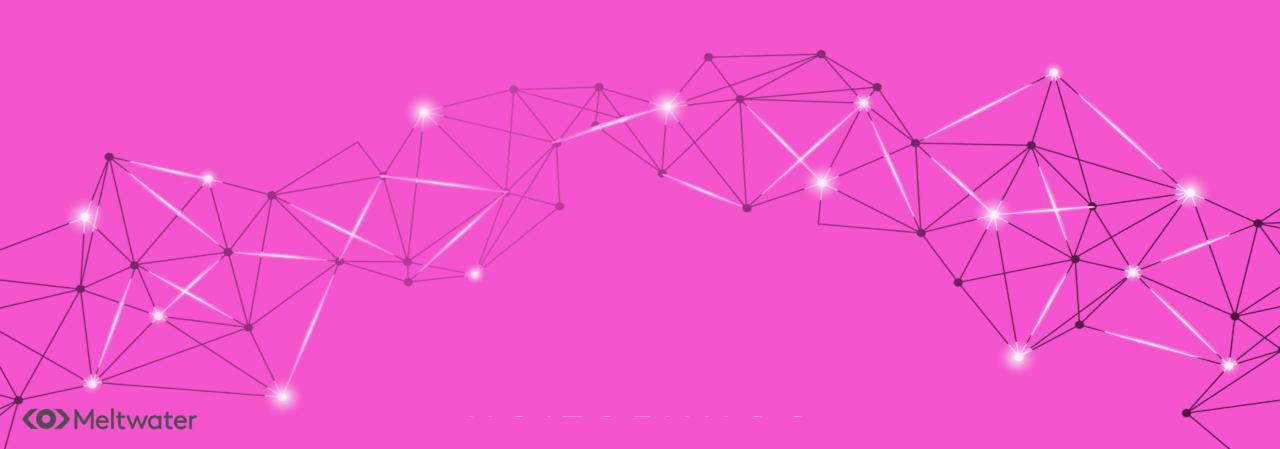
time

March 2023
MONTHLY REPORT





Time Overview

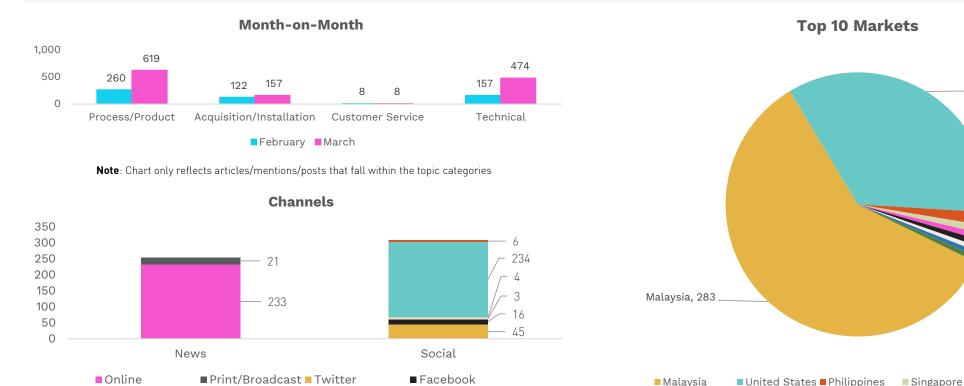


Time Overview

In March 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News on <u>a research report mentioning **Time**'s collaboration with Fortinet in March last year</u> made up most of the news coverage on **Time**. The report highlighted that due to the recent developments in the threat intelligence market, **Time**'s partnership with Fortinet is expected to provide high security to network architecture in a single operating system, thus driving the growth of the threat intelligence security industry globally.

Time's social media mentions were mainly on Forums, where a variety of topics were discussed, including questions and feedback about Time's products and services. Notably, a <u>user inquired how long it</u> would take before he could claim his Time rewards again. In response, another <u>user said that he could claim it once a year</u>. Additionally, another <u>user inquired how he could transfer his HG8145X6 router to another house, which is connected to the Time broadband but has an older router. Another <u>user suggested configuring the HG8145X6 as an Access Point (AP) router instead of using an ONT, and advised him to use better router models available</u>. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in March 2023. For news, 8.3% of Time's news coverage was from top-tier* sources, while 91.7% were from non-top-tier sources.</u>

Among its competitors, Maxis had the highest volume of news articles and social media mentions, followed by Celcom, Telekom Malaysia, and **Time**. Process/Product and Technical had the most mentions across news and social media amongst **Time**'s competitors. Celcom ranked the highest in Twitter, Facebook, Instagram, and Youtube, while Maxis ranked the highest in Forums and Blogs.



Blogs



■ Vietnam

■ Ireland



Instagram

YouTube

Forums

■ Australia

Indonesia

United States, 165

Philippines, 8
Singapore, 5

India, 4

Australia, 4

Indonesia, 3

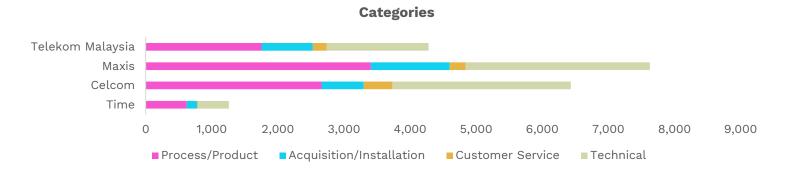
Ireland, 3

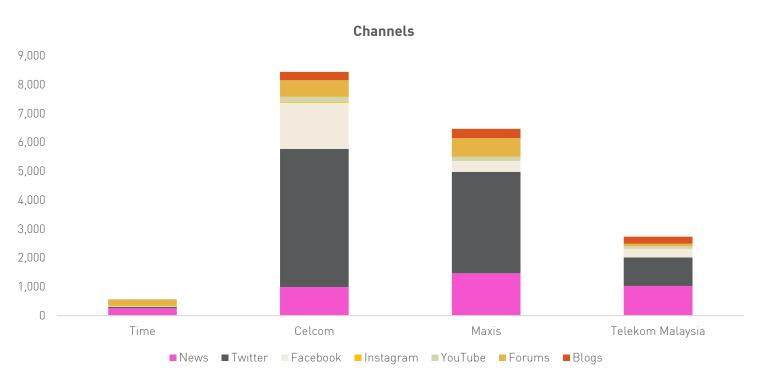
Vietnam, 3

India

^{*} 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	619	2,660	3,405	1,751
Acquisition/ Installation	157	640	1,195	777
Customer Service	8	433	241	208
Technical	474	2,700	2,788	1,544

	Time	Celcom	Maxis	Telekom Malaysia
News	254	989	1,467	1,028
Twitter	45	4,785	3,512	983
Facebook	16	1,594	376	301
Instagram	3	24	0	0
YouTube	4	184	145	88
Forums	234	577	647	90
Blogs	6	291	322	246



Time & AIMS LinkedIn Performance

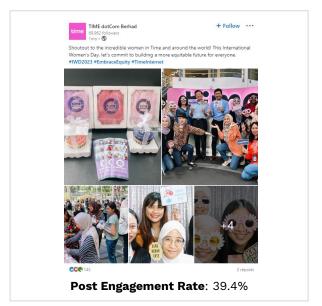
LinkedIn*

Time

Followers

February	68,476
Week 1	68,813
Week 2	69,038
Week 3	69,284
Week 4	69,518
Week 5	69,635

Top Performing Content by Engagement on LinkedIn

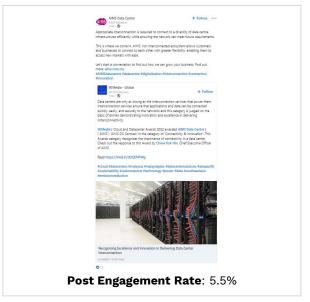


AIMS Data Centre

Followers

February	3,808
Week 1	3,834
Week 2	3,855
Week 3	3,929
Week 4	4,140
Week 5	4,192

Top Performing Content by Engagement on LinkedIn









Competitors Benchmarking – Sentiment*

Key Highlights

Time

Top story for Time: Global Threat Intelligence Security Market Size Is Anticipated To Surpass USD 30.01 Billion By 2030, Growing At 18% of CAGR

Zion Market Research, a leading market research organisation offering industry expertise and consulting services for business development, published the Global Threat Intelligence (GTI) research report. Under the section on recent developments in GTI, **Time**'s strategic partnership with Fortinet last March 2022 was mentioned. The article added that **Time**'s collaboration with Fortinet aimed to offer high security to network architecture in a single operating system, thereby contributing to the growth of the threat intelligence security industry worldwide.

COMPETITORS

Top story for Competitors:

- 1 Celcom: <u>Drone Software Market To Worth USD 5,961.6 Million By 2027 | At A CAGR 25.05%</u>
- **Maxis:** AWS To Launch An Infrastructure Region In Malaysia
- **3 Telekom Malaysia:** ASE Reduces Cable Power Consumption By 60% With Ciena

		Twitter			Facebook		Instagram			YouTube		
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
Time	15	3	27	4	-	12	-	-	3	2	-	2
rime	33.3%	6.7%	60.0%	25.0%	-	75.0%	_	-	100.0%	50.0%	-	50.0%
Coloom	2,103	782	1,900	361	757	476	18	3	3	33	8	143
Celcom	44.0%	16.3%	39.7%	22.6%	47.5%	29.9%	75.0%	12.5%	12.5%	17.9%	4.4%	77.7%
	1,015	835	1,662	112	70	194	-	-	-	38	6	101
Maxis	28.9%	23.8%	47.3%	29.8%	18.6%	51.6%	_	-	-	26.2%	4.1%	69.7%
Telekom	432	298	253	126	21	154	-	-	-	8	3	77
Malaysia	44.0%	30.3%	25.7%	41.8%	7.0%	51.2%	-	_	-	9.1%	3.4%	87.5%

	News		Forums			Blogs			
	Positive	Negative	Neutral	Positive	Negative	Neutral	Positive	Negative	Neutral
T :	37	4	213	40	51	143	2	1	3
Time	14.6%	1.6%	83.8%	17.1%	21.8%	61.1%	33.3%	16.7%	50.0%
0.1	266	72	651	106	172	299	68	61	162
Celcom	26.9%	7.3%	65.8%	18.4%	29.8%	51.8%	23.4%	21.0%	55.6%
	720	94	653	141	163	343	84	59	179
Maxis	49.1%	6.4%	44.5%	21.8%	25.2%	53.0%	26.1%	18.3%	55.6%
Telekom	371	127	530	9	14	67	80	60	106
Malaysia	36.1%	12.4%	51.5%	10.0%	15.6%	74.4%	32.5%	24.4%	43.1%



Competitors Benchmarking – Owned Social Media Performance

		Face	ebook	YouTube	Top Performing Content by Engagement across
		Followers	Engagement	Followers	all Owned Platforms
	February	118,590	0.000%	10,600	The most time year's atrial, an assentiant don't be
	Week 1	118,930	0.000%	10,600	The next time you're stuck on something, don't be afraid to ask for help! Happy International Women's
Time	Week 2	118,980	0.009%	10,600	Day, y'all!
Time	Week 3	119,034	0.023%	10,600	Platform: Instagram
	Week 4	119,194	0.013%	10,600	Post Reach: 1,902 Post Engagement: 155
	Week 5	119,206	0.006%	10,600	FUSE Engagement. 199
	February	813,930	0.000%	248,000	
	Week 1	814,210	0.008%	248,000	WHOA! @BLACKPINK's in OUR area tonight! How you like that? ♥ ♡
Celcom	Week 2	814,390	0.013%	248,000	uke that? ♥ ₺⁄
Cetcom	Week 3	815,100	0.063%	248,000	Platform: Twitter Post Reach: 85.282
	Week 4	815,362	0.018%	248,000	Post Reach: 65.262 Post Engagement: 279,414
	Week 5	815,485	0.017%	248,000	
	February	1,321,578	0.000%	110,000	
	Week 1	1,321,695	0.000%	110,000	Maxis Zerolution Samsung Galaxy S23 Series, it\'s
Maxis	Week 2	1,321,688	0.003%	110,000	seriously easy to own
IVIAXIS	Week 3	1,321,789	0.003%	110,000	Platform: YouTube Post Reach: 110,000
	Week 4	1,321,841	0.011%	110,000	Post Engagement: 4,608,297
	Week 5	1,321,922	0.000%	110,000	
	February	46,512	0.000%	50,000	We would like to clarify that these email on Telekom
	Week 1	46,596	0.472%	50,000	Malaysia were not issued by us, and we strongly
Telekom	Week 2	46,652	0.234%	50,000	advise the public to ignore it.
Malaysia	Week 3	46,720	0.035%	50,100	Platform: Twitter
	Week 4	46,778	0.164%	50,100	Post Reach: 8,654
	Week 5	46,807	0.036%	50,100	Post Engagement: 5,638

Time's Facebook posts (0.011%) continued to rank third in average engagement rates for the month of March. This month, Telekom Malaysia (0.227%) had the highest average engagement rate, followed by Celcom (0.026%), while Maxis (0.004%) came in last.

Telekom Malaysia (TM) continued to garner the highest engagement rates on Facebook despite having the least number of followers. This could be attributed to a post shared in Week 1 (0.472%) on TM's financial year 2022 (FY 2022) performance, where the brand highlighted its 5.1% revenue growth from RM11.53 billion in 2021 to RM12.12 billion due to increased demand in connectivity, solutions, and infrastructure. While many praised TM on its achievement, others called into question the actual reason behind the revenue growth as they said TM had charged high penalties to customers who wanted to terminate their subscriptions. Taking the post's varied responses into account, Time could consider allocating resources to moderate the comments should it decide to post similar contents.

Meanwhile, the top performing content by engagement across all owned platforms was a YouTube video of Maxis Zerolution's plan for the Samsung Galaxy S23 Series. The video enticed viewers with details on how they can own the new Samsung Galaxy S23 for free with the RM99 monthly plan. Similarly, Time could leverage on newly-released popular smartphones to boost interest around their product offerings should it decide to venture into mobile plans.

Time's top-performing content was an Instagram video dedicated to celebrating International Women's Day. The post received a high number of likes, with one user praising the content of the video, calling it "the cutest". Also, a first-time customer complained of the issues he had experienced with Time's service installers, such as multiple rescheduling occurrences due to the installers bringing a faulty modem twice. Given the high engagement garnered by the post, Time could continue posting similar content during special occasions, while responding in a timely manner to the problems faced by its consumers by offering active solutions and reassurance to help them with their concerns.



Competitors Benchmarking – Owned Social Media Performance

		Tw	itter	Instagram		
		Followers	Engagement	Followers	Engagement	
	February	-	-	1,902	60.200%	
	Week 1	-	-	2,141	0.000%	
Time	Week 2	-	-	2,190	1.034%	
Time	Week 3	-	-	2,228	1.538%	
	Week 4	-	-	2,328	0.548%	
	Week 5	-	-	2,337	0.000%	
	February	85,282	0.025%	87,050	0.028%	
	Week 1	85,298	0.546%	87,139	0.009%	
Celcom	Week 2	85,273	0.189%	87,230	0.022%	
Celcom	Week 3	85,315	0.058%	87,384	0.009%	
	Week 4	85,276	0.026%	87,472	0.035%	
	Week 5	85,272	0.018%	87,559	0.012%	
	February	161,446	0.002%	77,464	0.000%	
	Week 1	161,424	0.004%	77,603	0.000%	
Marria	Week 2	161,434	0.002%	77,724	0.000%	
Maxis	Week 3	161,437	0.004%	77,812	0.000%	
	Week 4	161,346	0.002%	78,083	0.027%	
	Week 5	161,343	0.003%	78,183	0.013%	
	February	8,654	0.000%	4,934	0.000%	
	Week 1	8,683	0.043%	4,942	0.394%	
Telekom	Week 2	8,713	0.079%	4,961	0.747%	
Malaysia	Week 3	8,725	0.011%	4,968	0.000%	
	Week 4	8,722	0.028%	4,967	0.509%	
	Week 5	8,728	0.027%	4,973	0.235%	

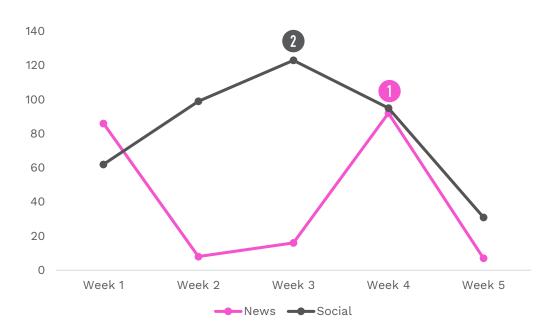




Time Trend Analysis



Weekly Trend – Process/Product



- In Week 4, there was a peak in the volume of news coverage mainly due to market research reports on the global Threat Intelligence Security Market. This was due to increasing cases of data breaches and increasing demand for professional and managed security solutions. As a result, it was mentioned that Fortinet, a U.S.-based cybersecurity firm, has partnered with **Time** dotcom to offer high-security to network architecture in a single operating system, to steer the growth of the threat intelligence security industry globally.
- The volume of social mentions peaked in Week 3 due to a forum thread discussion on Time's Fibre Broadband. The peak was mainly due to an inquiry by a user about the cooldown period to collect her Time rewards again. In response, another user said that she can claim once a year, and if she had already claimed her rewards in 2023, her next chance to collect them will be in January 2024. Additionally, a user who recently installed Time's 500Mbps package inquired on how to get the PPOE password without calling Time. Another user replied that she can retrieve the login credentials from Time's self-care portal.



Date of Publication: 28 March 2023

Global Threat Intelligence Security Market Size is Anticipated to Surpass USD 30.01 Billion by 2030, Growing at 18% of CAGR

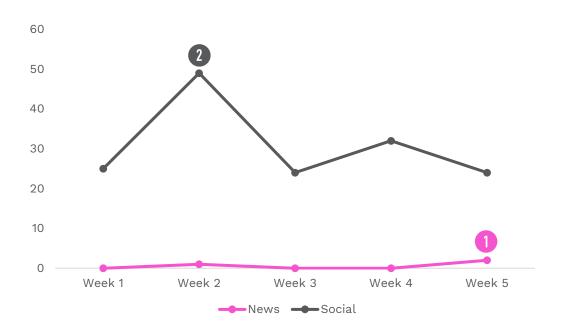
y Globe Newswire larch 28, 2023 6:33 AM | 15 min read

Publication:Benzinga



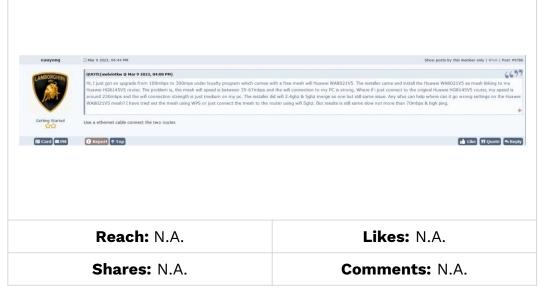


Weekly Trend – Acquisition/Installation



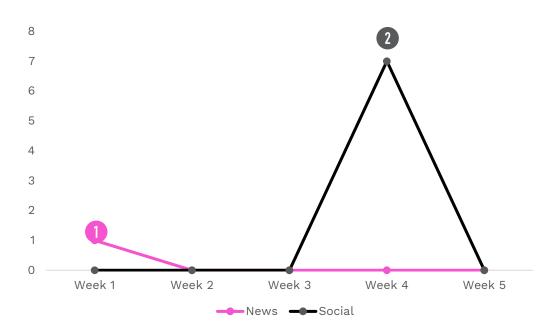
- In Week 5, there was a peak in the volume of news coverage mainly due to reports on the best broadband plans for people on a budget. The reports included **Time**'s 100Mbps plan, which was mentioned to only cost RM99 per month, inclusive of a free WiFi-5 router and a 24-month contract with the first month bill waived.
- The volume of social mentions peaked in Week 2 due to a <u>forum thread discussion on Time's Fibre Broadband</u>. A user, who recently received a free Huawei WA8021V5 mesh WiFi after upgrading to <u>Time</u>'s 300Mbps package, inquired about the settings of the WA8021V5 mesh as he had been experiencing slow speed internet when the installer had set up WA8021V5. He added that the <u>Time</u> installer also tried merging 2.4ghz and 5ghz but the same issue occurred. As a response, <u>another user suggested using an ethernet cable to connect the two routers</u>.



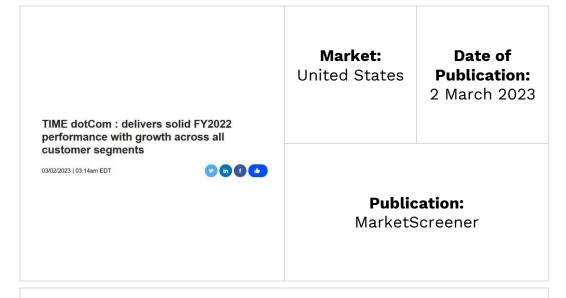




Weekly Trend – Customer Service



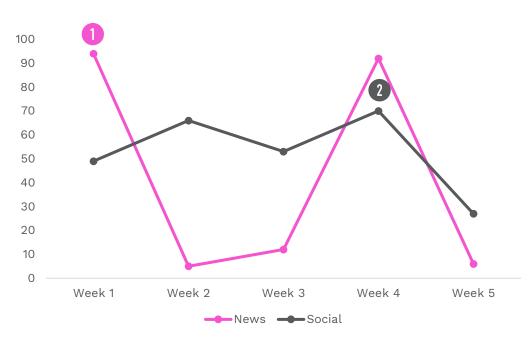
- There was one news coverage on Customer Service in March. In Week 1, there was a report that <u>Time</u> had delivered a solid FY2022 performance with growth across all customer segments. Given this positive performance analysis, <u>the article highlighted that Time</u> intends to continue focusing on enhancing solutions and customer service experiences across all customer segments.
- The volume of social mentions peaked in Week 4 due to a forum thread discussion on Time's Fibre Broadband. A user inquired about setting up the router and modem provided for by Time on bridge mode without contacting Time's customer service. In response, another user suggested that if they had access to the super-admin credentials and could log in, they could change the settings themselves. However, the user added that as these credentials are not meant to be revealed, the only way to set up the Huawei modem in bridge mode would be to contact Time's customer service and have them remotely switch it.







Weekly Trend – Technical



- In Week 1, there was a peak in the volume of news coverage mainly due to market research reports on the global Virtual Router Market, which is expected to reach a high valuation by 2030. The research report mentioned **Time** as one of the active players in the global Virtual Router market.
- The volume of social mentions peaked in Week 4 due to a <u>forum thread</u> <u>discussion on Time's Fibre Broadband</u>. A user inquired <u>about how to move his HG8145X6 router to another house that is also subscribed to **Time** Broadband <u>but is currently using an older router</u>. Another user <u>suggested configuring the HG8145X6 as an Access Point (AP) router instead of an ONT. He also suggested <u>using a better router model</u>. The same user then <u>highlighted that **Time** subscribers do not have the option to upgrade to a modem router with higher specifications than the Huawei device provided by **Time**. Additionally, he added there is no option to give away the Huawei modem to anyone who is still using an older device.</u></u></u>











Top 10 Time News

1. Global threat intelligence security market size is anticipated to surpass USD 30.01 billion by 2030, growing at 18% of CAGR

Market: Publication: Date of Publication: Sentiment: N	Ieutral
--	---------

Zion Market Research, a leading organisation on market research offering industry expertise and consulting services for business development, published the Global Threat Intelligence (GTI) research report. Under recent developments in GTI, **Time**'s strategic partnership with Fortinet last March 2022 was mentioned. It was added that **Time**'s collaboration with Fortinet aims to offer high security to network architecture in a single operating system, thereby contributing to the growth of the threat intelligence security industry worldwide.

2. Virtual router market projected to hit USD 1.4 billion at a 20.35% CAGR by 2030 – report by Market Research Future (MRFR)

Market: United States	Publication: Yahoo! Finance	Date of Publication: 06 March 2023	Sentiment: Positive
---------------------------------	---------------------------------------	---	---------------------

Market Research Future, a research company that offers complete and accurate analysis regarding diverse markets and consumers worldwide, posted a competitive market analysis regarding Virtual Router Market. In this report, **Time** was mentioned as one of the active players in the global Virtual Router Market. The report predicts that the virtual router market will thrive from 2022 to 2030 at a healthy compound annual growth rate.

3. Single-digit growth seen					
Market: Malaysia	Publication: The Star	Date of Publication: 22 March 2023	Sentiment: Neutral		

RHB Research from RHB Banking Group projected a low single-digit growth in 2023 for companies in the telecommunications sector due to stronger roaming and prepaid revenue led by higher migrant traffic. In 2022, **Time** sustained double-digit revenue growth, in which the industry grew by six percent. RHB Research emphasised that the key risks to the recovery growth in the telecommunications sector this year are brand competition, weaker-than-expected earnings, and regulatory or policy upheavals from the government.

4. Transport ministry sets up digital advisory committee – 5 experts from various industries to serve pro bono

Market: Malaysia	Publication: Paul Tan Automotive News	Date of Publication: 07 March 2023	Sentiment: Neutral
-------------------------	--	---	--------------------

The transport ministry announced the creation of a digital advisory committee (Jawatankuasa Penasihat Digital, JPD) consisting of ICT experts from various industries to assist in the digitalisation efforts of the ministry. Among the experts involved are Afzal Abdul Rahim, **Time**'s Chief Executive Officer (CEO) and the Malaysian Internet Exchange (MyIX) founder. The CEO of **Time** and other committee members will work on the stability of the country's services, cybersecurity, and user experience.

5. My Say: The context of how and why the 5G Single Wholesale Network model was chosen in Malaysia - The digitalisation vision

Market: Malaysia	Publication: The Edge Markets	Date of Publication: 07 March 2023	Sentiment: Neutral
	_		

Tong Kooi Ong, a nominee director of Khazanah Nasional Berhad, wrote his opinion on how and why the 5G Single Wholesale Network model was chosen in Malaysia. As he narrated the timeline for the 5G rollout, he mentioned that the Economic Action Council appointed a Digital Malaysia Vision committee to develop a digitalisation vision and plan. One of the members of this committee is Afzal Abdul Rahim, Chief Executive Officer of **Time.**

S/N	Headline	Market	Sentiment
6	Sunway REIT to buy RM500 mil worth of retail assets from EPF	Malaysia	Neutral
7	Endeavor Malaysia appoints Loi Tuan Ee, founder of The Holstein Milk Company as board member	Malaysia	Neutral
8	Virtual Router Market 2023 Size, Share Growth analysis and 2028 forecast	Malaysia	Neutral
9	Sin Chew Daily - 衷心感谢马来西亚! My heartfelt thanks to Malaysia!	Malaysia	Neutral
10	The Edge - GLIC-owned companies good dividend payers	Malaysia	Positive



Top 10 Celcom News

1. Drone software market to worth USD 5,961.6 million by 2027 | at a CAGR 25.05%

Market: United States

Publication: Yahoo! Finance

Date of Publication:

06 March 2023

Sentiment: Neutral

Fortune Business Insights, an organisation that delivers accurate data and innovative corporate analysis, posted a report on Drone Software Market Size, Share, and Regional Forecast for 2020-2027. Researchers expected that the global drone software market size would experience exponential growth due to the increasing adoption of advanced technologies such as artificial intelligence and machine learning in drone software development globally. Among the insights of this report are the industrial developments of the market, and one significant progress was **Celcom**'s partnership with Aerodyne Group, a Malaysian drone software company. It was mentioned that **Celcom** and Aerodyne's partnership aims to develop IR 4.0 solutions focusing on the agricultural and urban sectors. Moreover, it wants to create innovative drone solutions by adopting automation, artificial intelligence, and machine learning technologies.

S/N	Headline Headline	Market	Sentiment
2	Opensignal: 5G on Celcom, Digi, U Mobile and Unifi are faster than Yes 5G	Malaysia	Positive
3	Digi stores, Celcom Bluecubes now provide cross-store services for both telcos' customers	United States	Neutral
4	RM1 million scam: How did Maybank allow two RM500,000 transactions without OTP?	United States	Neutral
5	CelcomDigi introduces new Xpax postpaid unlimited 75 plan, Ramadhan promotion	Malaysia	Neutral
6	iOS 16.4 unlocks 5G on the iPhone for Unifi Mobile, Yoodo and Yes 5G	Malaysia	Neutral
7	Celcom extends 5G trial access until 30 April 2023	United States	Positive
8	This is how to enable ShopeePay for Apple App Store and services	Malaysia	Neutral
9	CelcomDigi & an S. Korean telco signed an MoU to develop a M'sian metaverse platform?	Malaysia	Positive
10	Bernama - Pakej Perpaduan prabayar internet mudah alih serendah RM30 mula dijual	Malaysia	Neutral



Top 10 Maxis News

<u>1. AWS to launch an infrastructure region in Malaysia</u>

Market: United States

Publication: Yahoo! Finance

Date of Publication:

02 March 2023

Sentiment: Positive

Amazon Web Services (AWS) announced its plan to launch an AWS infrastructure Region in Malaysia. The new AWS Region will give developers, startups, entrepreneurs, government, education, and non-profit organisations a greater choice for running their applications and serving end users from data centres located in Malaysia. This plan involved an AWS Partner Network comprised of independent software vendors and systems integrators worldwide. One of its partner networks is **Maxis**, Malaysia's leading converged solutions provider and an AWS Advanced Tier Services Partner. It was mentioned that since 2019, **Maxis** has worked with AWS to deliver industry-leading cloud technologies enabled by 4G to help organisations improve productivity, performance, and innovation. In line with **Maxis**' aspiration to be a one-stop shop for all IT and connectivity services in Malaysia, the Chief Executive Officer of **Maxis** looks forward to this partnership.

S/N	Headline Headline	Market	Sentiment
2	Bridge Alliance partners with Blacknut to accelerate cloud gaming growth in Asia-Pacific	United States	Neutral
3	Bursa rebounds amid easing worries over banking sector's health	Malaysia	Positive
4	Odisha Parba 2023 concludes amidst great fanfare	India	Neutral
5	Bursa Malaysia mixed on mild profit-taking	Malaysia	Neutral
6	This is how to enable ShopeePay for Apple App Store and services	Malaysia	Neutral
7	Malaysia Bourse may stop the bleeding on Tuesday	United States	Neutral
8	Bursa Malaysia opens lower on profit-taking	Malaysia	Neutral
9	Huawei fights for role in Malaysia's 5G rollout	United States	Neutral
10	MWC 23关键词(一) 5G、5.5G、卫星通信	China	Neutral



Top 10 Telekom Malaysia News

1. ASE reduces cable power consumption by 60% with Ciena

Market: United States

Publication: Yahoo! Finance

Date of Publication:

08 March 2023

Sentiment: Neutral

Asia Submarine-cable Express (ASE), a consortium of Asian telecommunications carriers managing the ASE cable system, is working with Ciena to improve its design capacity and sustainability. Ciena Services offers consulting, systems integration, maintenance, and network transformation between telecommunication carriers, including **Telekom Malaysia**. This ongoing ASE cable system project with Ciena aims to build a high-capacity cable system constructed in the Asia Pacific Region to cater to the exponential growth in bandwidth requirements for new and revolutionary broadband applications such as IP, video, data, and other multimedia services. Leading telecommunication brands such as **Telekom Malaysia** had collaborated to complete the ASE initiative with Ciena.

S/N	Headline Headline	Market	Sentiment
2	Darwinbox merayakan edisi pertama penghargaan '40 Under 40 Asia HR Leaders' tahunannya pada 2022	Indonesia	Positive
3	<u>马来西亚电信选择中兴构建混合云5G核心网</u>	China	Neutral
4	U.S. and China wage war beneath the waves - over internet cables	United States	Neutral
5	Here are 4 lesser-known M'sian dronetech companies that are on the rise	Singapore	Neutral
6	Minister: MACC still probing Telekom's sale of Menara KL shares	Malaysia	Neutral
7	Pakej Perpaduan Unifi for fixed broadband is here: 30mbps for RM69 per month	Malaysia	Neutral
8	Bernama – Kerajaan usaha percepat tingkat kelajuan internet di seluruh negara	Malaysia	Neutral
9	LPF has no objection for TV stations to do own censorship	Malaysia	Neutral
10	Bernama - 60 syarikat gergasi, multinasional diminta tampung pembiayaan TVET	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.

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.

Customer Service

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

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).

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).





Thank You

