# time™

May 2023

MONTHLY REPORT
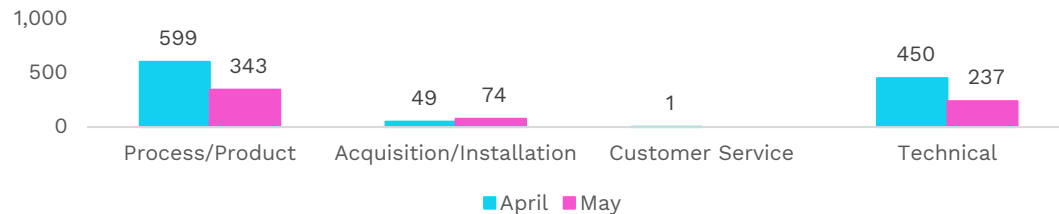
# Time Overview

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# Time Overview

In May 2023, Process/Product was the most mentioned topic across news and social media, followed by Technical. News on **Time**'s remarkable 26.33% surge in net profit during the first quarter of 2023 made up most of the news coverage on **Time**. **Time** attributed this growth to various factors, including increased overall revenue, a greater share of profit from associates, and higher net gains on foreign exchange.

**Time**'s social media mentions were mainly on Twitter, with majority of interactions coming from retweets about the 'true' 2Gbps internet connection and the availability of a 500Mbps plan at RM99. Moreover, a variety of topics were discussed in Forums, including questions and feedback about **Time**'s products and services. A user facing problems with her TP-Link Archer C1200 router, provided by **Time**, sought advice on whether to buy a new router or inquire about a replacement from **Time**. In response, another user suggests that if she wants **Time** to provide a new router, she may need to enter into a new contract with **Time**. However, he suggested that it would be better for her to buy her own router instead as WiFi 6 routers, such as the Mercusys MR80x, are affordable and better suit her needs. Across all markets, Malaysia had the highest total volume of news articles and social media mentions in May 2023. For news, 24.2% of **Time**'s news coverage was from top-tier* sources, while 75.8% were from non-top-tier sources.
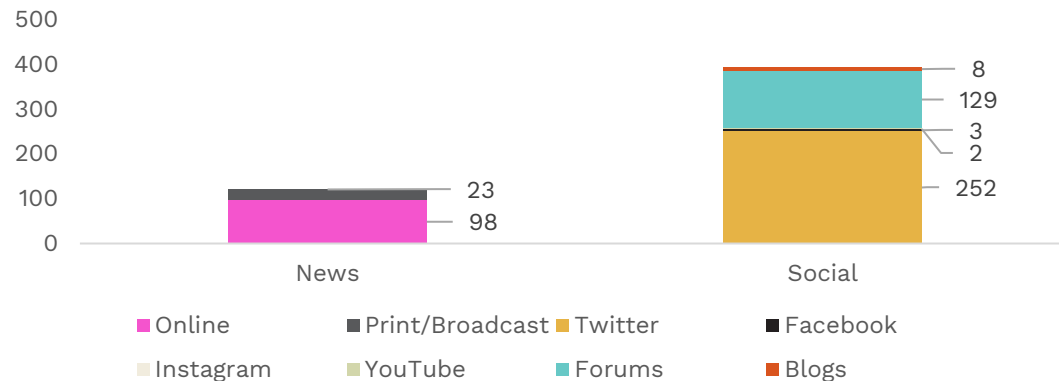
Among its competitors, Maxis had the highest volume of news articles and social media mentions, followed by Celcom, Telekom Malaysia, and **Time**. Process/Product and Technical had the most mentions across news and social media amongst **Time** and its competitors. Celcom ranked the highest in Twitter, Facebook, and Instagram, while Maxis ranked the highest in YouTube, Forums, and Blogs.
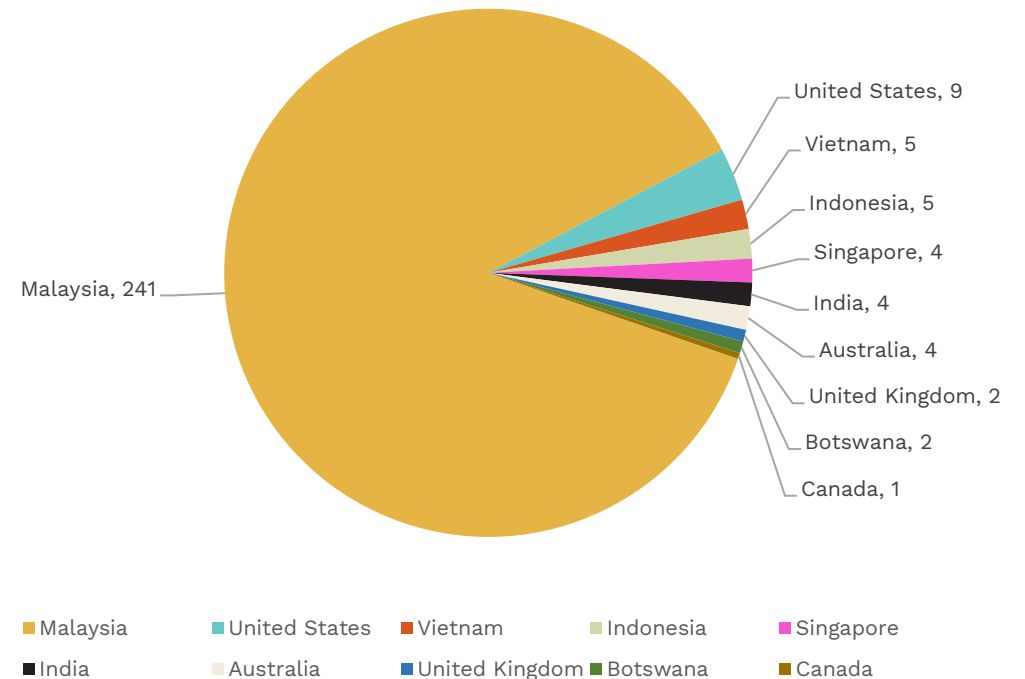
## Month-on-Month

| Topic | April | May |
|---|---|---|
| Process/Product | 599 | 343 |
| Acquisition/Installation | 49 | 74 |
| Customer Service | 1 | |
| Technical | 450 | 237 |

■ April  ■ May

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

## Channels

| Channel | News | Social |
|---|---|---|
| Online | 98 | 252 |
| Print/Broadcast | 23 | |
| Twitter | | 2 |
| Facebook | | 3 |
| Forums | | 129 |
| Blogs | | 8 |

■ Online  ■ Print/Broadcast  ■ Twitter  ■ Facebook
■ Instagram  ■ YouTube  ■ Forums  ■ Blogs

## Top 10 Markets

Malaysia, 241
United States, 9
Vietnam, 5
Indonesia, 5
Singapore, 4
India, 4
Australia, 4
United Kingdom, 2
Botswana, 2
Canada, 1

■ Malaysia  ■ United States  ■ Vietnam  ■ Indonesia  ■ Singapore
■ India  ■ Australia  ■ United Kingdom  ■ Botswana  ■ Canada

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

# Competitors Benchmarking – Volume*

## Categories



Legend: Process/Product, Acquisition/Installation, Customer Service, Technical
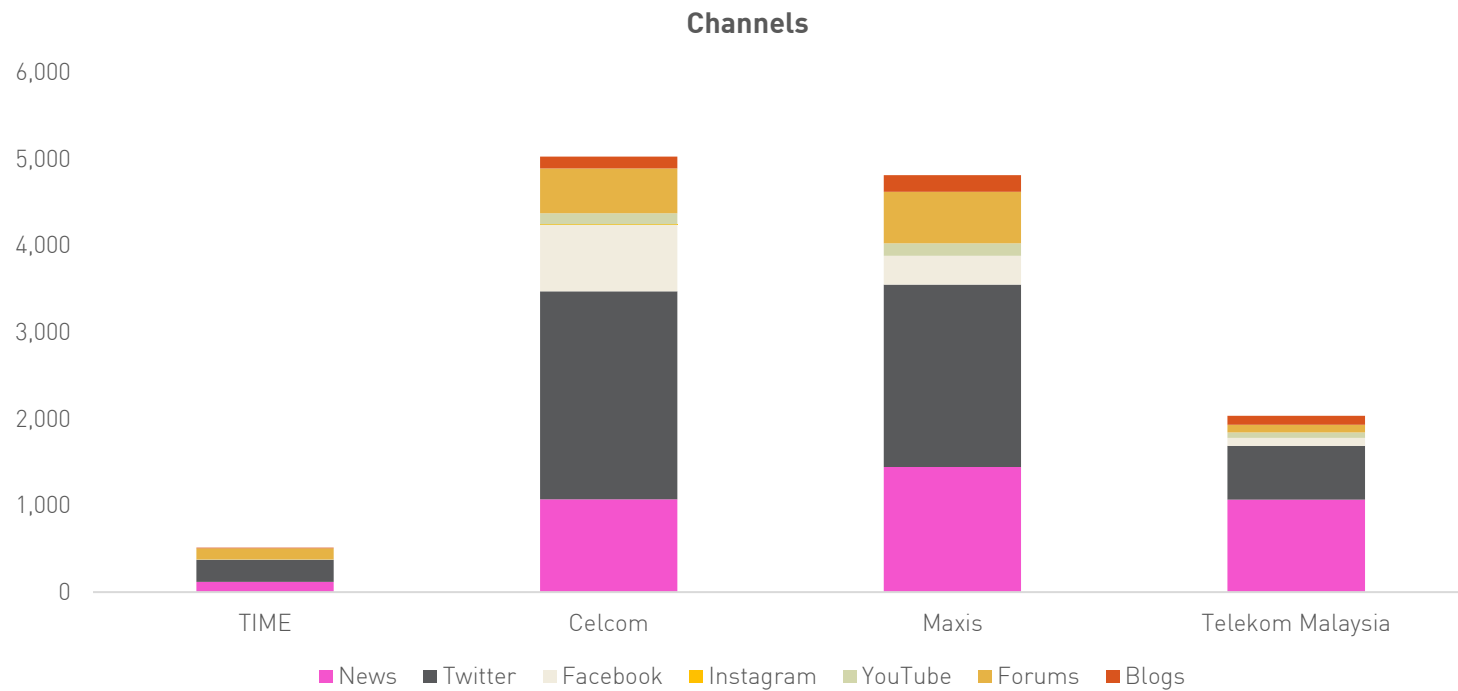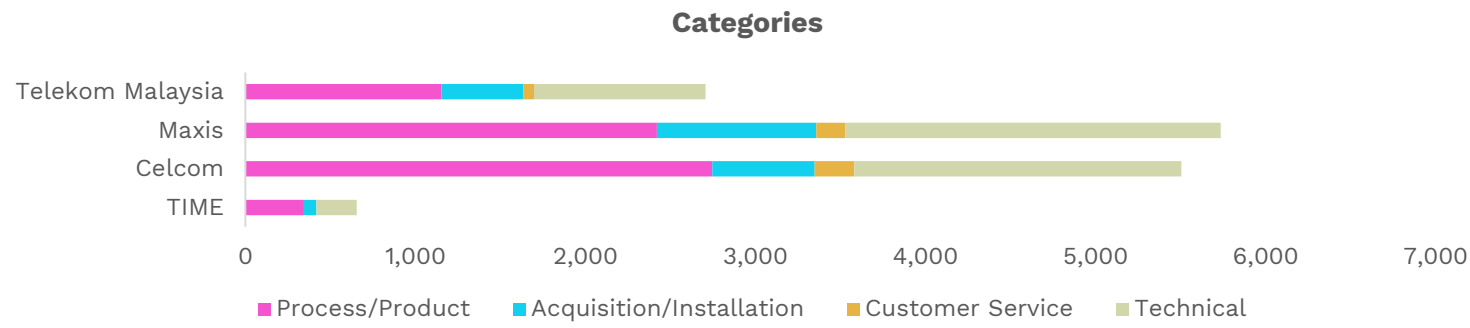
|  | Time | Celcom | Maxis | Telekom Malaysia |
|---|---|---|---|---|
| **Process/ Product** | 343 | 2,745 | 2,419 | 1,153 |
| **Acquisition/ Installation** | 74 | 602 | 938 | 482 |
| **Customer Service** | 0 | 233 | 171 | 61 |
| **Technical** | 237 | 1,925 | 2,208 | 1,009 |

## Channels



Legend: News, Twitter, Facebook, Instagram, YouTube, Forums, Blogs

|  | Time | Celcom | Maxis | Telekom Malaysia |
|---|---|---|---|---|
| **News** | 121 | 1,071 | 1,446 | 1,068 |
| **Twitter** | 252 | 2,404 | 2,104 | 623 |
| **Facebook** | 3 | 769 | 334 | 89 |
| **Instagram** | 0 | 3 | 0 | 0 |
| **YouTube** | 2 | 129 | 145 | 64 |
| **Forums** | 129 | 517 | 595 | 89 |
| **Blogs** | 8 | 137 | 189 | 103 |

* All mentions were retrieved from public social media pages. Sentiment tagging was system-generated through Natural Language Processing

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# Time & AIMS LinkedIn Performance

| LinkedIn* |
|---|

## Time

### Followers

| April | 70,641 |
|---|---|
| Week 1 | 70,802 |
| Week 2 | 71,197 |
| Week 3 | 71,509 |
| Week 4 | 71,749 |
| Week 5 | 71,931 |

### Top Performing Content by Engagement on LinkedIn



**Post Engagement Rate**: 61.5%

## AIMS Data Centre

### Followers

| April | 4,250 |
|---|---|
| Week 1 | 4,255 |
| Week 2 | 4,304 |
| Week 3 | 4,363 |
| Week 4 | 4,385 |
| Week 5 | 4,389 |

### Top Performing Content by Engagement on LinkedIn



**Post Engagement Rate**: 70.5%

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

# Competitors Benchmarking

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# Competitors Benchmarking – Sentiment*

## Key Highlights

### Time

**Top story for Time**: Time dotCom starts year with a 26% jump in Q1 net profit

**Time** has posted a net profit of RM114.51 million for the first quarter of 2023, with an increase of up to 26.33% compared to last year. **Time** attributed its growth to higher overall revenue, a higher share of profit from associates, and higher net gain on foreign exchange. **Time** is pleased with its performance, saying the strategic decisions made continued to yield higher shareholder returns. With this growth, **Time** said it would continue to focus on enhancing operational excellence and improving customer experience through innovation

### COMPETITORS

**Top story for Competitors**:

❶ **Celcom**: 5G roaming market strategies 2023-2027: Investments in next generation cores crucial for further growth

❷ **Maxis**: Ideal Property Group partners with Maxis to bring fibre-connectivity to 12 commercial and residential projects

❸ **Telekom Malaysia**: Malaysia data centre market investment and opportunities report 2023–2028 featuring Bridge Data Centres, Edge Centres, Keppel Data Centres, NTT Global Data Centres, Open DC, TM One, & VADS

| | Twitter | | | Facebook | | | Instagram | | | YouTube | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Positive | Negative | Neutral | Positive | Negative | Neutral | Positive | Negative | Neutral | Positive | Negative | Neutral |
| **Time** | 24 | 10 | 218 | 1 | 1 | 1 | - | - | - | 1 | - | 1 |
| | 9.5% | 4.0% | 86.5% | 33.4% | 33.3% | 33.3% | - | - | - | 50.0% | - | 50.0% |
| **Celcom** | 268 | 468 | 1,668 | 314 | 165 | 290 | 2 | - | 1 | 14 | 9 | 106 |
| | 11.1% | 19.5% | 69.4% | 40.8% | 21.5% | 37.7% | 66.7% | - | 33.3% | 10.9% | 7.0% | 82.1% |
| **Maxis** | 434 | 567 | 1,103 | 95 | 47 | 192 | - | - | - | 11 | 5 | 129 |
| | 20.6% | 27.0% | 52.4% | 28.4% | 14.1% | 57.5% | - | - | - | 7.6% | 3.4% | 89.0% |
| **Telekom Malaysia** | 116 | 134 | 373 | 26 | 14 | 49 | - | - | - | 11 | 5 | 48 |
| | 18.6% | 21.5% | 59.9% | 29.2% | 15.7% | 55.1% | - | - | - | 17.2% | 7.8% | 75.0% |

| | News | | | Forums | | | Blogs | | |
|---|---|---|---|---|---|---|---|---|---|
| | Positive | Negative | Neutral | Positive | Negative | Neutral | Positive | Negative | Neutral |
| **Time** | 64 | 5 | 52 | 47 | 26 | 56 | 7 | 1 | - |
| | 52.9% | 4.1% | 43.0% | 36.4% | 20.2% | 43.4% | 87.5% | 12.5% | - |
| **Celcom** | 368 | 64 | 639 | 107 | 130 | 280 | 42 | 6 | 89 |
| | 34.4% | 6.0% | 59.6% | 20.7% | 25.1% | 54.2% | 30.7% | 4.4% | 64.9% |
| **Maxis** | 586 | 95 | 765 | 136 | 133 | 326 | 76 | 24 | 89 |
| | 40.5% | 6.6% | 52.9% | 22.9% | 22.4% | 54.7% | 40.2% | 12.7% | 47.1% |
| **Telekom Malaysia** | 349 | 107 | 612 | 18 | 18 | 53 | 44 | 24 | 35 |
| | 32.7% | 10.0% | 57.3% | 20.2% | 20.2% | 59.6% | 42.7% | 23.3% | 34.0% |

* All mentions were retrieved from public social media pages. Sentiment tagging was system-generated through Natural Language Processing

7

# Competitors Benchmarking – Owned Social Media Performance

| | | Facebook | | YouTube | |
|---|---|---|---|---|---|
| | | **Followers** | **Engagement** | **Followers** | **Top Performing Content by Engagement across all Owned Platforms** |
| **Time** | April | 119,390 | 0.000% | 11,100 | |
| | Week 1 | 119,425 | 0.007% | 11,500 | Hello there! Embark on an adventure in a galaxy far far away with #TimeInternet. May the force be with you! 🪐🛸 |
| | Week 2 | 119,481 | 0.000% | 11,800 | |
| | Week 3 | 119,547 | 0.005% | 12,000 | **Platform**: Instagram |
| | Week 4 | 119,624 | 0.007% | 12,300 | **Post Reach**: 2,549 |
| | Week 5 | 119,659 | 0.009% | 12,400 | **Post Engagement**: 87 |
| **Celcom** | April | 816,089 | 0.007% | 248,000 | |
| | Week 1 | 816,221 | 0.008% | 248,000 | Non-stop binge watching or non-stop gab fest with the bestie? (Or the secret third option of non-stop gabbing about your favourite shows 😊) |
| | Week 2 | 816,329 | 0.010% | 248,000 | |
| | Week 3 | 816,496 | 0.017% | 248,000 | **Platform**: Twitter |
| | Week 4 | 816,688 | 0.012% | 248,000 | **Post Reach**: 84,860 |
| | Week 5 | 816,765 | 0.004% | 248,000 | **Post Engagement**: 339,394 |
| **Maxis** | April | 1,322,281 | 0.000% | 112,000 | |
| | Week 1 | 1,322,343 | 0.000% | 112,000 | Ramles Walter – Richah Gawai \| Maxis Gawai 2023 |
| | Week 2 | 1,322,461 | 0.008% | 112,000 | |
| | Week 3 | 1,322,682 | 0.334% | 113,000 | **Platform:** YouTube |
| | Week 4 | 1,322,874 | 0.000% | 114,000 | **Post Reach:** 115,000 |
| | Week 5 | 1,323,022 | 0.004% | 115,000 | **Post Engagement:** 1,237,901 |
| **Telekom Malaysia** | April | 47,060 | 0.225% | 50,300 | |
| | Week 1 | 47,109 | 0.032% | 50,300 | TM Launches New HQ In Cyberjaya To Promote Collaboration And Foster Human-Centred Innovation |
| | Week 2 | 47,151 | 0.150% | 50,300 | |
| | Week 3 | 47,190 | 0.091% | 50,300 | **Platform:** Twitter |
| | Week 4 | 47,251 | 0.083% | 50,300 | **Post Reach:** 8,776 |
| | Week 5 | 47,268 | 0.034% | 50,300 | **Post Engagement:** 1,107 |

In May, **Time**'s Facebook posts had the lowest average engagement at 0.005%. Meanwhile, Telekom Malaysia achieved the highest average engagement rate at 0.089%, closely followed by Maxis at 0.086%, and Celcom with 0.012%.

Telekom Malaysia (TM) has consistently achieved the highest engagement rates for its Facebook content despite having the least number of followers. This could be attributed to a video post shared in Week 2 (0.150%), where TM announced the launch of its new headquarters and campus in Cyberjaya, highlighting its commitment to create an environment that encourages collaboration and human-centered innovation, aligned with its new brand promise, 'Your Next is Now.' As a result, the video likely helped to garner more confidence among current and potential customers. Similarly, **Time** could share its customer-centered company commitment to enforce the same confidence, focusing on enhancing its overall customer experience that aligns with its distinctive branding.

Meanwhile, the top performing content by engagement across all owned platforms was Maxis' collaboration with singer Ramles Walter in their music video titled "Richah Gawai" on YouTube, in celebration of Gawai Day. The video also received a high engagement on Facebook, and users praised it as the best Gawai music video on both platforms. Considering the high level of engagement received by the music video, **Time** could also explore creating video content that highlights and celebrates various special occasions and festivities, as it would go a long way in fostering a meaningful connection and engagement with its customers.

**Time**'s top-performing content was a Star Wars-inspired video on Instagram. Users found it entertaining, with some amused by the floating router and appreciated **Time**'s creative execution, although some perceived it to be a low-budget advertisement. Additionally, some users took the opportunity to share their dissatisfaction with **Time**'s internet connection and service through comments on **Time**'s Facebook posts. **Time** could consider allocating more resources to respond to comments on such viral posts to reassure customers that their concerns are being listened to and worked on.

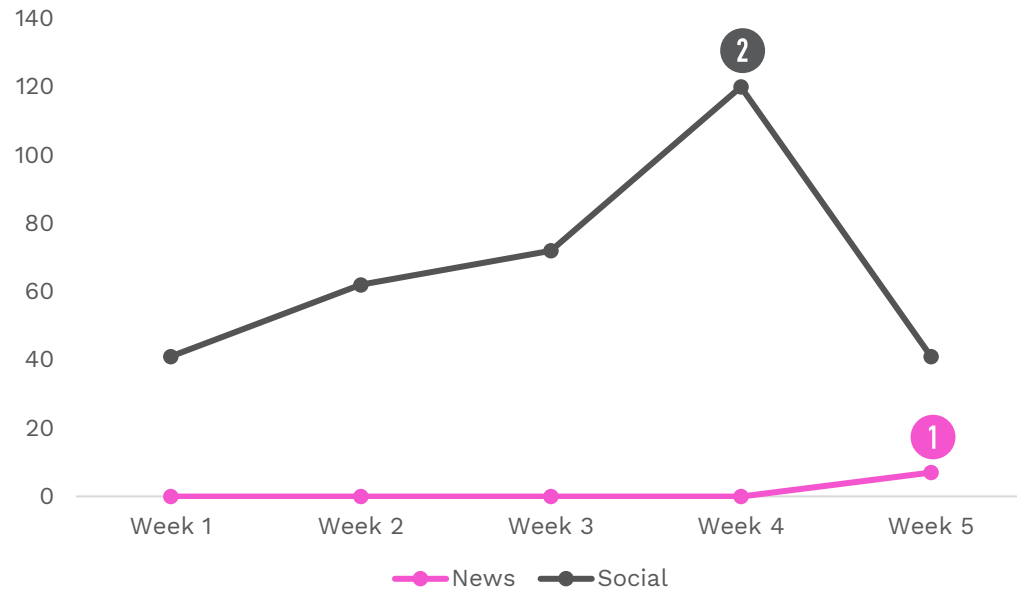# Competitors Benchmarking – Owned Social Media Performance

| | | Twitter | | Instagram | |
|---|---|---|---|---|---|
| | | **Followers** | **Engagement** | **Followers** | **Engagement** |
| **Time** | April | - | - | 2,435 | 0.000% |
| | Week 1 | - | - | 2,456 | 0.806% |
| | Week 2 | - | - | 2,474 | 0.279% |
| | Week 3 | - | - | 2,499 | 0.523% |
| | Week 4 | - | - | 2,529 | 0.297% |
| | Week 5 | - | - | 2,549 | 0.392% |
| **Celcom** | April | 85,018 | 0.009% | 87,768 | 0.000% |
| | Week 1 | 84,958 | 0.013% | 87,837 | 0.001% |
| | Week 2 | 84,899 | 0.028% | 87,863 | 0.012% |
| | Week 3 | 84,903 | 0.039% | 87,869 | 0.015% |
| | Week 4 | 84,871 | 0.014% | 87,900 | 0.012% |
| | Week 5 | 84,860 | 0.004% | 87,888 | 0.029% |
| **Maxis** | April | 160,934 | 0.004% | 78,854 | 0.038% |
| | Week 1 | 160,820 | 0.004% | 78,896 | 0.000% |
| | Week 2 | 160,707 | 0.002% | 78,904 | 0.033% |
| | Week 3 | 160,689 | 0.003% | 78,965 | 0.048% |
| | Week 4 | 160,576 | 0.002% | 79,001 | 0.011% |
| | Week 5 | 160,554 | 0.001% | 79,020 | 0.009% |
| **Telekom Malaysia** | April | 8,728 | 0.126% | 5,088 | 2.987% |
| | Week 1 | 8,735 | 0.008% | 5,116 | 0.036% |
| | Week 2 | 8,748 | 0.064% | 5,202 | 2.889% |
| | Week 3 | 8,759 | 0.047% | 5,224 | 0.186% |
| | Week 4 | 8,773 | 0.024% | 5,236 | 0.686% |
| | Week 5 | 8,776 | 0.011% | 5,245 | 0.388% |

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# Time Trend Analysis

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# Weekly Trend – Process/Product



Chart showing weekly trend with News (pink) and Social (grey) lines. Y-axis: 0 to 140. X-axis: Week 1 to Week 5.

Legend: News, Social

**1** In Week 5, there was a peak in the volume of news coverage mainly due to the National Technology and Innovation Sandbox programme's success in commercialising 24 local innovative products. Following the success of the programme, reports highlighted that NTIS signed a cooperative agreement with **Time** for its future goals in developing technology-based products, including advanced intelligence systems, smart materials, drones, and robotics.

**2** The volume of social mentions peaked in Week 4 due to a forum thread discussion on **Time**'s Fibre Broadband. A user, who experienced issues with her TP-Link Archer C1200 router provided by **Time**, wondered whether she should purchase a new router or if **Time** could offer her a replacement. She also sought recommendations for a router suitable for her 500Mbps plan. Another user suggested that if she wanted **Time** to provide a new router, she would need to re-contract with them. However, he suggested that it would be better for her to buy her own router instead as WiFi 6 routers, such as the Mercusys MR80x, are affordable and better suits her needs. Additionally, retweets of **Time**'s True 2Gbps Kabel Besar had also contributed to the peak in this week.
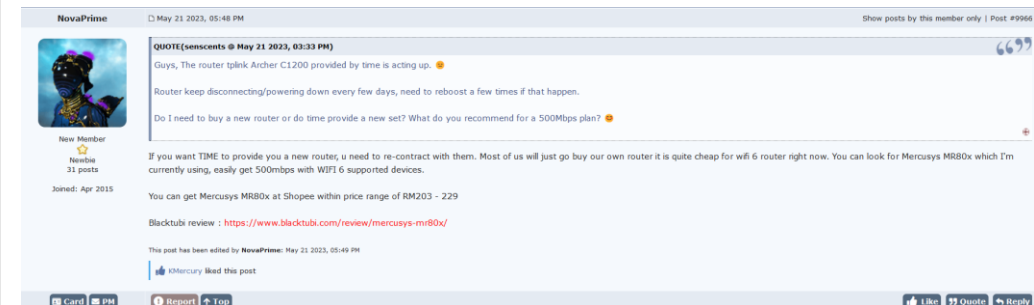
NTIS COMMERCIALLY SUCCESSFUL WITH 24 LOCAL INNOVATION PRODUCTS, GENERATING RM51.8 MILLION - CHANG



KUALA LUMPUR, 30 May – Minister of Science, Technology and Innovation, Chang Lih Kang spoke at the National Technology and Innovation Sanbox Biennial Conference (NTIS) at Malaysia Research Accelerator for Technology and Innovation (MRANTI) Bukit Jalil today. NTIS was launched in 2020 and has successfully supported local innovators to commercialize local products, technologies and innovations.

**Market:** Malaysia

**Date of Publication:** 30 May 2023

**Publication:** BERNAMA



NovaPrime — May 21 2023, 05:48 PM — Show posts by this member only | Post #9966

QUOTE(senscents @ May 21 2023, 03:33 PM)
Guys, The router tplink Archer C1200 provided by time is acting up. 😊
Router keep disconnecting/powering down every few days, need to reboot a few times if that happen.
Do I need to buy a new router or do time provide a new set? What do you recommend for a 500Mbps plan? 😊

If you want TIME to provide you a new router, u need to re-contract with them. Most of us will just go buy our own router it is quite cheap for wifi 6 router right now. You can look for Mercusys MR80x which I'm currently using, easily get 500mbps with WIFI 6 supported devices.

You can get Mercusys MR80x at Shopee within price range of RM203 - 229

Blacktubi review : https://www.blacktubi.com/review/mercusys-mr80x/

This post has been edited by **NovaPrime:** May 21 2023, 05:49 PM

👍 KMercury liked this post

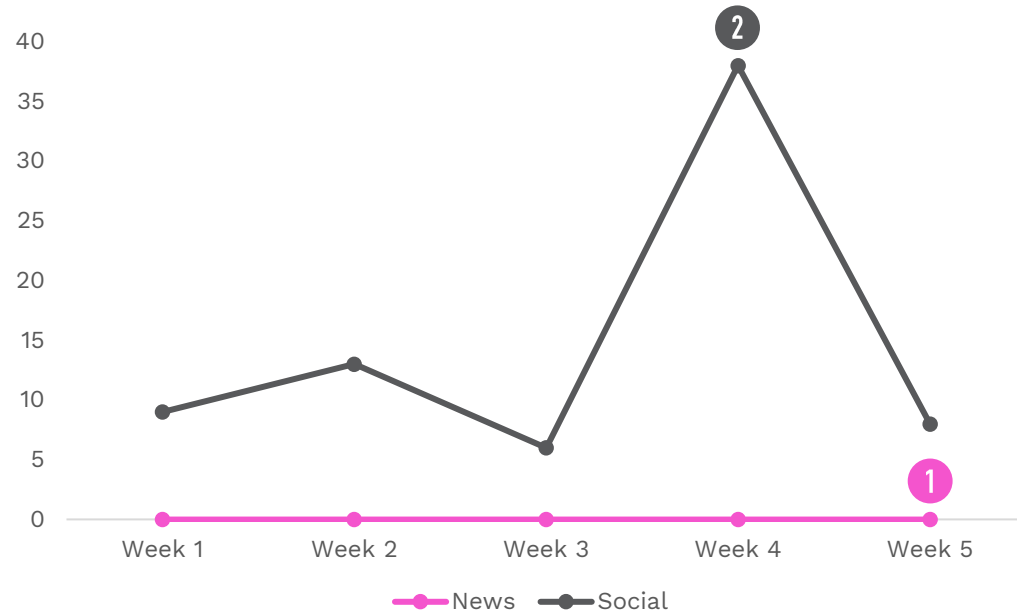New Member
Newbie
31 posts
Joined: Apr 2015

**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 <u>forum thread discussion on **Time**'s Fibre Broadband</u>. <u>A user, who is new to **Time**, sought tips for the installation and testing process of **Time**'s 500Mbps plan.</u> Additionally, she asked whether it was necessary to replace both the provided router and mesh or if replacing just the router will suffice. In response, another user suggested <u>that if the user has two X6 ONTs, she should contact **Time**'s customer service to have the first unit switched to ONU (bridge mode) during installation. However, it was mentioned that many installers may be unfamiliar with this procedure. Furthermore, the user was warned about the potential cost involved when requesting the installer to set up their own equipment</u>.



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

# Weekly Trend – Customer Service

1

0

Week 1   Week 2   Week 3   Week 4   Week 5
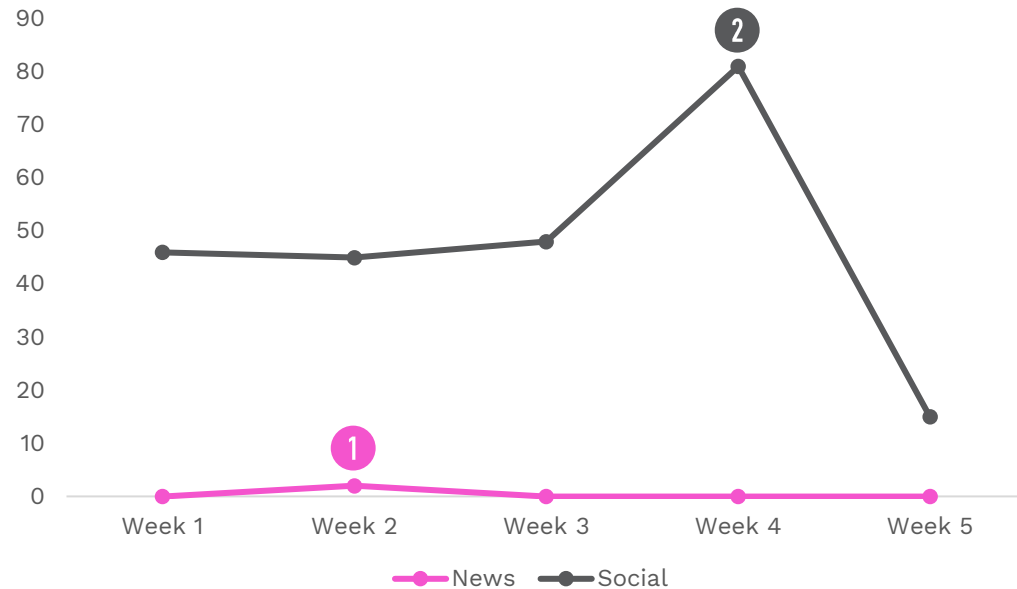
━●━ News   ━●━ Social

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

**2** There were no relevant comments on Customer Service this month.

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# Weekly Trend – Technical



Chart axis: 90, 80, 70, 60, 50, 40, 30, 20, 10, 0
Categories: Week 1, Week 2, Week 3, Week 4, Week 5
Legend: News — Social

**1** In Week 2, there was a peak in the volume of news coverage mainly due to reports on the global virtual router market. The report highlighted that the Global Virtual Router market is expected to grow from USD 236 million in 2022 to USD 729.7 million by 2028, with a CAGR of 20.7% during the review period. Time was mentioned as one of the leading companies in the global virtual router market that contributed to the industry's growth.

**2** The volume of social mentions peaked in Week 4 due to a forum thread discussion on **Time**'s Fibre Broadband. A user confirmed that the Mercusys MR80x router was significantly better than the HG8145X6. She added that even the older C1200 router has a better range compared to the free Wi-Fi 6 router provided by **Time**. The user shared her personal experience of visiting a friend's 1,200 sqft condo, where the master bedroom had poor coverage with the free router, rendering it unusable. She emphasized that for properties with similar layouts, having a good router or mesh system is essential. As a response, another user mentioned that his sister's upcoming house has a similar layout. He was advised by another user that using a mesh Wi-Fi system is a more affordable option since the property already has basic renovations in place.



PRESS RELEASE

**Global Virtual Router Market by [2023-2030] with Size and Business Revenue**

Virtual Router Market | Outlook 2022-2028 | Pre and Post-COVID Research is Covered and Report Customization is Available | Newest 114 Pages Report Global Virtual Router market, revenue, diversification, development drivers,...

Monday, May 8th 2023, 8:45 AM CDT

360 Market Updates

| **Market:** United States | **Date of Publication:** 8 May 2023 |
| --- | --- |
| **Publication:** lifestyle.magic979wtrg | |

FusionXY — May 21 2023, 07:41 PM — Show posts by this member only | IPv6 | Post #9968

QUOTE(blacktubi @ May 21 2023, 06:05 PM)
Can confirm this router is much better than HG8145X6, even the older C1200's range is better than the free Wi-Fi 6 router from Time.

Visited a friend staying in a 1200 sqft condo recently. The further master bedroom get pretty much unusable coverage with the free router.

For anyone staying in property with this kind of layout, good router or mesh is a must.

My sister's upcoming house layout like this one.

LAZZIE ON VACATION
Senior Member
3,647 posts
Joined: Aug 2016

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

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# Top News by Volume

# Top 10 Time News

## 1. Time dotCom starts year with a 26% jump in Q1 net profit

| Market: Malaysia | Publication: Free Malaysia Today | Date of Publication: 18 May 2023 | Sentiment: Positive |
|---|---|---|---|

**Time** posted a net profit of RM114.51 million for the first quarter of 2023, with an increase of up to 26.33% compared to last year. **Time** attributed its growth to higher overall revenue, a higher share of profit from associates, and higher net gain on foreign exchange. **Time** is pleased with its performance, saying the strategic decisions made continued to yield higher shareholder returns. With this growth, **Time** said it would continue to focus on enhancing operational excellence and improving customer experience through innovation.

## 2. Rossana Annizah ends service as BSN chairman

| Market: Malaysia | Publication: The Edge | Date of Publication: 08 May 2023 | Sentiment: Neutral |
|---|---|---|---|

Bank Simpanan Nasional (BSN) announced that Rossana Annizah Ahmad Rashid had completed her tenure as its Chairman after three years of service. Aside from BSN, Rossana Annizah held various management positions at **Time**, RHB Bank, Maxis, and Citibank Malaysia. BSN expressed their appreciation and said Rossana Annizah played a vital role in the bank's digital transformation and its five-year business plan implementation.

## 3. AIMS Group to collaborate with Gamuda to build second data centre in Cyberjaya

| Market: Malaysia | Publication: The Edge | Date of Publication: 08 May 2023 | Sentiment: Positive |
|---|---|---|---|

AIMS Group, **Time**'s data centre arm in Malaysia, will construct a data centre in Cyberjaya Block 2 to meet Malaysia's demand for data centre space. AIMS partnered with Gamuda Engineering Sdn Bhd for the construction, which will be completed by the end of 2023. AIMS Chief Executive Officer, Chiew Kok Hin, said this construction helps to accelerate the expansion of its data centre business in Asia and, at the same time, aligns with AIMS' initiative on environmental, social, and governance goals.

## 4. Tech incubator bears fruit

| Market: Malaysia | Publication: New Straits Times | Date of Publication: 31 May 2023 | Sentiment: Neutral |
|---|---|---|---|

Science and Technology Ministry, with Malaysian Research Accelerator for Technology and Innovation, organised the National Technology and Innovation Sandbox (NTIS) programme by supporting local innovators to commercialise local products, technologies, and innovations. **Time** participated in this event, particularly during the launching of the NTIS Two-Yearbook. **Time** also signed a cooperation agreement between NTIS, the Innovation & Technology Managers Association, and Asiatech.

## 5. The biggest movers on Bursa Malaysia in 2023 thus far

| Market: Malaysia | Publication: The Edge | Date of Publication: 10 May 2023 | Sentiment: Positive |
|---|---|---|---|

The Bursa Malaysia Telecommunications & Media Index increased to 6.01% as telecommunication companies fared well in 2023 amid Malaysia's 5G rollout. Among the telecommunication companies, **Time** led the pack with a 15.18% or 74 sen gain, followed by Maxis, and CelcomDigi at the fifth spot. **Time**'s completion of its 49% stake in AIMS Data Centre Holdings to DigitalBridge Group was also mentioned in this coverage.

| S/N | Headline | Market | Sentiment |
|---|---|---|---|
| 6 | Digital economy to be built on fast, stable and affordable internet | Malaysia | Neutral |
| 7 | EPF building in Jalan Gasing to be turned into senior living facility | Vietnam | Neutral |
| 8 | Membina keterampilan literasi digital dengan Pakej MyKabel | Malaysia | Positive |
| 9 | With EPS growth and more, Time dotCom Berhad (KLSE:TIMECOM) makes an interesting case | United States | Neutral |
| 10 | Interested in Time dotCom Berhad's (KLSE: TIMECOM) upcoming RM0.54 dividend? You have four days left | United States | Neutral |

# Top 10 Celcom News

| 1. 5G roaming market strategies 2023-2027: Investments in next generation cores crucial for further growth | | | |
|---|---|---|---|
| **Market:** United States | **Publication:** Yahoo! Finance | **Date of Publication:** 30 May 2023 | **Sentiment:** Neutral |

ResearchAndMarkets.com, the world's leading source for international market research reports and data, posted a study on the latest 5G roaming strategies providing insights into the growth and trends of 5G roaming services. In this report, **Celcom** was mentioned as one of the key players in the roaming service market. The report further highlighted the increasing complexity of 5G networks and the need for enhanced roaming analytics services to monitor 5G roaming connections effectively. It also predicted a significant increase in 5G roaming connections, from 53 million in 2023 to 526 million by 2027.

| S/N | Headline | Market | Sentiment |
|---|---|---|---|
| 2 | Asia-Pacific smartphone tariff tracker and analysis report 2023: a speedy like-for-like comparison of 400+ price plans – ResearchAndMarkets.com | United States | Neutral |
| 3 | CelcomDigi withdraws equity participation in DNB after govt announces second 5G entity plan | Malaysia | Neutral |
| 4 | CelcomDigi launches new, upgraded 5G plans | Malaysia | Neutral |
| 5 | Solid strategy execution | United States | Positive |
| 6 | CelcomDigi introduces new Hari Gaji deals for postpaid and prepaid | Malaysia | Neutral |
| 7 | CelcomDigi's 1Q earnings up 35%, declares 3.2 sen dividend | Vietnam | Positive |
| 8 | Get more for less with CelcomDigi Fibre | Malaysia | Neutral |
| 9 | CelcomDigi online shop offers discounts of up to RM1,000 for existing customers | Malaysia | Neutral |
| 10 | CecomDigi, Maxis and TM added 91,000 fibre broadband connections in the first quarter of 2023 | Malaysia | Neutral |

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# Top 10 Maxis News

| **1. Ideal Property Group partners with Maxis to bring fibre-connectivity to 12 commercial and residential projects** | | | |
|---|---|---|---|
| **Market:** United States | **Publication:** Associated Press | **Date of Publication:** 17 May 2023 | **Sentiment:** Positive |

**Maxis** has collaborated with Ideal Property Group to provide state-of-the-art fibre connectivity to 12 commercial and residential projects in Penang, Malaysia. This partnership aims to enhance the digital experience for approximately 12,000 businesses and homes across the region. Specifically, **Maxis** will design, supply, and install the telecommunications infrastructure for these projects, leveraging its fibre build to develop a superior internet experience. With **Maxis**' strong focus on network quality, customer experience, and innovative solutions, this partnership with Ideal Property Group will create a strong foundation for future regional growth and development by creating a digitally-connected community that caters to the needs of modern businesses and residents.

| S/N | Headline | Market | Sentiment |
|---|---|---|---|
| 2 | 5G roaming market strategies 2023-2027: Investments in next generation cores crucial for further growth | United States | Neutral |
| 3 | Asia-Pacific smartphone tariff tracker and analysis report 2023: a speedy like-for-like comparison of 400+ price plans – ResearchAndMarkets.com | United States | Neutral |
| 4 | Managed Mobility Services market projected to hit USD 33.3 billion by 2030, at a 26.29% CAGR – Market Research Future (MRFR) | United States | Neutral |
| 5 | Task force to ensure implementation of 5G, smooth transition to dual network | Malaysia | Neutral |
| 6 | Reimagining foldables for Malaysians on Galaxy Z Fold | Galaxy Z Flip | United States | Neutral |
| 7 | Maxis offers Hotlink Postpaid 60 at RM50 per month for government staff | Malaysia | Neutral |
| 8 | 马来西亚禁收发带网络链接手机短信以遏制诈骗 | China | Neutral |
| 9 | Raja Arshad dilantik pengerusi kumpulan PNB | Malaysia | Neutral |
| 10 | Maxis opens innovation centre to drive digital transformation for businesses | Malaysia | Positive |

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# Top 10 Telekom Malaysia News

| 1. Malaysia data centre market investment and opportunities report 2023–2028 featuring Bridge Data Centres, Edge Centres, Keppel Data Centres, NTT Global Data Centres, Open DC, TM One, & VADS | | | |
|---|---|---|---|
| **Market:** United States | **Publication:** Yahoo! Finance | **Date of Publication:** 26 May 2023 | **Sentiment:** Neutral |

ResearchAndMarkets.com, the world's leading international market research and data source, has analysed Malaysia data centre's market share. It deep dived into the existing and upcoming facilities and investments in IT, electrical, mechanical infrastructure, general construction, and tier standards. This report mentioned several local and global operators, such as **TM One**, Bridge Data Centres, VADS, TM One, Keppel Data Centres, and NTT Global Data Centers. Aside from that, this report provided a business overview and product offerings of prominent IT infrastructure providers and investors operating in the industry. **TM One** was cited as one of the data centre investors in Malaysia.

| S/N | Headline | Market | Sentiment |
|---|---|---|---|
| 2 | ZTE Corporation and Telekom Malaysia jointly build hybrid cloud 5G core network | United States | Positive |
| 3 | TM terminates share subscription agreement for 20% stake in DNB | Malaysia | Neutral |
| 4 | Sirim appoints Khairol Anuar Mohamad Tawi as new Chairman | Malaysia | Neutral |
| 5 | Tiga lelaki ditahan curi kabel TM | Malaysia | Neutral |
| 6 | Southern Cable wins RM45mil contract from Telekom Malaysia | Malaysia | Neutral |
| 7 | Masalah Internet di 12 sekolah Lembah Pantai akan diselesaikan - Fahmi | Malaysia | Positive |
| 8 | KKD, Sarawak sepakat isu 3R perlu ditangani sebaiknya | Malaysia | Neutral |
| 9 | Ibu pejabat TM kini Rasmi di Cyberjaya, bukan lagi di Menara TM | Malaysia | Positive |
| 10 | Govt forms task force for 5G DWN model implementation | Malaysia | Neutral |

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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).

# Glossary

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