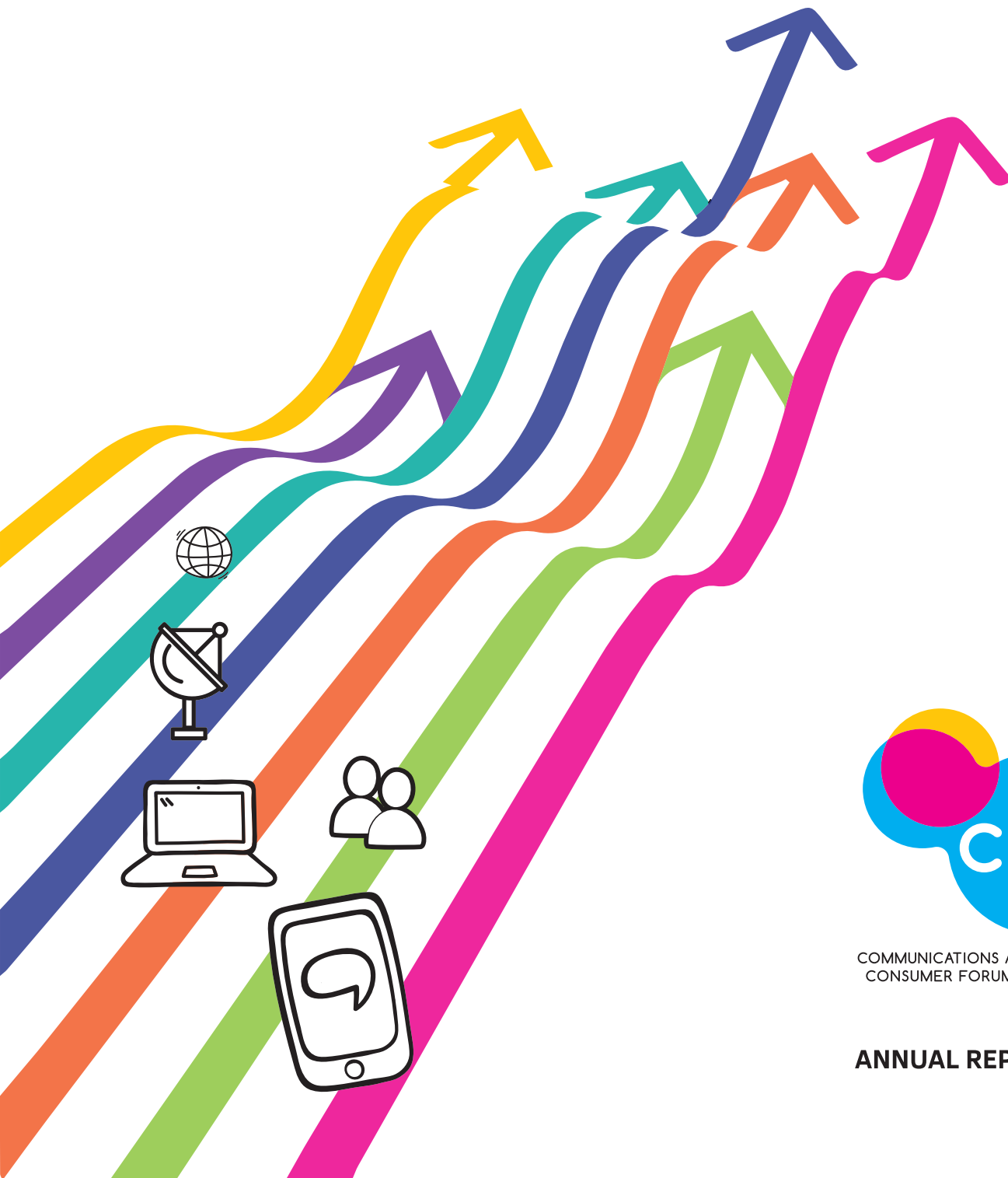


# MOVING THE INDUSTRY FORWARD TOGETHER



COMMUNICATIONS AND MULTIMEDIA  
CONSUMER FORUM OF MALAYSIA

**ANNUAL REPORT 2017**

# VISION, MISSION & STRATEGIC FOCUS

## VISION

The catalyst for the development of a conducive consumer environment in the communications & multimedia industry

## MISSION

To be the communications & multimedia advocator of consumerism & platform for mutual exchange of information for the benefit of consumers and the communications & multimedia industry as a whole

## STRATEGIC FOCUS

- To facilitate and promote self-advocacy among the consumers through the dissemination of information
- To strengthen the positive bond between service providers and consumers
- To establish a conducive environment in promoting a high level of consumer confidence in the service delivery of the communications & multimedia providers
- To nurture the culture of mutual respect amongst service providers and consumers in generating guidelines and code of ethics through mutual understanding / agreement

# ABOUT CFM

*CFM was established in February 2001 as a society with representation from all relevant parties, including the “supply and demand” side of the C&M industry.*



As a designated forum, CFM is tasked with, among others, the preparation of consumer Codes that would be used as a base guideline for the provisioning of services by the communications and multimedia service providers. The General Consumer Code (GCC) was accepted by MCMC as an industry Code in 2002 along with the Internet Access Service Provider Sub-Code in 2005.

## BELOW ARE THE KEY FUNCTIONS OF CFM :

### CODES DRAFTING

To draft, develop, prepare, amend, modify, review and update the Codes.

### LEGAL

To advise Council on legal requirements and considerations.

### MEMBERSHIP

To enlist and update membership of CFM.

### EDUCATION & PROMOTION

To promote the objectives and publish the activities of CFM and to provide avenues for dissemination of public information and education regarding consumer rights.

### COMPLAINTS HANDLING

To provide avenues for lodging complaints relating to consumer matters. To provide for procedures for handling complaints and grievances and to recommend solutions for the resolution of such complaints.

### COMPLIANCE & MONITORING

To enhance the understanding of the General Consumer Code (GCC) among service providers, to promote adoption of GCC in service providers' procedure, practices and policy, to ensure a high level of compliance with GCC and to prepare the industry for self-regulation.

## CORPORATE INFORMATION

### REGISTERED OFFICE

**THE COMMUNICATIONS AND  
MULTIMEDIA CONSUMER  
FORUM OF MALAYSIA (CFM)**

Malaysian Communications  
and Multimedia Commission  
(MCMC) Old Building, Jalan  
Impact, Off Persiaran  
Multimedia, 63000  
Cyberjaya,  
Selangor Darul Ehsan.

### REGISTRAR

**PENDAFTAR PERTUBUHAN  
MALAYSIA**

Registered on 13 February  
2001

Registration No:  
PPM- 011- 14- 13022001

### BANKERS

**BANK MUAMALAT MALAYSIA  
BERHAD**

**CIMB BANK BERHAD**

### AUDITOR

**SHANKER & CO CHARTERED  
ACCOUNTANTS (AF1881)**

25- 1 Jalan USJ 16/ 1E,  
Taipan USJ,  
47620 Subang Jaya,  
Selangor, Malaysia.

Tel : 603- 808 1435

# TABLE OF CONTENTS

## ABOUT US

- 1 VISION, MISSION & STRATEGIC FOCUS
- 2 ABOUT CFM
- 2 CORPORATE INFORMATION
- 4 CFM KRA 2016- 2018
- 5 CHAIRMAN STATEMENT
- 7 LIST OF MEMBERS
- 8 COUNCIL MEMBERS
- 9 EXECUTIVE DIRECTOR'S REVIEW OF OPERATIONS
- 10 CFM ORGANIZATION CHART

## COMPLAINTS AND COMPLIANCE MANAGEMENT DEPARTMENT (CCMD)

- 11 EXECUTIVE SUMMARY
- 12 CCMD BUREAU
- 12 SECRETARIAT OF CCMD
- 13 ANALYSIS OF COMPLAINTS IN YEAR 2017
- 19 CCMD ACTIVITIES

## COMMUNICATIONS AND PUBLIC RELATIONS DEPARTMENT(CPRD)

- 21 EXECUTIVE SUMMARY
- 22 CPRD BUREAU
- 22 SECRETARIAT OF CPRD
- 22 CPRD ACTIVITIES
- 34 MEDIA RELATIONS
- 46 CFM SOCIAL MEDIA OVERVIEW
- 52 SUMMARY OF REVAMPING CFM.MY & CONSUMERINFO.MY
- 53 PUBLICATIONS
- 54 MARKETING COLLATERALS

## STAKEHOLDER MANAGEMENT DEPARTMENT (SMD)

- 55 EXECUTIVE SUMMARY
- 55 MEMBERSHIP BUREAU
- 55 CODE DRAFTING BUREAU
- 55 SECRETARIAT OF SMD
- 56 MEMBERSHIP REPORT
- 56 SMD ACTIVITIES

## EXECUTIVE DIRECTOR'S OFFICE (EDO)

- 59 EXECUTIVE SUMMARY
- 60 SECRETARIAT OF EDO
- 60 EDO ACTIVITIES
- 61 LISTS OF CFM STANDARD OPERATING PROCEDURE
- 62 SECRETARIAT 2017



## COVER RATIONALE

### MOVING THE INDUSTRY FORWARD TOGETHER

The theme “**Moving the Industry Forward Together**” is represented by the continuous arrows moving upwards in unison reflecting the ongoing efforts by CFM as a platform with multiple stakeholders working together to ensure a self-regulating industry that prioritizes the consumers.

# CFM KRA 2016-2018

## KRA 1 : ENSURING CONSUMER PROTECTION

MONITOR SERVICE DELIVERY			EFFECTIVE COMPLAINTS HANDLING			PROMPTNESS IN ANSWERING CALLS TO CUSTOMER HOTLINE
Complaints evaluated	Self-initiated cases investigated per month	Comprehensive proposal to the Commission on improvement on specific consumer issues	Acknowledge complaints within 24 hours	Resolution of complaints within 10 business days	Resolution of remaining complaints within 15 business days	Calls are answered within 20 seconds
<b>100%</b> complaints evaluated	<b>5</b> Cases	<b>3</b> proposal	<b>100%</b> completion	<b>90%</b> completion	<b>85%</b> completion	<b>≥90%</b> of calls answered

## KRA 2 : ENSURING A PROACTIVE FORUM

CONTRIBUTION TO CONSULTATION OR INQUIRY CONDUCTED BY MCMC	TO ISSUE ARTICLE(S)/WHITE PAPER(S)/SPEAKING ENGAGEMENT ON CONSUMER ISSUES/TRENDS AND THE COMMUNICATIONS AND MULTIMEDIA SECTOR
Feedback & contribution to consultations or inquiries	Articles in vernacular papers/speaking engagement
<b>100%</b> contribution	<b>≥ 1</b> every month

## KRA 3 : ENSURING EFFECTIVE ENGAGEMENT

TO BE THE PRINCIPAL ADVOCATE FOR CONSUMER MATTERS	STRUCTURED ENGAGEMENT SESSIONS	INFORMATION DASHBOARD		
% of articles / news on mainstream media CFM is quoted.	CFM engagement events. (hosted by CFM)	Annual survey on effectiveness and consumer satisfaction	increase on hit rate (online traffic) to Consumer Info	Updated dashboard with pertinent consumer info
<b>50%</b> being quoted	<b>≥ 4</b>	<b>YES</b>	<b>50%</b> of hit rate	<b>YES</b>

## KRA 4 : MEMBERSHIP

INCREASE / PROMOTE MEMBERSHIP	SAFEGUARD CONSUMER INTERESTS
No of new member from demand side	To review Constitution on having a 3rd party (permanent independent Chairman) and composition of Council Member
<b>5</b> new members	<b>YES</b>

## KRA 5 : REPORTING REQUIREMENT

SUBMISSION OF BUSINESS PLAN TO THE COMMISSION	ENSURING TIMELY REPORTING (PERFORMANCE CARD)	ENSURING TIMELY MONTHLY REPORTING
No later than 30th September of the current year	No later than 30 days from the end of every year	Within 7 days of the following month
<b>YES</b>	<b>YES</b>	<b>YES</b>

# CHAIRMAN STATEMENT

*ASSALAMUALAIKUM W. B. T*

*2017 has been a year of excellent progress in strengthening our engagement with all relevant stakeholders of the communications and multimedia industry in Malaysia. For the past 16 years, the Communications and Multimedia Consumer Forum of Malaysia (CFM) has been showing unwavering commitment towards prioritizing consumers' rights, and we ended the year on a great note with a significant improvement in our services.*

## **MEGAT ISHAK MA'AMUNOR RASHID**

*Chairman (2015-2017)*  
Consumer Forum Of Malaysia (CFM)



## **MOHAMAD YUSRIZAL DATO' YUSOFF**

*Chairman (2017-2019)*  
Consumer Forum Of Malaysia (CFM)



Besides giving consumers the right information and tips related to communications and multimedia services, CFM also offers a one-stop platform for consumers to redress unresolved complaints with their service providers.

Throughout the year 2017, we received a total of 4,746 complaints. Although the number of complaints received in 2017 has decreased as compared to the previous year, the percentage of complaints resolved, however, recorded an increase. Billing and Charging issue has the highest number of complaint received with a total of 1,669 complaints, followed by Network Coverage with 1,247 complaints.

To ensure consumers' satisfaction, CFM focused on regular monitoring of the resolution timeline. Our team has worked tirelessly to resolve 86% of the complaints received within 15 business days, which is an improvement compared to 2016 at 77%. We are also pleased to inform that CFM has successfully resolved 96% of the complaints within 30 working days. And as an enhancement to our core activity, CFM has consistently engaged with the service providers to ensure that they adhere to and comply with the guidelines set out under the General Consumer Code of Practice for the Communications and Multimedia Industry Malaysia (GCC).

In the spirit of self-regulation, CFM has initiated four (4) comprehensive proposals to be submitted to MCMC, namely Debt Collection Management, Mobile Data

Pay-Per-Use (PPU), Critical Information Summary (CIS) and Call Charges to Customer Service Hotline. These proposals serve as guidelines for the industry on how to mitigate consumer issues, in line with our objective of upholding consumers' rights. In our efforts to ensure that consumers are provided with the relevant information, CFM undertook a total of 46 monitoring activities that included monitoring of newspaper advertisements, websites and marketing collaterals.

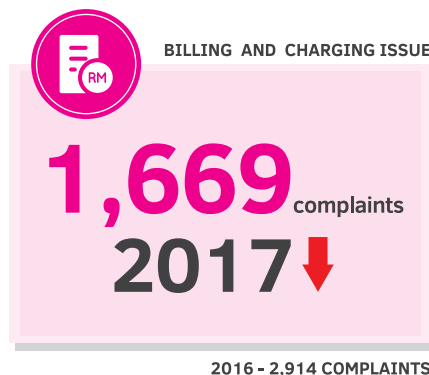
Given our significant responsibilities as a public benefit organization, we seek to engage with a wider and varied audience. We were delighted that this year we have successfully organized the #MYdigitalEvo Forum in celebration of the World Telecommunication and Information Society Day (WTISD) 2017. Similarly, we have also co-organized Mass Communication Carnival 2017 (MCoC17) with the Faculty of Communication and Media Studies (FKPM) of UiTM Shah Alam. The event was held in conjunction with Knowledge Sharing Session (KSS), CFM's signature programme. As a measure to build further on our presence and engagement activities, CFM hosted four KSS this year, reaching Perak, Bangi and Perlis, including the one held in Selangor.

CFM has also implemented various strategies throughout 2017 to raise public awareness on the rights of consumers as well as to sustain the involvement between consumers and the industry. The introduction of the CFM Membership Grant

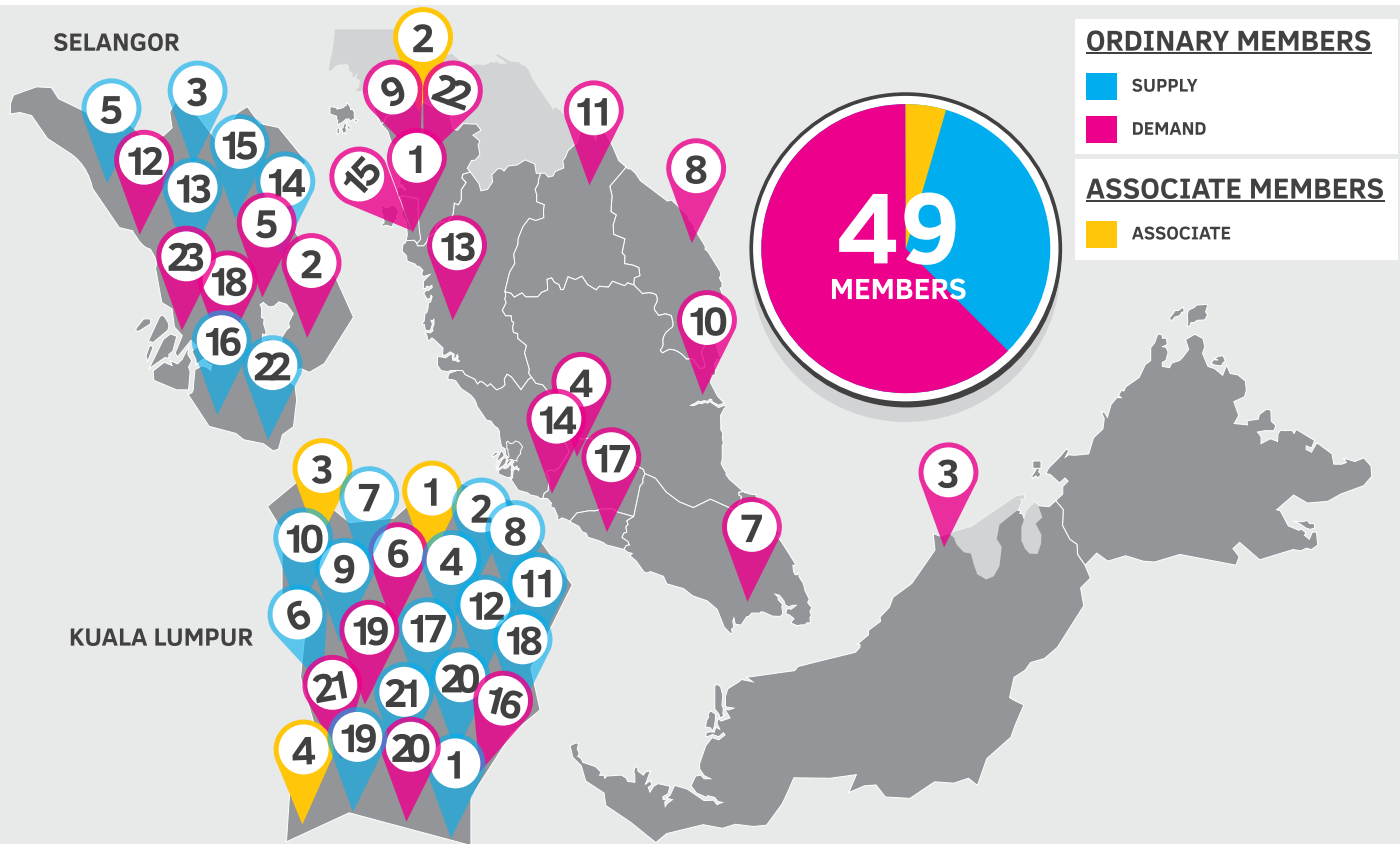
promotes the collaboration between CFM and NGOs as a local champion to reach the right target audience within their constituencies. In 2017, seven awareness activities were conducted by our NGOs (CAKE, NESCA, KPM, JCWA, MACFEA, PKPM). And it gives us great pleasure to welcome Persatuan Komuniti IKS Terengganu Diperantauan (KOSMET), Persatuan Komuniti Terengganu Diperantauan (KITER), Gabungan Pelajar Melayu Semenanjung (GPMS), The Advertising Standards Advisory Malaysia (ASA) and Mr. Kugan Kathegesen as our new members in CFM. We look forward to their inputs and engagement in our activities.

Finally, we would like to take this opportunity to express our most sincere appreciation to all of our stakeholders, fellow councilors, CFM members, the Malaysian Communications and Multimedia Commission (MCMC), media associates and our strategic partners for all the support and cooperation that were given towards the betterment of both the industry and consumers. And a special word of thanks goes out to all CFM Secretariat who showed true grit and tenacity to make 2017 another meaningful and productive year. We believe that we will continue to maintain and improve our standards. May 2018 be a more meaningful year and foster greater progress for CFM and everyone involved.

Thank You.



# LIST OF MEMBERS



## SUPPLY MEMBERS

1. Sistem Televisyen (M) Bhd (TV3)
2. Maxis Broadband Sdn Bhd
3. TIME dotCom Sdn Bhd
4. Astro Radio Sdn Bhd
5. Digi Telecommunications Sdn Bhd
6. Telekom Malaysia Berhad
7. MEASAT Broadcast Network Systems Sdn Bhd (ASTRO)
8. Celcom Axiata Berhad
9. Webe Digital sdn bhd
10. U Mobile Sdn Bhd
11. Tune Talk Sdn Bhd
12. YTL Communications Sdn Bhd
13. Altel Communications Sdn Bhd
14. Red One Network Sdn Bhd
15. XOX Com Sdn Bhd
16. Merchantrade Asia Sdn Bhd
17. M-Mode Mobile Sdn Bhd
18. Talk Focus Sdn Bhd ( TRON )
19. Pavo Communications Sdn Bhd (speakOUT)
20. Tone Plus Sdn Bhd
21. Tone Excel International Sdn Bhd
22. Symphonet Sdn Bhd

## DEMAND MEMBERS

1. Persatuan Pengguna Pulau Pinang (CAP)
2. National Council Women's Organization Malaysia (NCWO)
3. Consumer Association of Miri (CAM)
4. Persatuan Pengguna Negeri Sembilan (NESCA)
5. Persatuan Ekonomi Pengguna & Keluarga Malaysia (MACFEA)
6. Malaysian Mobile Content Providers Association (MMCP)
7. Persatuan Kebajikan Pengguna Johor (JCWA)
8. Persatuan Pengguna Daerah Kuala Terengganu (PPDKT)
9. Persatuan Pengguna Kedah (CAKE)
10. Pertubuhan Pembimbing Kewangan Pengguna & Keluarga Malaysia (KPM)
11. Persatuan Pelindung Pengguna Kelantan (PELINDUNG)
12. Universiti Kebangsaan Malaysia (UKM)
13. Malaysian Consumer Association (MACONAS)
14. Universiti Sains Islam Malaysia (USIM)
15. Persatuan Pelindung Pengguna Pulau

Pinang (PCPA)

16. Persatuan Keselamatan Pengguna Kuala Lumpur (PKPKL)
17. Persatuan Kebajikan Pengguna Melaka (PKPM)
18. Persatuan Pengguna Komunikasi Dan Media Malaysia (PEKOMA)
19. Pertubuhan Jaringan Melayu, Malaysia (JMM )
20. Persatuan Komuniti IKS Terengganu Diperantauan (KOSMET)
21. Persatuan Komuniti Terengganu Diperantauan (ICITER)
22. Gabungan Pelajar Melayu Semenanjung Negeri Kedah (GPMS Kedah)
23. Advertising Standards Advisory Malaysia Sdn Bhd (ASA)

## ASSOCIATE MEMBERS

1. Messrs Raja, Darryl & Loh
2. Dr Abdul Manaf Bohari
3. Haji Norizan Ghazali
4. Kugan A/L Kathegesen



# COUNCIL MEMBERS



**Seated (from left) :** Dr Elistina Abu Bakar, Mohamad Yusrizal Dato' Yusoff, Azizan Mohd Afandi, Mahfuzah Azahari

**Standing (from left) :** Azlinda Zainal Abidin, Datin Norhanizar Shafie, Muhamad Razillah Abdullah, Johnson Lim, Abdul Rahman Samad, Megat Ishak Ma'amunor Rashid, Mohamed Kadri Mohamed Taib, Datin Mohana Mohariff, Aini Hajar Alias

## **PERSATUAN PENGGUNA KEDAH (CAKE) CHAIRPERSON**

*(Permanent)*

**MOHAMAD YUSRIZAL DATO' YUSOFF**

*(Alternate)*

**MAWARDI NAYAN**

## **ALTEL COMMUNICATIONS SDN BHD DEPUTY CHAIRPERSON**

*(Permanent)*

**AZIZAN MOHD AFANDI**

*(Alternate)*

**ELEENA MARLINI HALIM**

## **PERSATUAN EKONOMI PENGGUNA & KELUARGA MALAYSIA (MACFEA) SECRETARY**

*(Permanent)*

**DR. ELISTINA ABU BAKAR**

*(Alternate)*

**DR. SHAMSUL AZAHARI ZAINAL BADARI**

## **MAXIS BROADBAND SDN BHD TREASURER**

*(Permanent)*

**MAHFUZAH AZAHARI**

*(Alternate)*

**ALVIN RAJ SANDANADASS**

## **TUNE TALK SDN BHD COUNCIL MEMBER**

*(Permanent)*

**MEGAT ISHAK MA'AMUNOR RASHID**

*(Alternate)*

**DAVID OI @ DAUD IZZANI**

## **SISTEM TELEVISYEN MALAYSIA BHD (TV3) COUNCIL MEMBER**

*(Permanent)*

**ZURAIHAH MOHD YATIM**

*(Alternate)*

**DATIN NOR HANIZAR SHAFIE**

## **CELCOM AXIATA BERHAD COUNCIL MEMBER**

*(Permanent)*

**AINI HAJAR ALIAS**

*(Alternate)*

**HALINA KHALIL**

## **TELEKOM MALAYSIA BERHAD (TM) COUNCIL MEMBER**

*(Permanent)*

**DATIN MOHANA MOHARIFF**

*(Alternate)*

**ROSLINDA MOHD YUSOFF**

## **MEASAT BROADCAST NETWORK SYSTEMS SDN BHD (ASTRO) COUNCIL MEMBER**

*(Permanent)*

**AZLINDA ZAINAL ABIDIN**

*(Alternate)*

**NURSYAKIRIN MOHD SALEH**

## **PERSATUAN PENGGUNA KOMUNIKASI DAN MEDIA MALAYSIA (PEKOMA) COUNCIL MEMBER**

*(Permanent)*

**MUHAMAD RAZILLAH ABDULLAH**

*(Alternate)*

**MUHD HAIRANI ABIDIN**

## **MALYSIAN MOBILE CONTENT PROVIDERS ASSOCIATION (MMCP) COUNCIL MEMBER**

*(Permanent)*

**JOHNSON LIM**

*(Alternate)*

**CS GILL**

## **THE ADVERTISING STANDARDS ADVISORY MALAYSIA (ASA) COUNCIL MEMBER**

*(Permanent)*

**MICHAEL TANG**

*(Alternate)*

**MOHAMED KADRI MOHAMED TAIB**

## **PERTUBUHAN PEMBIMBING KEWANGAN PENGGUNA & KELUARGA MALAYSIA (KPM) COUNCIL MEMBER**

**ABDUL RAHMAN SAMAD**

# EXECUTIVE DIRECTOR'S REVIEW OF OPERATIONS

## ALY SHAHAROM

Executive Director  
Consumer Forum Of Malaysia (CFM)



ASSALAMUALAIKUM W.B.T.

In 2017 we have further sharpened our focus in empowering the consumers. As a public benefit organization, the Communications and Multimedia Consumer Forum of Malaysia (CFM) prioritizes the rights of consumers and provides a platform for consumers to seek redress to their unresolved complaints on communications and multimedia services. In delivering that purpose, our people are a vital part of our journey. With a dedicated team of 18 full-time staff, the CFM Secretariat worked diligently with the Board of Councilors in executing the mandate of CFM. The secretariat is the engine that enables CFM to reach its objectives.

In order to strengthen CFM's service delivery which includes better transparency and sustainability, we restructured our internal organization to make it more process-based. For 2017, CFM saw that in order for the organization to focus more and contribute to the human resource practices, Corporate & Codes Drafting Department was restructured into 2 departments and one was renamed as Secretariat Administration Department (SAD) and Stakeholder Management

Department (SMD) in February of 2017. The responsibility of SAD covers human resources, administration, finance, general affairs and maintenance of the Forum's office. SMD on the other hand oversees the management of CFM's internal and external stakeholders. This restructuring is to create a more adaptable workforce and to foster and sustain high performance through improved management processes.

Optimizing our 18 strong headcount, we now have two new departments namely Stakeholder Management Department (SMD) and Executive Director's Office (EDO). The other two departments, Complaints and Compliance Management Department (CCMD) and Communications and Public Relations Department (CPRD) are still operating as usual. I have no doubts that all four departments will continue to serve all of our stakeholders more efficiently and be guided by the internally developed best practices.

*To ensure that CFM keeps moving on the right track, we held our KPI Review Retreat with both our Councilors and our Secretariat, where we deliberated on CFM's overall performance and KPI Achievements for 2017 while*

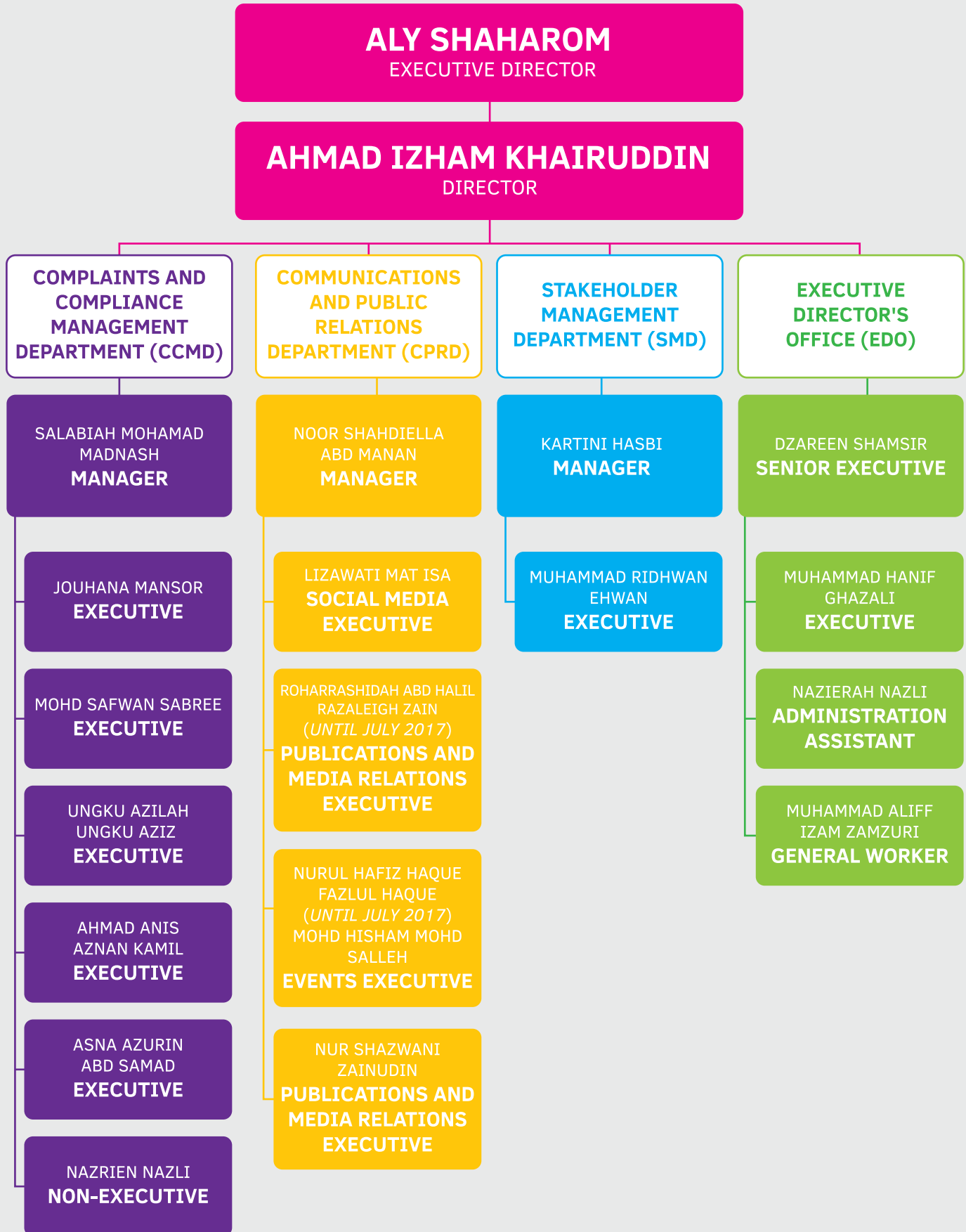
*discussing the Detailed Business Plan 2018 to be submitted to MCMC.*

Following our Annual Grand Meeting held at the Malaysian Communications and Multimedia Commission (MCMC) on 5 October 2017, it gives me great pleasure to welcome our new CFM Council Members for the 2017-2019 term. I am confident that the new line-up will be able to give their utmost dedication to make CFM the main consumer support platform for communications and multimedia services.

I would also like to thank the MCMC, CFM Board of Councilors, our members as well as our stakeholders for their continuous support towards CFM and its activities. Our Secretariat has also shown the ability to change and adapt to the rapidly evolving industry while still putting the rights of consumers first. It is a true manifestation of our slogan "Your Rights, Our Priority" - and for that, I sincerely thank them. To conclude, I believe that by working together as a united team, we can enhance our role as the leading supply-demand engagement platform for the benefit of both the consumers and the communications and multimedia industry.

Thank you.

# ORGANIZATION CHART



# COMPLAINTS AND COMPLIANCE MANAGEMENT DEPARTMENT (CCMD)

The Complaints and Compliance Management Bureau was formed as part of the key functions of CFM in line with the requirements of Communications and Multimedia Act 1998 (CMA). Its primary role is to provide an avenue and channel for complaints, disputes and grievances in relation to consumer matters, and to recommend resolutions for consideration in case of a breach of GCC. The secondary role is to ensure a high level of compliance and overall effectiveness of the GCC and to drive the industry towards self-regulation.

In 2017, CFM has submitted four comprehensive proposals from both supply and demand sides to the MCMC. Among the objectives of the paper are to provide recommendations for the best practices in the communications and multimedia industry in relation to call charges for calling to customer service hotline number in line with the GCC guideline, to assist the consumers to manage pay-per-use data usage to ensure that it will not exceed the capping value set by the service providers and also to assess ceiling prices to keep pace with current market trends. In addition to that, CFM recommends debt management guideline to ensure transparency and fair debt collection within the industry. CFM also suggests that service providers should only use the services of Credit Rating Agencies (CRA) once all resources and efforts have been exhausted, and after the prescribed period has been exceeded. In effort to deal with increasing complaints relating to billing and charging issue, CFM with the spirit of self-regulation recommends the implementation of the Critical Information Summary (CIS) by all Service Providers under the purview of the Malaysian Communications and Multimedia Commission (MCMC). CIS would encourage the industry to address the issue of misunderstanding or confusion of the terms and conditions, to overcome the risk of misrepresentation of information by sales

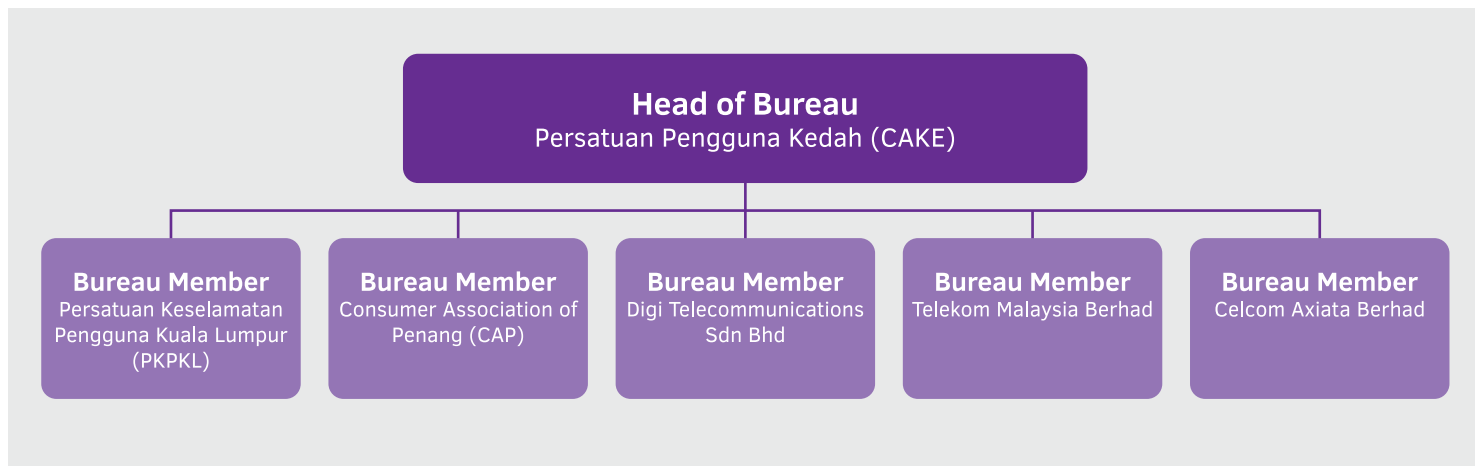
representative or customer service staff and to increase consumer confidence and protect their rights to receive adequate information before making a decision.

The Complaints and Compliance Bureau also continued to engage with the industry by organizing an Industry Knowledge Sharing Session (KSS) with service providers and the representatives from consumer associations focusing on issues regarding to misleading advertisement and unfair contract terms. Towards the end of 2017, CFM conducted 46 compliance monitoring activities on ads in the newspaper and website based on GCC Part 2 (1.2) Provision of Information and Part (2) (L) Advertising and Representation of Services whilst 22 complaints monitoring activities were undertaken with aims to monitor the effectiveness of the overall Code.

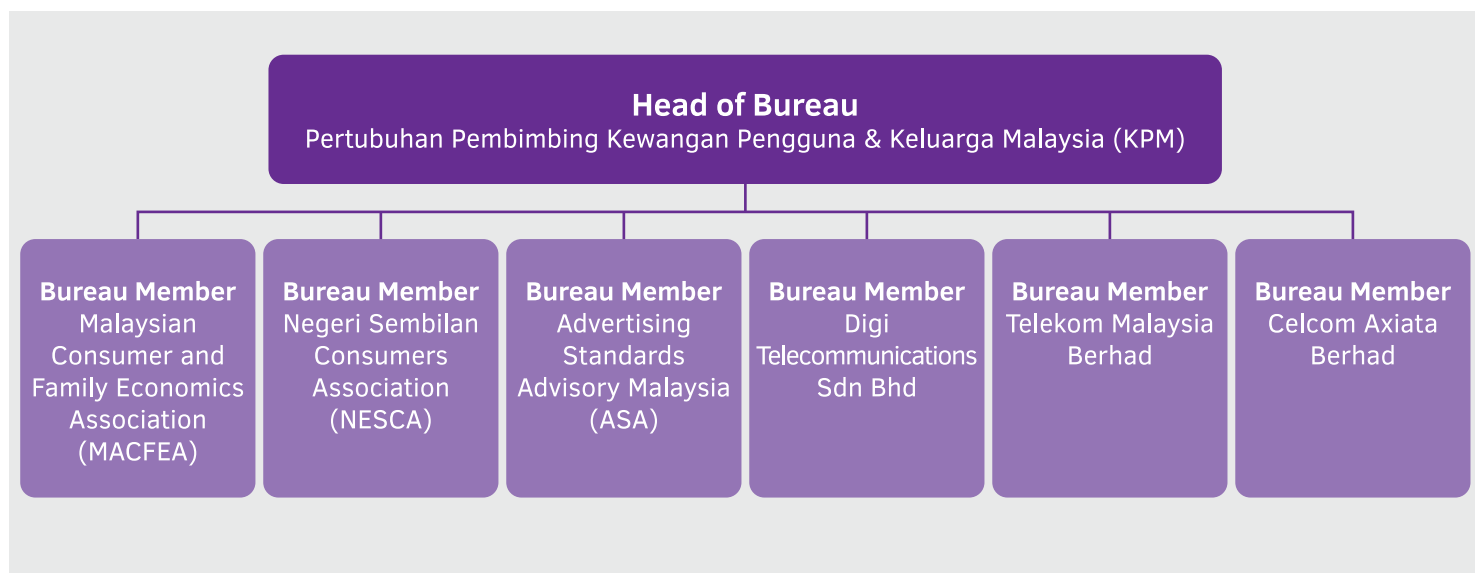
*The team's focus for 2018 is to become a reference point for all consumer matters within our jurisdiction under the General Consumer Code of Practice (GCC). With this in mind, the bureau targets to monitor and collate grievances from the consumer via online platform to better apprehend every grievance from the public as well as to carry out a survey to engage feedback from the public with regards to selective issues. Another aim is to recommend a way forward in managing the root cause of consumer issues by setting effective regulatory practices in other countries as a benchmark.*



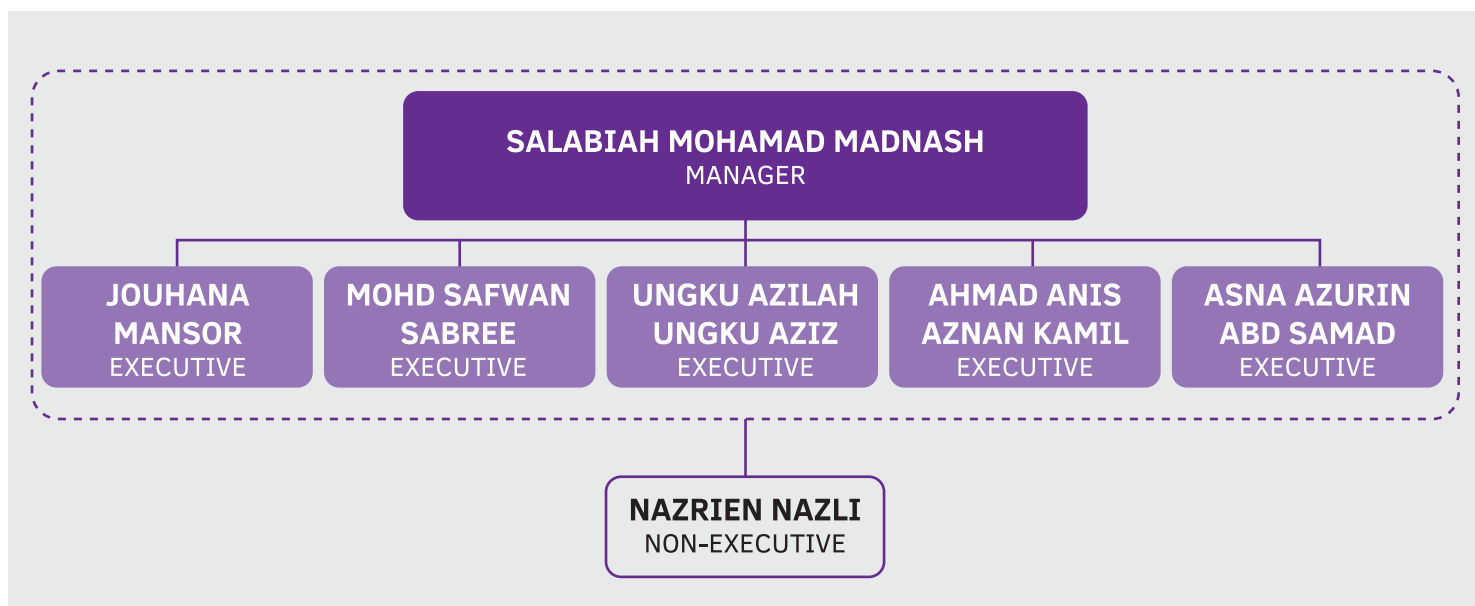
## COMPLAINTS & COMPLIANCE BUREAU FOR PERIOD OF 2015-2017



## COMPLAINTS & COMPLIANCE BUREAU FOR PERIOD OF 2017-2019

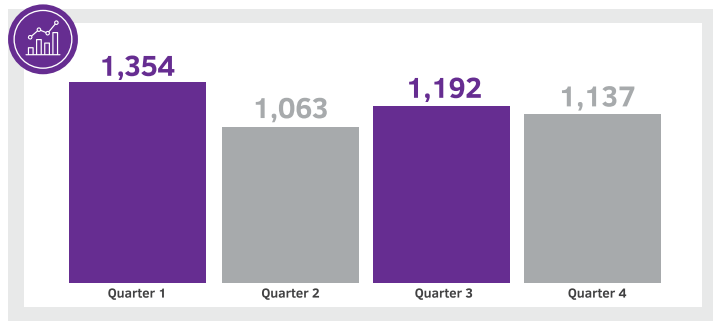


## SECRETARIAT OF COMPLAINTS AND COMPLIANCE MANAGEMENT DEPARTMENT AS AT 31 DECEMBER 2017



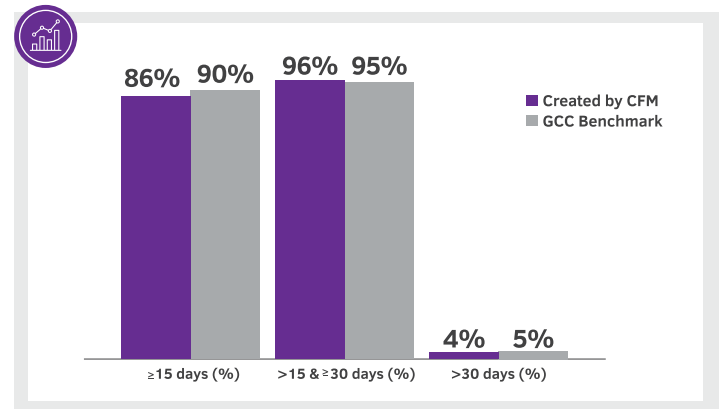
# ANALYSIS OF COMPLAINTS IN YEAR 2017

## COMPLAINTS RECEIVED IN 2017 BY QUARTER



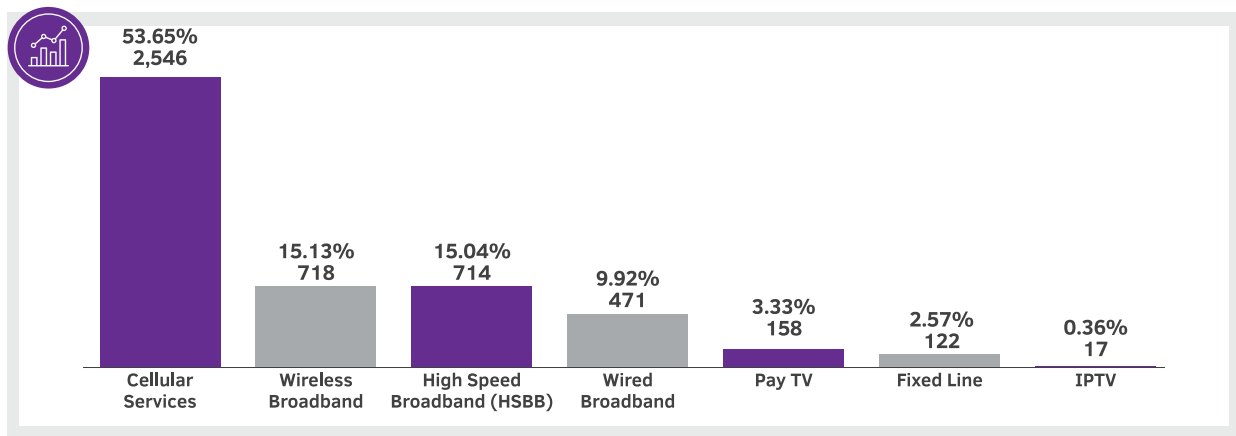
CFM received a total of 4,746 complaints regarding communications and multimedia services and 4,092 general enquiries. There is a decline of 37% in the number of valid complaints in 2017 as compared to 2016 (7,556). Although not every complaint is resolved to the satisfaction of the complainant, CFM strives to ensure that the public knows that CFM is doing its best to resolve their complaints within the limits of its jurisdiction.

## COMPLAINTS RESOLUTION IN 2017

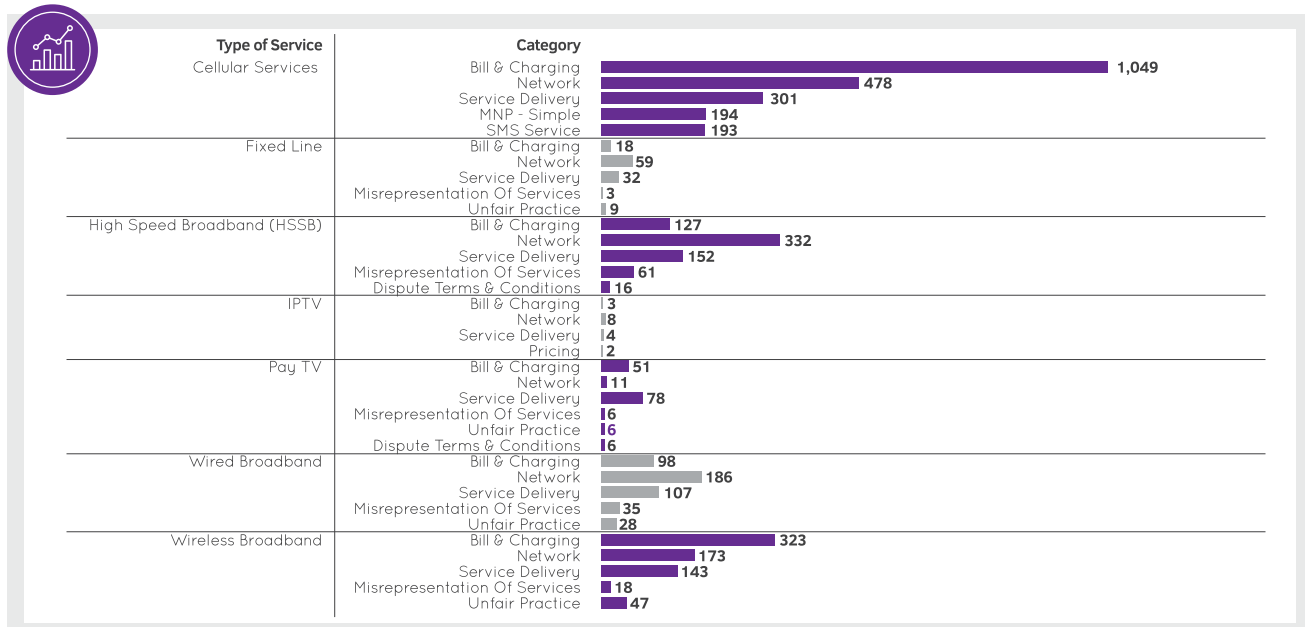


Timeliness and efficiency of complaint handling have substantially improved over time due to improvements in the internal processes of complaints handling. Reaching the end of 2017, 96% or 4,563 of cases were closed and 67% of the cases were resolved within ten business days.

## COMPLAINTS BY SERVICE TYPE



## COMPLAINTS CATEGORY BY SERVICE TYPE

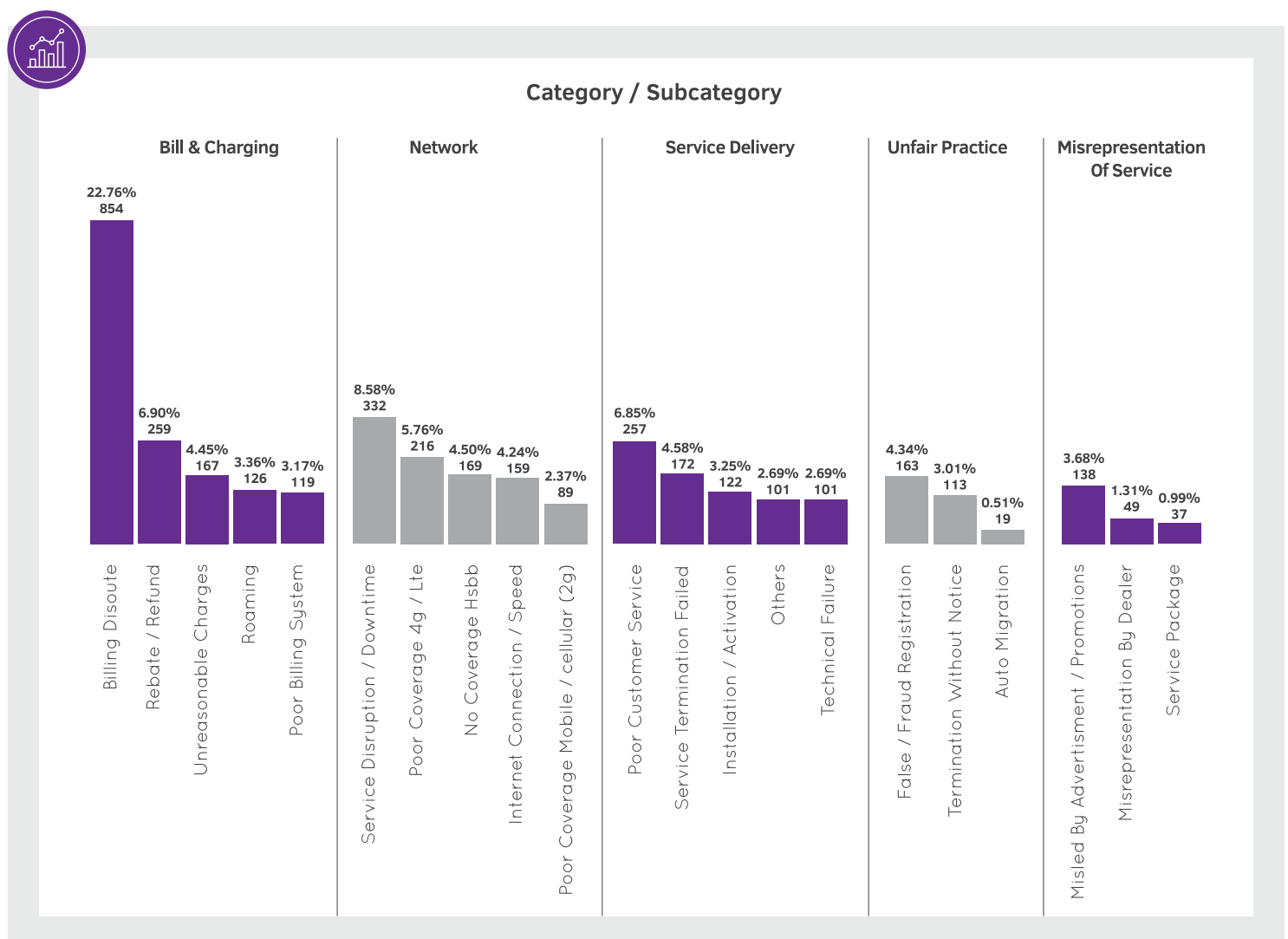


For four consecutive years, cellular services issues have remained at the top in the number of complaints received, followed by broadband services. This finding is aligned with the Industry Performance Report by the MCMC which stated that mobile penetration rate was at 141%, equivalent to 43.9 million subscriptions in 2016.

## COMPLAINTS CATEGORY 2016 VS 2017

COMPLAINT CATEGORY	2016	2017	DIFFERENCE (%)
Billing and Charging	2,914	1,669	-42.72
Network	619	1,247	101.45
Service Delivery	2,506	817	-67.39
Unfair Practice	442	295	-33.25
Misrepresentation of Service	243	224	-7.81
SMS Service	354	193	-45.48
MNP	0	194	100
Dispute On T&C	48	72	50
Pricing	0	33	100
Others	4	2	-50
MMS	13	0	-100
Telecomm Tower & Equipment	5	0	-100
Miscellaneous	4	0	-100
No Coverage	404	0	-100
Total	7,556	4,746	

## TOP 5 COMPLAINTS CATEGORY



The Secretariat uses complaint data to identify problems and trends for a way forward to improve service delivery in identified areas.

## TYPES OF COMPLAINT

SUBCATEGORY	DEFINITION
Billing Dispute	Overcharged call, SMS and/or broadband rates which were wrongly charged or were charged where the complainant was not be able to access the service.
Rebate/Refund	A request for bill waiver or deposit refund after subscription terminated.
Unreasonable Charges	Charges are invalid or exorbitant. The rates or tariffs were not clearly informed directly to the customer. It includes dispute on promotional tariff or rates on IDD.
Roaming	Unexpectedly high international roaming charges are neither in the dealing with disputed debts that consumers did not expect. It also includes dispute on promotional call tariff on data charger roaming services.
Poor Billing System	Customers had not or late receiving bill statement after subscription despite several requests made. Customer being billed late and was not updated according to customer request.
Service Disruption/downtime	The service was temporarily interrupted or was fully out of service due to equipment technical failure or other technical problem.
Poor Coverage 4G /LTE	The speed was unsatisfactory due to weak signal / other related technical problem.
No Coverage HSBB	The internet service was not covered in the area/ no port for fibre wire allocated.
Internet Connection/Speed	Unsatisfactory speed or intermittent broadband connection.
Coverage Mobile/Cellular (2G)	The telephony service was unsatisfactory due to weak signal/ other related technical problem.
Poor Customer Service	Dissatisfaction over poor customer handling interaction. Failure to respond to customer queries and complaint with regards to product and services.
Service Termination Failed	Request for service termination was not entertained/late.
Installation/Activation	Late service activation or installation beyond the promise.
Technical Failure	An (unwanted) error of telecommunication technology based system.
False/Fraud Registration	Unethical activity to perform unauthorized registration from the rightful owner or invalid registration. Wrong personal information updated in the system / SP. Account registered differs with subscribed package.
Termination Without Notice	The contract of service is terminated without prior notice either written or verbal.
Misled by Advertisement/Promotions	Promotion or advertisement statement either deceives or has the potential to deceive and likely to affect the subscribing decision of the customer. It also leads consumer to less than accurate conclusion. Misrepresentation about the service provider's product/package/tariff plan/package offered, presented, marketed or advertised in a manner that is likely to mislead the subscribers.
Misled by Dealer	It refers to the false, incorrect or incomplete statement or explanation provided by the dealer in soliciting new customer. The motives are to secure new registration without explaining the full details on subscription plan, bill charges or contractual agreement to the consumer upfront.
Service Package Subcategory	The unfair or does not fulfilled the needs of service packages offered to consumer/ changes of packages without prior notice to consumer.



## ANALYSIS OF COMPLAINTS IN YEAR 2017

### BILLING AND CHARGING

In 2017, the total number of Billing & Charging complaints was 1,669, which decreased by 42.72% from 2,914 in 2016. From the year 2015 until 2017, this category has recorded the highest number of complaints received every month. Complaints regarding Billing & Charging are mainly related to dispute of charges or rates for calls, SMS, roaming, data and over outstanding amount or default in payment.

### NETWORK

The highest number of complaints recorded was in Quarter 1 of 2017 (391) compared to Quarter 4, 2016 (224). Analysis has shown that most of the complaints were due to internet service disruption followed by the dissatisfaction of poor coverage 4G/LTE in certain areas. Notably, 169 complaints were related to unavailability of HSBB deployment or provision of service due to high demand on digital connectivity. Poor 4G/LTE coverage issue recorded 203 complaints due to the 2.8% increase of mobile broadband subscriptions from 27.76 million in 2015 to 28.53 million in 2016.

### SERVICE DELIVERY

This category combines various aspects involved in the category of service. Poor Customer Service issues reached 257 complaints in 2017, a slight decrease from the previous year which recorded 336 complaints. Service Delivery recorded as the highest number of complaints received in Quarter 4 (228). Service Termination Failure and Service Installation/Activation ranked the second and third, both recorded at 4.58% and 3.25% respectively.

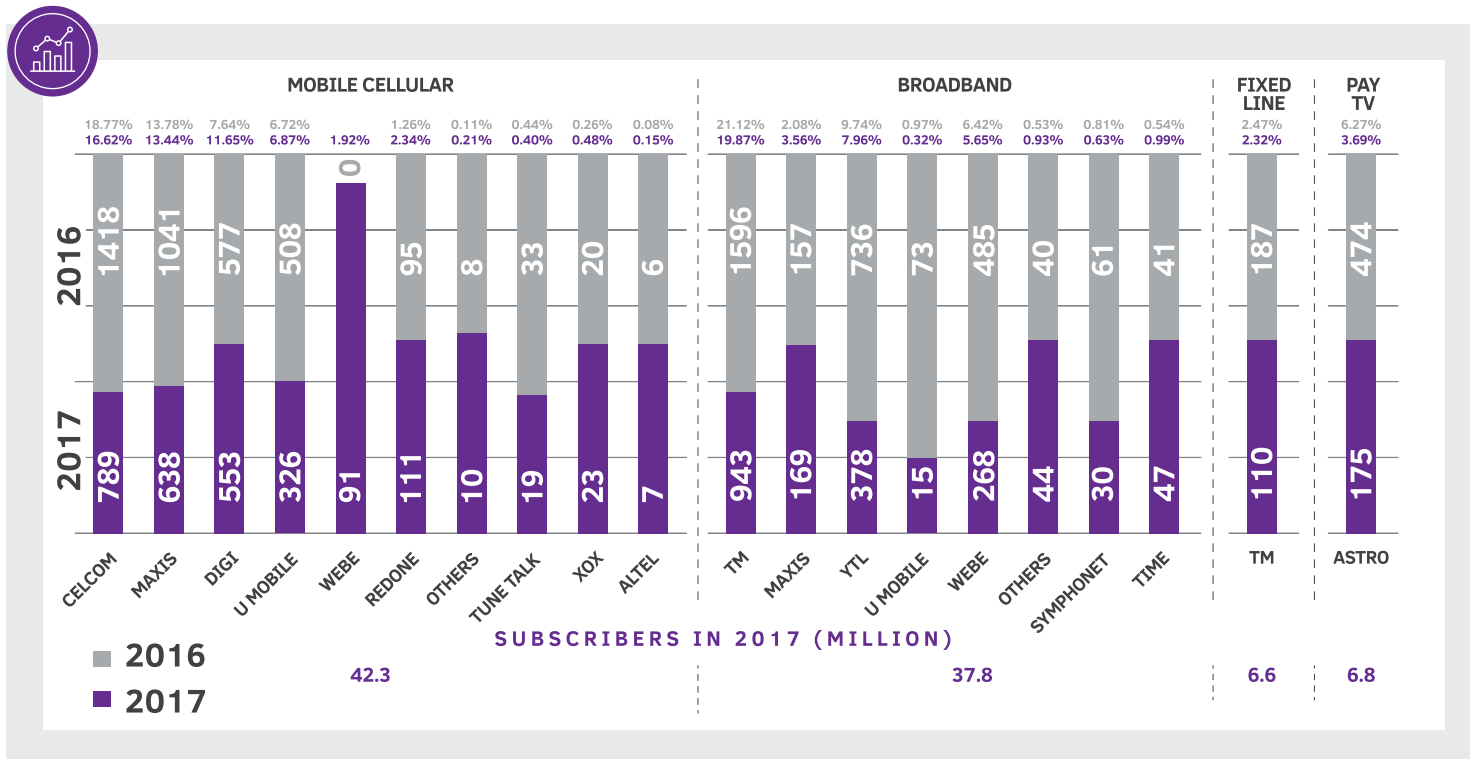
### UNFAIR PRACTICE

Complaints about Unfair Practice reached 295 complaints - a drop by 33% from 442 complaints lodged in 2016. Fraud/False Registration and Termination without Notice were among the highest recorded at 156 (4.34%) and 113(3.01%) complaints respectively. Analysis has shown trending issues were due to existing customers feeling unfairly treated in terms of a new promotion and subscription plan. Others included general misconduct by service providers that change the existing service or subscription without customers' consent.

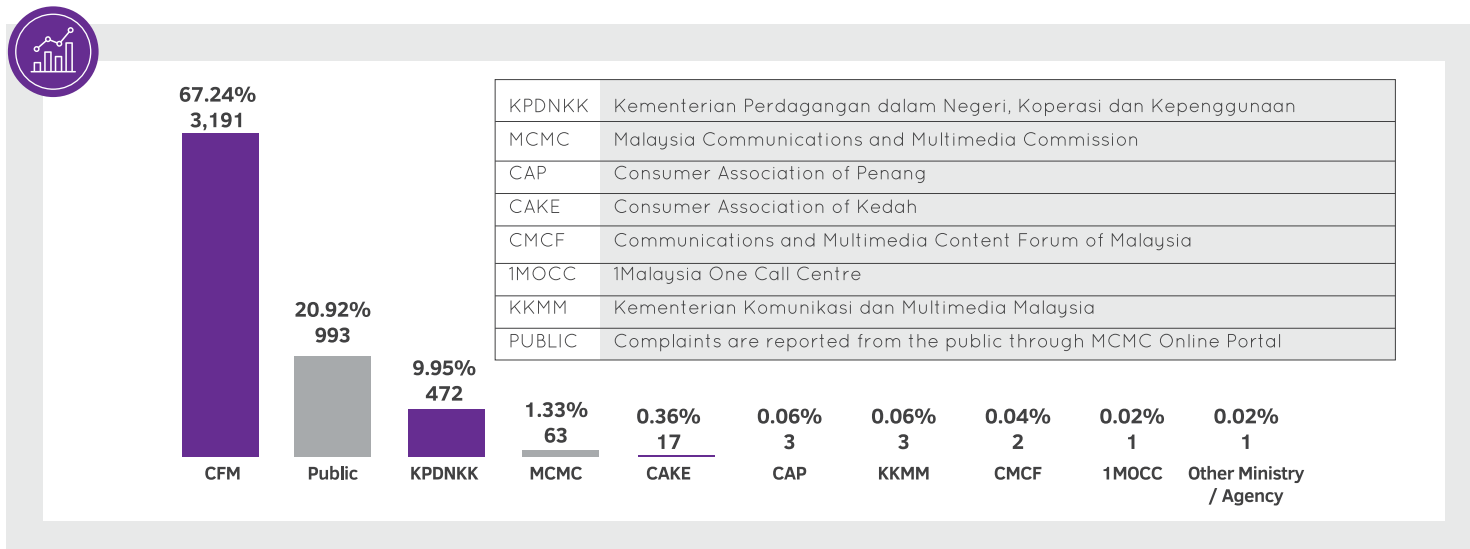
### MISREPRESENTATION OF SERVICE

The figures show a new category has made in the top five categories in 2017 with 218 complaints lodged throughout the year. Three subcategories recorded were Misleading Advertisement/Promotions (138), Misrepresentation by Dealer (49) and complaint on Service Package (37). In total, this subcategory dropped marginally by 7.81% compared to 243 in 2016. This can be attributed to the monitoring of advertising materials initiated by CFM which has helped to reduce issues related to misleading advertisements by service provider.

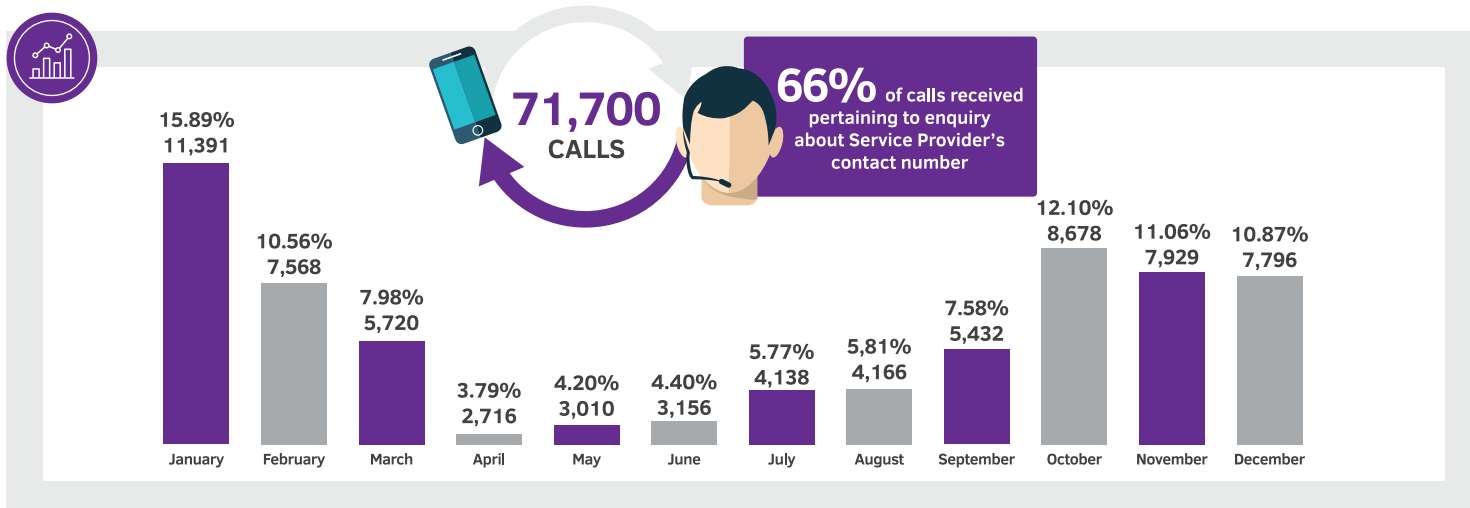
## COMPLAINTS BY SERVICE PROVIDER 2017 VS 2016



## COMPLAINTS SOURCE



## HOTLINE STATISTICS 1800-18-2222



## CFM COMPLAINTS PORTAL

The Consumer Forum of Malaysia (CFM) has embarked on a new chapter in 2017 with the adoption of the Integrated Complaints Management System (ICMS) as the main digital platform replacing CFM Complaint Portal (CoP) in February 2017. It was officially launched by MCMC earlier in November 2016.

The aim of the platform is to facilitate effective complaints handling systems and to increase the accessibility by the public and stakeholders of the industry. All complaints recorded in the ICMS can be monitored by the public and industry's stakeholders, where the response and solution are also visible and transparent. Having said that, the industry now has a one-stop integrated system with a mission to improve complaint resolution turnaround time and eliminate duplication of complaints while ensuring complaints are responded to and addressed promptly.



## COMPLAINTS EVALUATION AND RESOLUTION PROCESS

STATUS	DEFINITION
New	Complaint escalated to respective service provider for next course of action.
On Hold	Service Provider holds the complaints to inquire further information from complainant.
Investigation	Complaint is being investigated by complaint officer.
Resolved	Complaint is resolved by the Service Provider.
Reopened	A dispute raised by the complainant due to unsatisfied with the resolution given by the Service Provider.
Closed	Complaint will be closed within 5 business days subject to no further dispute by the complainant.
Closed with Monitoring	Complaint is closed subject to further monitoring by the MCMC.
Rejected	Invalid complaint due to beyond CFM jurisdiction, wrong escalation or duplicate record.

## CCMD ACTIVITIES

NO.	DATE	PROGRAMME	ORGANIZER	PARTICIPATION
1	10 Jan	Biro Pengaduan Awam Visit to MCMC	MCMC	CCMD
2	11 Jan	Task Force : Auditing And Monitoring Dealers	MCMC	CCMD, Service Provider
3	11 Jan	Meeting with Maxis on Complaint Handling Management	CCMD	Maxis, MCMC
4	18 Jan	Meeting with TM on Complaint Handling Management	CCMD	TM
5	18 Jan	Task Force : Prepaid Registration	MCMC	CCMD, Service Provider
6	18 Jan	CFM Briefing on General Consumer Code (GCC) for the Communications & Multimedia Industry	CFM	Tone Group
7	19 Jan	Working Group Meeting - 10 Consumer Complaints on Communications and Multimedia” Book	CCMD	Service Provider
8	20 Jan	CFM – MCMC Integrated Complaint Management System (ICMS) Data Migration	MCMC	CCMD
9	24 Jan	Meeting with U Mobile on Complaint Handling Management	CCMD	U Mobile
10	25 Jan	Task Force : Prepaid Registration	MCMC	CCMD / Service Provider
11	7 Feb	CFM Briefing on General Consumer Code (GCC) for the Communications & Multimedia Industry	CFM	U Mobile
12	8 Feb	Meeting with YTL on Complaint Handling Management	CCMD	CCMD,YTL
13	8 Feb	Task Force : Auditing And Monitoring Dealers	MCMC	CCMD, Service Provider
14	14 Feb	CFM Briefing on General Consumer Code (GCC) for the Communications & Multimedia Industry	CFM	XOX
15	16 Feb	“10 Consumer Complaints on Communications and Multimedia” Book Workshop	CCMD	Service Provider
16	20 Feb	Integrated Complaint Management System (ICMS) Data Migration Discussion	MCMC	CCMD
17	20 Feb	Discussion on CFM Annual Survey with MCMC	MCMC	CCMD
18	21 Feb	Industry Performance Report for 2016	MCMC	CCMD, Service Provider
19	23 Feb	Complaints and Compliance Bureau Meeting No. 09/2015 - 2017	CCMD	Bureau Member
20	1 Mar	Working Group Meeting - 10 Consumer Complaints on Communications and Multimedia” Book	CCMD	Service Provider
21	1 Mar	Meeting with YTL on Complaint Handling Management	CCMD	MCMC / YTL
22	3 Mar	Meeting on Integrated Complaint Management System (ICMS)	MCMC	CCMD
23	9 Mar	Prepaid Industry Task Force Meeting	MCMC	CCMD, Service Provider
24	14 Mar	Meeting on Integrated Complaint Management System (ICMS)	MCMC	CCMD
25	29 Mar	Meeting with Symphonet on Complaint Handling Management	CCMD	Symphonet
26	11 Apr	Meeting - Integrated Complaint Management System (ICMS)	MCMC	CCMD
27	18 Apr	Working Group Meeting - 10 Consumer Complaints on Communications and Multimedia” Book	CCMD	Service Provider
28	19 Apr	Meeting - Phishing via Phone using spoofed Maybank Investment Number with MCMC and TM	MCMC	CCMD, Service Provider
29	20 Apr	Meeting – Customer Satisfaction Survey	MCMC	CCMD
30	21 Apr	‘Industry Task Force On The Registration Of Public Cellular Services (PCS)’ Workshop	MCMC	CCMD, Service Provider

NO.	DATE	PROGRAMME	ORGANIZER	PARTICIPATION
31	26 Apr	Meeting - Integrated Complaint Management System (ICMS)	MCMC	CCMD, Vendor
32	3 May	Meeting - Integrated Complaint Management System (ICMS)	MCMC	CCMD, Vendor
33	4 May	'Call Spoofing' Workshop	MCMC	CCMD / Service Provider
34	5 , 11,12, 15 & 16 May	Migration of CFM Complaint Online Portal into Integrated Complaint Management System (ICMS)	MCMC	CCMD
35	26 May	Meeting on CFM Complaint Online Portal Server Migration	CCMD	Vendor
36	6 Jun	Complaints and Compliance Bureau Meeting No. 10/2015-2017	CCMD	Bureau Member
37	13 Jun	Best Practice Committee Meeting No. 1	CCMD	Service Provider & Demand
38	16 Jun	Meeting - Customer Satisfaction Survey	MCMC	CCMD
39	24 Jul	Meeting with U Mobile on Complaint Handling Management	CCMD	U Mobile
40	1 Aug	Meeting with Maxis on Complaint Handling Management	MCMC	CCMD, Maxis
41	2 Aug	Best Practice Committee Meeting No.2	CCMD	Service Provider & Demand
42	10 Aug	Meeting - Best Practice Committee (Topic 1)	CCMD	Service Provider
43	11 Aug	Meeting - Prepaid Registration Industry Task Force	MCMC	Service Provider
44	16 Aug	Meeting - Complaint Handling Management	MCMC	CCMD
45	17 Aug	Meeting with Industry on Complaint Handling Management	MCMC	CCMD ,Service Provider
46	22 Aug	Meeting - Best Practice Committee (Topic 2)	CCMD	Service Provider
47	22 Aug	Meeting - CCMD Bureau Bil 11/2015-2017	CCMD	Bureau Member
48	24 Aug	Meeting - Best Practice Committee (Topic 3)	CCMD	Service Provider
49	7 Sep	Discussion - Best Practice Committee	CCMD	Service Provider & Demand
50	7 Sep	TTPM Visit and Knowledge Sharing Session	MCMC	CCMD,TTPM
51	12 Sep	Awareness Program, MTSFB Sharing Session	MTSFB	CCMD
52	14 Sep	Meeting - Best Practice Committee (Topic 1)	CCMD	Service Provider
53	19 Sep	Seminar 'Future Network for Smart Digital Malaysia'	MCMC	CCMD
54	21 Sep	Meeting - Best Practice Committee (Topic 2)	CCMD	Service Provider
55	25 Sep	Migration of CFM Complaint Online Portal into Integrated Complaint Management System (ICMS)	MCMC	CCMD
56	26 Sep	Review on General Consumer Code (GCC) for the Communications & Multimedia Industry	MCMC	CCMD
57	2 Oct	Migration of CFM Complaint Online Portal into Integrated Complaint Management System (ICMS)	MCMC	CCMD
58	5 Oct	Meeting - Best Practice Committee (Topic 3)	CCMD	Service Provider
59	9 Oct	General Compensation Plan Workshop	MCMC	CCMD
60	17 Oct	Meeting with YTL on Complaint Handling Management	CCMD	YTL
61	26 Oct	Compensation Plan Workshop with MCMC	MCMC	CCMD / Service Provider
62	3 Nov	Meeting on first draft of Industry Best Practice Proposal	CCMD	Service Provider, Head WG
63	9-10 Nov	Knowledge Sharing Session with Consumer Association and Service Provider	CCMD	Service Provider, Demand Member
64	13 Nov	Meeting with YTL on Complaint Handling Management	MCMC	CCMD, YTL
65	23 Nov	Meeting - Industry Best Practice Proposal	CCMD	Service Providers

# COMMUNICATIONS AND PUBLIC RELATIONS DEPARTMENT (CPRD)



*“To serve the Key Result Area (KRA) in ensuring CFM to be a Proactive Forum, CPRD has issued 7 feature articles in vernacular newspapers and organized 12 pocket talks to organizations throughout Peninsular Malaysia.”*

Instilling consumers' confidence through promotion and education is the responsibility of the Communications and Public Relations Department (CPRD).

The year 2017 was the year of strengthening CFM's existing platforms for a better consumer experience. The two important portals, [www.cfm.my](http://www.cfm.my) and [www.consumerinfo.my](http://www.consumerinfo.my) have been successfully revamped with better and informative features. With the new functions and features, the page view for [www.consumerinfo.my](http://www.consumerinfo.my) has shown an increase of 48% compared to the previous year.

To serve the Key Result Area (KRA) in ensuring CFM to be a Proactive Forum, CPRD has issued 7 feature articles in vernacular newspapers and organized 12 pocket talks to organizations throughout Peninsular Malaysia.

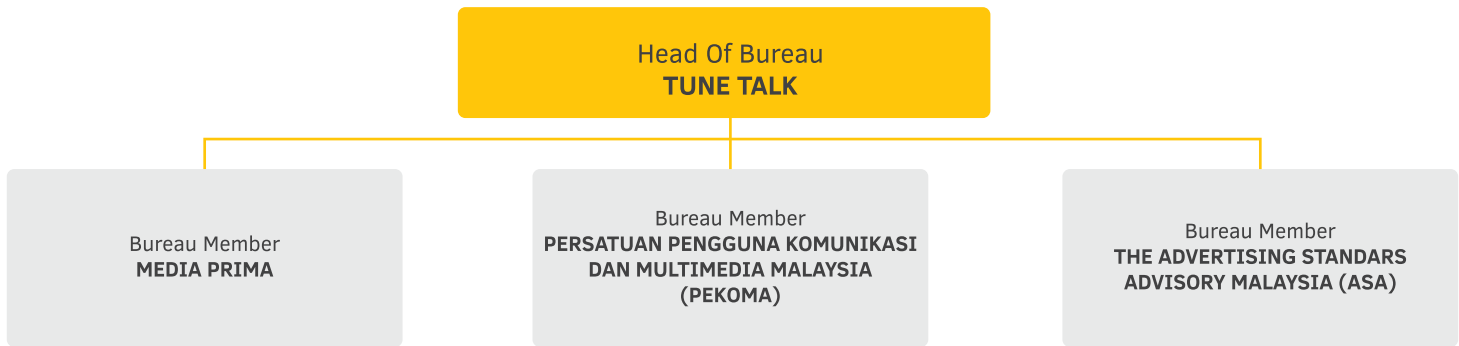
Consumer issues highlighted by CFM have also been quoted by the media 430 times compared to 295 times in 2016. This has helped CFM to position the brand as the principle advocate for consumer matters in communications & multimedia services.

The highlight of the year was the discussion forum that was organized in conjunction with the World Telecommunication and Information Society Day (WTISD). The public forum with the theme 'EVOLUTION OF DIGITAL CONSUMER' gathered renowned speakers

from the industry such as Afzal Abdul Rahim, the CEO of TIME and Azran Osman Rani, the CEO of Iflix and other industry experts from the MCMC covering three main topics of broadband, digital TV and mobile services in Malaysia. Industry Knowledge Sharing Session (KSS) was also organized throughout the country to continue spreading CFM's awareness messages. These sessions were held in three states, which are Perak, Selangor and Perlis.

Going forward, CPRD will continue to look for collaborative partnerships to serve other states such as East Malaysia to further spread its messages, knowledge and tips to a wider audience.

## COMMUNICATIONS & PUBLIC RELATIONS BUREAU FOR PERIOD 2017- 2019



## SECRETARIAT OF COMMUNICATIONS & PUBLIC RELATIONS DEPARTMENT AS AT 31 DECEMBER 2017



## CPRD ACTIVITIES

As to increase the awareness about the establishment of CFM and its functions, numerous consumer outreach initiatives were executed. The events also helped to impart beneficial information related to the communications and multimedia industry that can be adopted in consumers' daily lives.

On top of that, to ensure these initiatives are more impactful and reach a larger audience on-ground and online, CFM established several partnerships with members of the industry who share the same responsibility of enhancing the communications and multimedia industry.

### CFM Director interviewed by TV1 "Suara Kita Hak Kita"

Cyberjaya, Selangor  
11<sup>th</sup> January 2017

CFM Director, Ahmad Izham Khairuddin was interviewed in CFM headquarters about 'Mobile Number Portability (MNP) and Contract Termination'. The CFM Director also shared more about the MY Mobile Rights (MMR) app which is Malaysia's first one-stop Telco consumer complaint submission app in Malaysia.



### BERNAMA News interviews CFM Chairman

Wisma Bernama, Kuala Lumpur  
20<sup>th</sup> January 2017

CFM Chairman Mr. Megat Ishak was invited to an interview with the BERNAMA News Channel here he shared more about the role CFM played in empowering consumers and avenues in how to lodge complaints regarding grievances with telco service providers.



**NESCA Consumer Education Programme  
Seremban, Negeri Sembilan  
21<sup>st</sup> January 2017**

The Negeri Sembilan Consumer Association (NESCA) invited CFM to their NESCA Consumer Education talk here CFM Deputy Chairman, Mohamad Yusrizal Dato' Yusoff talked about CFM's critical role in empowering consumer rights in the communications and multimedia industry in Malaysia. The program was held at Sutera Hotel from 8.00 am to 1.00 pm



**CFM interviewed by BERNAMA News  
Wisma Bernama, Kuala Lumpur  
25<sup>th</sup> January 2017**

BERNAMA News Channel (BNC) interviewed CFM Director, Ahmad Izham Khairuddin about the concerns and process behind "Mobile Number Portability" (MNP). He also shared more about the My Mobile Rights (MMR) app that allows users to submit complaints via their smartphones. The interview was conducted live on BNC's highly acclaimed talk show "Bernama Today".



**CFM talks at POLISAS Forum POLISAS, Kuantan  
25<sup>th</sup> January 2017**

CFM was invited to speak at a forum held at the Sultan Haji Ahmad Shah Polytechnic School (POLISAS) in Kuantan, Pahang with a theme of "Your Rights as a Consumer" in order to give students further exposure and insight to their rights as consumers. In addition to CFM, a representative from the Kementerian Perdagangan Dalam Negeri, Koperasi dan Kepenggunaan (KPDNKK), Pahang was invited to participate in the discussion panel. The programme took place from 2.00 pm till 5.00 pm



**CFM gives talks to educationists  
Manjung District Education Office, Perak  
10<sup>th</sup> February 2017**

The Manjung District Education Office (PPD) was graced by both CFM Director, Ahmad Izham Khairuddin and CFM Deputy Chairman, Mohamad Yusrizal Dato' Yusof who gave a talk about mobile data management and CFM's critical role in defending consumer rights with the eager audience of educationists. The programme began at 3.00 pm and concluded at 5.15 pm.



**Celebrating International Women's Day  
8<sup>th</sup> March 2017  
Cheras, Kuala Lumpur**

In conjunction with the Women's International Day, CFM marked this auspicious day with a special fitness session involving 75 ladies and organised by Eni Aerodance at Dewan Taman Syah Jaya, Jalan Cheras. CFM set up a booth at the event to provide information, in between the activities on how to lodge a complaint with CFM if they have issues with their respective service providers.





## CFM Takes the CAKE

12<sup>th</sup> March 2017

Jerlun, Kedah

The Consumer Associations of Kedah (CAKE) invited CFM to their programme “Majlis Pemerkasaan Pengguna dan Townhall Dialog bersama Pemimpin Parlimen Jerlun” in Kedah. CFM Chairman, Megat Ishak Ma’amunor Rashid gave a talk on Fraud Registration, while CFM Deputy Chairman, Mohamad Yusrizal Dato’ Yusoff touched on Consumer Rights with the aim to increase awareness and to empower the audience with matters regarding the communications and multimedia industry. The programme was attended by 100 participants comprised of government employees as well as members from youth associations and NGOs. CFM also set up a booth there to share valuable technology and communication tips with the attendees.



## Safeguarding Consumer Safety down South

20<sup>th</sup> March 2017

Johor Bahru, Johor

CFM was invited to give a talk about consumer safety in the cyber and digital world in a forum which was organised by Johor Consumer Welfare Association (JCWA) at the New York Hotel in Johor Bahru. The forum, which was attended by over 100 participants from the government and private sectors, saw CFM Director, Ahmad Izham Khairuddin sharing with the audience about the top complaints reported to the agency by consumers and how common problems are resolved.



## CFM Converges in Ipoh for Knowledge Sharing Session

22<sup>nd</sup> March 2017

Ipoh, Perak

The Impiana Hotel in Ipoh, Perak was the venue for CFM’s 6<sup>th</sup> Industry Knowledge Sharing Session. The awareness programme was organised in conjunction with the World Consumer Rights Day (WCRD) 2017, and received the support of Malaysian Communications and Multimedia Commission (MCMC) Perak and Ministry of Domestic Trade, Co-operatives and Consumerism. In sync with WCRD 2017’s theme of “Building a Digital World Consumer Can Trust”, CFM deliberated on topics and issues related to consumers of communications and multimedia services in Malaysia. The session was aimed at increasing the awareness and knowledge of the participants on consumer rights, as well as to understand consumers’ issues in relation to their communications and multimedia subscriptions. The invited speakers for the session were from the Department of Personal Data Protection, Tribunal Tuntutan Pengguna Malaysia (TTPM) as well as CFM Director, Ahmad Izham Khairuddin, and it was attended by 250 personnel from both the government and private sectors in Ipoh.



### **Sharing Consumer Tips Continues at UPM**

**30<sup>th</sup> March 2017**

**UPM, Serdang**

As part of its role to educate the public, CFM was invited to take part in a forum titled “The Reality of Today’s Consumer”, jointly organised by the Malaysian Consumer and Family Economics Association (MACFEA) and Universiti Putra Malaysia (UPM) students in conjunction with the former’s Consumer Day on 30<sup>th</sup> March 2017. CFM Director, Ahmad Izham Khairuddin was one of the panelists, sharing some tips and insights on the communications and multimedia industry with the audience comprising of UPM students and lecturers. Other panelists who participated in the forum were from Altel and MACFEA.



### **CFM Participates in Pocket Talk at Ministry of Education**

**6<sup>th</sup> April 2017**

**Bukit Damansara, Kuala Lumpur**

CFM was honoured to be invited to deliver a talk about communications and multimedia issues to the staff of the Ministry of Education, Education Technology Section. CFM Director, Ahmad Izham Khairuddin shared the issues of unsolicited SMS, dropped calls, tips to avoid device theft, roaming services and tips to choose the best mobile plan to the audience with the objective of empowering them with the right knowledge as a communications and multimedia consumer. The talk was well received by the audience, who were excited with the speaker’s’ presentation and participated actively during the Q&A session.



### **CFM Celebrates Mother’s Day with Consumerism Talk**

**14<sup>th</sup> May 2017**

**Kampung Duyong, Melaka**

In conjunction with Mother’s Day, CFM was invited to participate in a talk entitled “Communications and Multimedia Consumerism”, which was organised by the Persatuan Kebajikan Pengguna Negeri Melaka (PKPM). The event took place at Perkampungan Hang Tuah, Kampung Duyong, Melaka. CFM Complaints and Compliance Department Manager, Salabiah Mohd Madnash shared informative tips regarding consumer’s safety when using smartphone apps to the local community, comprised of mainly young students. CFM also explained on how to lodge a complaint to CFM if they have issues with their communications and multimedia services.



**Empowering Consumers in the Land below the Wind  
18<sup>th</sup> May 2017**

**Kota Kinabalu, Sabah**

CFM was invited to speak at a talk titled “Empowering Consumers’ Rights 2017” at Sutera Harbour Hotel, Kota Kinabalu, Sabah. The event was organised by the Monitoring and Compliance Division of MCMC to increase awareness and educate the consumer on the services regulated by MCMC. CFM Director, Ahmad Izham Khairuddin talked about CFM’s roles in protecting consumers’ rights in the communication and multimedia industry. The seminar saw the participation of 250 attendees from government and private agencies.



**CFM Organised CFM Forum 2017**

**24<sup>th</sup> May 2017**

**Cyberjaya, Selangor**

To celebrate the World Telecommunication and Information Society Day (WTISD) 2017, CFM organised the CFM Forum 2017 with the theme “The Evolution of Digital Consumer”. The forum was an initiative by CFM to host an intellectual platform to share the latest insights and developments in the communications and multimedia industry in Malaysia, as well as to connect the consumers with the industry players. The forum was officiated by the Deputy Minister of Communications and Multimedia, YB Dato’ Jailani Johari. Three main topics were discussed during the one-day programme; Broadband in Malaysia – The Malaysian Consumer Experience, Digital TV on the Horizon, and Mobile Services: Coming to You Now. The panellists who shared their insights were industry experts such as CEO of TIME dotCom Berhad, Afzal Abdul Rahim; CEO of iflix Malaysia, Azran Osman Rani; Head of Digital Products and Services of Digi Telecommunications, Prashant Pathmanaban; Head of E-Channel of RHB Group, Azrul Farique Mustafa; and other speakers from MCMC. More than 150 participants from the government and private sectors, as well as the members of media, attended the forum which took place at the MCMC Auditorium, Cyberjaya.



**Huge responses at CFM Pocket Talk**

**21<sup>st</sup> June 2017**

**Nilai, Negeri Sembilan**

CFM raises awareness on its crucial functions and roles as well as tips to be smart communications and multimedia consumers in its Pocket Talk. The talk was held for “Student Exit Programme - Consumer Awareness Talk” in front of about 200 audiences at KPJ Healthcare University College Nilai. CFM was represented by Communications and Public Relations Executive, Nurul Hafiz Haque Fazlul Haque as the speaker.



**CFM talks at CJ Wow Shop**  
**10<sup>th</sup> July 2017**

**Balai Berita Anjung Riong, Bangsar**

Director of CFM, Ahmad Izham Khairuddin gave a talk on the roles and functions of CFM as well as tips to be smarter consumers to CJ Wow Shop staffs at New Straits Times Press (NSTP) Bangsar. The CFM Pocket Talk session was held from 9.30 pm and ended at 12.00 pm.



**Berita TV9 interviews CFM Chairman**  
**24<sup>th</sup> July 2017**

**Wisma Tune Talk, Damansara Heights**

CFM shed some light on choosing the best telco plans to save more money on Berita TV9. CFM Chairman, Megat Ishak Maamunor Rashid was interviewed in Berita TV9 segment, "Bijak Belanja". With plenty of choices for consumers these days, Megat Ishak gave recommendations on the things that consumers need to research on before buying telco plans that they really need.



**CFM's interview with BERNAMA**  
**25<sup>th</sup> July 2017**

**MCMC, Cyberjaya**

CFM Chairman, Megat Ishak Maamunor Rashid was interviewed by BERNAMA to raise awareness on CFM's role to protect consumer rights. Among the topics highlighted were prepaid validity period, top 5 complaints received by CFM, and CFM's MY Mobile Rights mobile app.



**CFM shares useful tips with Traxx FM listeners**  
**3<sup>rd</sup> August 2017**

**Wisma Radio, Angkasapuri, Kuala Lumpur**

CFM has helped to enlighten the public about how to choose the best telco plans to get the best out of their money on Traxx FM. The well-known radio station invited the Chairman, Megat Ishak Maamunor Rashid to share some tips as well as the top 5 consumer complaints received by CFM. The live interview started at 11.15 am and ended at 11.45 am.



**An interactive session at UEM Sunrise**  
**10<sup>th</sup> August 2017**

**Solaris Dutamas, Kuala Lumpur**

CFM was invited to Wellness of the Week (WOW) Session at UEM Sunrise to educate more people about CFM's important roles and responsibilities, and to share tips and guides on how to be a smarter consumer. The talk was given by the Director of CFM, Ahmad Izham Khairuddin in a very engaging session



in which the audience also participated in an online quiz conducted by CFM Director. The programme lasted for an hour.



**CFM participates in Anneyong Haseyo Day  
15<sup>th</sup> August 2017  
Pengerang, Johor**

In conjunction with 1Malaysia Internet Centre promotion, CFM exhibits at Anneyong Haseyo Day with around 100 participants at Dewan Saidina Abu Bakar, SK Telok Ramunia. The half-day exhibition was attended by Tanjung Surat assemblyman, Dato' Ir. Syed Sis A. Rahman and Chief Officer of Safety Security, Monitoring New Media, Compliance and Advocation of MCMC, Dr. Mazlan Ismail. Anneyong Haseyo Day was also held to publicize ICT developments and activities resulted from the collaboration between the Malaysia ICT Volunteer (MIV) and International ICT Volunteers (IIV) programme. CFM was on the ground to enhance awareness on consumer rights and to share tips on communication and multimedia issues to the public.



**Pocket Talk continues at UEM Sunrise  
16<sup>th</sup> August 2017  
Nusajaya, Johor**

As an effort to increase engagement with the public, CFM held another Pocket Talk at UEM Sunrise Berhad in Ledang Heights, Johor. The talk was given by CFM Director, Ahmad Izham Khairuddin to an audience of about 30 staffs of UEM Sunrise Berhad. In the one-hour session, topics highlighted were the roles and functions of CFM as well as tips and guides to be a smarter consumer.



**Sharing useful roaming tips with Johor FM  
16<sup>th</sup> August 2017  
Jabatan Penyiaran Malaysia Johor, Johor Bahru**

CFM Director, Ahmad Izham Khairuddin was interviewed by Johor FM for the "Ekspresi" segment. The 30-minute interview aimed at sharing international roaming tips for Haj pilgrims as well as raising awareness on the role of CFM and the five types of complaints received by CFM. The live interview started at 3.30 pm until 4.00 pm.



### **Increasing consumer awareness at Anneyong Haseyo Day**

**20<sup>th</sup> August 2017**

**Bagan Datuk, Perak**

CFM participates in Anneyong Haseyo Day in conjunction with promoting 1Malaysia Internet Centre while publicizing on the ICT developments and activities. The exhibition was graced by the presence of Deputy Chief of Bagan Datuk UMNO Division, Datuk Khairuddin Tarmizi and Chief Officer of Safety Security, Monitoring New Media, Compliance and Advocacy of MCMC, Dr. Mazlan Ismail and 200 participants. The event that took place in Dewan Dato' Muhammad Jamrah, Sungai Sumun, was carried out by Korean students to promote cultural exchange between Malaysia and South Korea. CFM participated as an exhibitor to educate the local community on their rights and how to lodge their complaints to CFM. The event took place from 9.00 am until 2.30 pm.



### **An in-depth interview at UFM**

**22<sup>th</sup> August 2017**

**UiTM Shah Alam**

CFM was invited to a live interview with UFM to talk about the roles and functions of CFM, tips to choose the best telco plans and 5 types of complaints received by CFM. Director of CFM, Ahmad Izham Khairuddin, was the spokesperson in the one-hour slot from 10.00 am until 11.00 am.



### **CFM reaches consumers in Kedah**

**25<sup>th</sup> August 2017**

**Kubang Pasu, Kedah**

CFM was invited by Pusat Internet 1 Malaysia (Pi1M) Kubang Pasu to deliver a talk about the communication and multimedia issues to school teachers, government staff and the local community at SM Sains Kubang Pasu. The speaker was the Deputy Chairman of CFM, Mohamad Yusrizal Dato' Yusoff, who also touched on the roles and functions of CFM and guides to be smart consumers with around 50 people.



### **CFM engages with Malaysians through TV9 Nasi Lemak Kopi O (NLKO)**

**10<sup>th</sup> September 2017**

**Sri Pentas, Petaling Jaya**

TV9 audiences had an insightful weekend when CFM Council Member, Megat Ishak Maamunor Rashid imparted some useful tips on roaming issues and informed the consumers on the crucial role of CFM. The live interview that took place at NLKO studio from 8.15 am until 8.30 am was mainly targeted to youths and adults across Malaysia, especially communications and multimedia consumers.



**An interactive Pocket Talk at MARA**  
**19<sup>th</sup> September 2017**  
**Kuala Lumpur**

A two-hour session with 25 staffs of Majlis Amanah Rakyat (MARA) enabled CFM to give an in-depth information about the roles and responsibilities of CFM, as well as the rights of communications and multimedia consumers. The Pocket Talk was delivered by the Director of CFM, Ahmad Izham Khairuddin, who also shared telecommunication tips on internet data savings, bill shock precautions, as well as online film and television content alternatives. He also took an initiative to engage with the participants by conducting a multiplayer online classroom quizzes called Quizziz to identify whether the presentation was well understood by the participants.



**CFM visits to MYTV**  
**4<sup>th</sup> October 2017**  
**Cyberjaya**

CFM stepped up in consumer engagement activity through its courtesy visit to MYTV Headquarters. The visit was aimed at a get-to-know session and to strengthen the cooperation between CFM and MYTV Broadcasting Sdn Bhd, particularly in the efforts of consumer outreach and consumer education. The CFM Councilors (term 2015-2017), Director of CFM, and CFM Secretariats from various department joined the visit, and was welcomed by MYTV representatives, Ir. Hj Ismail Haron (Senior Vice President, Customer Support, MYTV Broadcasting) and Hamdan Mohamad (Vice President, Marketing & Communications MYTV).



**Election of New CFM Council Members in CFM 2017 AGM**  
**5<sup>th</sup> October 2017**  
**MCMC, Cyberjaya**

The CFM 2017 Annual Grand Meeting (AGM) saw Mohamad Yusrizal Dato' Yusoff from Consumer Association Kedah (CAKE) elected as the new CFM Chairman as former Chairman, Megat Ishak Maamunor Rashid ended his tenure and welcomed the new Council members. The new line-up of Council Members include Deputy Chairman, Azizan Mohd Afandi from Altel, Dr Elistina Abu Bakar from Malaysian Consumer and Family Economics Association (MACFEA) as Secretary, as well as the new Treasurer, Mahfuzah Azahari from Maxis. The AGM also accommodated the discussion of the agenda towards protecting consumers' rights in the communications and multimedia industry



**CFM shares handy tips with MACC FM listeners**  
**9<sup>th</sup> October 2017**  
**Putrajaya**

Director of CFM, Ahmad Izham Khairuddin raised awareness on the roles and responsibilities of CFM, shared the top five complaints received by CFM and some tips on to get the best out of roaming services. The live streaming interview was conducted from 3.00pm until 4.00 pm to enlighten MACC FM listeners on the issues in the communications and multimedia industry.



## IKIM FM interviews CFM

12<sup>th</sup> October 2017

Kuala Lumpur

CFM Council Member, Megat Ishak Maamunor Rashid has shared with IKIM FM listeners the roles and responsibilities of CFM, as well as some tips for the new Guidelines on Registration of Prepaid Public Cellular Services. He also told the listeners about consumers' complaints on false registration of telecommunication services, as well as the top five consumer complaints received by CFM. The live interview was held in the "Warna Pagi" segment with DJ Sufian and DJ Hadhari from 9.30 am until 10.00 am.



## CFM shares the New Guidelines on Registration of Prepaid Public Cellular Services at MACC FM

17<sup>th</sup> October 2017

Putrajaya

MACC FM listeners got to know some tips on the New Guidelines on Registration of Prepaid Public Cellular Services, and were advised to be aware of the false registration issues. Chairman of CFM, Mohamad Yusrizal Dato' Yusoff has also informed the listeners about the roles of CFM in the live streaming interview with DJ Dianah from 10.00 am until 11.00 am.



## CFM goes live at Selamat Pagi Malaysia

25<sup>th</sup> October 2017

Angkasapuri, Kuala Lumpur

Deputy Chairman of CFM, Azizan Mohd Afandi was interviewed by TV1 Selamat Pagi Malaysia hosts regarding the New Guidelines on Registration of Prepaid Public Cellular Services and complaints on false registration of telecommunication services. In the live interview, he also shared the roles and responsibilities of CFM in the communications and multimedia industry.



## CFM and UiTM Shah Alam promotes MCoC at Selamat Pagi Malaysia

29<sup>th</sup> October 2017

Angkasapuri, Kuala Lumpur

Chairman of CFM, Mohamad Yusrizal Dato' Yusoff and the Dean of Faculty of Communication and Media Studies, Prof. Dr Azizul Halim Yahya gave an exposure on the importance of industry engagement with the universities in the live interview with TV1 Selamat Pagi Malaysia. The Mass Communication Carnival (MCoC), an event formed by the collaboration between CFM and the Faculty of Communication and Media Studies of Universiti Teknologi MARA (UiTM) Shah Alam has helped to connect university students with the real working world and educate them on the expectations from the industry.





**CFM's KSS Selangor at MCoC UiTM Shah Alam  
30<sup>th</sup> October – 1<sup>st</sup> November 2017  
Shah Alam, Selangor**

Mass Communication Carnival (MCoC), an event organized by the Faculty of Communication and Media Studies Universiti Teknologi MARA (UiTM) Shah Alam with the support of CFM, has given an opportunity for students to gain more knowledge on the communications and multimedia industry. CFM has shared beneficial information on the expansion of the communication and multimedia industry in Malaysia from industry players and experts through sharing sessions such as “No more analogue system for television broadcasting”, “How to be a smarter Telco user” and “What consumers need to know of mobile content services”. The event has served as a platform for the students to connect with the industry as well as to get to know the roles of CFM in protecting consumer rights.



**Engaging Pocket Talk at Pejabat SUK Negeri Sembilan  
13<sup>th</sup> November 2017  
Seremban, Negeri Sembilan**

Director of CFM, Ahmad Izham Khairuddin explained the roles and responsibilities of CFM within the communication and multimedia industry especially in reminding the participants on their rights as consumers. He also shared various telecommunication tips like how to save more internet data, how to avoid bill shock as well as the alternatives for online film and television content. Around 97 staffs of Pejabat SUK Negeri Sembilan joined the talk, where they also got the chance to play Quizizz in order to measure their understanding of the presentation. Quizizz was conducted four times throughout the session from 9.00 am to 10.30 am.



**CFM advises consumers against scammers on TV1  
13<sup>th</sup> November 2017  
Angkasapuri, Kuala Lumpur**

The “Suara Kita Hak Kita” on TV1 show host interviewed Deputy Chairman of CFM, Azizan Mohd Afandi and criminology expert Datuk Akhbar Satar to give exposure on scam syndicates. Consumers were reminded to be aware of the scammers who are found to use the element of “urgency” to scare victims into conniving acts such as “Caller ID Spoofing”. Azizan has also recommended some actions should be taken by consumers should they ever received fake SMSes, calls or emails. He also shared some tips to be vigilant and protect personal data.



**CFM hosts KSS in Perlis  
15<sup>th</sup> November 2017  
Hotel Seri Malaysia, Kangar, Perlis**

About 200 participants from government agencies, local NGOs and media members attended the Knowledge Sharing Session (KSS) to get more information on relevant topics such as “Tips on saving your telco monthly commitment”, “The end of analogue system and the beginning of digital system for television broadcast”, and “E-commerce” delivered by CFM and invited speakers from Ministry of Domestic Trade, Co-Operatives and Consumerism (KPDNKK) and MYTV Broadcasting.



**An in-depth interview at Market Talk, Astro Awani  
27<sup>th</sup> November 2017**

**Kuala Lumpur**

Deputy Chairman of CFM, Azizan Mohd Afandi shared some significant details on current communications and multimedia issues particularly the New Guidelines on Registration of Prepaid Public Cellular Services and sim cards false registrations. The interview was also aimed at raising awareness on the roles of CFM. The show was aired at 11.00 pm on Astro AWANI hosted by Ibrahim Sani.



**CFM reaches students and staffs of UiTM Kampus  
Rembau**

**9<sup>th</sup> December 2017**

**UiTM Cawangan Negeri Sembilan, Rembau**

As a part of a bigger program called “ Seminar Komunikasi Islam ”, CFM organized its Pocket Talk in front of 245 participants in Universiti Teknologi MARA (UiTM) Rembau. Head of Department, Stakeholder Management Department (SMD) of CFM, Kartini Hasbi started the presentation with an explanation on the roles and responsibilities of CFM within the communication and multimedia industry in Malaysia especially in reminding the participants on their rights as consumers. Besides that, she has also given the audiences various telecommunication tips. A number of lecturers and students came to meet the secretariat to inquire more about billing and charging, network coverage, and unfair practices by the service providers.



**CFM reaches more university students at UPM**

**21<sup>st</sup> December 2017**

**UPM, Serdang**

CFM was invited to organized a Pocket Talk in a program called “ Cabaran Pengguna Dalam Dunia Komunikasi dan Multimedia ” in Universiti Putra Malaysia (UPM). This program was conducted by one of CFM members, The Malaysian Consumer and Family Economics Association (MACFEA). CFM Councilor, Abdul Rahman Samad from Pertubuhan Pembimbing, Kewangan Pengguna & Keluarga Malaysia (KPM) presented CFM in an one-hour session in front of the staffs and students of UPM. Apart from sharing the roles and responsibilities of CFM, he emphasized that consumers must rise to uphold their rights as consumers to ensure that service providers will not take for granted any of the complaints raised by the consumers. He added that consumers must always help each other especially the old folks who are not exposed to good understanding of the telecommunication services.

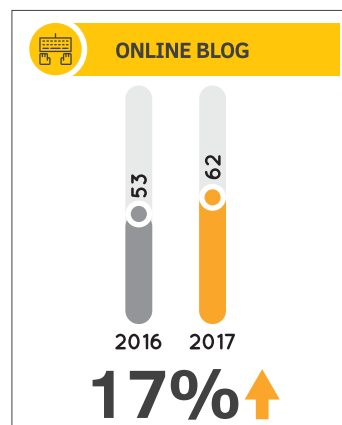
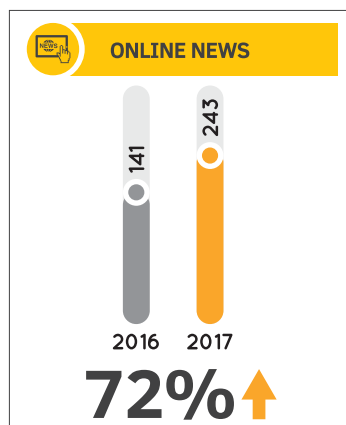
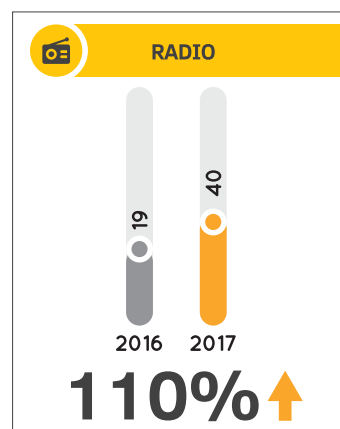
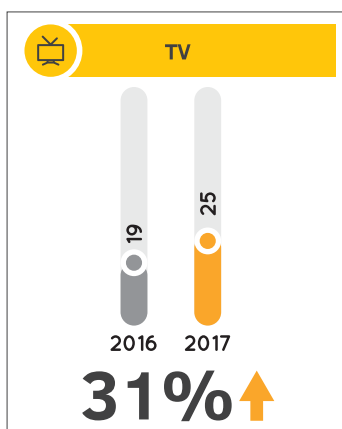
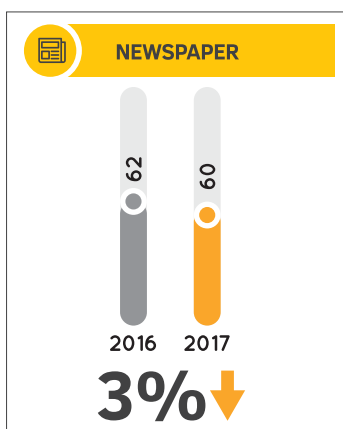


## MEDIA RELATIONS

CFM media coverage has increased by 46% in 2017 from that of 2016, with a total of 430 news stories about CFM being highlighted in different media channels in both conventional and electronic media. This shows that CFM has become a reference body for the members of media to provide comments and tips on consumer issues in the communications and multimedia industry.

The most significant increase in media coverage is through online news, radio and TV channels. The appearance of CFM through online news, radio and TV channel has increased by 72% (243), 110% (40) and 31% (25) respectively, compared to the media coverage received in 2016. CFM managed to be featured on radio and TV via the mainstream and state radio stations such as Traxx FM, BFM, Nasional FM, Era FM, IKIM FM, Bernama Radio, Sinar FM, Johor FM, Kedah FM, and more.

	2016	2017
Newspaper	62	60
TV	19	25
Radio	19	40
Online News	141	243
Online Blog	53	62
Magazine	1	-
TOTAL	295	430





NO.	DATE	MEDIA OUTLET	TITLE
1.	21 January 2017	KOSMO	MASIH RAMAI KELIRU DENGAN KONTRAK TELCO
2.	3 March 2017	THE SUN DAILY	99% COMPLAINTS ON MULTIMEDIA SERVICES RESOLVED
3.	3 March 2017	UTUSAN MALAYSIA	CFM SELESAI 99 PERATUS ADUAN PENGGUNA
4.	3 March 2017	UTUSAN BORNEO SARAWAK	ADUAN BIL DAN CAJ, ADUAN TERTINGGI DITERIMA CFM TAHUN LEPAS
5.	3 March 2017	NEW SABAH TIMES (KK)	ADUAN BIL DAN CAJ, ADUAN TERTINGGI DITERIMA CFM TAHUN LEPAS
6.	3 March 2017	CHINA PRESS	CFM RESOLVED 99 PERCENT OF COMPLAINTS
7.	3 March 2017	ORIENTAL DAILY NEWS	CFM RESOLVED 99 PER CENT OF COMPLAINTS
8.	3 March 2017	SIN CHEW DAILY	99 PER CENT OF COMPLAINTS WERE RESOLVED LAST YEAR
9.	23 March 2017	NEW SABAH TIMES (KK)	PENGGUNA DIMINTA TIDAK AMBIL JALAN SENDIRI SELESAI ISU TELEKOMUNIKASI
10.	24 March 2017	UTUSAN SARAWAK	JANGAN AMBIL TINDAKAN SENDIRI SELESAIKAN ISU TELEKOMUNIKASI
11.	24 March 2017	SINAR HARIAN	TAK LETAK GAMBAR PUN TAK APA
12.	24 March 2017	SINAR HARIAN PAHANG	USAH DEDAH BUTIRAN PERIBADI
13.	24 March 2017	SINAR HARIAN PERAK	JANGAN TERLALU DEDAH BUTIRAN PERIBADI
14.	24 March 2017	DAILY EXPRESS (KK)	TELCO WOES: CONSUMERS TOLD TO GET CFM AID
15.	28 March 2017	SINAR HARIAN PERAK	99 PERATUS ADUAN PERKHIDMATAN KOMUNIKASI SELESAI
16.	11 April 2017	BERITA HARIAN	EJEN JUALAN, PENGEDAR TAMAK
17.	12 April 2017	BERITA HARIAN	FOMCA DAKWA SKMM TAK TEGAS BANTERAS PENJUALAN
18.	24 May 2017	THE EDGE FINANCIAL DAILY	CFM PRESENTS CFM FORUM 2017: EVOLUTION OF THE DIGITAL CONSUMER #MYDIGITALEVO
19.	25 May 2017	UTUSAN BORNEO SARAWAK	RANGKAIAN GENTIAN MALAYSIA AKAN DIOPTIMUMKAN DALAM TEMPOH TIGA TAHUN AKAN DATANG
20.	25 May 2017	UTUSAN SARAWAK	DATUK JAILANI JOHARI BERSAMA MASKOT CFM PADA FORUM CFM 2017 #MYDIGITALEVO
21.	25 May 2017	NEW SARAWAK TRIBUNE	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
22.	25 May 2017	DAILY EXPRESS (KK)	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
23.	25 May 2017	THE EDGE FINANCIAL DAILY	NATIONAL FIBRE-NETWORK TO BE OPTIMISED IN 3 YEARS
24.	25 May 2017	SIN CHEW DAILY	COVERAGE OF FIBER INTERNET WILL FURTHER EXPAND WITHIN 3 YEARS
25.	25 May 2017	ORIENTAL DAILY NEWS	1316 COMPLAINTS RECORDED
26.	25 May 2017	NANYANG SIANG PAU	6 MILLION BUILDINGS WILL EQUIPPED WITH FIBRE BROADBAND
27.	25 May 2017	GUANG MING DAILY	JAILANI JOHARI SAYS FIBER-OPTIC NETWORK TO BE WIDER FOR UPCOMING THREE YEARS
28.	30 June 2017	THE STAR	DEALERS RINGING UP COMMISSIONS VIA FALSE REGISTRATIONS (EXCLUSIVE STORY)
29.	23 July 2017	MINGGUAN MALAYSIA	MCMC DAN CFM BERGANDING BAHU BANTU PENGGUNA KOMUNIKASI, MULTIMEDIA
30.	8 September 2017	NEW SARAWAK TRIBUNE	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
31.	8 September 2017	ORIENTAL DAILY NEWS	FREE TV CHANNEL SOFTWARE CAUSES LEAKS OF INFORMATION
32.	6 October 2017	THE SUN DAILY	NEW GUIDELINES TO AVOID MISUSE OF DATA
33.	6 October 2017	SIN CHEW DAILY	GETTING A NEW PREPAID SIM AND TOP-UPS WILL BE MORE TROUBLESOME NEXT YEAR
34.	6 October 2017	THE STAR	MIFFED MALAYSIANS LODGED OVER 3,500 COMPLAINTS AGAINST TELCOS, THIS YEAR
35.	6 October 2017	ORIENTAL DAILY NEWS	CUSTOMER MUST SHOW UTILITY BILL FOR APPLICATION OF NEW PREPAID CARD FROM NEXT YEAR
36.	6 October 2017	BORNEO POST (KK)	3,500 COMPLAINTS AGAINST TELCOS THIS YEAR
37.	6 October 2017	GUANG MING DAILY	REGISTRATION OF PREPAID REQUIRES THE SUBMISSION OF WATER AND ELECTRIC BILLS
38.	6 October 2017	SEE HUA DAILY NEWS (KUCHING)	ATTACHMENT OF WATER, ELECTRICITY BILLS FOR PREPAID CARD APPLICATION STARTING NEXT YEAR
39.	9 October 2017	THE MALAYSIAN RESERVE	NEW REGISTRATION GUIDELINES FOR MOBILE PREPAID
40.	12 October 2017	HARIAN METRO	CFM SOKONG GARIS PANDUAN MCMC
41.	31 October 2017	BERITA HARIAN	CFM TERIMA 3,518 ADUAN KES KOMUNIKASI, MULTIMEDIA
42.	31 October 2017	KOSMO	CFM TERIMA 3,518 ADUAN ISU TELEKOMUNIKASI, MULTIMEDIA

NO.	DATE	MEDIA OUTLET	TITLE
43.	31 October 2017	NEW STRAITS TIMES	UITM HOSTS MASS COMM FEST, EVENT TO HIGHLIGHT ISSUES, CHALLENGES FACING
44.	31 October 2017	UTUSAN SARAWAK	WORLD OF COMMUNICATION
45.	31 October 2017	UTUSAN BORNEO SARAWAK	3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI
46.	31 October 2017	UTUSAN BORNEO SABAH	CFM: 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
47.	31 October 2017	THE EDGE FINANCIAL DAILY	CFM: 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
48.	31 October 2017	BORNEO POST (KUCHING)	CONSUMER FORUM RECEIVES 3,518 COMPLAINTS
49.	31 October 2017	NEW SARAWAK TRIBUNE	CFM RECEIVED 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
50.	31 October 2017	NEW SARAWAK TRIBUNE	CFM RECEIVED 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
51.	31 October 2017	BORNEO POST (KK)	MASS COMMUNICATION CARNIVAL' FROM OCT 30 TO NOV 1 AT UITM SHAH ALAM
52.	31 October 2017	DAILY EXPRESS (KK)	CFM RECEIVED 3,518 COMPLAINTS OVER FIRST NINE MONTHS
53.	31 October 2017	CHINA PRESS	CFM RECEIVED 3,518 COMPLAINTS
54.	31 October 2017	SIN CHEW DAILY	3518 REPORTS FOR FIRST 9 MONTHS
55.	31 October 2017	NANYANG SIANG PAU	RECEIVES 3,518 COMPLAINTS THIS YEAR
56.	1 November 2017	THE BORNEO POST (SABAH)	CFM RECEIVED 3,518 COMPLAINTS CASES FROM JAN-SEPT
57.	6 December 2017	UTUSAN MALAYSIA	STUDENTS TOLD NOT TO BE MISLED BY TELCOS
58.	6 December 2017	DAILY EXPRESS (KK)	HATI-HATI TERIMA PANGGILAN TIDAK DIKENALI
59.	6 December 2017	NEW SABAH TIMES ENGLISH (KK)	CFM WARNS CONSUMERS TO BE ON GUARD WHEN RECEIVING SUSPICIOUS CALLS KNOW HOW TO IDENTIFY SCAMS - CFM
60.	6 December 2017	CHINA PRESS	BEWARE SUSPICIOUS PHONE CALL



NO.	DATE	MEDIA OUTLET	TITLE
1.	11 January 2017	TV1 SUARA KITA HAK KITA	MOBILE NETWORK PORTABILITY ISSUE
2.	20 January 2017	BERNAMA NEWS CHANNEL (BNC)	EMPOWERING CONSUMERS (LIVE)
3.	25 January 2017	BERNAMA NEWS CHANNEL (BNC)	MOBILE NETWORK PORTABILITY ISSUE (LIVE)
4.	2 March 2017	BERITA NASIONAL RTM 1	ADUAN KOMUNIKASI DAN MULTIMEDIA PENGGUNA: CFM SELESAIKAN 99 PERATUS ADUAN PENGGUNA
5.	24 May 2017	TV1 BERITA NASIONAL RTM	LEBIH BANYAK INFRASTRUKTUR KOMUNIKASI JALUR LEBAR DI LUAR BANDAR AKAN DIBANGUNKAN
6.	24 May 2017	BERITA AL-HIJRAH	RANGKAIAN GENTIAN AKAN DIOPTIMUMKAN DALAM TEMPOH 3 TAHUN
7.	5 July 2017	BERNAMA WEB TV	CFM DIGITAL FORUM
8.	24 July 2017	BERITA TV9	TIPS MEMILIH PELAN TELCO UNTUK PENJIMATAN
9.	25 July 2017	BERNAMA WEB TV	RAKYAT MALAYSIA MULA PEKA HAK SEBAGAI PENGGUNA SERVIS TELEKOMUNIKASI
10.	7 August 2017	BERITA TV9	BIJAK MEMILIH PELAN PERKHIDMATAN TELEFON
11.	8 August 2017	RTM 1 - SEMASA 3	PERAYAUAN ANTARABANGSA: CFM BERI PANDUAN BERJIMAT
12.	10 September 2017	NASI LEMAK KOPI O TV9	TIPS PERAYAUAN ANTARABANGSA KEPADA PENGGUNA TELCO
13.	5 October 2017	BERITA NASIONAL RTM 1	PANDUAN PENDAFTARAN PERKHIDMATAN PRABAYAR YANG TERBAHARU
14.	16 October 2017	TV1 SUARA KITA HAK KITA	HARAPAN CFM DALAM BAJET 2018 UNTUK INDUSTRI
15.	25 October 2017	TV1 SELAMAT PAGI MALAYSIA	GARIS PANDUAN PENDAFTARAN PERKHIDMATAN PRABAYAR TERBAHARU (LIVE)
16.	29 October 2017	TV1 SELAMAT PAGI MALAYSIA	PROGRAM MASS COMMUNICATION CARNIVAL #MCOC17 UITM BERSAMA CFM (LIVE)
17.	29 October 2017	RTM1	MASS COMMUNICATION CARNIVAL (MCOC) BERSAMA CFM
18.	30 October 2017	TV AL HIJRAH	ADUAN KOMUNIKASI DAN MULTIMEDIA
19.	13 November 2017	TV1 SUARA KITA HAK KITA	JANGAN MASUK PERANGKAP - SCAM (LIVE)
20.	16 November 2017	NTV7 EDISI 7	SINDIKET CURI DATA BOLEH DIELAK
21.	17 November 2017	TV3 BULETIN PAGI	PENCURIAN DATA PERIBADI BOLEH DIELAK
22.	27 November 2017	ASTRO AWANI - MARKET TALK	NEW GUIDELINES ON REGISTRATION OF PREPAID CELLULAR SERVICES

NO.	DATE	MEDIA OUTLET	TITLE
23.	28 November 2017	ASTRO AWANI - MARKET TALK	NEW GUIDELINES ON REGISTRATION OF PREPAID CELLULAR SERVICES (REPEAT SHOW)
24.	29 November 2017	ASTRO AWANI - MARKET TALK	NEW GUIDELINES ON REGISTRATION OF PREPAID CELLULAR SERVICES (REPEAT SHOW)
25.	5 December 2017	ASTRO AWANI	PENGGUNA BOLEH ELAK DIPERDAYA SCAM JIKA TAHU CARA KENAL PASTI SCAM



NO.	DATE	MEDIA OUTLET	TITLE
1.	2 March 2017	BERNAMA RADIO 24	TITLE ADUAN KOMUNIKASI DAN MULTIMEDIA PENGGUNA: CFM SELESAIKAN 99 PERATUS ADUAN PENGGUNA
2.	2 March 2017	NASIONAL FM	LEBIH 7 RIBU ADUAN SAH DITERIMA TAHUN LALU (NEWS 1.00 PM)
3.	2 March 2017	NASIONAL FM	ADUAN MENGENAI BIL DAN CAJ ADALAH YANG TERBANYAK DITERIMA OLEH CFM (NEWS 9.00 PM) CFM RECORDED COMPLAINT ON BOTH COMMUNICATION AND MULTIMEDIA SERVICES WITH
4.	2 March 2017	TRAXX FM	MORE THAN 7 THOUSAND VALID COMPLAINTS
5.	21 March 2017	PERAK FM	PERANAN CFM, MASALAH BIL & CAJ, DAN PROGRAM KSS BERSAMA PENGGUNA PERAK (LIVE PHONE-INTERVIEW)
6.	21 March 2017	NASIONAL FM	CFM MENERIMA LEBIH DARIPADA 7 RIBU ADUAN DI SELURUH NEGARA SEPANJANG TAHUN LEPAS
7.	22 March 2017	SINAR FM	CFM MENERIMA LEBIH DARIPADA 7,000 ADUAN DI SELURUH NEGARA SEPANJANG TAHUN LEPAS
8.	22 March 2017	NASIONAL FM	CFM MENERIMA LEBIH DARIPADA 7,000 ADUAN DI SELURUH NEGARA SEPANJANG TAHUN LEPAS
9.	22 March 2017	ERA FM	CFM MENERIMA LEBIH DARIPADA 7,000 ADUAN DI SELURUH NEGARA SEPANJANG TAHUN LEPAS
10.	23 March 2017	TRAXX FM	CONSUMERS ARE ADVISED TO SEEK ASSISTANCE OF CONSUMER GROUP IF THEY ARE NOT HAPPY TO ANY COMMUNICATION AND MULTIMEDIA PROVIDER
11.	20 April 2017	TRAXX FM	TELCO PROBLEM, WHAT IS YOUR RIGHT?
12.	24 May 2017	NASIONAL FM	CFM MENERIMA 1316 ADUAN PADA SUKU PERTAMA TAHUN INI (NEWS 5.00 PM)
13.	24 May 2017	NASIONAL FM	ADUAN MENGENAI BIL DAN CAJ ADALAH ADUAN PALING BANYAK DITERIMA OLEH CFM (NEWS 9.00 PM)
14.	3 August 2017	TRAXX FM	TIPS TO CHOOSE TELCO PLAN & TOP 5 CONSUMER'S COMPLAINTS RECEIVED BY CFM (LIVE)
15.	16 August 2017	JOHOR FM	TIPS PERAYAUAN ANTARABANGSA JEMAAH HAJI (LIVE)
16.	19 August 2017	PERAK FM	TIPS PERAYAUAN ANTARABANGSA JEMAAH HAJI (LIVE PHONE-INTERVIEW)
17.	22 August 2017	UFM (UiTM)	TIPS MEMILIH PELAN TELCO UNTUK PENJIMATAN (LIVE)
18.	30 August 2017	BFM	TIPS ON INTERNATIONAL ROAMING
19.	6 October 2017	HITZ FM	MALAYSIANS LODGED OVER 3500 COMPLAINTS AGAINST TELCOS - CFM
20.	6 October 2017	LITE FM	MALAYSIANS LODGED OVER 3500 COMPLAINTS AGAINST TELCOS, THIS YEAR
21.	6 October 2017	NASIONAL FM	CFM BERJAYA SELESAIKAN 77% ADUAN PENGGUNA PERKHIDMATAN KOMUNIKASI DAN MULTIMEDIA
22.	9 October 2017	MACC FM	TIPS PERAYAUAN ANTARABANGSA & 5 ADUAN TERTINGGI DITERIMA CFM (LIVE STREAMING)
23.	12 October 2017	IKIM FM	GARIS PANDUAN PENDAFTARAN PERKHIDMATAN PRABAYAR TERBAHARU (LIVE)
24.	12 October 2017	HOT FM	PROGRAM MASS COMMUNICATION CARNIVAL #MCOC17 UITM BERSAMA CFM
25.	17 October 2017	MACC FM	GARIS PANDUAN PENDAFTARAN PERKHIDMATAN PRABAYAR TERBAHARU (LIVE STREAMING)
26.	23 October 2017	SINAR FM	PROGRAM MASS COMMUNICATION CARNIVAL UITM BERSAMA CFM
27.	29 October 2017	NASIONAL FM	MASS COMMUNICATION CARNIVAL (MCOC) BERSAMA CFM
28.	30 October 2017	BERNAMA RADIO 24	CFM MENERIMA LEBIH 3,500 ADUAN BERKAITAN MASALAH KOMUNIKASI DAN MULTIMEDIA
29.	31 October 2017	HOT FM	CFM MENERIMA LEBIH 3,500 ADUAN BERKAITAN MASALAH KOMUNIKASI DAN MULTIMEDIA
30.	31 October 2017	NASIONAL FMG FM	PELAJAR PERLU BIJAK DALAM PEMILIHAN PAKEJ PERKHIDMATAN PRABAYAR - CFM
31.	1 November 2017	TRAXX FM	STUDENTS REMINDED NOT TO BE SWAYED BY FAKE NEWS
32.	13 November 2017	KEDAH FM	PERANAN CFM MEMBANTU PENGGUNA, CARA MEMBUAT ADUAN & 5 ADUAN TERTINGGI DITERIMA CFM (LIVE)
33.	5 December 2017	NASIONAL FM	PENGGUNA DISARAN SENTIASA BERWASPADA (AM NEWS)

NO.	DATE	MEDIA OUTLET	TITLE
34.	5 December 2017	NASIONAL FM	PENGGUNA DISARAN SENTIASA BERWASPADA (PM NEWS)
35.	6 December 2017	BERNAMA RADIO 24	PENGGUNA DISARAN SENTIASA BERWASPADA
36.	6 December 2017	TRAXX FM	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS
37.	11 December 2017	SURIA FM	ORANG RAMAI DIMINTA BERHATI-HATI DENGAN SINDIKET PENIPUAN: CFM
38.	11 December 2017	TERENGGANU FM	TIPS BUAT PENGGUNA KOMUNIKASI SEMASA MENGHADAPI BANJIR (LIVE PHONE-INTERVIEW)
39.	19 December 2017	MELAKA FM	GARIS PANDUAN PENDAFTARAN BAHARU KAD SIM PRABAYAR (LIVE PHONE-INTERVIEW)
40.	26 December 2017	PAHANG FM	TIPS BUAT PENGGUNA KOMUNIKASI SEMASA MENGHADAPI BANJIR (LIVE)



## ONLINE NEWS

NO.	DATE	MEDIA OUTLET	TITLE
1.	10 January 2017	BERNAMA	MASIH RAMAI KELIRU DENGAN KONTRAK TELCO
2.	21 January 2017	KOSMO ONLINE	MASIH RAMAI KELIRU DENGAN KONTRAK TELCO
3.	2 March 2017	MREM BERNAMA	CFM SELESAIKAN 99% ADUAN KOMUNIKASI DAN MULTIMEDIA PENGGUNA BAGI TAHUN 2016
4.	2 March 2017	MREM BERNAMA	CFM RESOLVES 99% COMMUNICATIONS AND MULTIMEDIA CONSUMERS' COMPLAINTS IN 2016
5.	2 March 2017	BERNAMA	CFM SELESAIKAN 99% ADUAN KOMUNIKASI DAN MULTIMEDIA PENGGUNA BAGI TAHUN 2016
6.	2 March 2017	BERNAMA	CFM RESOLVES 99% COMMUNICATIONS AND MULTIMEDIA CONSUMERS' COMPLAINTS IN 2016
7.	2 March 2017	BERNAMA WIRES	CFM SELESAIKAN 99% ADUAN KOMUNIKASI DAN MULTIMEDIA PENGGUNA BAGI TAHUN 2016
8.	2 March 2017	BERNAMA WIRES	BILLING AND CHARGING RECORDED AS THE TOP COMPLAINTS RECEIVED
9.	2 March 2017	BERNAMA	ADUAN BIL DAN CAJ, ADUAN TERTINGGI DITERIMA CFM TAHUN LEPAS
10.	2 March 2017	BERNAMA	BILLING AND CHARGING RECORDED AS THE TOP COMPLAINTS RECEIVED
11.	2 March 2017	BERNAMA BLIS	ADUAN BIL DAN CAJ, ADUAN TERTINGGI DITERIMA CFM TAHUN LEPAS
12.	2 March 2017	UTUSAN ONLINE	CFM SELESAI 99 PERATUS ADUAN PENGGUNA
13.	2 March 2017	THE SUN DAILY	CFM RECORDED 7,556 COMPLAINTS IN 2016 AND RESOLVED 99% OF IT
14.	2 March 2017	FREE MALAYSIA TODAY	BILLING TOP COMPLAINT AGAINST TELECOM SERVICE PROVIDERS
15.	2 March 2017	THE MALAYSIAN TIMES	ADUAN BIL DAN CAJ, ADUAN TERTINGGI DITERIMA CFM TAHUN LEPAS
16.	2 March 2017	ONLINE MERDEKA	CFM RECORDED 7,556 COMPLAINTS IN 2016 AND RESOLVED 99% OF IT
17.	2 March 2017	KKMM PORTAL	ADUAN BIL DAN CAJ, ADUAN TERTINGGI DITERIMA CFM TAHUN LEPAS
18.	2 March 2017	365 NEWS	ADUAN BIL DAN CAJ, ADUAN TERTINGGI DITERIMA CFM TAHUN LEPAS
19.	2 March 2017	365 NEWS	CFM RECORDED 7556 COMPLAINTS IN 2016 AND RESOLVED 99% OF IT
20.	2 March 2017	NAM NEWS NETWORK	CFM RESOLVES 99% COMMUNICATIONS AND MULTIMEDIA CONSUMERS' COMPLAINTS IN 2016
21.	3 March 2017	SIN CHEW DAILY	99 PER CENT OF COMPLAINTS WERE RESOLVED LAST YEAR
22.	3 March 2017	MARKETING MAGAZINE	THE TOP 5 COMPLAINTS BY MALAYSIAN CONSUMERS IN 2016
23.	3 March 2017	365 NEWS	CFM SELESAI 99 PERATUS ADUAN PENGGUNA
24.	3 March 2017	365 NEWS	CFM RECORDED 7556 COMPLAINTS IN 2016 AND RESOLVED 99% OF IT (CHINESE NEWS)
25.	3 March 2017	MSN NEWS	BILLING TOP COMPLAINT AGAINST TELECOM SERVICE PROVIDERS
26.	6 March 2017	MALAYSIAN WIRELESS	CFM RESOLVES 99% COMPLAINTS IN 2016, INCLUDING POOR TELCO SERVICES
27.	21 March 2017	BERNAMA	CFM TERIMA LEBIH 7,000 ADUAN BERKAITAN PERKHIDMATAN TELEKOMUNIKASI PADA 2016
28.	21 March 2017	BERNAMA	CFM RECORDED 7,556 COMPLAINTS LAST YEAR - IZHAM
29.	21 March 2017	KPDNKK PORTAL	CFM RECORDED 7,556 COMPLAINTS LAST YEAR - IZHAM
30.	22 March 2017	BERNAMA	PENGGUNA DIMINTA TIDAK AMBIL JALAN SENDIRI SELESAI ISU TELEKOMUNIKASI
31.	22 March 2017	BERNAMA	CONSUMERS TOLD TO GET CFM HELP ON TELECOMMUNICATION ISSUES
32.	22 March 2017	BERNAMA	LETAK GAMBAR ANAK SEBAGAI GAMBAR PROFIL 'WHATSAPP' UNDANG RISIKO KESELAMATAN
33.	22 March 2017	BERNAMA	PLACING CHILDREN'S IMAGES AS 'WHATSAPP' PROFILE PUTS THEM AT RISK
34.	22 March 2017	ASTRO AWANI	CFM TERIMA LEBIH 7,000 ADUAN BERKAITAN PERKHIDMATAN TELEKOMUNIKASI PADA 2016
35.	22 March 2017	SINAR HARIAN ONLINE	ISU KOMUNIKASI, MULTIMEDIA: USAH BUAT CARA SENDIRI
36.	22 March 2017	KARANGKRAF.COM	ISU KOMUNIKASI, MULTIMEDIA: USAH BUAT CARA SENDIRI
37.	22 March 2017	SINAR HARIAN ONLINE	GAMBAR ANAK DI WHATSAPP UNDANG RISIKO KESELAMATAN
38.	22 March 2017	MALAYSIA KINI	JANGAN LETAK GAMBAR ANAK DALAM PROFIL WHATSAPP, FB

NO.	DATE	MEDIA OUTLET	TITLE
39.	22 March 2017	SAYS.COM	HERE'S WHAT YOU CAN DO IF YOU ARE HAVING PROBLEMS WITH YOUR TELCO
40.	22 March 2017	MSTAR.COM	ELAK GUNA GAMBAR ANAK PADA PROFIL APLIKASI WHATSAPP
41.	23 March 2017	FREE MALAYSIA TODAY	PLACING CHILDREN'S IMAGE AS WHATSAPP PROFILE PHOTO RISKY
42.	27 March 2017	MALAYSIA DATELINE.COM	STRUKTUR SEMULA KHIDMAT TM, TELCO PUNCA PERKHIDMATAN LEMBAP, MAHAL
43.	11 April 2017	BH ONLINE (BH PLUS)	EJEN JUALAN, PENGEDAR KAD SIM EKSPRES TAMAK
44.	11 April 2017	BERITA HARIAN YOUTUBE	BH PLUS: EJEN, PENGEDAR KAD SIM EKSPRES TAMAK
45.	11 April 2017	PRESS READER	EJEN JUALAN, PENGEDAR TAMAK
46.	12 April 2017	BH ONLINE (BH PLUS)	PENGUATKUASAAN TIDAK TEGAS - FOMCA
47.	23 May 2017	THE EDGE MARKETS	CFM FORUM 2017: EVOLUTION OF THE DIGITAL CONSUMER
48.	24 May 2017	BERNAMA	CFM TERIMA 1,316 ADUAN PADA SUKU PERTAMA 2017, ADUAN MENGENAI BIL YANG TERTINGGI DITERIMA
49.	24 May 2017	BERNAMA	CFM ACKNOWLEDGES 1,316 COMPLAINTS IN 1Q 2017
50.	24 May 2017	BERNAMA	RANGKAIAN GENTIAN MALAYSIA AKAN DIOPTIMUMKAN DALAM TEMPOH TIGA TAHUN AKAN DATANG
51.	24 May 2017	BERNAMA	MALAYSIA TO BE FIBER-NETWORK OPTIMIZED WITHIN NEXT THREE YEARS
52.	24 May 2017	BERITA HARIAN	MALAYSIA MILIKI RANGKAIAN FIBER OPTIMUM PADA 2020
53.	24 May 2017	BERNAMA PLUS	CFM TERIMA 1,316 ADUAN PADA SUKU PERTAMA 2017, ADUAN MENGENAI BIL YANG TERTINGGI DITERIMA
54.	24 May 2017	BERNAMA PLUS	RANGKAIAN GENTIAN MALAYSIA AKAN DIOPTIMUMKAN DALAM TEMPOH TIGA TAHUN AKAN DATANG
55.	24 May 2017	BERNAMA PLUS	CFM ACKNOWLEDGES 1,316 COMPLAINTS IN 1Q 2017
56.	24 May 2017	BERNAMA BLIS	CFM TERIMA 1,316 ADUAN PADA SUKU PERTAMA 2017, ADUAN MENGENAI BIL YANG TERTINGGI DITERIMA
57.	24 May 2017	BERNAMA BLIS	RANGKAIAN GENTIAN MALAYSIA AKAN DIOPTIMUMKAN DALAM TEMPOH TIGA TAHUN AKAN DATANG
58.	24 May 2017	BERNAMA BLIS	MALAYSIA TO BE FIBER-NETWORK OPTIMIZED WITHIN NEXT THREE YEARS
59.	24 May 2017	THE SUN DAILY	MALAYSIA TO BE FIBER-NETWORK OPTIMIZED WITHIN NEXT THREE YEARS
60.	24 May 2017	BERNAMA	ADUAN MENGENAI BIL DAN CAJ ADALAH ADUAN BERKAITAN KOMUNIKASI DAN MULTIMEDIA PALING BANYAK DITERIMA CFM
61.	24 May 2017	BULETIN TV3 ONLINE	FORUM PENGGUNA KOMUNIKASI DAN MULTIMEDIA, CFM TELAH MENERIMA SEBANYAK 1316 ADUAN BERKAITAN MASALAH PERKHIDMATAN KOMUNIKASI DAN MULTIMEDIA BAGI SUKU PERTAMA TAHUN 2017.
62.	24 May 2017	BERNAMA	CFM TERIMA 1,316 ADUAN PADA SUKU PERTAMA 2017, ADUAN MENGENAI BIL YANG TERTINGGI DITERIMA
63.	24 May 2017	BERNAMA	CFM FORUM 2017 OFFICIATED BY THE DEPUTY MINISTER OF COMMUNICATIONS AND MULTIMEDIA MALAYSIA
64.	24 May 2017	LIFESTYLE AND YOUTH	CFM FORUM 2017 OFFICIATED BY THE DEPUTY MINISTER OF COMMUNICATIONS AND MULTIMEDIA MALAYSIA
65.	24 May 2017	ASTRO AWANI	RANGKAIAN GENTIAN MALAYSIA BAKAL DIOPTIMUM
66.	24 May 2017	NAM NEWS NETWORK	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
67.	24 May 2017	CIVIL UTM.MY	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
68.	24 May 2017	UMNO ONLINE	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
69.	24 May 2017	MALAYSIAN DIGEST	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
70.	24 May 2017	OANA NEWS	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
71.	24 May 2017	KPDNKK.COM	MALAYSIA TO BE FIBER-NETWORK OPTIMISED WITHIN NEXT THREE YEARS
72.	24 May 2017	E-NANYANG	6 MILLIONS BUILDINGS WILL EQUIPPED WITH FIBRE BROADBAND
73.	24 May 2017	SIN CHEW ONLINE	COVERAGE OF FIBER INTERNET WILL FURTHER EXPAND WITHIN 3 YEARS
74.	25 May 2017	UTUSAN BORNEO SARAWAK	RANGKAIAN GENTIAN MALAYSIA AKAN DIOPTIMUMKAN DALAM TEMPOH TIGA TAHUN AKAN DATANG
75.	25 May 2017	MALAYSIAN NEWS	CFM TERIMA 1,316 ADUAN PADA SUKU PERTAMA 2017, ADUAN MENGENAI BIL YANG TERTINGGI DITERIMA
76.	25 May 2017	GERBANG POST	MALAYSIA MILIKI RANGKAIAN FIBER OPTIMUM PADA 2020
77.	26 May 2017	DIGITAL NEWS ASIA	CFM FORUM 2017 GREETES THE DIGITAL CONSUMER



NO.	DATE	MEDIA OUTLET	TITLE
78.	26 May 2017	KKMM PORTAL	CFM TERIMA 1,316 ADUAN PADA SUKU PERTAMA 2017, ADUAN MENGENAI BIL YANG TERTINGGI DITERIMA
79.	26 May 2017	KKMM PORTAL	RANGKAIAN GENTIAN MALAYSIA AKAN DIOPTIMUMKAN DALAM TEMPOH TIGA TAHUN AKAN DATANG
80.	31 May 2017	BERNAMA WEB TV	EP160: CFM - EVOLUTION OF THE DIGITAL CONSUMER
81.	31 May 2017	BERNAMA	WATCH EP.160 HER CFM - EVOLUTION OF THE DIGITAL CONSUMER
82.	31 May 2017	BERNAMA	#UPCLOSE EP.160 CFM - EVOLUTION OF THE DIGITAL CONSUMER
83.	3 June 2017	UTUSAN MALAYSIA	I-RIA PROMOSI INOVASI PENCIPTA MUDA
84.	30 June 2017	THE STAR ONLINE	DEALERS RINGING UP COMMISSIONS VIA FALSE REGISTRATIONS
85.	25 July 2017	BERNAMA	RAMAI TIDAK FAHAMI HAK PENGGUNA DALAM SEKTOR KOMUNIKASI DAN MULTIMEDIA
86.	25 July 2017	BERNAMA	CONSUMERS STILL IGNORANT OF COMMUNICATIONS AND MULTIMEDIA RIGHTS
87.	25 July 2017	MALAYSIAN DIGEST	CONSUMERS STILL IGNORANT OF COMMUNICATIONS AND MULTIMEDIA RIGHTS
88.	25 July 2017	KKMM PORTAL	RAMAI TIDAK FAHAMI HAK PENGGUNA DALAM SEKTOR KOMUNIKASI DAN MULTIMEDIA
89.	25 July 2017	FELDA VOICE	RAMAI TIDAK FAHAMI HAK PENGGUNA DALAM SEKTOR KOMUNIKASI DAN MULTIMEDIA
90.	8 August 2017	MREM BERNAMA	ESSENTIAL TIPS FOR HAJJ PILGRIMS TO STAY CONNECTED WITH LOVED ONES WITHOUT WORRYING TELEPHONE BILLS
91.	8 August 2017	MREM BERNAMA	TIPS PENTING BAGI JEMAAH HAJI UNTUK KEKAL BERHUBUNG DENGAN KELUARGA TERSAYANG TANPA RISAU BIL TELEFON TINGGI
92.	8 August 2017	BERNAMA	ESSENTIAL TIPS FOR HAJJ PILGRIMS TO STAY CONNECTED WITH LOVED ONES WITHOUT WORRYING TELEPHONE BILLS
93.	8 August 2017	BERNAMA	TIPS PENTING BAGI JEMAAH HAJI UNTUK KEKAL BERHUBUNG DENGAN KELUARGA TERSAYANG TANPA RISAU BIL TELEFON TINGGI
94.	8 August 2017	BERNAMA WIRES	ESSENTIAL TIPS FOR HAJJ PILGRIMS TO STAY CONNECTED WITH LOVED ONES WITHOUT WORRYING TELEPHONE BILLS
95.	8 August 2017	BERNAMA WIRES	TIPS PENTING BAGI JEMAAH HAJI UNTUK KEKAL BERHUBUNG DENGAN KELUARGA TERSAYANG TANPA RISAU BIL TELEFON TINGGI
96.	8 August 2017	BERNAMA	CFM OFFERS TIPS FOR HAJ PILGRIMS TO AVOID EXCESSIVE PHONE BILLS
97.	8 August 2017	BERNAMA	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
98.	8 August 2017	BERNAMA BLIS	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
99.	8 August 2017	BERNAMA BLIS	CFM OFFERS TIPS FOR HAJ PILGRIMS TO AVOID EXCESSIVE PHONE BILLS
100.	8 August 2017	ASTRO AWANI	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
101.	8 August 2017	THE SKOP	TIPS ELAK KEJUTAN BIL INTERNET SEMASA TUNAikan HAJI
102.	8 August 2017	WN.COM NEWS	CFM OFFERS TIPS FOR HAJ PILGRIMS TO AVOID EXCESSIVE PHONE BILLS
103.	8 August 2017	BERITA HARIAN ONLINE	PANDUAN PERAYAUAN DATA, PANGGILAN DI TANAH SUCI
104.	8 August 2017	TV SELANGOR	CFM BERI PANDUAN KEPADA JEMAAH HAJI MALAYSIA BAGAIMANA MEREKA BOLEH MENJIMATKAN BAYARAN BIL
105.	8 August 2017	EDISI VIRAL	TIPS ELAK KEJUTAN BIL INTERNET SEMASA TUNAikan HAJI
106.	8 August 2017	SELANGOR KINI	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
107.	8 August 2017	MALAYSIA 1NEWS	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
108.	8 August 2017	HARIAN NEWS	PANDUAN PERAYAUAN DATA, PANGGILAN DI TANAH SUCI
109.	8 August 2017	NAM NEWS NETWORK	ESSENTIAL TIPS FOR HAJJ PILGRIMS TO STAY CONNECTED WITH LOVED ONES WITHOUT WORRYING TELEPHONE BILLS
110.	8 August 2017	BLIS.COM	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
111.	8 August 2017	BLIS.COM	CFM OFFERS TIPS FOR HAJ PILGRIMS TO AVOID EXCESSIVE PHONE BILLS
112.	9 August 2017	ROJAK DAILY	8 PANDUAN PENTING ELAK BIL TELEFON JEMAAH HAJI MELAMBUNG TINGGI
113.	9 August 2017	ERING.COM	IKUTI LANGKAH-LANGKAH INI UNTUK MENGELAKKAN BIL MELAMBUNG SEMASA MELAKUKAN IBADAH HAJI
114.	9 August 2017	WISER.MY	TIP BERKENAAN PENGGUNAAN TELEFON MUDAH ALIH BAGI JEMAAH HAJI
115.	9 August 2017	KPDNKK PORTAL	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
116.	9 August 2017	TERENGGANU TIMES	TIP PENGGUNAAN DATA ANTARABANGSA BAGI JEMAAH HAJI MALAYSIA
117.	12 August 2017	SINAR HARIAN UTARA	TUNGGAKAN BIL CECAH RM15,000
118.	7 September 2017	MREM BERNAMA	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
119.	7 September 2017	MREM BERNAMA	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
120.	7 September 2017	BERNAMA	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY

NO.	DATE	MEDIA OUTLET	TITLE
121.	7 September 2017	BERNAMA	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
122.	7 September 2017	BERNAMA WIRES	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
123.	7 September 2017	BERNAMA WIRES	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
124.	7 September 2017	BERNAMA	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
125.	7 September 2017	BERNAMA	CETAK ROMPAK DIGITAL MERUGIKAN PENGGUNA – CFM
126.	7 September 2017	BERNAMA PLUS	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
127.	7 September 2017	NEWSTREAM ASIA	ADAKAH ANDA SEDANG LAKUKAN JENYAH CETAK ROMPAK DIGITAL?
128.	7 September 2017	WN.COM NEWS	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
129.	7 September 2017	THE SKOP	PELANGGAN CETAK ROMPAK DIGITAL TANGGUNG RISIKO TINGGI
130.	7 September 2017	BERITA RTM ONLINE	CETAK ROMPAK DIGITAL MERUGIKAN PENGGUNA - CFM
131.	7 September 2017	BULETIN MALAYSIA	CETAK ROMPAK DIGITAL MERUGIKAN PENGGUNA - CFM
132.	7 September 2017	NAM NEWS NETWORK	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
133.	7 September 2017	EDISI VIRAL	PELANGGAN CETAK ROMPAK DIGITAL TANGGUNG RISIKO TINGGI
134.	7 September 2017	BERNAMA PLUS	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
135.	7 September 2017	WORLD NEWS.COM	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
136.	7 September 2017	NEWS2U	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
137.	8 September 2017	TECH SEMUT.COM	PELANGGAN CETAK ROMPAK DIGITAL TANGGUNG RISIKO TINGGI
138.	8 September 2017	PRESS RELEASE WORLD WIDE	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
139.	8 September 2017	WIXSITE	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
140.	5 October 2017	MREM BERNAMA	CFM TERUS KOMITED DENGAN INISIATIF PENAMBAHBAIKAN MELINDUNGI KEPENTINGAN PENGGUNA
141.	5 October 2017	MREM BERNAMA	CFM COMMITTED IN PROTECTING CONSUMER RIGHTS WITH IMPROVED INITIATIVES ON CONSUMER ISSUES
142.	5 October 2017	BERNAMA WIRES	CFM COMMITTED IN PROTECTING CONSUMER RIGHTS WITH IMPROVED INITIATIVES ON CONSUMER ISSUES
143.	5 October 2017	BERNAMA WIRES	CFM TERUS KOMITED DENGAN INISIATIF PENAMBAHBAIKAN MELINDUNGI KEPENTINGAN PENGGUNA
144.	5 October 2017	BERNAMA	CFM TERUS KOMITED DENGAN INISIATIF PENAMBAHBAIKAN MELINDUNGI KEPENTINGAN PENGGUNA
145.	5 October 2017	BERNAMA	CFM COMMITTED IN PROTECTING CONSUMER RIGHTS WITH IMPROVED INITIATIVES ON CONSUMER ISSUES
146.	5 October 2017	BERNAMA	CFM BERJAYA SELESAIKAN 77 PERATUS ADUAN PENGGUNA TAHUN LALU
147.	5 October 2017	BERNAMA	CFM SETTLES 77 PER CENT OF CONSUMER COMPLAINTS IN 2016
148.	5 October 2017	BERNAMA BLIS	CFM BERJAYA SELESAIKAN 77 PERATUS ADUAN PENGGUNA TAHUN LALU
149.	5 October 2017	BERNAMA BLIS	CFM SETTLES 77 PER CENT OF CONSUMER COMPLAINTS IN 2016
150.	5 October 2017	LIFESTYLE & YOUTH BERNAMA	CFM BERJAYA SELESAIKAN 77 PERATUS ADUAN PENGGUNA TAHUN LALU
151.	5 October 2017	THE SUN DAILY	REGISTRATION OF PREPAID PUBLIC CELLULAR SERVICES TO BE FULLY ENFORCED FROM JAN 2018
152.	5 October 2017	THE STAR ONLINE	MIFFED MALAYSIANS LODGED OVER 3,500 COMPLAINTS AGAINST TELCOS, THIS YEAR
153.	5 October 2017	ORIENTAL DAILY NEWS	APPLICATION OF PREPAID CARD NEW GUIDE USERS NEED TO BE THE ORIGINAL WATER AND ELECTRICITY BILLS
154.	5 October 2017	SEE HUA DAILY NEWS	CHINESE: APPLICATION OF PREPAID CARD NEW GUIDE USERS NEED TO BE THE ORIGINAL WATER AND ELECTRICITY BILLS
155.	5 October 2017	SOYA CINCAU	GETTING A NEW PREPAID SIM AND TOP-UPS WILL BE MORE TROUBLESOME NEXT YEAR
156.	5 October 2017	THE SKOP	KELAK, ANDA PERLU PAMERKAN IC UNTUK BELI TOP-UP
157.	5 October 2017	TECH NAVE	PREPAID PUBLIC CELLULAR SERVICES TO ADHERE TO NEW GUIDELINES, FULLY ENFORCED FROM JANUARY 2018
158.	5 October 2017	NAM NEWS NETWORK	CFM COMMITTED IN PROTECTING CONSUMER RIGHTS WITH IMPROVED INITIATIVES ON CONSUMER ISSUES
159.	6 October 2017	SIN CHEW DAILY	GETTING A NEW PREPAID SIM AND TOP-UPS WILL BE MORE TROUBLESOME NEXT YEAR
160.	6 October 2017	DIGITAL NEWS ASIA	CFM COMMITTED TO PROTECTING CONSUMER INTERESTS
161.	6 October 2017	SAYS.COM	M'SIANS, FOREIGNERS, & TOURISTS BUYING PREPAID CARDS & TOP-UPS MUST FOLLOW THESE NEW RULES

NO.	DATE	MEDIA OUTLET	TITLE
162.	6 October 2017	LIFESTYLE AND YOUTH	CFM : MESYUARAT AGUNG TAHUNAN 2017
163.	6 October 2017	365 NEWS	REGISTRATION OF PREPAID PUBLIC CELLULAR SERVICES TO BE FULLY ENFORCED FROM JAN 2018
164.	8 October 2017	HITECH CENTURY	CONSUMER FORUM OF MALAYSIA RESOLVES 77% OF TELCO WOES IN 2016
165.	9 October 2017	MY NEWS HUB	GARIS PANDUAN PENDAFTARAN PERKHIDMATAN PRABAYAR TERKINI YANG DIKELUARKAN OLEH MCMC AKAN DIKUATKUASAKAN SEPENUHNYA BERMULA 1 JANUARI 2018
166.	9 October 2017	THE MALAYSIAN RESERVE ONLINE	NEW REGISTRATION GUIDELINES FOR MOBILE PREPAID
167.	9 October 2017	MALAYSIAN WIRELESS	HIGHEST COMPLAINTS ON TELEKOM MALAYSIA- CFM 2016 ANNUAL REPORT
168.	10 October 2017	MALAYSIAN WIRELESS	NEW PREPAID REGISTRATION GUIDELINES STARTING 2018 - CFM
169.	11 October 2017	UTUSAN ONLINE	FAKULTI KOMUNIKASI DAN PENGAJIAN MEDIA UITM ANJUR 'MASS COMMERCE OF COMMUNICATION'
170.	12 October 2017	HARIAN METRO	CFM SOKONG GARIS PANDUAN MCMC
171.	24 October 2017	IUUM TODAY	DIGITAL PIRACY - THE NEW CRIME IN THE DIGITAL AGE
172.	30 October 2017	MREM BERNAMA	NEW CHALLENGE IN THE COMMUNICATION WORLD TODAY DISCUSSED IN THE PROGRAM #MCOC17 IN CONJUNCTION CFM KSS 8
173.	30 October 2017	MREM BERNAMA	CABARAN BAHARU DALAM DUNIA KOMUNIKASI HARI INI DIBINCANGKAN DI DALAM PROGRAM #MCOC17 SEMPERNA KSS CFM KE-8
174.	30 October 2017	BERNAMA	NEW CHALLENGE IN THE COMMUNICATION WORLD TODAY DISCUSSED IN THE PROGRAM #MCOC17
175.	30 October 2017	BERNAMA	CABARAN BAHARU DALAM DUNIA KOMUNIKASI HARI INI DIBINCANGKAN DI DALAM PROGRAM #MCOC17
176.	30 October 2017	BERNAMA	CFM TERIMA 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA
177.	30 October 2017	BERNAMA	CFM RECEIVES 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
178.	30 October 2017	BERNAMA PLUS	CFM TERIMA 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA
179.	30 October 2017	BERNAMA PLUS	CFM RECEIVES 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
180.	30 October 2017	BERNAMA WIRES	NEW CHALLENGE IN THE COMMUNICATION WORLD TODAY DISCUSSED IN THE PROGRAM #MCOC17
181.	30 October 2017	BERNAMA WIRES	CABARAN BAHARU DALAM DUNIA KOMUNIKASI HARI INI DIBINCANGKAN DI DALAM PROGRAM #MCOC17
182.	30 October 2017	BERNAMA BLIS	CFM: 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
183.	30 October 2017	BERNAMA BLIS	CFM RECEIVES 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
184.	30 October 2017	UTUSAN ONLINE	3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA - CFM
185.	30 October 2017	BERITA HARIAN ONLINE	ADUAN BERKAITAN BIL DAN CAJ PALING TINGGI
186.	30 October 2017	ST ONLINE	UITM'S MEDIA STUDENTS KICKSTART MASS COMMUNICATION CARNIVAL 2017
187.	30 October 2017	THE SUN DAILY ONLINE	CFM RECEIVES 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
188.	30 October 2017	BERITA RTM ONLINE	CFM TERIMA 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA
189.	30 October 2017	KPDNKK PORTAL	CFM RECEIVES 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
190.	30 October 2017	KPDNKK PORTAL	CFM TERIMA 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA
191.	30 October 2017	NAM NEWS NETWORK	NEW CHALLENGE IN THE COMMUNICATION WORLD TODAY DISCUSSED IN THE PROGRAM #MCOC17
192.	30 October 2017	SG YAHOO NEWS	UITM'S MEDIA STUDENTS KICKSTART MASS COMMUNICATION CARNIVAL 2017
193.	30 October 2017	SIN CHEW DAILY ONLINE	CFM RECEIVES 3,518 COMPLAINTS THIS YEAR
194.	30 October 2017	E-NAN YANG	CFM RECEIVED 3,518 COMPLAINTS CASES FROM JAN-SEPT
195.	31 October 2017	UTUSAN BORNEO ONLINE	CFM: 3,518 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
196.	31 October 2017	BERNAMA	CFM REMINDS STUDENTS NOT TO BE MISLED BY TELCO ADS
197.	31 October 2017	BERNAMA	PELAJAR PERLU BIJAK DALAM PEMILIHAN PAKEJ PERKHIDMATAN PRABAYAR - CFM
198.	31 October 2017	NST ONLINE	ENGAGING GEN Y THROUGH TN50
199.	1 November 2017	THE BORNEO POST (SABAH)	STUDENTS TOLD NOT TO BE MISLED BY TELCOS
200.	1 November 2017	BERNAMA	Y.O.U INGATKAN PELAJAR TIDAK TERPENGARUH BERITA PALSU
201.	1 November 2017	SINAR HARIAN ONLINE	Y.O.U INGATKAN PELAJAR TIDAK TERPENGARUH BERITA PALSU
202.	1 November 2017	THE MALAYSIAN TIMES	STUDENTS REMINDED NOT TO BE SWAYED BY FAKE NEWS
203.	1 November 2017	KWIK NEWS	ENGAGING GEN Y THROUGH TN50
204.	2 November 2017	MASSCTV UITM SHAH ALAM	MCOC 2017

NO.	DATE	MEDIA OUTLET	TITLE
205.	15 November 2017	MREM BERNAMA	CFM MENGHUBUNGGAN PENGGUNA PERLIS DENGAN INDUSTRI KOMUNIKASI DAN MULTIMEDIA MELALUI SESI PERKONGSIAN MAKLUMAT INDUSTRI (KSS)
206.	15 November 2017	MREM BERNAMA	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
207.	15 November 2017	BERNAMA	CFM MENGHUBUNGGAN PENGGUNA PERLIS DENGAN INDUSTRI KOMUNIKASI DAN MULTIMEDIA MELALUI SESI PERKONGSIAN MAKLUMAT INDUSTRI (KSS)
208.	15 November 2017	BERNAMA	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
209.	15 November 2017	BERNAMA WIRES	CFM MENGHUBUNGGAN PENGGUNA PERLIS DENGAN INDUSTRI KOMUNIKASI DAN MULTIMEDIA MELALUI SESI PERKONGSIAN MAKLUMAT INDUSTRI (KSS)
210.	15 November 2017	BERNAMA	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
211.	15 November 2017	BERNAMA	CFM ANJUR SESI PERKONGSIAN MAKLUMAT INDUSTRI DI PERLIS
212.	15 November 2017	BERNAMA PLUS	CFM ANJUR SESI PERKONGSIAN MAKLUMAT INDUSTRI DI PERLIS
213.	15 November 2017	BERNAMA BLIS	CFM ANJUR SESI PERKONGSIAN MAKLUMAT INDUSTRI DI PERLIS
214.	15 November 2017	NAM NEWS NETWORK	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
215.	15 November 2017	WORLD DAILY WEEBLY	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
216.	15 November 2017	NEWS2U.WIXSITE	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
217.	15 November 2017	NEWS2U.WIXSITE (CUBA NEWS)	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
218.	15 November 2017	TUNTAS TINTA	CFM ANJUR SESI PERKONGSIAN MAKLUMAT INDUSTRI DI PERLIS
219.	15 November 2017	TUNTAS TINTA WIXSITE	CFM ANJUR SESI PERKONGSIAN MAKLUMAT INDUSTRI DI PERLIS
220.	16 November 2017	UDA BAYAS	CFM BERJAYA SELESAI 75% DARI HAMPPIR 4000 ADUAN DALAM 15 HARI
221.	17 November 2017	MYNXDIGITAL	SINDIKET PENCURIAN DATA BOLEH DIELAK
222.	28 November 2017	MYNEWSHUB	TIPS MENGELAKKAN KECURIAN DATA PERIBADI DARI SCAMMER
223.	5 December 2017	MREM BERNAMA	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS
224.	5 December 2017	MREM BERNAMA	PENGGUNA BOLEH ELAK DIPERDAYA JIKA TAHU CARA KENAL PASTI SCAM
225.	5 December 2017	BERNAMA WEB	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS
226.	5 December 2017	BERNAMA WEB	PENGGUNA BOLEH ELAK DIPERDAYA JIKA TAHU CARA KENAL PASTI SCAM
227.	5 December 2017	BERNAMA	CFM NASIHAT PENGGUNA BERHATI-HATI TAKTIK PENIPUAN OLEH SINDIKET
228.	5 December 2017	BERNAMA	KENALI SCAM, ELAK DIPERDAYA
229.	5 December 2017	BERNAMA	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS - CFM
230.	5 December 2017	BERNAMA WIRES	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS
231.	5 December 2017	BERNAMA WIRES	PENGGUNA BOLEH ELAK DIPERDAYA JIKA TAHU CARA KENAL PASTI SCAM
232.	5 December 2017	BERNAMA BLIS	CFM NASIHAT PENGGUNA BERHATI-HATI TAKTIK PENIPUAN OLEH SINDIKET
233.	5 December 2017	BERNAMA BLIS	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS - CFM
234.	5 December 2017	LIFESTYLE & YOUTH BERNAMA	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS - CFM
235.	5 December 2017	SINAR HARIAN ONLINE	ADA CARA ELAK DITIPU SCAMMER
236.	5 December 2017	KARANGKRAF.COM	ADA CARA ELAK DITIPU SCAMMER
237.	5 December 2017	MYNEWSHUB	CFM NASIHAT WASPADA TAKTIK PENIPUAN SINDIKET
238.	5 December 2017	MALAYSIA TERKINI	PENGGUNA BOLEH ELAK DIPERDAYA JIKA TAHU CARA KENAL PASTI SCAM
239.	5 December 2017	NAM NEWS NETWORK	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS
240.	5 December 2017	ASEAN LIP.COM	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS - CFM
241.	5 December 2017	MSN.COM	INI CARA MODUS OPERANDI SCAMMER ANDA PATUT TAHU SEBELUM JADI MANGSA SETERUSNYA
242.	5 December 2017	ROJAK DAILY	INI CARA MODUS OPERANDI SCAMMER ANDA PATUT TAHU SEBELUM JADI MANGSA SETERUSNYA
243.	6 December 2017	SARAWAKIANA	KENALI SCAM, ELAK DIPERDAYA



## ONLINE BLOG

NO.	DATE	MEDIA OUTLET	TITLE
1.	15 January 2017	BACALAH MALAYSIA	MASIH RAMAI KELIRU DENGAN KONTRAK TELCO
2.	21 January 2017	KABARJEMPOL.COM	MASIH RAMAI KELIRU DENGAN KONTRAK TELCO
3.	2 March 2017	LOW YAT MALAYSIA .COM	BILLING TOP COMPLAINT AGAINST TELECOM SERVICE PROVIDERS
4.	2 March 2017	MALAYSIANS MUST KNOW THE TRUTH	BILLING TOP COMPLAINT AGAINST TELECOM SERVICE PROVIDERS
5.	3 March 2017	ANYGATOR.COM	CFM RECORDED 7556 COMPLAINTS IN 2016 AND RESOLVED 99% OF IT (CHINESE NEWS)
6.	22 March 2017	TIMES NEWS MALAYSIA	LETAK GAMBAR ANAK SEBAGAI GAMBAR PROFIL 'WHATSAPP' UNDANG RISIKO KESELAMATAN
7.	22 March 2017	SEMBERONO.COM	CFM TERIMA LEBIH 7,000 ADUAN BERKAITAN PERKHIDMATAN TELEKOMUNIKASI PADA 2016
8.	22 March 2017	MALAYSIAN MUST KNOW THE TRUTH. BLOGSPOT	PLACING CHILDREN'S IMAGE AS WHATSAPP PROFILE PHOTO RISKY
9.	23 March 2017	MALAYSIA SHAFQA.COM	PLACING CHILDREN'S IMAGE AS WHATSAPP PROFILE PHOTO RISKY
10.	25 July 2017	ASEAN LIP.COM	CONSUMERS STILL IGNORANT OF COMMUNICATIONS AND MULTIMEDIA RIGHTS
11.	25 July 2017	FOMCA.MY	ISU KOMUNIKASI, MULTIMEDIA: USAH BUAT CARA SENDIRI
12.	8 August 2017	SARAWAKIANA	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
13.	8 August 2017	SIKAPKELI	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
14.	8 August 2017	MEDIA LANTANG	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
15.	8 August 2017	BULETIN MALAYSIA	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
16.	8 August 2017	BERITA VIRAL	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
17.	8 August 2017	SEMBERONO.COM	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
18.	8 August 2017	MOTIF VIRAL	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
19.	8 August 2017	BABAB.NET	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
20.	8 August 2017	MUKAH PAGES	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
21.	9 August 2017	KEDAH NEWS.COM	CFM TAWAR TIP CARA JEMAAH JIMAT BIL TELEFON
22.	9 August 2017	OHSEMPUT.COM	TIPS BERKENAAN PENGGUNAAN TELEFON MUDAH ALIH BAGI JEMAAH HAJI
23.	9 August 2017	NESCAFEAIS.COM	TIP PENTING BAGI JEMAAH HAJI UNTUK KEKAL BERHUBUNG TANPA RISAU BIL TELEFON TINGGI
24.	14 August 2017	MALAYSIA INTERNET FORUM	CFM TIPS FOR HAJJ PILGRIMS TO STAY CONNECTED
25.	7 September 2017	MESRA KOTA TINGGI	CETAK ROMPAK DIGITAL MERUGIKAN PENGGUNA - CFM
26.	7 September 2017	BROADPICK BLOGSPOT	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
27.	7 September 2017	GLOBAL PRESS RELEASE	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
28.	8 September 2017	NEWS POINT	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
29.	8 September 2017	ABSOLUTELY NEWS-SITE	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
30.	8 September 2017	TINKTANKTOP	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
31.	8 September 2017	EXCELLENT THINKING	CONSUMERS CAN LOSE BIG FROM DIGITAL PIRACY
32.	8 September 2017	CEREKA MOMENT	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
33.	8 September 2017	WARKAH KOTA	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
34.	8 September 2017	SIARAN MEDIA	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
35.	8 September 2017	ANJAKAN PARADIGMA	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
36.	8 September 2017	TUNTAS TINTA	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
37.	8 September 2017	BICARA DAGANGAN SEMASA	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
38.	8 September 2017	BERITA KUALA LUMPUR	PENGGUNA BOLEH RUGI BESAR MELALUI CETAK ROMPAK DIGITAL
39.	5 October 2017	TECH SEMUT.COM	KELAK, ANDA PERLU PAMERKAN IC UNTUK BELI TOP-UP
40.	5 October 2017	BABAB.NET	KELAK, ANDA PERLU PAMERKAN IC UNTUK BELI TOP-UP
41.	5 October 2017	ZING GADGET	UTILITIES BILL REQUIRED WHEN YOU REGISTER FOR A PREPAID CARD

NO.	DATE	MEDIA OUTLET	TITLE
42.	5 October 2017	ZING GADGET	CHINESE: UTILITIES BILL REQUIRED WHEN YOU REGISTER FOR A PREPAID CARD
43.	5 October 2017	SME.ORG.MY	REGISTRATION OF PREPAID PUBLIC CELLULAR SERVICES TO BE FULLY ENFORCED FROM JAN 2018
44.	6 October 2017	BEST FB KL	THE COMMUNICATIONS AND MULTIMEDIA CONSUMER FORUM OF MALAYSIA (CFM) HAS RECEIVED 3,518 COMPLAINTS FOR THIS YEAR ALONE.
45.	6 October 2017	i3investor	CUSTOMER MUST SHOW UTILITY BILL FOR APPLICATION OF NEW PREPAID CARD FROM NEXT YEAR
46.	6 October 2017	FORUM LOWYAT	NEW PREPAID SIM AND TOP-UPS
47.	30 October 2017	SHAFQA.COM	GENERAL: CFM RECEIVES 3,518 COMPLAINTS OVER FIRST NINE MONTHS THIS YEAR
48.	1 November 2017	FOREST-INTERACTIVE.COM	FOREST INTERACTIVE EMPOWERS THE STUDENTS WITH A KNOWLEDGE SHARING SESSION ORGANIZED BY CFM
49.	9 November 2017	UiTM NEWS HUB	ADUAN BERKAITAN BIL DAN CAJ PALING TINGGI
50.	15 November 2017	PRESS RELEASE WORLD WIDE	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
51.	15 November 2017	GLOBAL PRESS RELEASE	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
52.	15 November 2017	NEWS2UWORLD	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
53.	15 November 2017	MYPR2USINGAPORE	INFORMATION ON TELECOMMUNICATIONS AND MULTIMEDIA SHARED WITH CONSUMERS IN PERLIS
54.	15 November 2017	WARKAH KOTA	CFM ANJUR SESI PERKONGSIAN MAKLUMAT INDUSTRI DI PERLIS
55.	15 November 2017	CEREKA MOMENT	CFM ANJUR SESI PERKONGSIAN MAKLUMAT INDUSTRI DI PERLIS
56.	29 November 2017	MALAYSIA NETWORKS	TIPS MENGELAKKAN KECURIAN DATA PERIBADI DARI SCAMMER
57.	5 December 2017	WORLD NEWS	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS - CFM
58.	5 December 2017	TOPIX.COM	CONSUMERS CAN AVOID BEING DECEIVED BY KNOWING HOW TO IDENTIFY SCAMS - CFM
59.	5 December 2017	BABAB.NET	CFM NASIHAT WASPADA TAKTIK PENIPUAN SINDIKET
60.	6 December 2017	SENSASI SELEBRITI	TIPS & CARA ELAK KENA SCAM
61.	6 December 2017	BEAUTIFULNAARA	CFM NASIHAT WASPADA TAKTIK PENIPUAN SINDIKET
62.	15 December 2017	SIKAP KELI PRESS	SARANAN CFM KEPADA PENGGUNA JIKA MENERIMA PANGGILAN PALSU, EMEL ATAU SMS DARIPADA SCAMMER

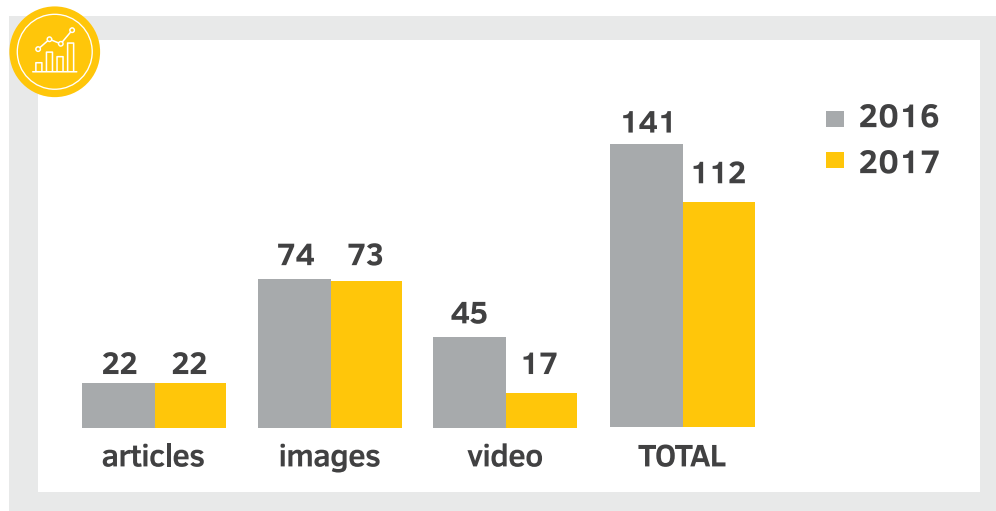


## CFM SOCIAL MEDIA OVERVIEW 2017

### COMPARISON OF DIGITAL CONTENTS CREATED IN 2016 VS 2017

DIGITAL CONTENTS	2016	2017
ARTICLES	22	22
IMAGES	74	73
VIDEO	45	17
TOTAL	141	112
REACHED	<b>599,225</b>	<b>965,769</b>

\* Increased in reach due to the newly revamped website and consumer-related contents



### CAMPAIGNS EXECUTED

NO	CAMPAIGN NAME	PLATFORM	MONTH
1	#MY2017journey	Instagram	January 2017
2	Special Awards to 16 Fillo Choices -most active followers on 2016	Facebook, Instagram, Twitter	February 2017
3	CFM & Telco Collaboration (Monthly tips)	Facebook,Instagram & Twitter, Portal	4x a month
4	#MYdigitalEvo Contest	Instagram	24 May 2017
5	#RayaMacamniKe campaign	Facebook,Instagram & Twitter,Consumer info Portal	June 2017
6	Special giveaway on July 2017 (celebrating Fillo birthday)	Facebook	End of July 2017
7	Whisper Challenge-Malaysia Style : In conjunction with Hari Malaysia celebration	Facebook,Instagram & Twitter,Consumerinfo Portal	16 Sep 2017
8	#CFMKSS& #MCoC17 : Collaboration with UiTM Shah Alam Mass Comm	Twitter & Instagram	28,29,30,31 Oct, 1 Nov 2017
9	Online Campaign with FB influencers	Facebook, Consumerinfo Portal	Oct,Nov,Dec 2017 -MYnewshub -The Vocket -Says -Malaysia Networks -Siakap Keli Press
10	CFM TV : POP KUIZ STYLE	Facebook,Instagram & Twitter, Consumerinfo Portal	November 2017

### SOCIAL NETWORK FOLLOWERS IN EACH PLATFORM AS AT END 2017

PLATFORM :			
FOLLOWERS :	<b>55,533</b>	<b>898</b>	<b>3,178</b>

## THE POST TYPES IN FACEBOOK

POST TYPE	AVERAGE REACH
LINK	50%
VIDEO	30%
IMAGE	18%
STATUS	2%

The table shows the type of posting. Based on the four categories, it shows that Link (info to consumerinfo.my) carries the highest reach, followed by Video, Image and the status.

## TOP 5 TOP ISSUES RAISED IN FB & TWITTER

NO.	ISSUE	PERCENTAGE
1.	TRACKING COMPLAINT STATUS ON PORTAL	40%
2.	NETWORK COVERAGE ISSUE	25%
3.	DISPUTE ON TERM & CONDITIONS	15%
4.	SUBSCRIPTION SERVICES ISSUE	10%
5.	UNWANTED SMS / MSS ISSUE	10%

## TWITTER INSIGHTS OVERVIEW

FOLLOWERS	TOTAL TWEETS	TOTAL RETWEETS	TWEET IMPRESSIONS	PROFILE VISIT	MENTIONS
<b>898</b>	<b>589</b>	<b>1,171</b>	<b>36,862</b>	<b>8,549</b>	<b>770</b>

## INSTAGRAM INSIGHTS

MEDIA	1,620 POST
FOLLOWERS	3,350
LIKES RECEIVED	8,436
TOTAL COMMENTS	322





# TOP PERFORMING POSTS IN FACEBOOK



COMMUNICATIONS AND MULTIMEDIA  
CONSUMER FORUM OF MALAYSIA



Sejauh manakah anda tahu loghat negeri-negeri di Malaysia?  
Jom tengok video 'Whisper Challenge-Malaysia Style' ni. Untuk 'full video',  
layari [consumerinfo.my](https://consumerinfo.my) → <https://goo.gl/y6Fjm>.  
Kalau anda tahu lebih banyak loghat dari negeri lain meh 'share' /  
'comment' di sini... See More



113 likes 41,970 reach 20 shares



COMMUNICATIONS AND MULTIMEDIA  
CONSUMER FORUM OF MALAYSIA



Barangan rumah 'bercakap' sesama sendiri. Kereta tanpa pemandu  
'berlinterak' sesama sendiri. Keajaian internet terpantas dengan teknologi  
5G semakin menghampiri kita.  
Baca selengkapnya di <https://goo.gl/8UePY>.



**MENUJU KE MASA HADAPAN : EVOLUSI 5G -**  
Bagaimana 5G membawa perubahan kepada cara hidup kita mobil, rumah  
sehingga kereta. Adakah anda sudah bersedia? #EYdus5G #Internet | CFM  
CONSUMERINFO.MY

592 likes 28,189 reach 36 shares



COMMUNICATIONS AND MULTIMEDIA  
CONSUMER FORUM OF MALAYSIA



Sering terima SMS, WhatsApp dan Emel daripada orang yang tidak  
dikenali? Awasi Data peribadi anda mungkin dicuri oleh 'scammers'.  
Dengan 4 tips dari CFM ini, data peribadi anda dapat dielakkan dari dicuri.  
Baca selengkapnya di <https://goo.gl/t5JvZb>



**'SCAMMER ALERT' : TIPS MENGELOKAN  
KECURIAN DATA PERIBADI -**  
JANGAN MASUK PERANGKAP 'SCAMMER' / 'SINDIKET PERBUKAT' - 4 Tips ini  
dapat membantu melindungi data peribadi anda dari terdedah kepada syarikat.  
CONSUMERINFO.MY

549 likes 23,406 reach 65 shares



COMMUNICATIONS AND MULTIMEDIA  
CONSUMER FORUM OF MALAYSIA



Beni, email yang tidak sah ni  
ni adalah salah satu sebab mengapa bil bulanan anda dikenakan caj servis  
3 luar jangkauan anda.  
Baca selengkapnya di [goo.gl/v3ssGz](http://goo.gl/v3ssGz)  
#GetSmarterWithConsumerInfo #CYMI #CFMmalaysia



**PERNAHKAH ANDA MENGALAMI SITUASI BEGINI?  
DIKENAKAN CAJ SERVIS UNTUK PETI MEL SUARA  
ATAU 'VOICEMAIL'?**

307 likes 26,506 reach 37 shares



COMMUNICATIONS AND MULTIMEDIA  
CONSUMER FORUM OF MALAYSIA



Pernah berlaku begini pada anda?  
Anda belum baca lagi mesej baru di whatsapp tetapi sudah di 'blue tick'?  
Jadi: sebelum 'kantor', klik klik tips ini di-> <https://goo.gl/yms3Zn>



**TIPS UNTUK LINDUNGI 'PRIVACY SMARTPHONE'  
ANDA DARI PASANGAN, 'EX' DAN 'STALKER' ANDA!**  
CONSUMERINFO.MY

878 likes 23,405 reach 52 shares





# SOCIAL MEDIA CAMPAIGN SNAPSHOT 2017

## CFM & TELCO COLLABORATION (MONTHLY TIPS)



## CFMKSS8 #MCOC17



## #RayaMacamniKe campaign

Sebuah Video Khas sempena Raya 2017. Memaparkan sebuah kisah suasana hari raya Perbezaan raya dahulu dan sekarang tanpa ibu bapa.

## WEBSITE REPORT 2017

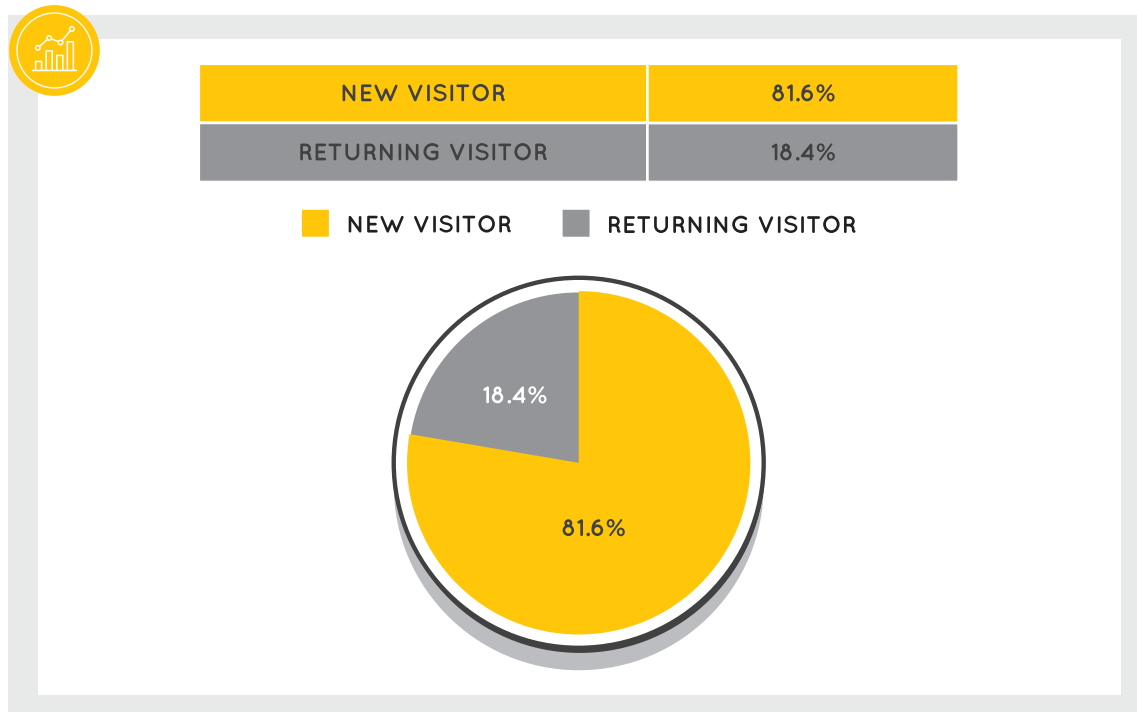
Comparison Number of visitors visiting cfm.my & consumerinfo.my portal

### PAGEVIEWS 2016 vs 2017

cfm.my		Percentage	consumerinfo.my		Percentage
2016	2017	-15%	2016	2017	67%
73,266	62,138		67,493	112,608	

### GOOGLE ANALYTICS FROM JAN-DEC 2017

Percentage of new visitor vs returning visitor to **consumerinfo.my**



### DEMOGRAPHICS

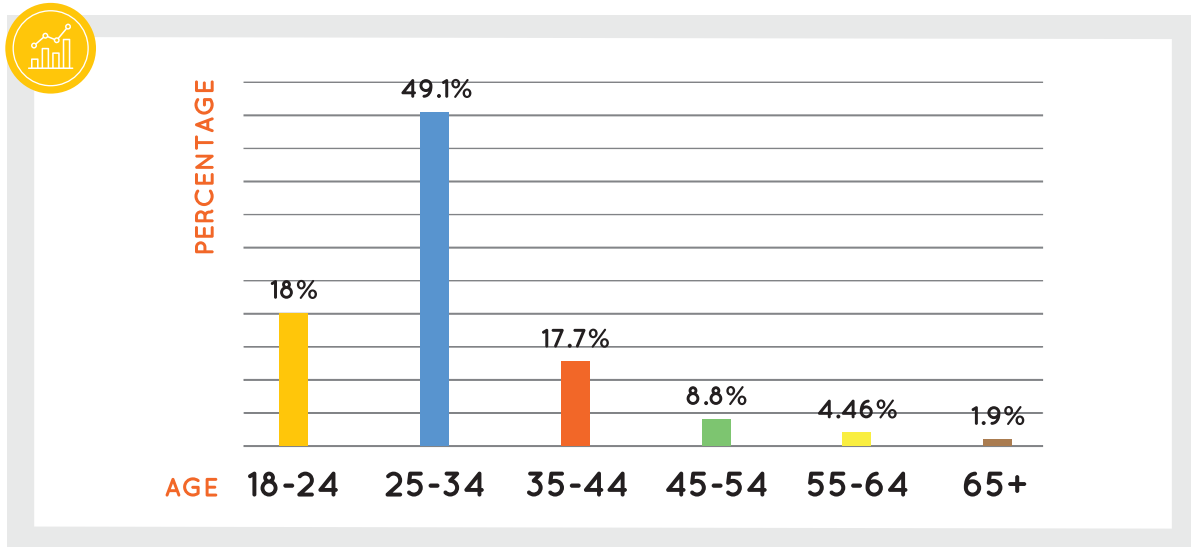
TOP 3 states for 2017 : **consumerinfo.my**

STATE	PERCENTAGE
WILAYAH PERSEKUTUAN KUALA LUMPUR	65.7%
SELANGOR	6.76%
JOHOR	1.71%

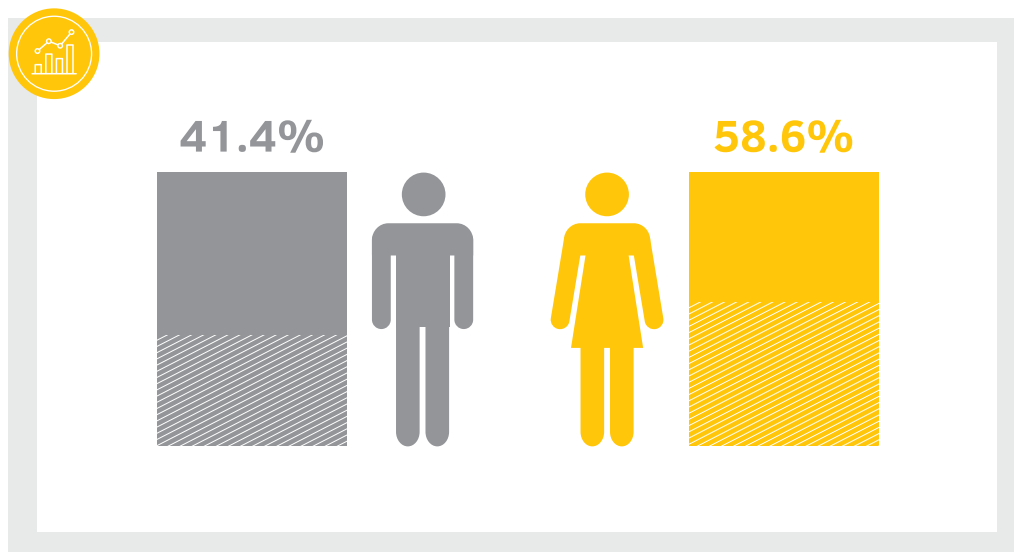
Top main categories in **www.consumerinfo.my** are ;

INTEREST / REACH CATEGORY	PERCENTAGE
INTERNET & TELECOM / MOBILE & WIRELESS / MOBILE PHONES / SMART PHONES / TECHNOLOGY / MOBILE ENTHUSIASTS	16.33%
LIFESTYLES & HOBBIES / SHUTTERBUGS	15.13%
NEW JUNKIES / ENTERTAINMENT & CELEBRITY NEWS JUNKIES	14.6%

## AGE



## GENDER



## MOST POPULAR

Most Popular Page views /Reach Digital Contents in consumerinfo.my for 2017

NO	INTEREST / REACH CATEGORY	PAGEVIEWS
1.	TIPS UNTUK LINDUNGI ' PRIVACY SMARTPHONE' ANDA DARI PASANGAN, 'EX, DAN 'STALKER' ANDA	6,743
2.	PROTECTING YOUR SMARTPHONE PRIVACY FROM YOUR SPOUSE, PARTNER, EX, STALKER!	3,264
3.	RM 50 PER / SMS	2,679
4.	SARANAN CFM KEPADA PENGGUNA JIKA MENERIMA PANGGILAN PALSU, EMEL ATAU SMS DARIPADA 'SCAMMER'	1,795
5.	SMS TIDAK DIMINTA - CFM	1,510
6.	MEJA BANTUAN CFM - CFM	1,481

# SUMMARY OF REVAMPING CFM.MY & CONSUMERINFO.MY

## OVERVIEW

Realizing the importance of having a responsive online platform, CFM has taken the step to revamp our two existing portals [www.cfm.my](http://www.cfm.my) and [www.consumerinfo.my](http://www.consumerinfo.my) in 2017 to provide a better user experience with a more user-friendly interface. The look and feel of the new portals is more vibrant to catch the eye of page visitors. It also has a shorter loading time making it easier for them to navigate the various pages while maximizing and optimizing other features of the portals for better user experience.

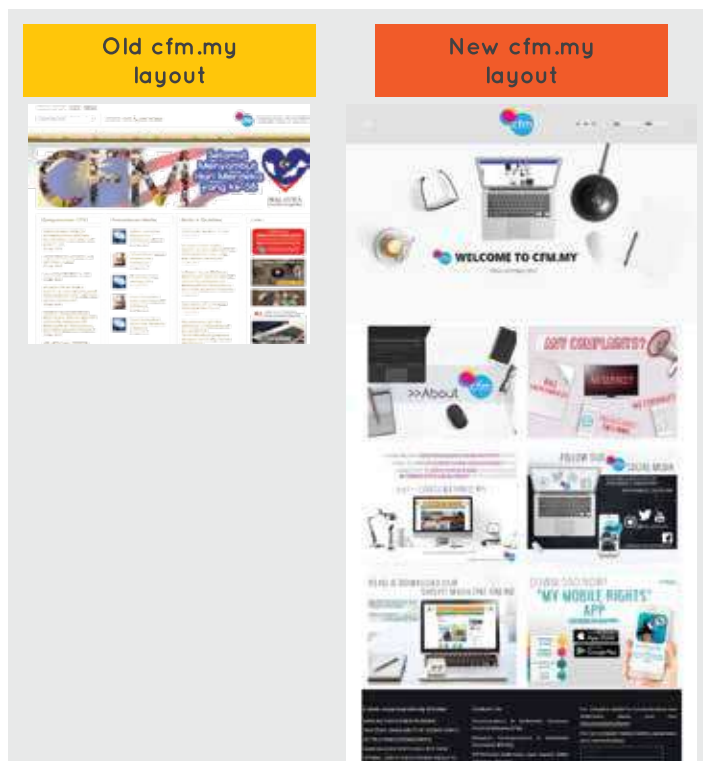
This revamping activity took a good part of 2017 and has consequently contributed to a significant increase in pageviews by 67% (112,608) compared to 67,493 in 2016.

## THE NEW LAYOUT NAVIGATION IN *cfm.my*

- New widgets on homepage consist of 6 elements ;
  - i. about us : provides background informations of CFM's roles and functions, the corporate overview, Board of Councillors and CFM secretariat structures.
  - ii. redirect to consumerinfo portal
  - iii. redirect to aduan portal
  - iv. redirect to social media
  - v. redirect to SHOUT-e newsletter in consumerinfo portal
  - vi. redirect to MY Mobile Rights apps
- Automatic displaying current articles or news in consumerinfo.my on the bottom page in frontpage

Started revamp = November 2017

Ended revamp = 19 Dec'17

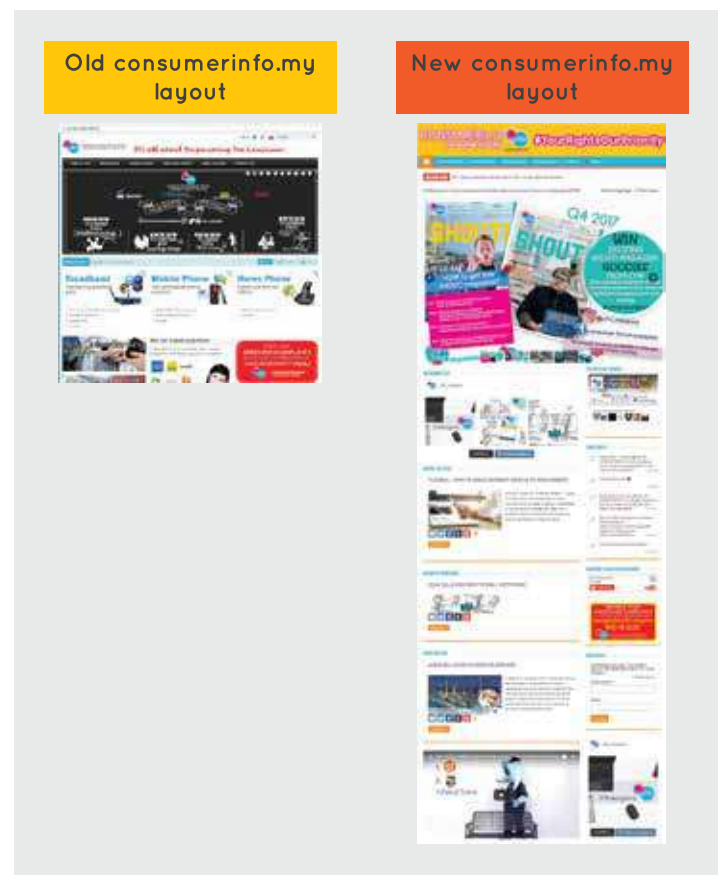


## THE NEW LAYOUT NAVIGATION IN *consumerinfo.my*

- The Choice is Yours : List of All Service Providers in Malaysia, and Let's Compare features options & best deals that would suit consumer needs
- Consumer's Issues : provides natures of complaints & helpdesk/testimonials in communications
- CFM Insider Buzz : News & Events on CFM activities, current events, new articles & press releases
- Download Center : downloadable contents such as SHOUT e-newsletter, e-brochure, GCC & user manual guides
- New widgets : display Instagram feed, facebook widget, twitter live feed, CFM youtube channel feed, e-newsletter subscribers, redress badge that would appear on any pages

Started revamp = April 2017

Ended revamp = 19 May 2017



## PUBLICATIONS

As one of our means of reaching and educating the consumers, CFM has been publishing a quarterly newsletter called SHOUT! since 2011 to empower its readers. A total of 21 editions of SHOUT! has been published from 2011 to 2017. Since 2014 edition, SHOUT! was published in dual-language in English and Bahasa Melayu.

SHOUT! has a circulation of more than 30,000 copies distributed in the suburban and rural areas throughout Malaysia. SHOUT! also has been used as one of the awareness tools distributed to consumers during ground-events participated by CFM. Apart from the printed version, SHOUT! is also available in digital copy, which can be read and downloaded at <https://www.consumerinfo.my/shout-newsletter/> where subscription is also available.

In 2017, CFM has revamped SHOUT! to have a new and fresh look starting with the Q2 2017 edition but the newsletter still retains the editorial direction of providing informative and compelling content.

By featuring the personalities and celebrities in Malaysia on the SHOUT! cover, these prominent figures help promote SHOUT! to their followers on social media so that we can reach a wider audience.

Since 2015, SHOUT! has been inserted in the local newspapers (Malay, English and Chinese newspapers) and distributed in different areas throughout Malaysia to reach different readers, and it has been distributed to Klang Valley, Selangor, Penang, Kedah, Pahang, Kelantan, Perlis, Perak, Melaka, Johor and Negeri Sembilan.

A snapshot of all four editions of SHOUT! in 2017 are as follows:

### COVER FEATURE

The cover featured Emily Zyng, one of Malaysia's most famous actresses who has appeared in many shows on television. This edition also featured an article tackling one of the trickiest issues faced by digital users – online privacy and the necessary steps to manage Facebook privacy setting.

### DISTRIBUTION LOCATION

Melaka, Subang, Petaling Jaya

### INSERTION IN NEWSPAPER

Sin Chew Daily, The Star

### TOTAL COPIES OF DISTRIBUTION

20,000 copies



### COVER FEATURE

For the second quarter, Fiza Frizzy, a broadcasting personality was chosen to be on the cover. Besides discussing on live-streaming issues and the technology's impact towards society, CFM SHOUT editorial team also featured an article on how to stay safe while using a mobile phone and how to check a mobile phone's legitimacy. This is a part of CFM's continuous efforts to empower consumers in Malaysia with the right knowledge.

### DISTRIBUTION LOCATION

Johor, Sungai Buloh, Semenyih

### INSERTION IN NEWSPAPER

Sinar Harian, Kosmo, Utusan Malaysia, Harian Metro, Berita Harian, The Star

### TOTAL COPIES OF DISTRIBUTION

20,000 copies

### COVER FEATURE

Datuk Jake Abdullah, the CEO of Astro Radio and a well-known figure in the fitness field was the cover for the the third edition of SHOUT. In this edition, SHOUT had an interview with Malaysian MMA Fighter, Ann Osman besides uncovering what 5G is all about and its future in Malaysia. In conjunction with the Cyber Security Awareness Month, CFM also reviewed online safety practices so that consumers can get the right tips on protecting themselves online.

### DISTRIBUTION LOCATION

Negeri Sembilan, Damansara Heights, Seri Kembangan, Jln Klang Lama: Sri Petaling, Bukit Jalil

### INSERTION IN NEWSPAPER

The Star, NST, Harian Metro, Berita Harian, Utusan Malaysia

### TOTAL COPIES OF DISTRIBUTION

25,000 copies



### COVER FEATURE

Rhys William, the British guy with flair in the Malay language and culture talks about his journey in Malaysia. In this edition, SHOUT editorial uncovers top complaints made by telco consumers in 2017 and handy tips and guidelines to protect consumer from scammers. We also review on suggestions of devices that can improve Wi-Fi connectivity at home.

### DISTRIBUTION LOCATION

Ampang, Cheras, Terengganu

### INSERTION IN NEWSPAPER

Harian Metro, The Star, Sinar Harian, Kosmo, Utusan Malaysia, Berita Harian, China Press, Guang Ming, Nan Yang

### TOTAL COPIES OF DISTRIBUTION

25,000 copies

## MARKETING COLLATERALS

In support of CFM consumer outreach programs, CFM developed a range of publicity and promotional materials that gives CFM the edge of recognition in the minds of the consumers and boosts their interest in what CFM does, hence building the trust in what CFM can accommodate.



### ANTI-THEFT BAG

Designed to keep belongings safe with multiple pockets and compartments. Also with built-in USB port to charge devices.



### STAINLESS STEEL TUMBLER

Personal tumbler with vacuum insulation that keeps drinks at right temperature for longer hours.



### STYLUS PEN

This dual function pen includes a soft touch capacitive stylus fully compatible with all touch-screen devices.



### TAG LA!

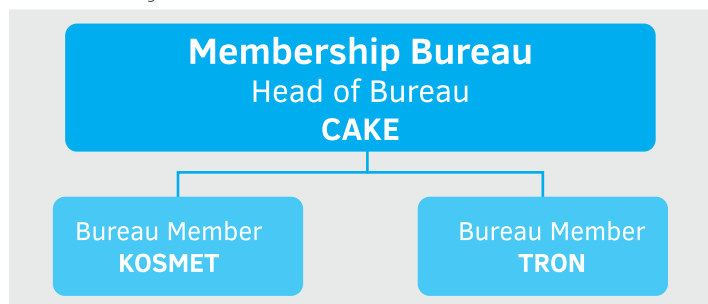
A Bluetooth tracker that helps to find anything at any time and any places.

# STAKEHOLDER MANAGEMENT DEPARTMENT (SMD)



The Stakeholder Management Department (SMD) is a new department that oversees the management of CFM's internal and external stakeholders. The inception of the department is a result of the restructuring of CFM's internal operations in order to enable greater efficiency of its services. CFM's major stakeholders include the Ministry of Communications and Multimedia Malaysia (KKMM), the Malaysian Communications and Multimedia Commission (MCMC), CFM's members, and other relevant organizations.

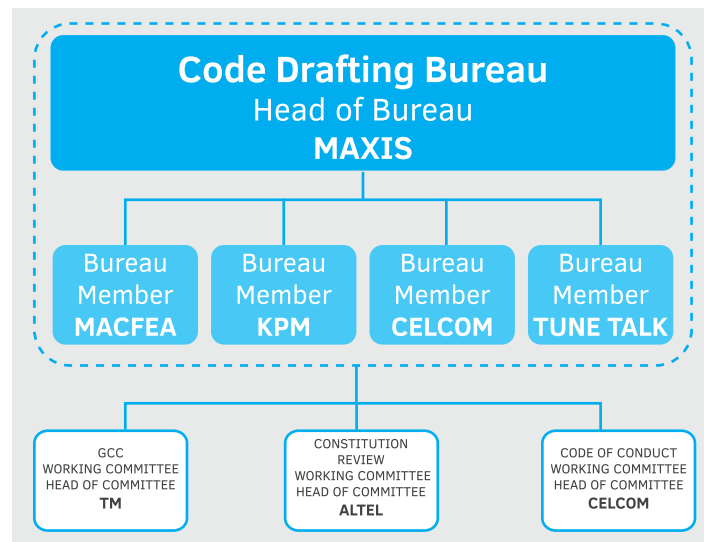
SMD's job scope includes performing tasks on behalf of the Secretary in the arrangement of strategic meetings that mainly involves CFM's Office Bearers and the Board of Councillors. The Department is tasked in the management and the facilitation of two (2) CFM Bureaus' processes; the Membership Bureau and the Code Drafting Bureau.



Under the purview of the Membership Bureau, SMD is tasked with the management of membership-related processes such as new membership applications, CFM Membership Grant applications, CFM's Annual Membership Fee payments, and performing outreach to potential members.

In 2017, with the funding of Membership Grants, CFM's Demand Side Members have successfully implemented seven (7) consumer advocacy activities; four (4) of them conducted via 2016 Grants and the remaining three (3) via 2017's Grants approved by CFM's Board of Councillors. The interest in joining CFM has continued to increase where the membership roster has increased by five (5) consisting of one (1) new Associate Member and four (4) Demand Side Members.

In addition, SMD facilitates Code Drafting Bureau's processes that include the review of CFM's Constitution, the review of the General Consumer Code of Practice for the Communications and Multimedia Industry Malaysia (GCC), the selection of new Council Members for each new Term (every two years), and legal-related matters.



In CFM's efforts to increase transparency, accountability and efficiency, Standard Operating Procedures (SOPs) have been implemented in order to ensure that SMD's daily operations are done systematically and well documented. SOPs dictate the conduct of meetings, submission of monthly reports to MCMC and the management of Bureaus' activities.

A notable improvement in 2017 is the implementation of an online voting system for the selection of Term 2017-2019 Council Members. This sets the standard of a more organised and transparent process for the future in tandem with the nationwide push toward digitalisation.

The Department also collaborates with the Communications and Public Relations Department (CPRD) in the management of external invitations for CFM representatives.

## SECRETARIAT OF STAKEHOLDER MANAGEMENT DEPARTMENT AS AT 31 DECEMBER 2017





# MEMBERSHIP REPORT

## ADMISSION OF NEW CFM MEMBERS

NO	ORGANIZATION	MEMBERSHIP TYPE	ADMISSION DATE
1.	Persatuan Komuniti IKS Terengganu Diperantauan (KOSMET)	Ordinary Member Demand	Feb 2017
2.	Persatuan Komuniti Terengganu Diperantauan (KITER)	Ordinary Member Demand	Feb 2017
3.	Mr. Kugan Kathegesen	Associate Member (Individual)	Feb 2017
4.	Gabungan Pelajar Melayu Semenanjung Negeri Kedah (GPMS Kedah)	Ordinary Member Demand Side	Mar 2017
5.	Advertising Standards Advisory Malaysia (ASA)	Ordinary Member Demand Side	Aug 2017

## MEMBERSHIP DRIVE AND OUTREACH

NO	DATE	ACTIVITY	ORGANIZER	DETAILS
1.	14 Aug	Courtesy Visit and Meeting with Persatuan Kebajikan Pengguna Johor (JCWA) Location: Johor Bahru, Johor	SMD (with the assistance of CPRD)	Meeting with JCWA-affiliated local consumer associations and NGOs to introduce and discuss CFM Membership opportunities.  Attended by Director including SMD and CPRD Secretariats.
2.	2 Oct	Meeting with Puan Nor Aishah Muyop Multimedia University (MMU)	SMD	Introduction and discussion of CFM Membership opportunities.
3.	13 Oct	Meeting with En. Syed Ghaidaag Syed Abdullah / TAM	SMD	Introduction and discussion of CFM Membership opportunities.
4.	15 Nov	KSS Perlis Membership Drive and Outreach Location: Kangar, Perlis	SMD (with the assistance of CPRD and KPDNKK Perlis)	Meeting with Kelab Media Perlis and its affiliated organisations to introduce and discuss CFM Membership opportunities.  Presentation to KPDNKK Perlis-affiliated local consumer associations. Attended by Director including SMD and CPRD Secretariats.

## SMD ACTIVITIES

### BUREAU AND WORKING COMMITTEE MEETING(S)

NO	DATE	ORGANIZER	DETAILS
1.	4 Aug	SMD	Attended by Head of Committee, Head of Code Drafting and ED's Office.
2.	22 Aug	SMD	Attended by Head of Bureau & Supply Side, TRON.

### COUNCIL MEETING(S)

NO	DATE	ACTIVITY	DETAILS
1.	31 Mar	Council Meeting 01/2017	1 <sup>st</sup> Quarter Council Meeting
2.	13 Jul	Council Meeting 02/2017	2 <sup>nd</sup> Quarter Council Meeting
3.	17 Sep	Council Meeting 03/2017	3 <sup>rd</sup> Quarter Council Meeting
4.	8 Nov	Council Meeting 04/2017	4 <sup>th</sup> Quarter Council Meeting
5.	13 Dec	Council Meeting 05/2017	Special Council Meeting for CCMD

### GENERAL MEETING(S)

NO	DATE	ACTIVITY	ORGANIZER	DETAILS
1.	5 Oct	Annual General Meeting 2017	SMD	Presentation of 2016 CFM Annual Report by Secretary. Presentation of 2016 CFM Report and Financial Statements. Selection of Term 2017-2019 Council Members and Office Bearers.

## PERFORMANCE UPDATE MEETINGS

NO	DATE	ACTIVITY	ORGANIZER	DETAILS
1.	10 Jan	2016 Performance Update, 2017 Detailed Business Plan and 2017 Budget Request Meeting	MCMC	Yearly Performance Update Meeting attended by OB and ED's Office.
2.	30 Mar	1 <sup>st</sup> Quarter Performance Update Meeting	MCMC	Quarterly Performance Update Meeting attended by OB and ED's Office.
3.	21 Aug	2 <sup>nd</sup> Quarter Performance Update Meeting	MCMC	Quarterly Performance Update Meeting attended by OB and ED's Office.
4.	15 Sep	2018 DBP & KPI Retreat : Performance Update Jan - Aug & Presentation on AGM 2017	CFM	Attended by Council Members, Secretariat and MCMC.
5.	16 Sep	Presentation on 2017 Budget Revision & Presentation on SOP with TOR	CFM	Attended by Council Members, Secretariat and MCMC.
6.	26 Sep	Meeting with MCMC on GCC Review and Way Forward	MCMC	Attended by Office Bearers, ED's Office and CCMD.
7.	16 Oct	Q3 performance update submission	MCMC	Via email
8.	2 Nov	Discussion on 2018 Detailed Business Plan	MCMC Tower 1	Attended by Office Bearers, ED's Office and Secretariat
9.	8 Nov	Briefing and signing Terms of Reference (TOR) and SOP for Council Members 2017-2019	TV3	Attended by Council Members, ED's Office and HOD

## EXTERNAL ENGAGEMENT AND VISITS

NO	DATE	ACTIVITY	ORGANIZER	DETAILS
1.	18 Jan	GCC Talk	Tone Group	Intro to GCC by CCMD Secretariat.
2.	7 Feb	GCC Talk	U Mobile	Intro to GCC by CCMD Secretariat.
3.	15 Feb	GCC Talk	XOX	Intro to GCC by CCMD Secretariat.
4.	5 Apr	Study Visit by Nigerian Communication Commission (NCC)	MCMC Academy	Introduction to CFM by Chairman.
5.	19 Apr	Visit to MCMC by Selangor Education Department	CPCB	Introduction to CFM by Director.
6.	21 May	WTISD 2017	KKMM	Cara-Cara Membuat Aduan by CCMD Secretariat.
7.	9 Aug	Invitation to <i>Forum Penyebaran Hasil Kajian Knowledge Content In Key Economic Sectors in Malaysia (MyKE III)</i> - Telecommunication and Courier Services	EPU, PMO	Represented by Supply Cik Fouziah Abd Rashid and Director.
8.	7 Sep	Study Visit by TTPM (Chairman and Head of Section from several Malaysian States) to MCMC	MCMC	Introduction to CFM by Director.
9.	4 Oct	Visit to MYTV Broadcasting	MYTV Cyberjaya	Attended by Council Members, ED's Office and Secretariat
10.	9 Nov	Digital Trust Index Government Focus Group	MCMC	Shaftbury Asteria

## CFM MEMBERSHIP GRANT-FUNDED ACTIVITIES

NO	DATE	ACTIVITY	ORGANIZER	DETAILS
1.	21 Jan 2017	<u>2016 CFM Membership Grant-Funded Activity</u> Seminar: Program Pendidikan Pengguna	NESCA	<u>Location:</u> Hotel Sutera, Seremban <u>Grant Amount Approved:</u> RM10,000.00 <u>Post-Activity Report:</u> Received on 23 <sup>rd</sup> January 2017 Attendance : 150 pax
2.	12 Mar 2017	<u>2017 CFM Membership Grant-Funded Activity</u> KSS: Majlis Pemerkasaan Pengguna dan Townhall Dialog Bersama Pemimpin Parlimen Jerlun, Kedah	CAKE	<u>Location:</u> Wisma Jerlun, Kedah <u>Grant Amount Approved:</u> RM10,000.00 <u>Post-Activity Report:</u> Received on 6 <sup>th</sup> June 2017 Attendance : 150 pax
3.	25 Jan 2017	2016 CFM Membership Grant-Funded Activity Forum: Hak Anda Sebagai Pengguna  <u>Additional Events Held Utilising Similar Grant:</u> CFM UUM Pocket Talk I-RIA 2017 (Held on 8 <sup>th</sup> - 9 <sup>th</sup> May 2017, at Muadzam Shah Hall, Universiti Utara Malaysia in collaboration with UUM)  Ceramah & Forum Memperkasakan Kepenggunaan & Multimedia (Held on 8 <sup>th</sup> April 2017, at Institut Pendidikan Guru Dato Razali Ismail in collaboration with PPDKT)  Ceramah & Forum (Held on 22 <sup>nd</sup> April 2017, at Institut Petrolam Petronas, Batu Rakit, Kuala Terengganu in collaboration with PPDKT)	KPM & PPDKT	<u>Location:</u> Politeknik Sultan Ahmad Shah, Kuantan, Pahang <u>Grant Amount Approved:</u> RM20,000.00 <u>Post-Activity Reports:</u> Received 16 <sup>th</sup> September 2017 Attendance : 420 pax (Polisas) : 200 pax (UUM) : 250 pax (IPG DR) : 250 pax (INSTEP)
4.	20 Mar 2017	<u>2016 CFM Membership Grant-Funded Activity</u> Forum Keselamatan Pengguna di Era Cyber dan Digital	JCWA	<u>Location:</u> New York Hotel, Johor Bahru <u>Grant Amount Approved:</u> RM7,000.00 <u>Post-Activity Report:</u> Received on 12 <sup>th</sup> April 2017 Attendance : 90 pax
5.	30 Mar 2017	<u>2016 CFM Membership Grant-Funded Activity</u> Forum Realiti Pengguna Hari Ini (Berkaitan Komunikasi dan Multimedia)	MACFEA	<u>Location:</u> Faculty of Human Ecology, UPM <u>Grant Amount Approved:</u> RM10,000.00 <u>Post-Activity Report:</u> Received on 21 <sup>st</sup> April Attendance : 245 pax
6.	14 May 2017	<u>2017 CFM Membership Grant-Funded Activity</u> Ceramah Kepenggunaan Komunikasi "Keselamatan Pengguna Di Dalam Penggunaan Aplikasi Telefon Pintar dan Akta Berkaitan"	PKPM	<u>Location:</u> Perkampungan Hang Tuah Kampung Duyong, Melaka <u>Grant Amount Approved:</u> RM9,000.00 <u>Post-Activity Report:</u> Received on 13 <sup>th</sup> June Attendance : 152 pax
7.	21 Dec 2017	<u>2017 CFM Membership Grant-Funded Activity</u> Forum Isu dan Cabaran Pengguna Dalam Dunia Komunikasi dan Multimedia	MACFEA	<u>Location:</u> Dewan Al-Farabi Fakulti Ekologi Manusia, UPM <u>Grant Amount Approved:</u> RM10,000 <u>Post-Activity Report:</u> Received on 8 <sup>th</sup> January 2018 Attendance : 200 pax

# EXECUTIVE DIRECTOR'S OFFICE (EDO)



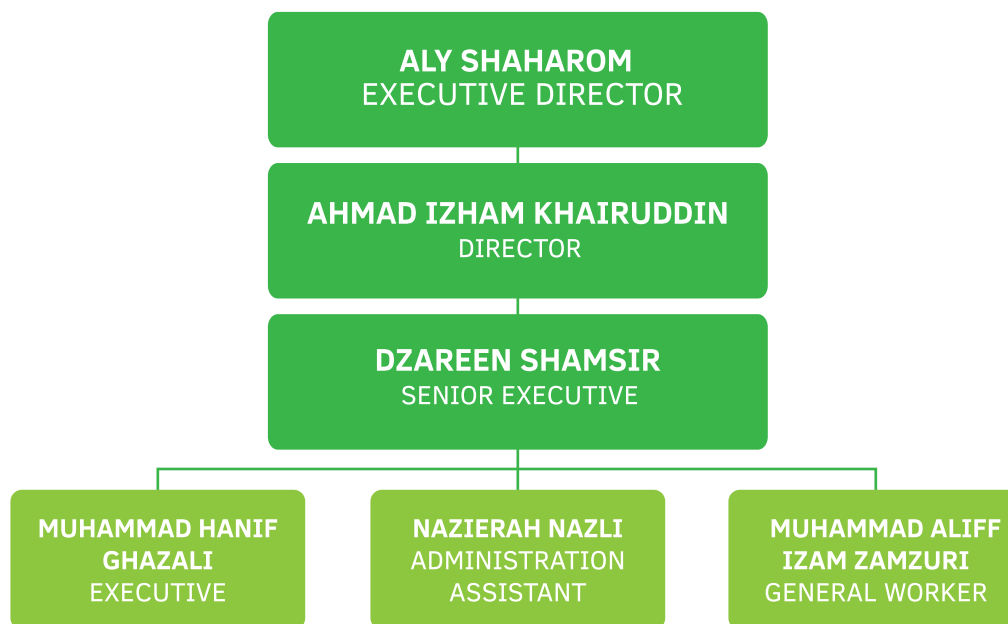
*As a step towards a more focused human resources practice, the previous Corporate & Codes Drafting Department was reformed into two departments in February 2017. One of the new departments was transformed into the Secretariat Administration Department (SAD), under the Executive Director's Office. Responsibilities of the department covers human resource, administration, finance, general affairs, tightening Company's policies and Standard Operating Procedures (SOP) as well as the maintenance of the Forum's office. The restructuring was aimed at creating a more adaptable workforce while fostering and sustaining high performance through improved management processes.*

SAD aims at setting the principles, managing co-ordination, and crafting a structured and more systematic approach towards developing CFM into a structured and process-based organization. Under the supervision of the Executive Director's Office, SAD sets to improve on the existing processes with comprehensive policies and procedures covering all departments. This initiative will help to achieve efficiency, quality output and uniformity of performance.

In order to keep the organization on track and more importantly, compliant with the vast array of regulations, CFM went through extensive sessions with each department on their Standard Operating Procedures (SOP) between April and June which resulted in a total of 35 SOPs being documented and approved. Apart from that, CFM has also enhanced all relevant forms and documentation in accordance with the related processes. These sessions were initiated to ensure the transparency of the mandatory processes, operational and guidelines and for them to be carried out efficiently and effectively by the secretariats and its members. CFM has also streamlined the appraisal submission and revision of the form for a clearer documentation of staff performance evaluation.

Moving to 2018, SAD's main plan includes automation of CFM's internal processes to ensure a smoother flow in the processing of all documentation so as to ensure that their confidentiality, availability, and integrity is properly recorded and assured. Such enhancement can help Council Members and Management to make more informed decisions, and enhance the ability of the secretariat in managing the execution of their work to achieve CFM's vision, mission, and objectives.

# SECRETARIAT OF EXECUTIVE DIRECTOR'S OFFICE AS AT 31 DECEMBER 2017



## EDO ACTIVITIES



### CFM 2017 KPI REVIEW & 2018 DETAILED BUSINESS PLAN RETREAT ( 15 - 17 SEPT 2017 ) AT NOVOTEL HOTEL, MALACCA

CFM's annual KPI Review and Detailed Business Plan Retreat was organized in September with MCMC representatives and Council Members. The event was held together with the Secretariat KPI Workshop, as an avenue for CFM to streamline the implementation of CFM's strategic direction for 2018. The program was aimed to deliberate on the direction of CFM which includes the development of KPIs, budget projections and CFM initiatives. The session was conducted differently as compared to the previous year's session, as the 3rd Council Meeting was held together with presentation on the Terms of Reference, Standard Operating Procedures and Pre- Annual General Meeting preparation.



### MASTERING CEREMONY AND EVENTS WORKSHOP ( 5 & 7 DEC ) AT MCMC AUDITORIUM

CFM organized a two-day in-house training which also included participation from the Malaysian Technical Standard Forum Berhad (MTFSB) secretariat. Speaker was Puan Azlina Dato' Ishak from Renegade Interactive.

Participants gained valuable tips on how to be a good emcee with the right skills. Puan Azlina has also shared some strategies to engage with audience, how to craft a script and handle a ceremony successfully.

The program was conducted in an interactive and fun-filled manner with lectures and group discussions, feedback sessions, exercises, video clips, role play, individual and group presentation as well as hands-on practical sessions.



# LISTS OF CFM STANDARD OPERATING PROCEDURES (SOP)

NO COMPLAINTS AND COMPLIANCE MANAGEMENT DEPARTMENT (CCMD)	
1.	SOP PENGENDALIAN ADUAN
2.	SOP PENGENDALIAN ADUAN PERINGKAT KE-2
3.	SOP LANJUTAN PERTIKAIAN PENYELESAIAN ADUAN
4.	SOP PENGAWASAN KEPATUHAN KEPADA PERUNTUKAN KOD AMALAN AM PENGGUNA

NO COMMUNICATIONS AND PUBLIC RELATIONS DEPARTMENT (CPRD)	
1.	SOP PENERBITAN ARTIKEL CFM
2.	SOP SIARAN AKHBAR DAN KENYATAAN MEDIA
3.	SOP BULETIN SHOUT, PENERBITAN DAN PENGEDARAN
4.	SOP MEMUATNAIK DAN MENGEMASKINI INFORMASI DALAM LAMAN SESAWANG CFM
5.	SOP MEMUATNAIK DAN MENGEMASKINI INFORMASI DI MEDIA SOSIAL CFM
6.	SOP LAPORAN TAHUNAN CFM
7.	SOP PENGENDALIAN ACARA JEMPUTAN
8.	SOP PENGENDALIAN ACARA CFM

NO STAKEHOLDER MANAGEMENT DEPARTMENT (SMD)	
1.	SOP KEMASUKAN AHLI BARU
2.	SOP PENGURUSAN PEMBAYARAN YURAN KEAHLIAN
3.	SOP PENGURUSAN PENAMATAN KEAHLIAN
4.	SOP PENGURUSAN PERMOHONAN GERAN
5.	SOP PENGURUSAN PERMOHONAN SUMBANGAN
6.	SOP PENGURUSAN PERMOHONAN JEMPUTAN WAKIL CFM
7.	SOP PENGURUSAN MESYUARAT AGUNG
8.	SOP PENRGURUSAN LAIN-LAIN MESYUARAT
9.	SOP PENGURUSAN PENYEDIAAN LAPORAN
10.	SOP PENGURUSAN PELAN PENYEDIAAN PENGURUSAN DAN PERLAKSANAAN

NO SECRETARIAT ADMINISTRATION DEPARTMENT (SAD)	
1.	SOP TEMPAHAN BILIK MESYUARAT DAN PENYEDIAAN MAKANAN DAN MINUMAN
2.	SOP TUNTUTAN
3.	SOP PERMOHONAN PENGINAPAN DAN PERJALANAN
4.	SOP PENGGUNAAN KENDERAAN RASMI PEJABAT
5.	SOP PEMBAYARAN ELAUN MESYUARAT AHLI CFM
6.	SOP PERMOHONAN CUTI
7.	SOP TINDAKAN DISIPLIN KAKITANGAN ( SULIT )
8.	SOP KENAIKAN PANGKAT
9.	SOP PEMBERIAN BONUS DAN KENAIKAN GAJI ( SULIT )
10.	SOP WANG TUNAI GANTIAN CUTI TAHUNAN
11.	SOP PENGELUARAN CEK DAN PEMBAYARAN
12.	SOP PEROLEHAN BARANGAN DAN PERKHIDMATAN
13.	SOP PENDAFTARAN PEMBEKAL BARANGAN DAN PERKHIDMATAN

# SECRETARIAT 2017



**ALY SHAHAROM**  
Executive Director



**AHMAD IZHAM  
KHAIRUDDIN**  
Director



**SALABIAH  
MOHAMAD  
MADNASH**



**NOOR  
SHAHDIELLA  
ABD MANAN**



**KARTINI  
HASBI**



**DZAREEN  
SHAMSIR**



**ASNA  
AZURIN  
ABD SAMAD**



**JOUHANA  
MANSOR**



**LIZAWATI  
MAT ISA**



**MOHD HISHAM  
MOHD SALEH**



**MUHAMMAD  
HANIF  
GHAZALI**



**NAZIERAH  
NAZLI**



**MOHD  
SAFWAN  
SABREE**



**MUHAMMAD ALIF  
IZAM ZAMZURI**



**NAZRIEN  
NAZLI**



**NUR  
SHAZWANI  
ZAINUDIN**



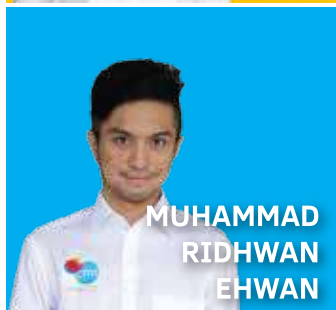
**UNGKU  
AZILAH  
UNGKU AZIZ**



**ROHARRASHIDAH  
ABD HALIL**



**RAZALEIGH  
ZAIN**



**MUHAMMAD  
RIDHWAN  
EHWAN**



**AHMAD ANIS  
AZNAN KAMIL**



**NURUL HAFIZ  
HAQUE  
FAZLUL HAQUE**

DOWNLOAD NOW!

# “MY MOBILE RIGHTS” APP

- : Our Rights, for Every Byte : -



an official app  
of  
Communications & Multimedia  
Consumer Forum of Malaysia  
(CFM)

Available on



**Communications & Multimedia Consumer Forum of Malaysia (CFM),**

Malaysian Communications & Multimedia Commission (MCMC),

Jalan Impact 63000 Cyberjaya, Selangor

Tel : **+603.8320.9033**  
Fax : **+603.8320.9083**  
Email : **enquiries@cfm.my**  
Website : **www.cfm.my**  
FB : **consumer.forum.malaysia**  
IG & Twitter : **cfm\_malaysia**