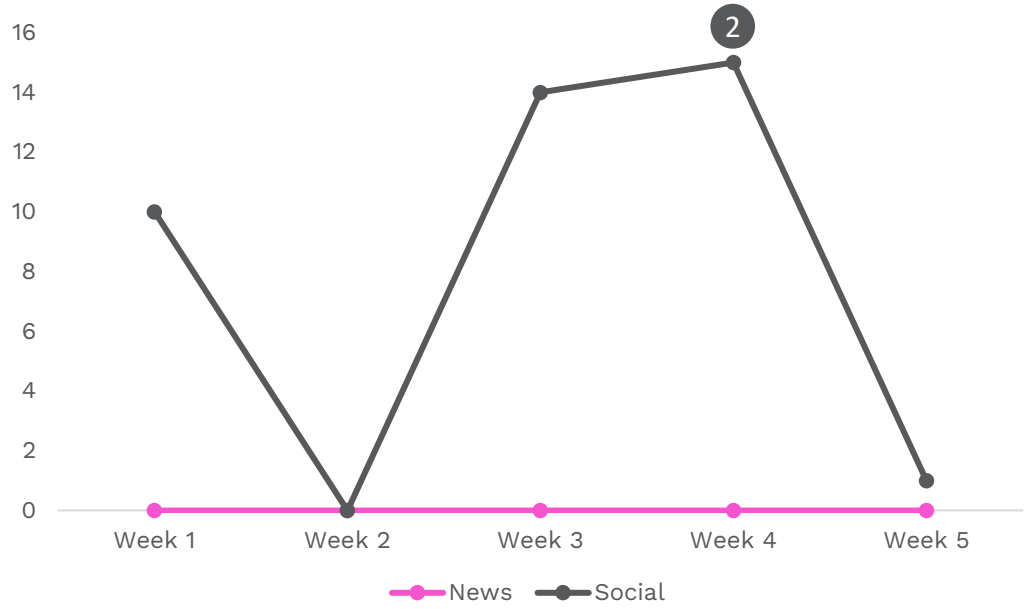
Reach: N.A.

Likes: N.A.

Shares: N.A.

Comments: N.A.

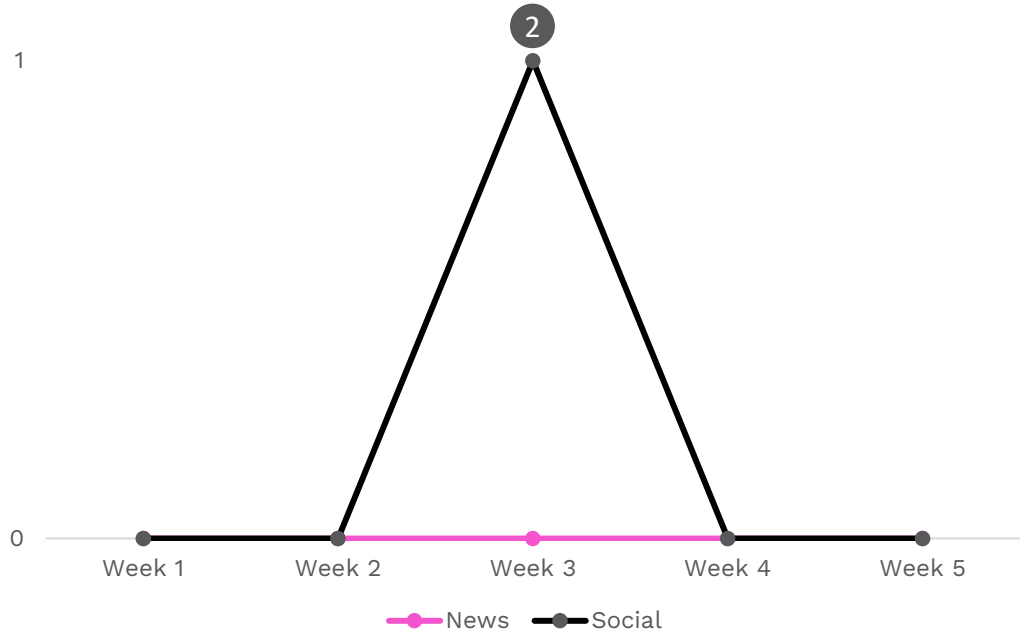
WEEKLY TREND – ACQUISITION/INSTALLATION



1. There were no relevant news reports on Acquisition/Installation this month.
2. The volume of social mentions peaked in Week 4 due to a forum thread discussion on **Time**'s Fibre Broadband. A user inquired about installing **Time** internet without a phone service, expressing a preference for only having internet. In response, it was clarified that the plan does not include a phone service or a landline phone, but a phone number is assigned, and the all-in-one modem/router does have a phone port, allowing users to make and receive calls with a pay-per-minute rate if a phone is connected. Additionally, a user sought advice on migrating to a third-party router, citing issues with signal drops and router hang-ups on their current Huawei HG1845X6 fibre modem+router combo. He considered options like TP-Link or Asus routers and inquired about the migration process, with a community member suggesting contacting **Time** to set the Huawei device as an ONT and connecting the new router for PPPoE setup.

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

WEEKLY TREND – CUSTOMER SERVICE

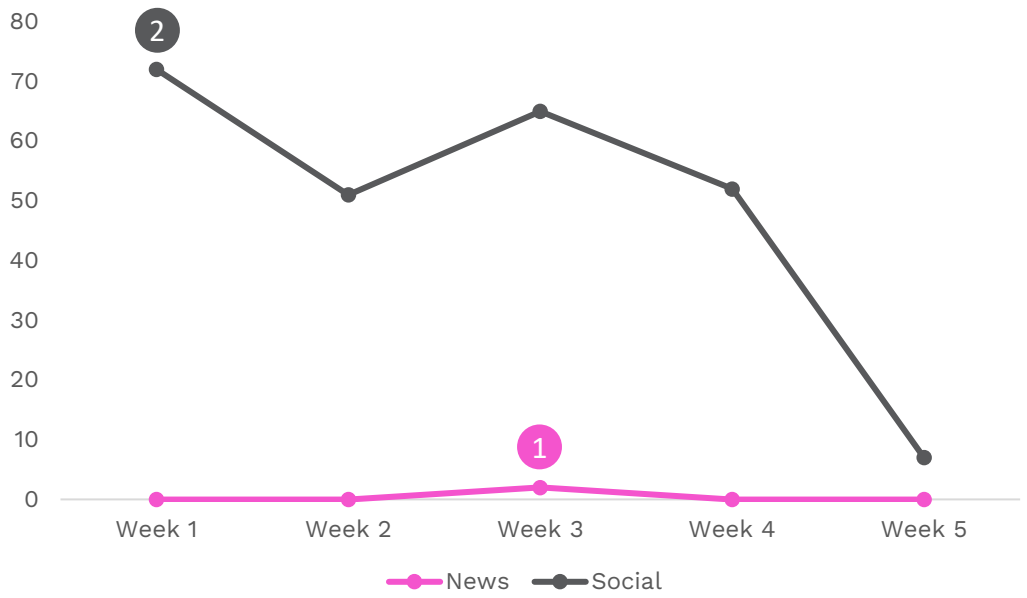


1 There were no relevant news reports on Customer Service this month.

2 There was only one social media mention on Customer Service in November. In Week 3, a user recalled that their 100Mbps plan came with a Private IP and engaged with **Time**'s customer service chat bot to request a Public IP, only to be informed that an upgrade of the plan was necessary to obtain the desired change.

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

WEEKLY TREND – TECHNICAL



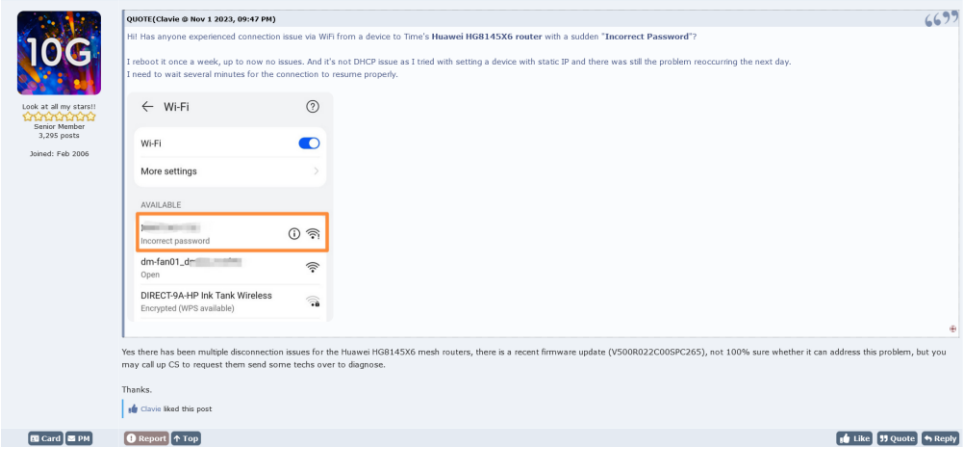
1 In Week 3, there was a peak in the volume of news coverage mainly due to the launch of **Time** Internet's new Gig Speed Home service, which utilises the Fibre to the Room (FTTR) technology. This innovative home network coverage mode ensures Wi-Fi 6 Gigabit coverage throughout the home, providing low latency, high quality, and stable internet connectivity. The FTTR system, developed in partnership with Huawei, is designed to deliver consistent 1Gbps speeds and supports seamless roaming with a handover latency of just 20 milliseconds.

2 The volume of social mentions peaked in Week 1 due to a forum thread discussion on **Time**'s Fibre Broadband. A user reported experiencing connection issues via WiFi with **Time**'s Huawei HG8145X6 router, encountering sudden "Incorrect Password" errors. Despite regular reboots and attempts to address the problem with static IP settings, the issue persisted, leading to a suggestion by another user to contact customer service and request a visit from technicians for diagnosis after a recent firmware update.

Market: Malaysia

Date of Publication: 17 November 2023

Publication: Lowyat.NET



Reach: N.A.

Likes: N.A.

Shares: N.A.

Comments: N.A.

TOP NEWS BY VOLUME

TOP 10 TIME NEWS

1. Unlock Malaysia's Telecom potential: Latest report highlights investment avenues, operator dynamics, and 5G rollout

Market:	Publication:	Date of Publication:	Sentiment:
United States	Yahoo! Finance	01 November 2023	Neutral

The "Malaysia Telecoms Industry Report 2023-2030" provides a comprehensive analysis of Malaysia's telecommunications sector, highlighting the growth of mobile subscriptions and the expansion of fixed broadband services. The report anticipates continued revenue growth in the telecom industry through 2030, with significant infrastructure investments, including the 5G rollout by Digital Nasional Berhad. **Time** is one of the telecom operators profiled, indicating its role and performance within Malaysia's dynamic telecommunications market.

2. CMC Telecom's data centre provides direct access to VNIX

Market:	Publication:	Date of Publication:	Sentiment:
United States	Yahoo! Finance	10 November 2023	Neutral

CMC Telecom, in partnership with VNNIC, launched a VNIX PoP at its Tân Thuận Data Centre, enhancing direct connectivity to Vietnam's National Internet exchange. This initiative is poised to bolster the digital ecosystem and internet traffic exchange within Vietnam. **Time** is a foreign shareholder of CMC Telecom, a company under CMC Technology Corporation that is actively expanding digital infrastructure in Vietnam.

3. Keuntungan Time dotCom merosot kepada RM106.6 juta

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Berita Harian	22 November 2023	Negative

Time experienced a 10.2% decline in net profit worth RM106.6 million in the third quarter of the financial year ending September 30, 2023. This decrease was due to the discontinued operations included in the third quarter of 2022. Excluding these operations, **Time**'s accumulated pre-tax profit rose to RM149.8 million. **Time** described the revenue gains as driven by demand for data involving retail and enterprise segment customers.

4. EPF weighing purchase of stake in Edotco, say sources

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	The Edge Malaysia	20 November 2023	Neutral

The Employees Provident Fund (EPF) is reportedly conducting due diligence for the acquisition of a stake in Edotco Group Sdn Bhd, a major global telecommunications tower company. Edotco, facing the need for capital injections, is contemplating another share placement that could dilute current shareholders' stakes, amidst a tough investing landscape marked by high interest rates. In a related divestment strategy, Khazanah Nasional Bhd, an Edotco shareholder, has been selling off its shares in various companies, including its stake in **Time**.

5. Insider moves: Tenaga Nasional Bhd, IOI Properties Group Bhd, Time dotCom

Market:	Publication:	Date of Publication:	Sentiment:
Malaysia	Creative Bloq	07 November 2023	Positive

Time's shares have seen a significant increase, rising 23.6% year to date, with the stock closing at RM5.29 on October 25. The company's executive director, Patrick Corso, offloaded four million shares on October 18. Additionally, **Time**'s share transactions included 67.5 million shares dealt off-market at RM5.29 each on October 10.

S/N	Headline	Market	Sentiment
6	Cover Story: Demand poser as data centre industry booms	Malaysia	Positive
7	Investing in Time dotCom Berhad (KLSE:TIMECOM) five years ago would have delivered you a 170% gain	United States	Neutral
8	Time dotCom to speed up expansion of fibre broadband footprint	Malaysia	Neutral
9	The Halim Saad story: Did Tun M help or steal from a Malay entrepreneur? (Part 2)	Malaysia	Neutral
10	Kwong Wah - 张念群:政府重视探讨法制网霸The government attaches great importance to exploring the legal system for cyberbullying	Malaysia	Neutral

TOP 10 CELCOM NEWS

1. Cloud gaming market is forecast to reach US$ 10.5 billion in 2027, says Stratview Research			
Market: United States	**Publication:** Yahoo! Finance	**Date of Publication:** 28 November 2023	**Sentiment:** Neutral

The cloud gaming market is projected to experience significant growth, with a forecasted compound annual growth rate of 29.1% from 2022 to 2027, reaching a value of US$ 10.5 billion by 2027. The market is segmented by streaming, device, genre, and gamer type, with video streaming and smart TVs being prominent segments. Asia-Pacific is anticipated to be the largest market for cloud gaming, with Japan, India, and Southeast Asia being key expansion areas for gaming companies. The partnership between Blacknut and **Celcom** telecommunication to launch its cloud gaming platform in Southeast Asian countries, and the development of 5G infrastructure in key Asian economies such as India and China are likely to generate huge demand for cloud gaming in the region.

S/N	Headline	Market	Sentiment
2	Unlock Malaysia's Telecom potential: Latest report highlights investment avenues, operator dynamics, and 5G rollout	United States	Positive
3	Global 4G smartphone tariff tracker and analysis: Track prices for post and prepaid price plans from 200 operators	United States	Neutral
4	Opensignal、「5Gグローバル・モバイル・ネットワーク・エクスペリエンス・アワード2023」を発表	Japan	Positive
5	CelcomDigi plans to speed up network integration between telcos	Malaysia	Positive
6	Celcom users in parts of Pahang and Terengganu facing service disruptions	Malaysia	Negative
7	SK Telecom signs MOUs with 3 Southeast Asian firms to expand its Metaverse business	South Korea	Neutral
8	Has Digi's 4G experience improved after merging with Celcom? Here's Opensignal's findings	Malaysia	Neutral
9	Global Rich Communication Services market size to exceed USD 36.2 billion by 2032 | CAGR of 22.5%	United States	Neutral
10	CelcomDigi profit up 33% q-o-q on lower costs, dividend at 3.3 sen	Malaysia	Positive

TOP 10 MAXIS NEWS

1. Unlock Malaysia's Telecom potential: Latest report highlights investment avenues, operator dynamics, and 5G rollout			
Market: United States	**Publication:** Yahoo! Finance	**Date of Publication:** 01 November 2023	**Sentiment:** Neutral

The "Malaysia Telecoms Industry Report 2023-2030" offers a comprehensive overview of the Malaysian telecom sector, emphasising significant developments such as the merger of Celcom and Digi and the strategic 5G deployment by Digital Nasional Berhad. The report anticipates an increase in mobile subscriptions and an expansion of the FTTH network to cover eight million premises by 2025, alongside forecasting a growth in telecom revenues up to 2030. The shutdown of the 3G network in early 2022 is also highlighted as a step towards advancing Malaysia's telecom infrastructure. Within this dynamic market, **Maxis** is profiled for its revenue and market performance, signifying its role as a major telecom operator with potential involvement in future market scaling and investments.

S/N	Headline	Market	Sentiment
2	First E-Mobility Asia charges up industry business opportunities	India	Positive
3	Global 4G smartphone tariff tracker and analysis: Track prices for post and prepaid price plans from 200 operators	United States	Neutral
4	Maxis Q3 net profit slips to RM287m but revenue rises	Malaysia	Negative
5	Seek appoints Tan Sri Jamaludin Ibrahim as first Asia-based board member	Australia	Neutral
6	Govt, service providers to resolve bare telco tower issue in Sarawak	Malaysia	Neutral
7	Telcos, DNB yet to sign share subscription agreement on 5G; a few details to be finalised — Fahmi	Malaysia	Neutral
8	Maxis offers new iPhone 15 buyers a chance to win a staycation and Michelin dining experience in KL	Malaysia	Neutral
9	Maxis continues to enhance its product offerings	Malaysia	Positive
10	Maxis to provide 4G and 5G solutions to Blueshark and EVC	Malaysia	Positive

TOP 10 TELEKOM MALAYSIA NEWS

1. Unlock Malaysia's Telecom potential: Latest report highlights investment avenues, operator dynamics, and 5G rollout			
Market: United States	**Publication:** Yahoo! Finance	**Date of Publication:** 01 November 2023	**Sentiment:** Neutral
The "Malaysia Telecoms Industry Report 2023-2030" provides a detailed analysis of the Malaysian telecommunications market, with a focus on the merger of Celcom and Digi, the progression of the FTTH network, and the 5G rollout led by Digital Nasional Berhad. The report anticipates growth in mobile subscriptions and fixed broadband penetration, with the telecom sector's revenue projected to increase through 2030. The document also covers the shutdown of Malaysia's 3G network in early 2022, marking a transition towards more advanced technologies. **Telekom Malaysia**, as a key player in the industry, is extensively profiled in the report, which examines its revenue streams, market strategies, and its potential role in the ongoing development and investment in the country's telecommunications infrastructure.			

S/N	Headline	Market	Sentiment
2	Woman charged with murdering business partner	Malaysia	Neutral
3	TM net profit more than doubles to RM538.2mil in 3Q	Malaysia	Positive
4	Police arrest five suspected of stealing telecommunications cables in Jasin	United States	Neutral
5	Telcos, DNB yet to sign share subscription agreement on 5G; a few details to be finalised — Fahmi	Malaysia	Neutral
6	Telcos should not impose additional charges on users switching to 5G, says YTL communications CEO	Malaysia	Neutral
7	CGS-CIMB: Foreign investors snapped three-month buying streak and turned net sellers in Oct, outflow rose to RM2.2b	Malaysia	Neutral
8	Higher open anticipated for Malaysia shares	United States	Neutral
9	Building an ecosystem for a thriving innovation-based economy	Malaysia	Neutral
10	Lelaki miliki beberapa rekod jenayah diberkas curi kabel TM	Malaysia	Neutral

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.

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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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