

# TIME<sup>TM</sup>

June 2022 | Monthly Report



# TIME Overview

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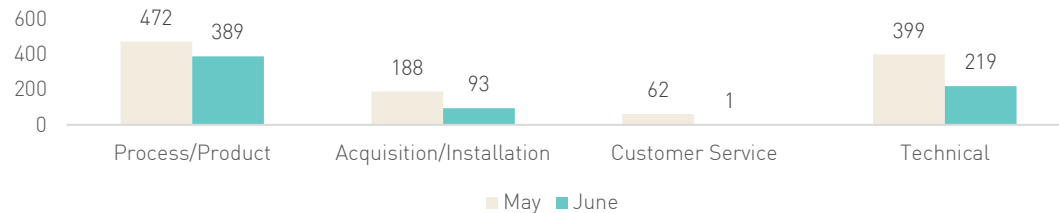
# TIME Overview

In June 2022, Process/Product continued to be the most mentioned topic across news and social media, followed closely by Technical. News on CMC Telecom's vision for the future of Vietnam's digital hub made up most of the news coverage on **TIME**. Mr. Dang Tung Son, CEO of CMC Telecom, shared that: "CMC Telecom's strategy is to cooperate with the world's leading technology companies to turn Vietnam into a digital hub in the region, next to Hong Kong or Singapore". **TIME** was mentioned in the article to be a shareholder of CMC Telecom, the only telecommunication company in Vietnam with a foreign shareholder.

**TIME**'s social media mentions were mainly on Twitter and Forums which discussed a variety of topics on the brand, including questions and feedback about **TIME**'s products and services. Notably, some users have reflected issues with **TIME**'s internet connection last month. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in June 2022. For news, 15.8% of **TIME**'s news coverage was from top tier\* sources, while 84.2% were from non-top tier sources.

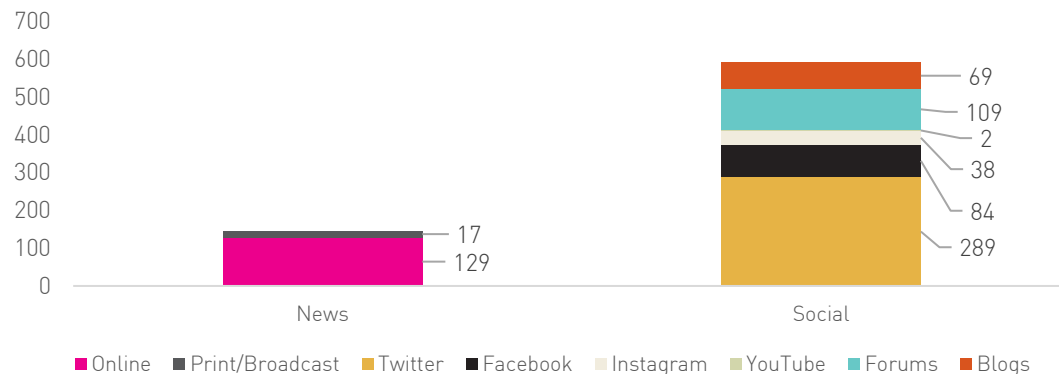
Among its competitors, Celcom had the highest volume of news articles and social media mentions, followed by Maxis, Telekom Malaysia and **TIME**. Similar to **TIME**, the topics on Process/Product and Technical had the most mentions across news and social media amongst **TIME**'s competitors. Maxis ranked the highest for Twitter, while Celcom ranked the highest for News.

Month-on-Month

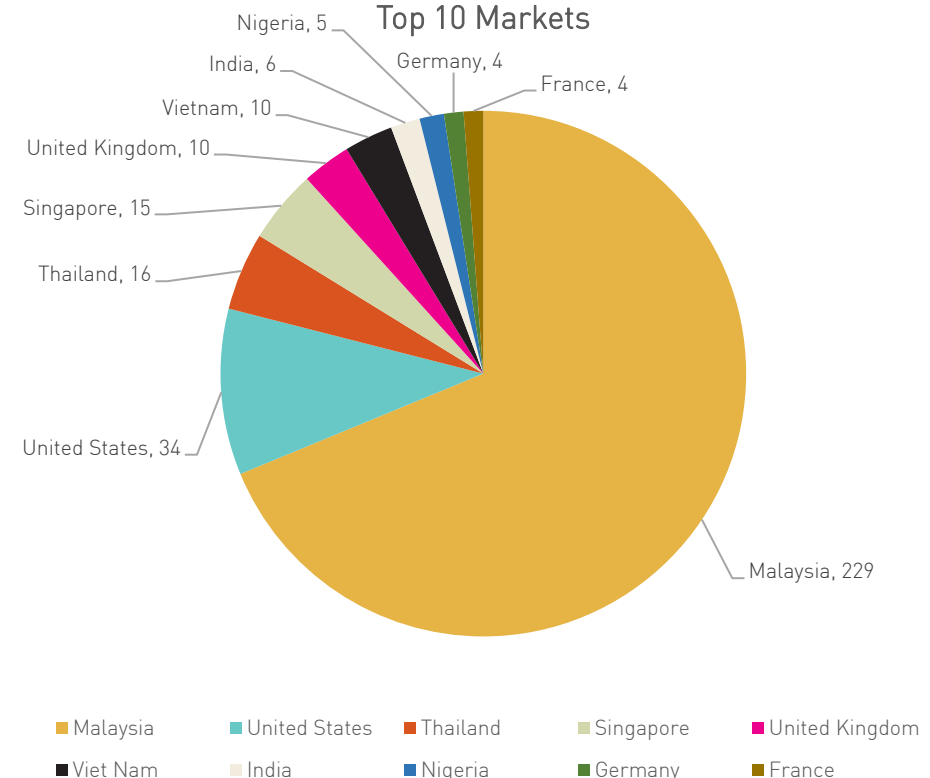


**Note:** Chart only reflects articles/mentions/posts that fall within the topic categories

Channels

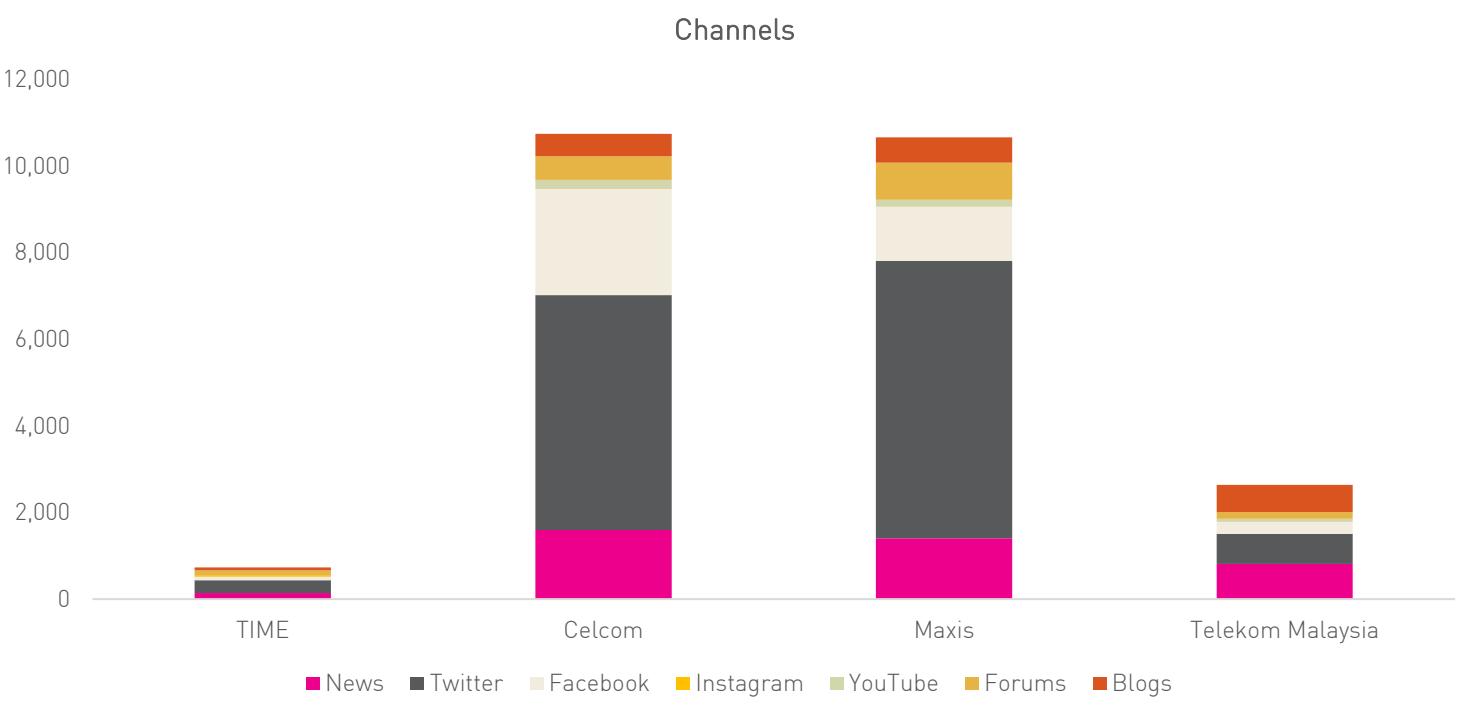
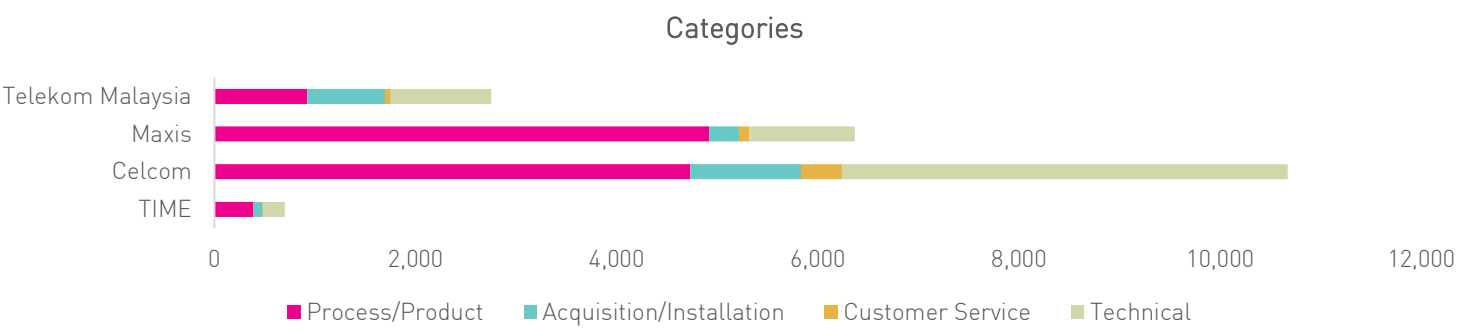


Top 10 Markets



**Note:** Chart includes news articles and social media mentions

# Competitors Benchmarking – Volume\*



	TIME	Celcom	Maxis	Telekom Malaysia
Process/Product	389	4,734	4,922	925
Acquisition/Installation	93	1,099	296	771
Customer Service	1	407	104	58
Technical	219	4,434	1,047	1,001

	TIME	Celcom	Maxis	Telekom Malaysia
News	146	1,597	1,407	813
Twitter	289	5,421	6,399	698
Facebook	84	2,450	1,251	279
Instagram	38	2	0	3
YouTube	2	203	158	60
Forums	109	546	860	155
Blogs	69	521	581	631

# TIME & AIMS LinkedIn Performance


LinkedIn\*

TIME

Followers

May	59,872
Week 1	60,107
Week 2	60,359
Week 3	60,696
Week 4	61,036
Week 5	61,143

Top Performing Content by Engagement on LinkedIn



Post Engagement Rate: 10.1%

AIMS Data Centre

Followers

May	3,056
Week 1	3,067
Week 2	3,074
Week 3	3,084
Week 4	3,090
Week 5	3,091

Top Performing Content by Engagement on LinkedIn

No posts were published in June 2022

Post Engagement Rate: N.A



# Competitors Benchmarking

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# Competitors Benchmarking – Sentiment\*

## Key Highlights

### TIME

**Top story for TIME:** [CMC Telecom chia sẻ về tương lai Digital Hub của Việt Nam tại diễn đàn VNNIC](#)

At the VNNIC Internet Conference 2022 held on 24 June, Mr. Dang Tung Son, A CEO of CMC Telecom, shared about CMC Telecom's digital infrastructure and their vision for the future of Vietnam's digital hub. CMC Telecom was mentioned to have invested in building a modern Data Centre system in order to contribute to synchronising and perfecting the national digital infrastructure. **TIME** was mentioned as a shareholder of CMC Telecom, the only telecom company in Vietnam with a foreign shareholder.

### COMPETITORS

**Top story for Competitors:**

**1** [Celcom: Insights on the Rich Communication Services Global Market to 2027 - Featuring Celcom Axiata Berhad, China Mobile and Claro Americas Among Others](#)

**2** [Maxis: VEON Shareholders Elect New Members to its Board of Directors](#)

**3** [Telekom Malaysia: Streaming Video Alliance Hosts 2022 West Coast STREAMup](#)

	Twitter			Facebook			Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	16	25	248	58	7	19	2	-	36	-	-	2
	5.5%	8.7%	85.8%	69.1%	8.3%	22.6%	5.3%	-	94.7%	-	-	100.0%
Celcom	762	1,562	3,097	860	568	1,022	1	-	1	-	-	203
	14.1%	28.8%	57.1%	35.1%	23.2%	41.7%	50.0%	-	50.0%	-	-	100.0%
Maxis	1,446	2,287	2,666	642	259	350	-	-	-	-	-	158
	22.6%	35.7%	41.7%	51.3%	20.7%	28.0%	-	-	-	-	-	100.0%
Telekom Malaysia	359	23	316	38	71	170	2	-	1	-	-	60
	51.4%	3.3%	45.3%	13.7%	25.4%	60.9%	66.7%	-	33.3%	-	-	100.0%

	News			Forums			Blogs		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
TIME	20	8	118	10	21	78	8	10	51
	13.7%	5.5%	80.8%	9.2%	19.3%	71.5%	11.6%	14.5%	73.9%
Celcom	524	108	965	89	85	372	154	39	328
	32.8%	6.8%	60.4%	16.3%	15.6%	68.1%	29.6%	7.4%	63.0%
Maxis	304	148	955	162	126	572	156	64	361
	21.6%	10.5%	67.9%	18.8%	14.7%	66.5%	26.9%	11.0%	62.1%
Telekom Malaysia	329	113	371	14	27	114	108	169	354
	40.5%	13.9%	45.6%	9.1%	17.4%	73.5%	17.1%	26.8%	56.1%

\* 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	May	116,350	0.007%	8,920	<u>TIME Digital Masterclass</u>  <b>Platform:</b> YouTube <b>Post Reach:</b> 9,200 <b>Post Engagement:</b> 663,324
	Week 1	116,169	0.079%	9,020	
	Week 2	116,230	0.008%	9,170	
	Week 3	116,269	0.032%	9,190	
	Week 4	116,552	0.020%	9,200	
	Week 5	116,567	0.016%	9,200	
Celcom	May	807,284	0.034%	248,000	<u>Rangkaian Pilihan No.1 Di Malaysia</u>  <b>Platform:</b> YouTube <b>Post Reach:</b> 248,000 <b>Post Engagement:</b> 179,639
	Week 1	807,508	0.034%	248,000	
	Week 2	807,420	0.013%	248,000	
	Week 3	807,499	0.029%	248,000	
	Week 4	807,579	0.038%	248,000	
	Week 5	807,610	0.022%	248,000	
Maxis	May	1,316,924	0.010%	101,000	<u>Maxis Techtok   3 reasons to love the vivo X80 Series</u>  <b>Platform:</b> YouTube <b>Post Reach:</b> 102,000 <b>Post Engagement:</b> 1,350,696
	Week 1	1,317,007	0.007%	101,000	
	Week 2	1,316,836	0.009%	101,000	
	Week 3	1,317,019	0.005%	102,000	
	Week 4	1,317,019	0.000%	102,000	
	Week 5	1,317,338	0.126%	102,000	
Telekom Malaysia	May	44,220	0.581%	49,500	<u>Cover Story: Telekom moves further beyond homes with 5G</u>  <b>Platform:</b> Facebook <b>Post Reach:</b> 44,422 <b>Post Engagement:</b> 264
	Week 1	44,270	0.198%	49,500	
	Week 2	44,317	0.000%	49,500	
	Week 3	44,365	0.028%	49,500	
	Week 4	44,411	0.011%	49,500	
	Week 5	44,422	0.106%	49,500	

Telekom Malaysia (0.069%) had the highest average engagement rate on [Facebook](#) followed by **TIME** (0.031%), Maxis (0.029%), and Celcom (0.027%) in June 2022. There was an increase in the average engagement rate for **TIME** and Maxis, while Celcom and Telekom Malaysia experienced a decline in average engagement rates compared to the previous month.

Although Telekom Malaysia (TM) had the lowest number of [Facebook](#) followers compared to the other brands, it continued to gain the highest engagement rate – particularly in Week 1 (0.198%). This was likely due to the high number of posts – 6 posts – in that week. Posts that gained traction featured [an interview with their Group CEO, Imri Mokhtar](#), and [announcement of their intentions to expand into the software business](#).

For the other brands, the top performing content by engagement across all owned platforms was on [YouTube](#). Maxis' top performing content garnered the highest engagement compared to the other brands. Its top performing content featured a [review of the Vivo X80 series by Adam Lobo](#), a tech reviewer and host. This video was part of its "Techtok" series on [YouTube](#), where various influencers were invited to review new gadgets and smartphones, while promoting the relevant plans. Considering the high engagement for such content, **TIME** could look into engaging influencers to promote its products.

**TIME's** top-performing content on [YouTube](#) was a video promoting the [TIME Digital Masterclass](#), a free monthly webinar for online business owners. This is similar to last month's Digital Masterclass, which focused on [managing e-commerce with Shopee](#).



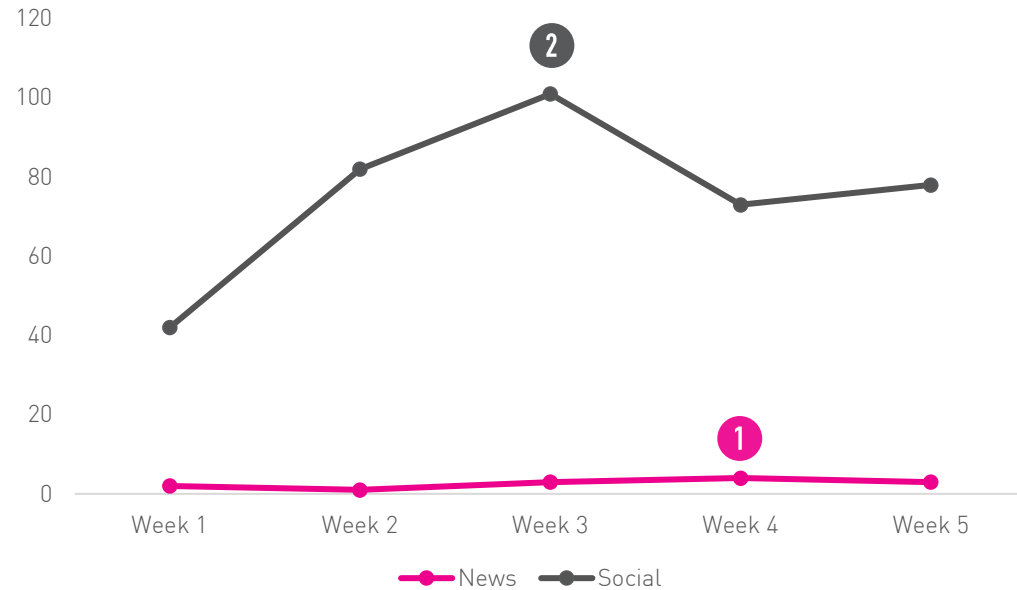
# Competitors Benchmarking – Owned Social Media Performance

		Twitter		Instagram	
		Followers	Engagement	Followers	Engagement
Celcom	May	84,086	0.206%	83,806	0.009%
	Week 1	84,095	0.028%	83,882	0.000%
	Week 2	84,084	0.029%	83,959	0.000%
	Week 3	84,088	0.135%	83,930	0.032%
	Week 4	84,073	0.018%	83,911	0.000%
	Week 5	84,088	0.017%	83,911	0.000%
Maxis	May	157,933	0.002%	72,182	0.013%
	Week 1	158,015	0.000%	72,348	0.000%
	Week 2	158,074	0.001%	72,531	0.000%
	Week 3	158,112	0.000%	72,710	0.012%
	Week 4	158,139	0.000%	72,795	0.008%
	Week 5	158,337	0.092%	72,865	0.016%
Telekom Malaysia	May	7,656	0.014%	4,506	0.538%
	Week 1	7,670	0.006%	4,518	0.152%
	Week 2	7,699	0.000%	4,519	0.000%
	Week 3	7,731	0.007%	4,517	0.063%
	Week 4	7,768	0.006%	4,515	0.130%
	Week 5	7,774	0.000%	4,518	0.000%

# TIME Trend Analysis

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## Weekly Trend – Process/Product



**1** In Week 4, there was a spike in news coverage mainly due to news on a recent market report by Market Reports World. The report was on the Virtual Router Market Share, Size, Global Industry Demand, Future Growth, Regional Trend, Leading Players Updates, Current and Future Plans by Forecast to 2028. TIME was mentioned as one of the key players analysed in the Virtual Router Market Report.

**2** The volume of social mentions peaked in Week 3 mainly due to a forum thread discussion on TIME's Fibre Broadband. Notably, there was a discussion about the 300mbps package and Royalty Reward programme offered by TIME. Some forum users mentioned that the 300mbps package was an old plan, while others mentioned that this is a special package for existing customers who have been TIME's customers for over 2 years. Another user added that TIME would use the royalty reward of these long-term customers to upgrade their respective plans from 100mbps to 300mbps.

### Virtual Router Market Share, Size Global Industry Demand, Future Growth, Regional Trend, Leading Players Updates, Current and Future Plans by Forecast to 2028

By TheGlobePostive Published: June 20, 2022

The Virtual Router Market report also covers a detailed comprehension of the major geographies present in the market along with the key segments and sub-segments. The report dissects the main thrusts of the worldwide Virtual Router market just as reveals insight into restrictions and limitations.

Global **Virtual Router Market** research report provides an detailed analysis of market size, share, growth, trends and forecast. The Virtual Router Market including detailed description of market sizing and growth, value, the key opportunities in the Virtual Router Market and outlines the factors that are and will be driving the growth of the industry taking into consideration the previous growth patterns with forecast period 2022-2028. The Virtual Router Market research report provides insight into main drivers, challenges, opportunities and risk of the market. Key players are profiled as well with their market shares in the global Virtual Router Market discussed. Overall, this report covers the historical situation, present status and the future prospects. The Virtual Router Market research report encompasses research methodologies, and porter's five forces analysis, product scope, CAGR status. Finally, the report offers a quantitative analysis of key countries according to their revenue share and latest technologies advancements in each region.

Get a Sample PDF of report - <https://www.marketreportsworld.com/enquiry/request-sample/21043364>

About Virtual Router Market:

ADVERTISEMENT

- TRENDING**
- 1 Qp-Eid 'Couldn't hit a sunny day with a machine gun' and nuclear blackout, Day 127
  - 2 Big CAT scan: London Zoo treats lion with warble
  - 3 UK issues extreme heat warning as temperatures soar
  - 4 The Dutch art detective who recovered the 'Blood of Christ' relic
  - 5 Pacific leaders struggle to keep focus on climate at key summit

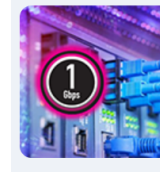
Market:  
Canada

Date of  
Publication:  
20 June 2022

Publication:  
The Digital Journal

jjj2

Jun 14 2022, 07:03 PM



Look at all my stars!!  
★★★★★

QUOTE(kskoay82 @ Jun 14 2022, 03:08 PM)

Time provide 300Mbps package? in their website only showing 100Mbps, 500Mbps and 1GBps....

This is a special plan for existing customers whom already with TIME for more than 2 years.

Thanks.

kskoay82 liked this post

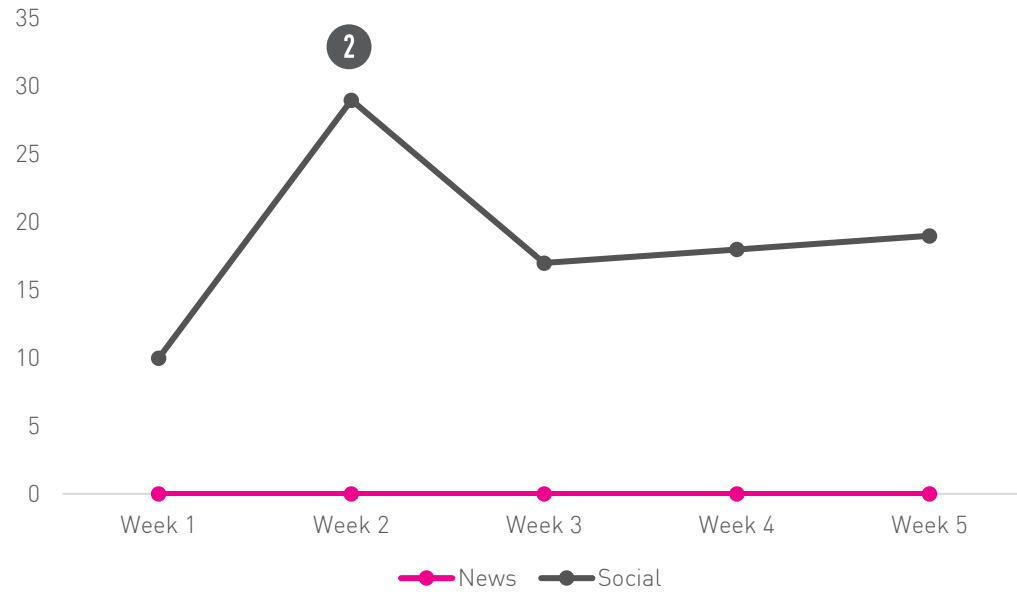
Reach: N.A.

Likes: N.A

Shares: N.A

Comments: N.A

## Weekly Trend – Acquisition/Installation

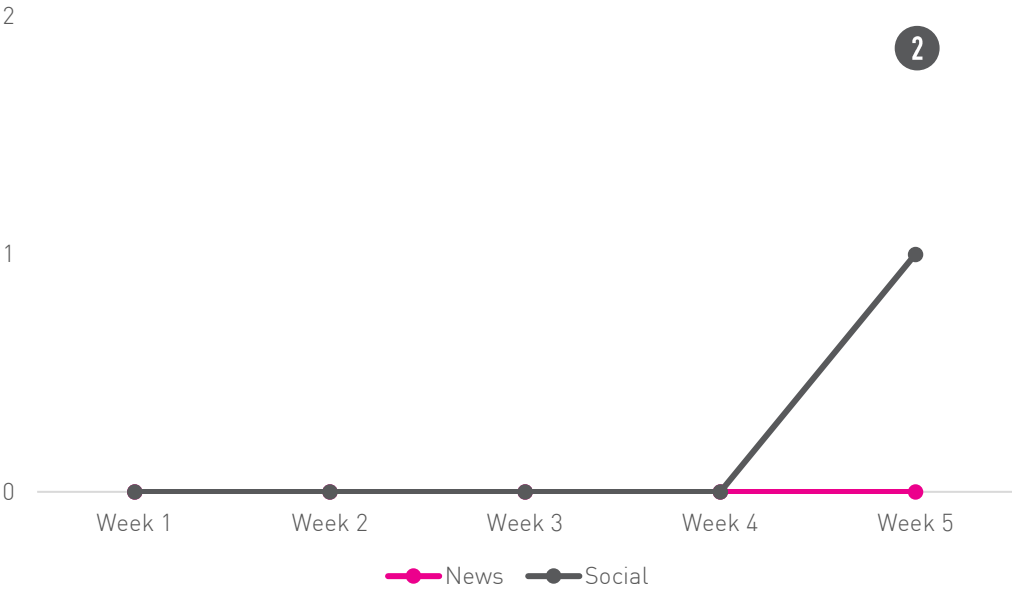


**1** There were no relevant news reports on Acquisition/Installation this month.

**2** The volume of social mentions peaked in Week 2 mainly due to YouTube videos on a Point-of-Sale payment machine, which mentioned that it could be used to apply for TIME Fibre services. Additionally, a forum thread discussion on TIME's Fibre Broadband contributed to the peak. In the forum discussion, a user asked for help on the issues he was facing with his Huawei router. Some forum users responded by proposing some solutions to try on his own.

<div> <div> <div>BjornFalk <sup>P</sup></div> <div>Jun 7 2022, 08:37 PM</div> </div> <div> <div> <div>Hey JJ Choo,</div> <div>I'm having issues portforwarding my Huawei HG8145X6 router. Any guides to properly forward?</div> </div> <div> <div>New Member</div> <div>★</div> </div> </div> </div>	
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 one social media mention in Week 5, where a TIME customer expressed his frustrations over an internet disruption. On a Facebook video posted by TIME Internet on June 30, a user commented that TIME and its customer service officer did not do enough to fix the commenter's internet disruption issue. He was upset over the lack of internet and demanded that a technician visit him as soon as possible.

TIME Internet

June 30 at 12:00 PM

Avoid emotional damage. Game with #KabelBesar.

Sign up now at: <https://bit.ly/KabelBesarActionBesar>

#TIMEInternet #AGoodTIME #KabelBesar

See less

Most relevant

Art Zahar

I am having an emotional damage now no internet since friday and customer service called me back and cant even prioritize to fix this. Booked someone to come see our unit on tuesday. TUESDAY. WE HAVENT HAD INTERNET SINCE FRIDAY AND ALL OF US WORK AND U CANT EVEN COME TO US TOMORROW MORNING TO FIX IT?

Ridiculous

TIME Internet

As spoken, your technical visit has been scheduled for tomorrow, Art Zahar. Thank you.

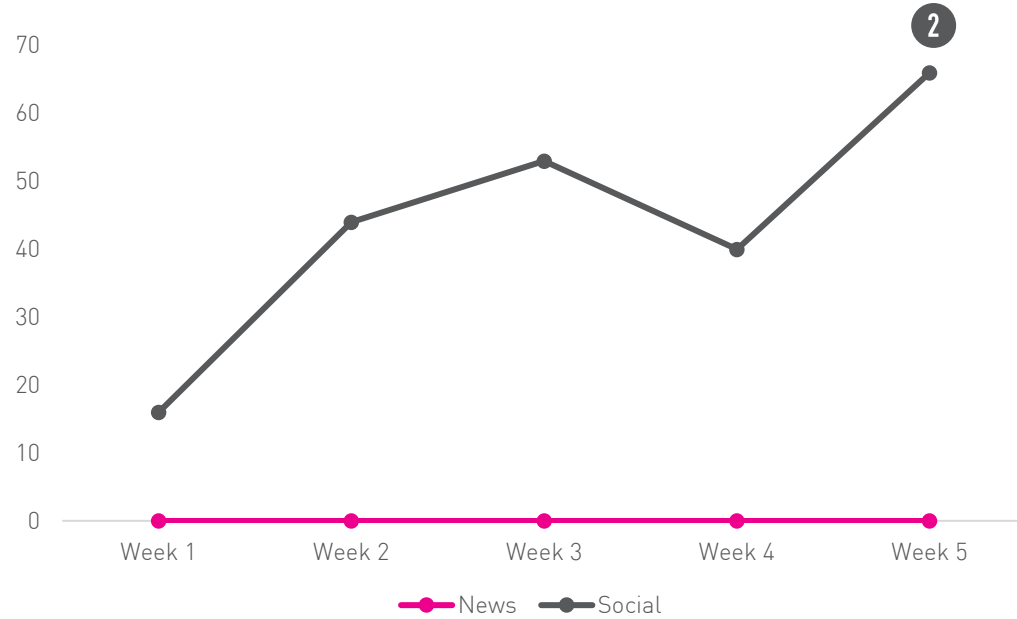
Avoid Emotional Damage

Like Comment Share

20 Comments · 401 Views

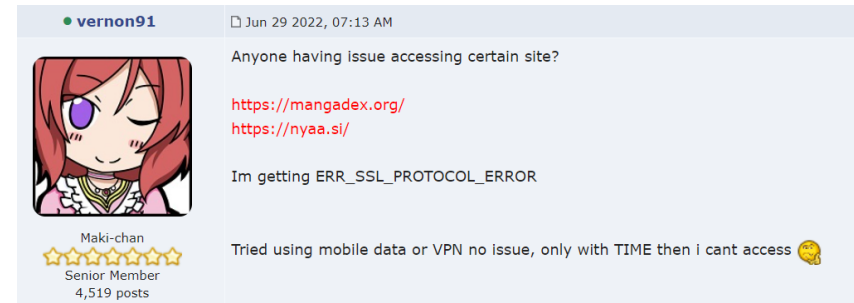
Reach: N.A.	Likes: N.A.
Shares: N.A	Comments: N.A.

# Weekly Trend – Technical



1 There were no relevant news reports on Technical this month.

2 The volume of social mentions peaked in Week 5 mainly due to a forum thread discussion on TIME's Fibre Broadband. Notably, a user said that he was facing some issues accessing certain websites with TIME's internet data. Other users who were able to access the website provided him with possible solutions to rectify his issue.



Reach: N.A.

Likes: N.A.

Shares: N.A

Comments: N.A.

# Top News by Volume

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# Top 10 **TIME** News

## 1. CMC Telecom chia sẻ về tương lai Digital Hub của Việt Nam tại diễn đàn VNNIC

Market: Vietnam	Publication: CMC Telecom	Date of Publication: 27 June 2022	Sentiment: Positive
At the VNNIC Internet Conference 2022 held on 24 June, Mr. Dang Tung Son, CEO of CMC Telecom, shared about CMC Telecom's digital infrastructure and their vision for the future of Vietnam's digital hub. CMC Telecom was mentioned to have invested in building a modern Data Centre system in order to contribute to synchronising and perfecting the national digital infrastructure. <b>TIME</b> was mentioned to be a shareholder of CMC Telecom, the only telecom company in Vietnam to have a foreign shareholder.			

## 2. Equinix, STT Among Bidders for Time Dotcom's Data Centers

Market: Hong Kong	Publication: Yahoo Finance	Date of Publication: 30 June 2022	Sentiment: Neutral
US-based investors DigitalBridge Group Inc., I Squared Capital-owned BDx and Equinix Inc. were among potential suitors for Aims, the data centre business of Malaysia's <b>TIME</b> Dotcom Bhd., according to people familiar with the matter. Stonepeak-backed Digital Edge and Temasek Holdings Pte's ST Telemedia Global Data Centres were also among the possible bidders, the people said, asking not to be identified because the matter is private.			

## 3. The Edge | Knight Frank Kuala Lumpur and selangor office Monitor (1Q2022): Downward pressure on rental, occupancy rates to continue

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 30 June 2022	Sentiment: Neutral
The rental and occupancy levels of office space in Kuala Lumpur (KL) city were anticipated to see downward pressure, as a result of substantial incoming supply and low occupancy in office buildings this year. In this backdrop, <b>TIME</b> dotCom Bhd purchased the Bangunan KWSP in central KL for RM62 million. Further, this newly acquired building is located just a block away from Menara AIMS — <b>TIME</b> 's fully-occupied flagship data center.			

## 4. TIME dotCom suing online tabloid over fake news article

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 15 June 2022	Sentiment: Neutral
<b>TIME</b> dotCom Bhd was suing www.celebseek.com, a little-known tabloid over a fake news article which purportedly linked <b>TIME</b> dotCom commander-in-chief Afzal Abdul Rahim to the remand of a completely unconnected individual who was reported to have been remanded in connection to some enforcement action in Johor. "We wish to categorically state that this incident has nothing to do whatsoever with TdC ( <b>TIME</b> dotCom) or our commander-in-chief," it said.			

## 5. Ketua kami tiada kaitan dengan individu direman di Johor - Time dotCom

Market: Malaysia	Publication: Berita Harian	Date of Publication: 15 June 2022	Sentiment: Neutral
In connection to <b>TIME</b> dotCom Bhd's legal action against www.celebseek.com, the company reiterated that its chief executive officer, Afzal Abdul Rahim, is not involved in any enforcement actions in Johor.			

S/N	Headline	Market	Sentiment
6	<u>TIME dotCom says its chief has nothing to do with remanded person in Johor, sues portal</u>	Malaysia	Neutral
7	<u>Equinix, STT among bidders for TIME dotCom's data centres, sources say</u>	Malaysia	Neutral
8	<u>A snapshot of Malaysia's big caps ahead of FTSE review</u>	Malaysia	Neutral
9	<u>All telcos post positive earnings for March reporting quarter, says RHB Research</u>	Malaysia	Positive
10	<u>TIME dotCom, Berjaya Food, Datasonic, GFM, Eco World International, Scomi, Citaglobal, Hong Seng</u>	Malaysia	Neutral



# Top 10 Celcom News

## 1. Insights on the Rich Communication Services Global Market to 2027 - Featuring Celcom Axiata Berhad, China Mobile and Claro Americas Among Others - ResearchAndMarkets.com

**Market:** United States

**Publication:** Research and Markets

**Date of Publication:** 9 June 2022

**Sentiment:** Positive

The "Rich Communication Services Market Research Report by Enterprise Size, Application, End User, Enterprise Vertical, Region - Global Forecast to 2027 - Cumulative Impact of COVID-19" report had been added to ResearchAndMarkets.com's offering. **Celcom** Axiata Bhd was among the list of companies mentioned in the report.

S/N	Headline	Market	Sentiment
2	<a href="#">XLD Launches xSpend in Malaysia, allows users to spend Crypto Assets for Utilities</a>	Malaysia	Positive
3	<a href="#">Celcom-Digi receives regulatory clearance to move forward with merger in Malaysia</a>	India	Neutral
4	<a href="#">Malaysia to announce plan for equity sale in 5G agency next week</a>	Singapore	Neutral
5	<a href="#">MCMC approves Digi-Celcom merger</a>	Malaysia	Neutral
6	<a href="#">Celcom appoints Halim Shafie as Interim Chairman</a>	Malaysia	Neutral
7	<a href="#">Axiata, Telenor win approval to form Malaysia's top mobile operator</a>	India	Neutral
8	<a href="#">EVENING 5: Five things you need to know today</a>	Malaysia	Neutral
9	<a href="#">MCMC luluskan penggabungan Celcom-Digi</a>	Malaysia	Neutral
10	<a href="#">Indonesia Siap Luncurkan Pita Frekuensi Rendah 700MHz untuk 5G</a>	Indonesia	Neutral

# Top 10 Maxis News

## 1. VEON Shareholders Elect New Members to its Board of Directors

**Market:** United States

**Publication:** WJHL-TV

**Date of Publication:** 29 June 2022

**Sentiment:** Neutral

VEON Ltd., a global digital operator that provides converged connectivity and services announced the results of the Board of Directors elections during its Annual General Meeting of Shareholders. The elected shareholders were Augie Fabela, Morten Lundal, and Stan Miller. Morten Lundal, the CEO of **Maxis Bhd** and Digi.Com Bhd in Malaysia, has over 20 years of experience as an executive in the telecoms sector with extensive experience in emerging markets, having held key positions at Telenor Group in Oslo and Vodafone Group in London. Morten completed his Master of Business and Economics at the Norwegian School of Management and holds an MBA from IMD in Lausanne.

S/N	Headline	Market	Sentiment
2	<a href="#">Telecommunications Market Size, Share 2022, Industry Scenario, Growth, CAGR, Top Companies, Analysis, Trends, Opportunities and Forecast by 2028</a>	Canada	Neutral
3	<a href="#">Global Telecommunications Market Size Estimated Worth US\$ 1960.1 Million by 2028   Industry Statistics, Development History, Business Prospect, Trends, Challenges, Opportunity, Revenue, Key Suppliers, Price, Supply-Demand, and Growth Factor</a>	United States	Neutral
4	<a href="#">Malaysia to announce plan for equity sale in 5G agency next week</a>	Saudi Arabia	Neutral
5	<a href="#">Kes Siti Bainun: Polis nafi sebar gambar kecederaan Bella</a>	Malaysia	Neutral
6	<a href="#">Kekayaan 50 individu terkaya Malaysia dalam senarai Forbes menurun</a>	Malaysia	Positive
7	<a href="#">Axiata, Telenor win approval to form Malaysia's top mobile operator</a>	Singapore	Neutral
8	<a href="#">Little Movement Seen For Malaysia Stock Market</a>	United States	Positive
9	<a href="#">Samsung Galaxy Z Fold 3 and Z Flip 3 can now connect to DNB's network via Yes 5G</a>	Germany	Neutral
10	<a href="#">马来西亚运营商接近达成单一5G网络使用协议</a>	Mainland China	Neutral

# Top 10 Telekom Malaysia News

## 1. Streaming Video Alliance Hosts 2022 West Coast STREAMup

**Market:** United States

**Publication:** Spoke.com

**Date of Publication:** 21 June 2022

**Sentiment:** Positive

Streaming Video Alliance hosted the 2022 West Coast STREAMup last June 22, 2022, via Zoom. This event presented two sessions namely, "Building a Scalable FAST Service" by Spencer Shanson, Senior Vice President of Product Architecture at Pluto TV, and "Playback Challenges of Client-Side & Server-Side Ad-Supported Streams" by Matthew Carrigan, Solutions Architect at Bitmovin. **Telekom Malaysia** was mentioned as one of the members of the Alliance, along with companies from the streaming video ecosystem such as network operators, technology providers, service providers, and content owners.

S/N	Headline	Market	Sentiment
2	<a href="#">Malaysia to announce plan for equity sale in 5G agency next week</a>	Singapore	Neutral
3	<a href="#">Swarmio Media Enters North African Market by Partnering with Ooredoo, Tunisia's Largest Telecom Operator</a>	United States	Neutral
4	<a href="#">Rafidah Aziz Letak jawatan pengerusi AirAsia X</a>	Malaysia	Neutral
5	<a href="#">Celcom appoints Halim Shafie as Interim Chairman</a>	Malaysia	Neutral
6	<a href="#">Little Movement Seen For Malaysia Stock Market</a>	United States	Positive
7	<a href="#">马来西亚运营商接近达成单一5G网络使用协议</a>	Mainland China	Neutral
8	<a href="#">Six telcos agreed on DNB stake deal, official announcement by next week, says Annuar Musa</a>	United States	Neutral
9	<a href="#">Minister Confirms Six Telcos Are Onboard With DNB Stake Deal</a>	Malaysia	Neutral
10	<a href="#">Ipoh Installs Smart Traffic Lights; 5G Network To Come In October</a>	Colombia	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

