

TIMETM

February 2022 | Monthly Report



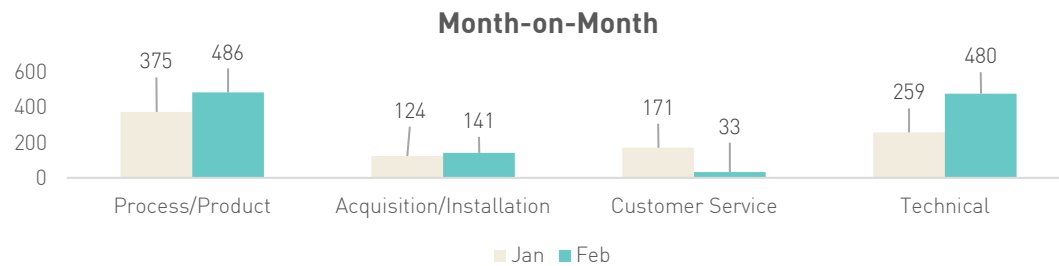
TIME Overview

TIME Overview

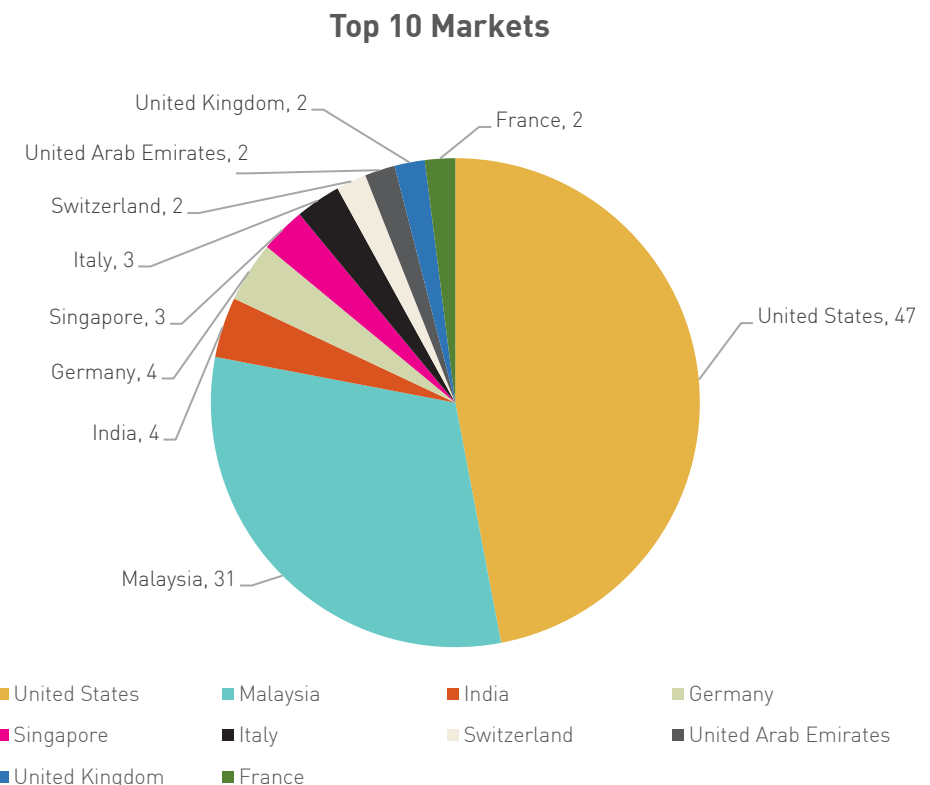
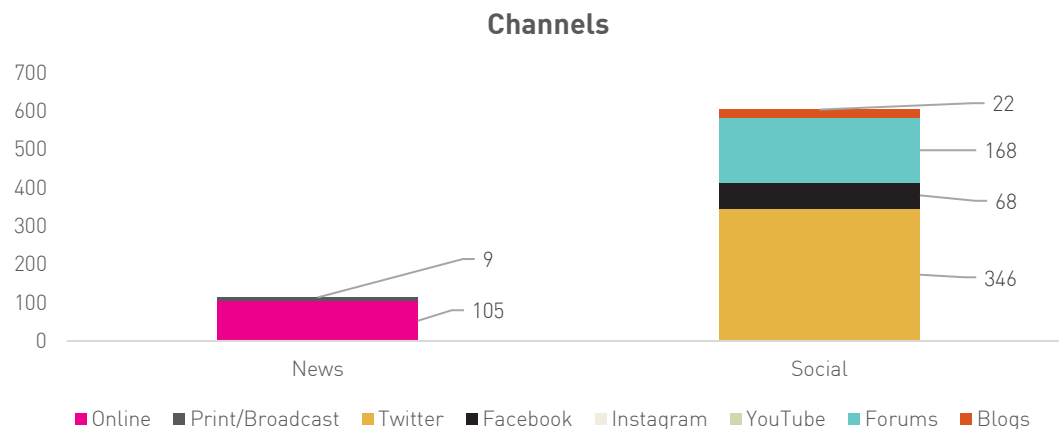
In February 2022, Process/Product continued to be the most mentioned topic across news and social media, followed closely by Technical. The launch of the LSO Marketplace, which named **TIME** as one of the 30 global leading companies to be in production with LSO Sonata APIs or intend to be in the coming months, made up most of the news coverage for **TIME**.

TIME's social media mentions were mainly on forum threads which discussed a variety of topics on the brand, including questions and feedback posed regarding **TIME**'s products and services, such as on routers as well as experiences with **TIME**'s customer service hotline and chatbot. **TIME** was most frequently mentioned in Twitter and Forums, with United States having the highest total volume of news articles and social media mentions in February 2022. 7.9% of **TIME**'s news coverage were from top-tier* sources, with 92.1% from non-top tier sources.

Celcom had the highest volume of news articles and social media mentions, followed by Maxis, Telekom Malaysia and **TIME**. 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 Facebook while a significant portion of Celcom and Maxis' mentions were from Twitter.



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



TIME & AIMS LinkedIn Performance

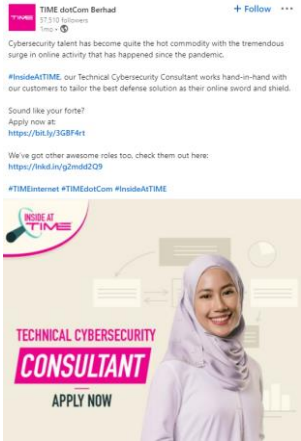
LinkedIn*

TIME

Followers

January	56,040
Week 1	56,300
Week 2	56,525
Week 3	56,750
Week 4	56,978

Top Performing Content by Engagement on LinkedIn



TIME dotCom Berhad 17,510 followers
Cybersecurity talent has become quite the hot commodity with the tremendous surge in online activity that has happened since the pandemic.
#InsideATIME, our Technical Cybersecurity Consultant works hand-in-hand with our customers to tailor the best defense solution as their online sword and shield.
Sound like your forte?
Apply now at:
<https://bit.ly/3GRF4x1>
We've got other awesome roles too, check them out here:
<https://lnkd.in/g2md42Q9>
#TIMEInternet #TIMEdotCom #InsideATIME

TECHNICAL CYBERSECURITY CONSULTANT
APPLY NOW

Post Engagement Rate: 42.13%

AIMS Data Centre

Followers

January	2,649
Week 1	2,652
Week 2	2,665
Week 3	2,682
Week 4	2,686

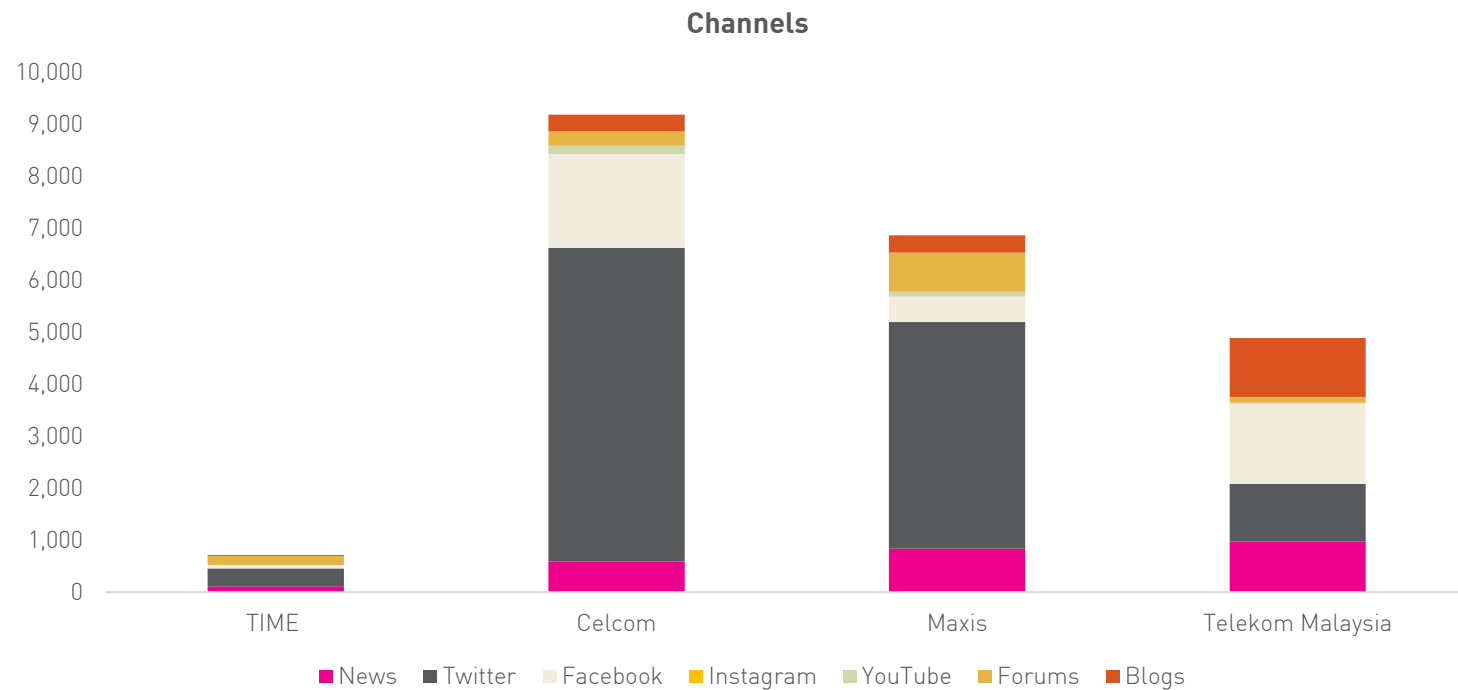
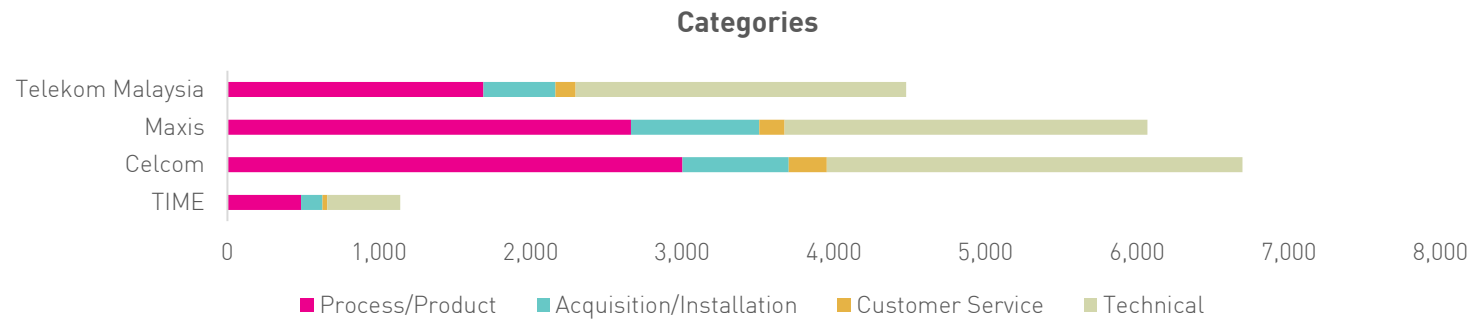
Top Performing Content by Engagement on LinkedIn

There were no posts shared by the page this month

Post Engagement Rate: N.A

Competitors Benchmarking

Competitors Benchmarking – Volume*



	TIME	Celcom	Maxis	Telekom Malaysia
Process/Product	486	3,002	2,663	1,689
Acquisition/Installation	141	701	845	474
Customer Service	33	251	167	135
Technical	480	2,741	2,393	2,180

	TIME	Celcom	Maxis	Telekom Malaysia
News	114	596	840	977
Twitter	346	6,029	4,358	1,107
Facebook	68	1,805	496	1,543
Instagram	0	0	0	0
YouTube	0	160	89	20
Forums	168	278	752	110
Blogs	22	323	333	1,131

Competitors Benchmarking – Sentiment*

Key Highlights

TIME

Top story for TIME: MEF LSO Marketplace Accelerates Service Provider Automation

MEF, a global industry association of network, cloud, and technology providers, on Feb 22 announced the launch of the LSO Marketplace, a set of resources designed to accelerate the evaluation and implementation of MEF Lifecycle Service Orchestration (LSO) APIs for automating service provider and enterprise business transactions. According to recent MEF research, more than 30 leading companies, including TIME dotCom are in production with LSO Sonata APIs or intend to be in the coming months.

COMPETITORS

Top story for Competitors:

- ① **Celcom:** Celcom, Digi, Maxis, U Mobile Jointly Express Their Support For Dual Wholesale 5G Networks
- ② **Maxis:** Bridge Alliance, MobileedgeX, Singtel and Telefonica achieve world-first interconnection of heterogenous Multi-Access Edge Computing (MEC) platforms utilising hub-to-hub architecture
- ③ **Telekom Malaysia:** Airtel joins SEA-ME-WE-6 undersea cable consortium

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	33	12	294	49	17	2	-	-	-	-	-	-
	9.7%	3.5%	86.7%	72.1%	25.0%	2.9%	-	-	-	-	-	-
Celcom	2109	1554	2306	428	694	601	-	-	-	57	4	-
	35.3%	26.0%	38.6%	24.8%	40.3%	34.9%	-	-	-	93.4%	6.6%	-
Maxis	533	1729	2044	107	161	221	-	-	-	47	2	-
	12.4%	40.2%	47.5%	21.9%	32.9%	45.2%	-	-	-	95.9%	4.1%	-
Telekom Malaysia	239	104	756	320	711	471	-	-	-	-	1	-
	21.7%	9.5%	68.8%	21.3%	47.3%	31.4%	-	-	-	-	100.0%	-

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	24	-	88	1	6	144	6	-	16
	21.4%	-	78.6%	0.7%	4.0%	95.4%	27.3%	-	72.7%
Celcom	143	24	429	59	40	176	95	19	207
	24.0%	4.0%	72.0%	21.5%	14.5%	64.0%	29.6%	5.9%	64.5%
Maxis	257	80	502	118	105	527	118	105	527
	30.6%	9.5%	59.8%	15.7%	14.0%	70.3%	15.7%	14.0%	70.3%
Telekom Malaysia	263	118	590	13	19	78	13	19	78
	27.1%	12.2%	60.8%	11.8%	17.3%	70.9%	11.8%	17.3%	70.9%

Competitors Benchmarking – Owned Social Media Performance

		Facebook		YouTube	Top Performing Content by Engagement across all Owned Platforms
		Followers	Engagement	Followers	
TIME	January	115,355	0.057%	7,760	<u>Get Ready for Action Besar</u> Platform: Facebook Post Reach: 115,589 Post Engagement: 187
	Week 1	115,392	0.008%	7,910	
	Week 2	115,452	0.011%	8,090	
	Week 3	115,516	0.028%	8,130	
	Week 4	115,589	0.014%	8,130	
Celcom	January	805,593	0.057%	244,000	<u>Preorder of Oppo Reno7 Series 5G</u> Platform: Facebook Post Reach: 806,057 Post Engagement: 3,165
	Week 1	805,752	0.030%	244,000	
	Week 2	805,958	0.035%	244,000	
	Week 3	805,981	0.075%	244,000	
	Week 4	806,057	0.087%	244,000	
Maxis	January	1,316,411	0.006%	98,700	<u>Maxis TechTok Keunggulan siri Galaxy S22 5G yang didambakan</u> Platform: YouTube Post Reach: 99,900 Post Engagement: 3,404,107
	Week 1	1,316,329	0.003%	98,800	
	Week 2	1,316,432	0.046%	99,700	
	Week 3	1,316,462	0.028%	99,800	
	Week 4	1,316,525	0.000%	99,900	
Telekom Malaysia	January	43,228	0.090%	48,100	<u>Digital Malaysia #ProgresifBersama (BM Version 23s)</u> Platform: YouTube Post Reach: 48,200 Post Engagement: 368,724
	Week 1	43,267	0.000%	48,100	
	Week 2	43,353	0.240%	48,100	
	Week 3	43,390	0.840%	48,200	
	Week 4	43,476	0.380%	48,200	

Overall, both **TIME** and Maxis had lowest average engagement rate in February on **Facebook** (0.020% each), as both trailed behind Celcom (0.060%) and Telekom Malaysia (0.370%). Similar to January, **TIME** continued to rank second lowest in engagement rate as compared to its competitors.

Although Telekom Malaysia had the lowest number of **Facebook** followers compared to the other brands, it continued to garner the highest engagement rate – especially in Week 3 (0.840%). The page's updated profile picture gained significant traction during the week, with over 460 comments comprising a mix of praises and complaints from customers on Telekom Malaysia's WiFi performance. This may signal the effectiveness of the brand's overall communication strategy on **Facebook** in sustaining its strong connection with its small group of followers.

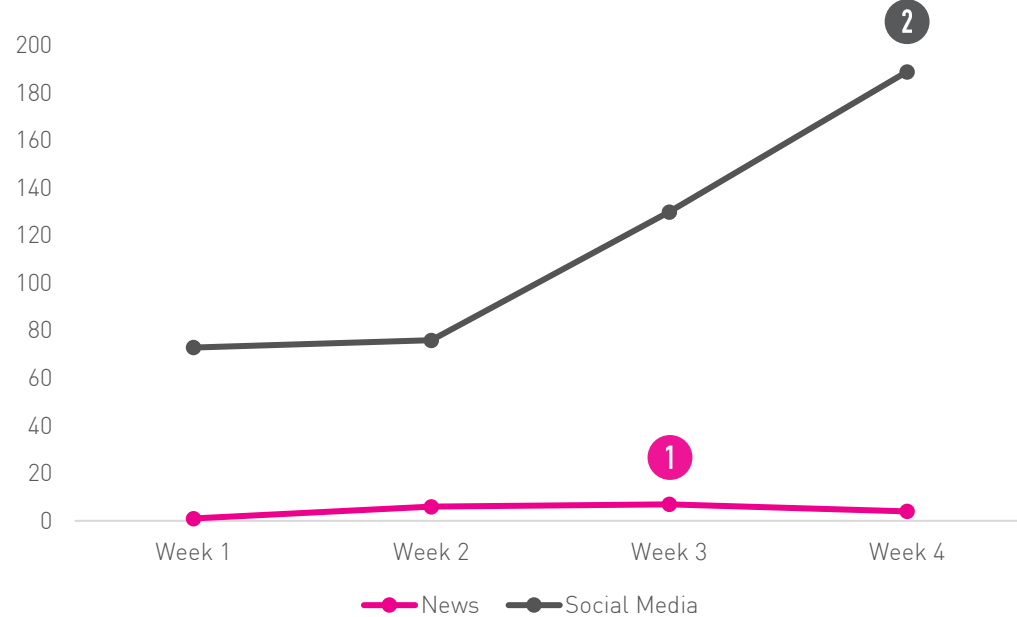
On **YouTube**, there was an absence of posts on **TIME**'s channel in February, compared to channels of other brands such as Maxis (13 posts) and Telekom Malaysia (6 posts). **TIME**'s infrequent uploads on YouTube may have likely contributed to the page's low follower count and growth.

Competitors Benchmarking – Owned Social Media Performance

		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Celcom	January	83,813	-	82,789	-
	Week 1	83,803	0.009%	82,860	0.058%
	Week 2	83,832	0.760%	82,913	0.000%
	Week 3	83,844	0.450%	82,947	0.073%
	Week 4	83,852	0.015%	83,045	0.000%
Maxis	January	155,861	-	69,909	-
	Week 1	155,934	0.001%	69,970	0.000%
	Week 2	156,016	0.000%	70,068	0.014%
	Week 3	156,106	0.001%	70,213	0.005%
	Week 4	156,211	0.000%	70,400	0.023%
Telekom Malaysia	January	7,093	-	4,246	-
	Week 1	7,117	0.000%	4,258	0.000%
	Week 2	7,241	7.300%	4,270	0.160%
	Week 3	7,275	0.000%	4,276	0.000%
	Week 4	7,315	0.016%	4,289	0.000%

TIME Trend Analysis

Weekly Trend – Process/Product



1 In Week 3, there was a spike in news coverage mainly due to [reports on the comparison between 1Gbps ViewQwest plan and the TIME 1Gbps plan](#). It was mentioned that TIME only has a 1Gbps plan for home users, and none for businesses. It was also mentioned that TIME does not put their business plan on its website, but some of their distributors have advertised at a price of RM258/month for a 300Mbps plan (100Mbps upload).

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 [questions on whether the Wifi 6 router HG8145X6 is a standalone router](#), and [suggestions on the suitable router and position for the TIME 500mbps](#).



Reach: N.A

Likes: N.A

Shares: N.A

Comments: N.A

ViewQwest runs a symmetric 1Gbps business broadband plan, equal upload and download speeds

Plan	Speed	Price	Contract
NEW 300Mbps	300Mbps	RM338	24 months
NEW 600Mbps	600Mbps	RM348	24 months
NEW 1Gbps	1Gbps	RM338	24 months

Market:
Malaysia

Date of
Publication:
21 February
2022


Publication:
MSN Malaysia

Weekly Trend – Acquisition/Installation

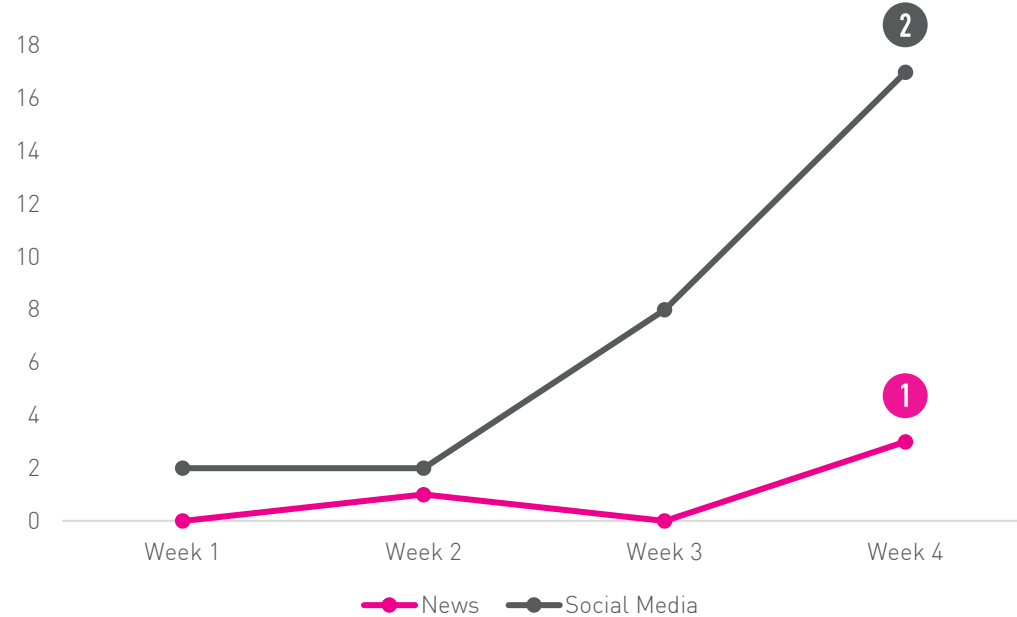


1 There were no relevant news reports on Acquisition/Installation this month.

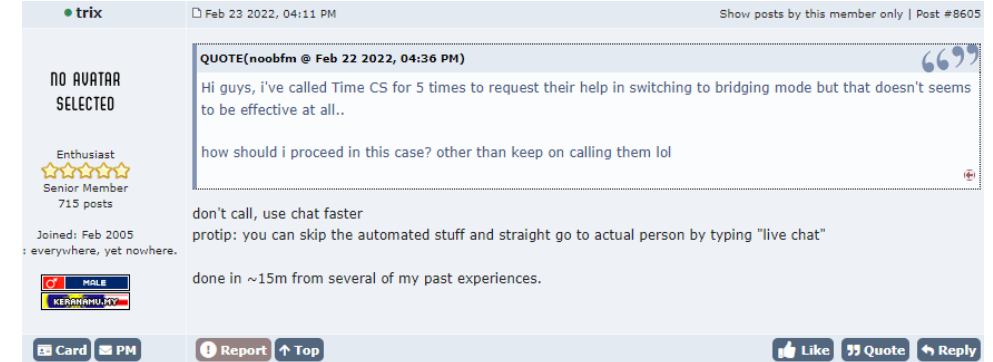
2 In Week 4, there were several [blog posts](#) and [tweets](#) by telco dealers who promoted their registration and installation services for TIME Fibre and/or other telecommunication brands.

 <p>Replying to @BuayaDaratClub</p> <p>Hi, Nak pasang WiFi dekat Rumah ? Unifi? TIME Fibre? Maxis Fibre?</p> <p>PERCUMA </p> <ul style="list-style-type: none"> 📍 Semakan Coverage / Port / Tiang / Fibre Box. 📍 Semakan Promosi Terkini. 📍 Pendaftaran & Pemasangan. <p> </p> <p>Boleh WhatsApp untuk pertanyaan, wasap.my/601136666944/N...</p> <p>11:57 AM · Feb 27, 2022 · Twitter for iPhone</p>	Reach: N.A	Likes: N.A
	Shares: N.A	Comments: N.A

Weekly Trend – Customer Service



- 1 In Week 4, there was a spike in news reports due to coverage on over 200,000 [telco network-related complaints](#) received by the Malaysian Communications and Multimedia Commission (MCMC) in 2021. The articles noted that complaints were mainly on the poor 4G network coverage across service providers, namely Celcom, Maxis, Digi, U Mobile, Telekom Malaysia and TIME. The articles noted that the month of February and the city of Johor Bahru had the [highest number of complaints lodged](#).
- 2 In Week 4, most social media mentions were discussions on the [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 a forum user who had asked for assistance after finding TIME's customer service hotline as unhelpful despite repeated calls.



Reach: N.A

Likes: N.A

Shares: N.A

Comments: N.A

共接获约20万！MCMC：截至2021年，网络覆盖问题投诉率最高！

Post on: February 25, 2022 | 11ing hui | 0



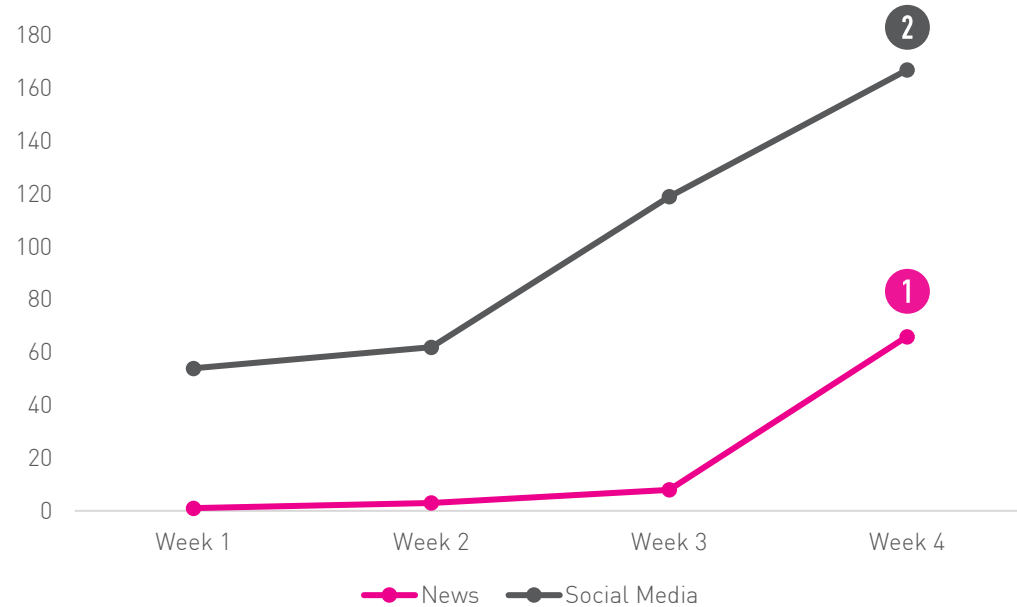
去年，大多数大马民众都是居家工作并使用自己的网络进行工作。无论是使用移动互联网还是固定互联网，对此相信也有部分用户不需要向网络质量，并向电讯公司和MCMC进行有关的投诉！

Market:
Malaysia

Date of
Publication:
25 February
2022

Publication: Zing Gadget

Weekly Trend – Technical



1 In Week 4, there was a spike in [news](#) which mainly featured the launch of the LSO Marketplace, a set of resources designed to accelerate the evaluation and implementation of MEF Lifecycle Service Orchestration (LSO) APIs for automating service provider and enterprise business transactions. More than 30 leading companies, including AT&T, Axtel Networks, StarHub and TIME were quoted to be in production with LSO Sonata APIs or intend to be in the coming months.

2 The spike in social media mentions in Week 4 were mainly due to discussions on the [forum thread on Lowyat.net which discusses TIME's Fibre Broadband](#). Notably, there were also several tweets by Twitter users who complained on TIME's [slow internet speed](#) and [poor coverage](#). Separately, a Twitter user had also shared that he appreciates TIME's [notice of system maintenance](#) on its website. This may indicate the potential benefit of TIME to have its own Twitter account to post regular updates for the convenience of its customers who are active on the platform.



Dear ISP, appreciate this notice.

[#Tech](#) [#TimeDotCom](#)

Notice of System Maintenance
time.com.my/edm/2022/syste...

Reach: 949

Likes: N.A

Shares: N.A

Comments: N.A

MEF LSO Marketplace Accelerates Service Provider Automation



LOS ANGELES, Feb. 22, 2022 (GLOBE NEWSWIRE) -- MEF, a global industry association of network, cloud, and technology providers who drive network transformation to power the digital economy, today announced the launch of the [LSO Marketplace](#), a set of resources designed to accelerate the evaluation and implementation of MEF Lifecycle Service Orchestration (LSO) APIs for automating service provider and enterprise business transactions. MEF also announced availability of the Celine LSO API Framework release, which adds a new service provisioning developer guide and features such as incident management and security profiles.

According to [recent MEF research](#), more than 30 leading companies, including AT&T, Axtel Networks, Bloomberg, CMC Networks, Colt Technology Services, HGC Global Communications, Lumen, Orange, PCCW Global, Proximus, Sparkle, StarHub, Tella, TELUS, TIME dotCom, Verizon Business, and Zayo, are in production with [LSO Sonata APIs](#) or intend to be in the coming months. The new LSO Marketplace provides easy access to the APIs and related resources to guide service providers and enterprises who are implementing or planning to implement them. From building the business case for implementing open MEF standardized APIs, to their implementation and interoperability testing and certification, the marketplace guides decision makers, IT, developers, and partners along their implementation journey.

Market:
United States

Date of Publication:
22 February 2022

Publication: TMCnet.com

Top News by Volume

Top 10 **TIME** News

1. MEF LSO Marketplace Accelerates Service Provider Automation

Market: United States	Publication: Telecom Ramblings	Date of Publication: 24 February 2022	Sentiment: Neutral
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MEF, a global industry association of network, cloud, and technology providers, on Feb 22 announced the launch of the LSO Marketplace, a set of resources designed to accelerate the evaluation and implementation of MEF Lifecycle Service Orchestration (LSO) APIs for automating service provider and enterprise business transactions. According to recent MEF research, more than 30 leading companies, including **TIME** dotcom, are in production with LSO Sonata APIs or intend to be in the coming months.

2. TIME DOTCOM BERHAD

Market: Germany	Publication: Rohstoffe - MarketScreener.com	Date of Publication: 25 February 2022	Sentiment: Neutral
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TIME dotCom Berhad has announced results for the year ended December 31, 2021. For the full year, the company reported sales of MYR1,396.36 million compared to MYR1,223.17 million a year ago. Net profit was MYR 393.16 million compared to MYR 328.05 million last year. Basic earnings per share from continuing operations were MYR0.2163 compared to MYR0.1827 a year ago.

3. Changes in Sub. S-hldr's Int (Section 138 of CA 2016) - EMPLOYEES PROVIDENT FUND BOARD

Market: United States	Publication: Worldvest Base	Date of Publication: 24 February 2022	Sentiment: Neutral
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This article highlighted **TIME** dotCom Berhad's changes in its substantial Securities Holder. It was mentioned that there was a change in the interest of Substantial Shareholder - Citigroup Nominees (Tempatan) Sdn Bhd - pursuant to Section 138 of CA 2016.

4. Untung bersih TIME dotCom melonjak

Market: Malaysia	Publication: Berita Harian	Date of Publication: 25 February 2022	Sentiment: Positive
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TIME dotCom Bhd's net profit for the financial year ended December 31, 2021 jumped to RM393.16 million from RM328.05 million recorded in the previous year. Revenue increased to RM1.40 billion from RM1.22 billion. According to the company, resilient demand from the enterprise and retail customer segments for data centers as well as data supply contributed positively to continued revenue growth. Meanwhile, the expansion in profits was due to an increase in overall income including a higher share of profits from associates and an increase in foreign exchange earnings.

5. TIME dotCom adopts new dividend policy as full-year profit, revenue rise

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 25 February 2022	Sentiment: Positive
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TIME dotCom Bhd said on Feb 25 that it has adopted a new dividend policy to pay an annual dividend of up to 50% of its audited consolidated profit after tax compared with 25% previously as the company reported a full-year net profit and revenue growth, helped by retail and enterprise customers. "Year-on-year recurring revenue growth (in the fourth quarter) was mainly contributed by retail and enterprise customers," the internet-service provider said in its Bursa Malaysia filings.

S/N	Headline	Market	Sentiment
6	AMMB, Public Bank, Press Metal, Sime Darby Property, TM, Pharmaniaga, BCM Alliance, Frontken, IGB, IOI Properties, MPI, Masteel, MBM, MyEG, Paramount, Samchem, Serba Dinamik, TIME dotCom, Tropicana, UMW, Unisem	Malaysia	Positive
7	TIME dotCom posts higher net profit of RM393.16m in FY2021	Malaysia	Positive
8	ViewQwest lancar pelan jalur lebar perniagaan 1Gbps simetrik, sama laju muat naik dan turun	Malaysia	Positive
9	TV9 - Murid, Pelajar Sekolah Ketagih Internet	Malaysia	Neutral
10	FBM KLCI ends the day almost flat	Malaysia	Neutral

Top 10 Celcom News

1. Celcom, Digi, Maxis, U Mobile Jointly Express Their Support For Dual Wholesale 5G Networks

Market: Malaysia

Publication: Press Malaysia

Date of Publication: 18 February 2022

Sentiment: Neutral

Celcom, Digi, Maxis, and U Mobile have jointly expressed their support for the Dual Wholesale Networks (DWN) model concerning the 5G rollout in Malaysia. This revelation came just after Communications and Multimedia Minister Annuar Musa said that the position of Digital Nasional Berhad (DNB) and SWN/DWN system will be resolved next month via Cabinet Ministers' memorandum. All four companies revealed their support for DWN in a response to the open letter by the MP of Bangi, Dr Ong Kian Ming which was published on 14 February. The MP has previously written an open letter to DNB as well, who then subsequently responded with a very detailed reply.

S/N	Headline	Market	Sentiment
2	Menara TM put on sale, price undisclosed	Malaysia	Neutral
3	Cabinet to decide Friday if Malaysia continues with current 5G rollout plan or considers proposals from private sector	Malaysia	Positive
4	YTL Power to ride transition trend	Malaysia	Neutral
5	Bangi MP questions Celcom Axiata Berhad's transparency regarding 5G rollout	Malaysia	Neutral
6	Bangi MP questions four mobile network operators on transparency regarding 5G rollout	Malaysia	Neutral
7	DAP MP asks MCMC if telcos' proposed 5G rollout model would see private firms profiting in cities and govt footing cost in kampungs	Malaysia	Neutral
8	Battling ransomware: The importance of cybersecurity for businesses	Malaysia	Neutral
9	U Mobile tawar Internet tanpa had pada harga RM20/bulan tapi FUP-nya "potong stim"	Malaysia	Neutral
10	Axiata, Maxis, Digi.Com secure 4G spectrum allocation for five years	Malaysia	Neutral

Top 10 Maxis News

1. Bridge Alliance, MobiledgeX, Singtel and Telefonica achieve world-first interconnection of heterogenous Multi-Access Edge Computing (MEC) platforms utilising hub-to-hub architecture

Market: Malaysia

Publication: Borneo News

Date of Publication: 25 February 2022

Sentiment: Neutral

In a world's first, Bridge Alliance, MobiledgeX, Singtel and Telefonica have successfully achieved an interconnection between two heterogenous multi-access edge computing (MEC) platforms as part of a GSM Association (GSMA) Foundry Telco Edge Cloud trial. Bridge Alliance is the leading mobile alliance for premier operators and their customers in the Asia Pacific, Middle East and Africa. The alliance covers 34 members who serve close to 900 million customers collectively across these regions. Its goal is to build group capabilities and create value for our members by enabling compelling roaming services and experience, offering multi-market enterprise and IoT solutions, and delivering savings and benefits through leveraging group economies. Bridge Alliance's members and partners include **Maxis** (Malaysia).

S/N	Headline	Market	Sentiment
2	Little Movement Expected For Malaysia Stock Market	United States	Positive
3	Malaysia Stock Market May Hand Back Monday's Gains	United States	Positive
4	Celcom, Digi, Maxis, U Mobile Jointly Express Their Support For Dual Wholesale 5G Networks	Malaysia	Neutral
5	Wide Range Anticipated For Malaysia Stock Market	United States	Positive
6	Additional Support Anticipated For Malaysia Stock Market	United States	Negative
7	Malaysia Stock Market May Run Out Of Steam On Monday	United States	Positive
8	More Pain Predicted For Malaysia Stock Market	United States	Negative
9	Malaysia Stock Market Overdue For Consolidation	United States	Negative
10	Malaysia Bourse Likely To Catch Up To The Upside	United States	Positive

Top 10 Telekom Malaysia News

1. Airtel joins SEA-ME-WE-6 undersea cable consortium

Market: India

Publication: The Hindu

Date of Publication: 21 February 2022

Sentiment: Neutral

Bharti Airtel on Feb 21 said that it has joined the 'SEA-ME-WE-6' undersea cable consortium in a bid to scale up its high-speed global network capacity to serve India's fast-growing digital economy. Airtel said it is participating as a "major investor" in the SEA-ME-WE-6 and is anchoring 20% of the overall investment in the cable system, which will go live in 2025. The 12 other consortium members of SEA-ME-WE-6 include **Telekom Malaysia**. The 19,200 Rkm (route kilometres) SEA-ME-WE-6 will connect Singapore and France, and will be among the largest undersea cable system globally.

S/N	Headline	Market	Sentiment
2	World Economic Magazine announces winners for 2021	United States	Neutral
3	Airtel joins undersea cable consortium to scale high-speed internet	India	Neutral
4	Little Movement Expected For Malaysia Stock Market	United States	Positive
5	Changes in Sub. S-hldr's Int (Section 138 of CA 2016) - KUMPULAN WANG PERSARAAN (DIPERBADANKAN)	United States	Negative
6	Telecom Egypt extends its network reach through SEA-ME-WE 6 cable and provides it a unique crossing route over its distinctive infrastructure	Croatia	Neutral
7	Malaysia Stock Market May Hand Back Monday's Gains	United States	Positive
8	Additional Support Anticipated For Malaysia Stock Market	United States	Negative
9	Wide Range Anticipated For Malaysia Stock Market	United States	Positive
10	Airtel Joins SEA-ME-WE-6 Undersea Cable Consortium; Anchoring 20 Pc Investment in Cable System	India	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.

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).

TIMETM

Thank You

