



COMMUNICATIONS AND MULTIMEDIA
CONSUMER FORUM OF MALAYSIA

Enhancing Engagement & Consumer *Confidence*

ANNUAL REPORT 2018





VISION

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



MISSION

To be the communications and multimedia advocator of consumer rights as well as a platform for mutual exchange of information for the benefit of both consumers and the Malaysian communications and multimedia industry as a whole



STRATEGIC FOCUS



To **FACILITATE**
and to promote self-advocacy among consumers through the dissemination of knowledge and information



To **STRENGTHEN**
the positive bond between consumers and service providers (consumers always come first!)



To **ESTABLISH**
a conducive environment in promoting a high level of consumer confidence in the service delivery of Malaysian communications and multimedia providers



To **NURTURE**
the culture of mutual respect amongst consumers and service providers 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” sides of the communications and multimedia industry. It was designated by MCMC as the Communications and Multimedia Consumer Forum in 2002 to protect the rights of consumers of that sector. This is in line with the Communications and Multimedia Act 1998 (CMA) which facilitates industry self-regulation.

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 Code. CFM reviews and updates the GCC every 3 years. An annual report is also available on activities and progress of CFM. Please visit our website to download; or write to us at enquiries@cfm.my for a copy.

BELOW ARE THE KEY FUNCTIONS OF CFM:

**adapted from eleven (11) Objectives and Purposes as per Article 4 of CFM's Constitution*

CODES DRAFTING

To draft, develop and prepare Codes that protect the rights of consumers pursuant to the provisions of the Communications and Multimedia Act 1998.

CONSUMER EDUCATION

To provide the platform for the dissemination of information and education regarding consumer rights, regulations and technologies to consumers.

COMPLIANCE AND MONITORING

To monitor delivery quality of communications and multimedia services for the sake of consumer interests and to ensure full compliance with the Codes.

LEGAL

To recommend inexpensive and practical alternative dispute resolution procedures including procedures for compensation and/or any other mode of action to consumers in case of a breach of a Code.

COMPLAINTS HANDLING

To provide channels and procedures in resolving complaints, disputes and grievances in relation to consumer matters.

INDUSTRY IMPROVEMENT

To promote and encourage high standards of service, conduct and performance throughout the communications and multimedia industry.



CORPORATE INFORMATION

1. AUDITOR

- Shanker and Co Chartered Accountants (AF1881)
Level 2, Wisma Eagles Community Centre,
11, Jalan TP 6, Taman Perindustrian UEP
47620 Subang Jaya, Selangor.
Tel: 03-5887 0115

2. REGISTRAR

- Pendaftaran Pertubuhan Malaysia
Registered on 13 February 2001
Registration No: PPM-011-14-13022001

3. OFFICE

- The Communications and Multimedia
Consumer Forum of Malaysia (CFM)
MCMC Old Building,
Jalan Impact, Off Persiaran Multimedia,
63000 Cyberjaya, Selangor Darul Ehsan.

4. BANKERS

- CIMB Bank Berhad

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COVER RATIONALE

Happiness is the key.

People feel happiness for different reasons. For centuries, philosophers, theologians, psychologists and even economists have been trying to define it. As research suggests, this very emotion can improve people's life.

In the era where communication seems so easy and Internet is a must, happiness can be defined as contentment of consumers towards communications and multimedia services. This is a snapshot of quality of life across consumers and its aim is to further generate understanding and empower consumers to advocate to enjoy the little things in life.

At the heart of this rationale is the belief that happiness inspires productivity. Inspiring confidence in the communications and multimedia services will only help spur the industry to greater heights.

No	Initiative	Measure	KPI
KRA 1: ENSURING CONSUMER PROTECTION			
1.	Monitor service delivery	Complaints evaluated	100% completion
2.		Self-initiated cases investigated per month	5 cases
3.		Comprehensive proposal to the Commission on improvement on specific consumer issues	2 proposal
4.	Effective complaints handling	Acknowledge complaints within 24 hours	100% completion
5.		Resolution of complaints within 10 business days	90% completion
6.		Resolution of remaining complaints within 15 business days	85% completion
7.	Promptness in answering calls to customer hotline	Calls are answered within 20 seconds	≥90% of calls answered
KRA 2: ENSURING A PROACTIVE FORUM			
8.	Contribution to consultation or inquiry conducted by MCMC	Feedback and contribution to consultations or inquiries	100% contribution
9.	To issue article(s)/white paper(s)/speaking engagement on consumer issues/trends and the communications and multimedia sector	Articles in vernacular papers/speaking engagement	≥1 articles in a month
KRA 3: ENSURING EFFECTIVE ENGAGEMENT			
10.	To be the principal advocate for consumer matters	% of articles/news on mainstream media CFM is quoted.	50% being quoted
11.	Structured engagement sessions	CFM engagement events. (hosted by CFM)	≥4 engagement events
12.		Annual survey on effectiveness and consumer satisfaction	Yes
13.	Information Dashboard	increase on hit rate (online traffic) to Consumer Info	30% of hit rate
14.		Updated dashboard with pertinent consumer info	Yes
KRA 4: MEMBERSHIP			
15.	Increase/promote membership	No of new members from demand side	5 new members
16.	Safeguard consumer interests	To review the Constitution on having a 3rd party (permanent independent Chairman) and composition of Council Member	Yes
KRA 5: REPORTING REQUIREMENT			
17.	Submission of Business Plan to the Commission	No later than 30th September of the current year	Yes
18.	Ensuring timely reporting (Performance Card)	No later than 30 days from the end of every year	Yes
19.	Ensuring timely monthly reporting	Within 7 days of the following month	Yes

CFM MEMBERS

ORDINARY MEMBERS

- Supply
- Demand

ASSOCIATE MEMBERS

- Associate

58 MEMBERS

DEMAND SIDE MEMBERS

1. Consumers' Association of Penang (until 16 February 2018) (CAP)
2. National Council of Women's Organisations Malaysia (NCWO)
3. Consumer's 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 (until 23 NOV 2018) (PKPKL)
17. Persatuan Kebajikan Pengguna Melaka (PKPM)
18. Persatuan Pengguna Komunikasi Dan Media Malaysia (PEKOMA)

19. Jaringan Melayu Malaysia (until 1 AUG 2018) (JMM)
20. Persatuan Komuniti IKS Terengganu Diperantauan (KOSMET)
21. Persatuan Komuniti Terengganu Diperantauan (KITER)
22. Gabungan Pelajar Melayu Semenanjung Negeri Kedah (until 1 August 2018) (GPMS Kedah)
23. Advertising Standards Advisory Malaysia Sdn Bhd (ASA)
24. Persatuan Hal Ehwal dan Pelindung Pengguna Sabah (CAPS)
25. Persatuan Suara Konsumer Sarawak (COVAS)
26. Persatuan Barisan Pengguna Sabah (CFOS)
27. Universiti Telekom Sdn Bhd (MMU)
28. Persatuan Perancang Kewangan Bijak Malaysia (PPKBM)

SUPPLY SIDE MEMBERS

1. Sistem Televisyen (M) Bhd (TV3)
2. Maxis Broadband Sdn Bhd (MAXIS)
3. TT dotCom Sdn Bhd (TIME)
4. Astro Radio Sdn Bhd (ASTRO RADIO)
5. Digi Telecommunications Sdn Bhd (DIGI)
6. Telekom Malaysia Berhad (TM)
7. MEASAT Broadcast Network Systems Sdn Bhd (ASTRO)
8. Celcom Axiata Berhad (CELCOM)

9. Webe Digital Sdn Bhd (WEBE)
10. U Mobile Sdn Bhd (U MOBILE)
11. Tune Talk Sdn Bhd (TUNE TALK)
12. YTL Communications Sdn Bhd (YTL)
13. Altel Communications Sdn Bhd (ALTEL)
14. RED ONE Network Sdn Bhd (REDONE)
15. XOX Com Sdn Bhd (XOX)
16. Merchantrade Asia Sdn Bhd (MERCHANTRADE)
17. Talk Focus Sdn Bhd (until 1 AUG 2018) (TRON)
18. M-Mode Mobile Sdn Bhd (M-MODE)
19. Pavo Communications Sdn Bhd (MCALLS)
20. Tone Plus Sdn Bhd (TONE PLUS)
21. Tone Excel International Sdn Bhd (TONE EXCEL)
22. Symphonet Sdn Bhd (SYMPHONET)
23. Getfi Network Sdn Bhd (GETFI)

ASSOCIATE MEMBERS

1. Messrs. Raja, Darryl & Loh (RDL)
2. Dr. Abdul Manaf Bohari
3. Hj. Norizan Ghazali (until 1 August 2018)
4. En. Kugan A/L Kathegesen
5. Pn. Nor Aishah Muyop
6. Dr. Gayah Gulam Haider
7. En. Mohd Zamri Mohd Diah

BOARD OF COUNCILLORS



TERM 2017-2019 BOARD OF COUNCILLORS



Persatuan Pengguna Kedah (CAKE)

Chairman

En. Mohamad Yusrizal Dato' Hj. Yusoff

(Permanent)

En. Mawardi Nayan (Alternate)

Altel Communications Sdn Bhd (ALTEL)

Deputy Chairman

En. Azizan Mohd Afandi (Permanent)

Pn. Eleena Marlina Halim (Alternate)

Persatuan Ekonomi Pengguna & Keluarga Malaysia (MACFEA)

Secretary

Dr. Elistina Abu Bakar (Permanent)

Dr. Shamsul Azahari Zainal Badari (Alternate)

Maxis Broadband Sdn Bhd (MAXIS)

Treasurer

Pn. Mahfuzah Azahari (Permanent)

En. Alvin Raj Sandanadass (Alternate)

Tune Talk Sdn Bhd (TUNE TALK)

Council Member

En. Megat Ishak Ma'amunor Rashid (Jan-Oct)
(Permanent)

En. Mohd Ashwar Abdul Aziz (Oct-Dec)
(Permanent)

En. Daud Izzani (David) Oi (Alternate)

Sistem Televisyen (M) Berhad (TV3)

Council Member

Datin Nor Hanizar Shafie (Permanent)

Pn. Zuraidah Mohd Yatim (Alternate)

Celcom Axiata Berhad (CELCOM)

Council Member

Cik Aini Hajar Alias (Permanent)

Pn. Halina Khalil (Alternate)

Telekom Malaysia Berhad (TM)

Council Member

Datin Mohana Mohariff (Permanent)

Cik Roslinda Mohd Yusoff (Alternate)

MEASAT Broadcast Network Systems Sdn Bhd (ASTRO)

Council Member

Pn. Azlinda Zainal Abidin (Permanent)

Cik Nursyakirin Mohd Saleh (Alternate)

Persatuan Pengguna Komunikasi Dan Media Malaysia (PEKOMA)

Council Member

En. Muhamad Razillah Abdullah (Permanent)

En. Muhd Hairani Abidin (Jan-Nov) (Alternate)

En. Mohd Atif Ibrahim (Nov-Dec) (Alternate)

Malaysian Mobile Content Providers Association (MMCP)

Council Member

En. Johnson Lim (Permanent)

En. C.S. Gill (Alternate)

Advertising Standards Advisory Malaysia Sdn Bhd (ASA)

Council Member

En. Mohamed Kadri Mohamed Taib (Permanent)

En. Michael Tang (Alternate)

Pertubuhan Pembimbing Kewangan Pengguna & Keluarga Malaysia (KPM)

Council Member

En. Abdul Rahman Samad (Permanent)

N/A (Alternate)

CHAIRMAN'S STATEMENT

“CFM’s focus for this year is to move forward with the implementation of plans towards improvement in addressing key causes of problems faced by the consumer. CFM will continue to strive to be a proactive forum by constantly engaging with representatives from service providers as well as the Demand Side for follow-up action to agree on more effective initiatives to address consumer issues.”



ASSALAMUALAIKUM W.B.T.

This year marked the 17th year for the Communications and Multimedia Consumer Forum of Malaysia (CFM) as a self-regulating forum under CMA by MCMC. CFM continues to empower and protect consumer rights to ensure that the communications and multimedia industry moves forward while prioritising the consumers.

In our efforts to empower the consumer to self-regulate, we initiated 14 direct engagements with Service Providers on resolving consumer complaints & issues received by CFM. To ensure the industry is practicing self-regulation, CFM undertook a total of 36 monitoring activities that resulted in the issuance of six (6) notices of non-compliance to Service Providers.

2018 ended with 6,330 complaints recorded, which is an increase of 33% compared to the previous year. Managing consumer complaints is one of our core activities where we work closely together with Service Providers to improve complaint handling processes and resolution timeline.

We understand that for CFM to be an effective industry forum, we need to continuously reach out to a wider audience. With this in mind, I am proud to announce that this year, we organised the CFM Gags and Coffee in the states of Sabah and Kedah, using humour as a different approach to spread our messages to the general public.

We also organised CFM’s first fun race, the CFM Explorace that took place at Pusat Sains Gunung Keriang, Kedah Darul Aman in conjunction with the World Telecommunications and Society Day 2018. Continuing the success of CFM’s signature programme, our Industry Knowledge Sharing Session (KSS) was held twice this year in Putrajaya and Kedah respectively.

Partnering with our NGOs namely PELINDUNG, NESCA and CAKE, we worked to raise public awareness on the rights of consumers nationwide. Five awareness activities were executed under the CFM Membership Grant where we reached up to 800 consumers through activities organised.

We are also very pleased to welcome eight (8) new members to CFM and we believe that they will contribute towards a better communications and multimedia industry by our Demand Side Members in Malaysia. They are Persatuan Hal Ehwal dan Pelindung Pengguna Sabah (CAPS), Persatuan Barisan Pengguna Sabah (CFOS), Persatuan Suara Konsumer Sarawak (COVAS), Universiti Telekom Sdn Bhd (MMU), Pn. Nor Aisyah Muyop, Dr. Gayah Gulam Haidar and En. Mohd Zamri Mohd Diah.

Turning to a new chapter in 2019, we believe that we will continue to maintain and improve our standards in order to bring fairness and confidence to the consumer. May the year 2019 be a more meaningful one and foster greater progress to CFM and everyone involved.

MOHAMAD YUSRIZAL DATO’ HJ YUSOFF
Chairman 2017-2019

TOTAL COMPLAINTS

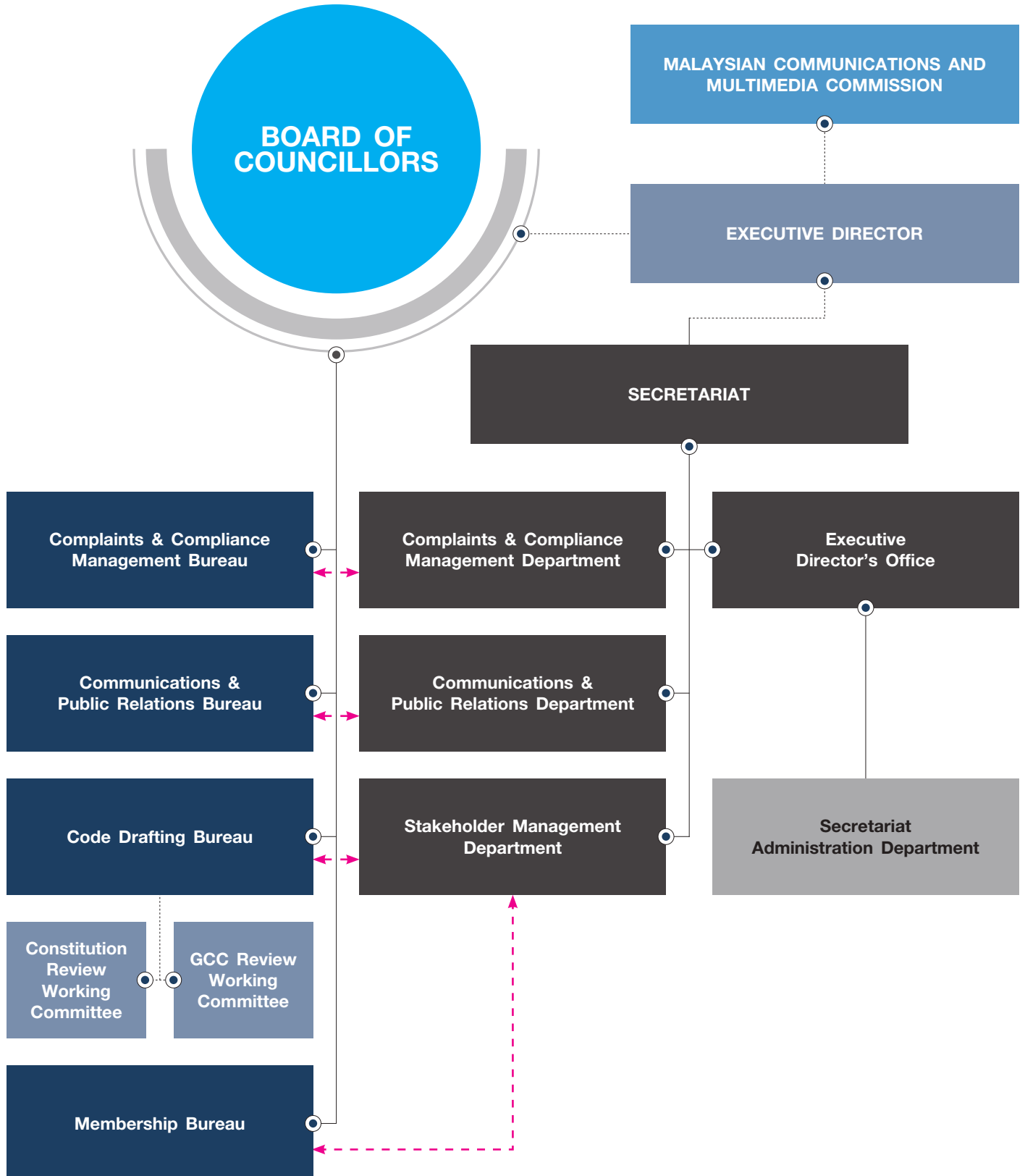
2018

6,330

2017

4,746

CFM ORGANISATIONAL CHART



EXECUTIVE DIRECTOR'S REVIEW ON OPERATIONS

“For the past 17 years, the Communications and Multimedia Consumer Forum of Malaysia (CFM) has served the Malaysian consumers as a Public Benefit Organization that prioritises the rights of consumers and providing platforms for consumers to lodge unresolved complaints”.

ASSALAMUALAIKUM W.B.T.

As a Public Benefit Organization, CFM strive to protect consumer rights and offers the avenue to redress unresolved complaints on consumer matters as well as facilitating the resolution of such complaints for the past 17 years. With a dedicated team of 19 full-time employees, the CFM Secretariat works diligently with the Board of Councillors in fulfilling the mandate of CFM; prioritising the consumer.



In our pursuit of underpinning our organisational goals and to continue to grow from strength to strength, we also made way for new and better ways of improving performance and ensuring we are on track to achieve our targets as outlined by our Key Result Areas.

My biggest focus is to ensure that CFM keeps moving on the right track and in order to achieve that, we had the opportunity to organise a KPI Review Retreat 2018 for both our Board of Councillors and the Secretariat. The KPI Review Retreat deliberated on CFM's overall performance and KPI Achievements for 2018 while discussing the Detailed Business Plan 2019 to be submitted to MCMC for their consideration and endorsement.

Our guarantee is that all four departments in CFM, Complaints and Compliance Department (CCMD), Communications and Public Relations Department (CPRD), Stakeholder Management Department (SMD) and Executive Director's Office (EDO) will continue to serve CFM's entire stakeholder in a fair and impartial manner while working more efficiently towards achieving our goals for 2019.

Finally I would like to thank the Malaysian Communications and Multimedia Commission (MCMC), CFM Board of Councillors, our members and all stakeholders for their supports in 2018. I would also like to thank the CFM Secretariat who have work hard towards achieving CFM's objectives. CFM will continue to work with the industry as we do our utmost to achieve our goals of empowering consumers and improving services by industry players, because we believe that both the supply and demand sides must work together hand-in-hand to move Malaysia's Communications and Multimedia industry to even greater heights.

ALY SHAHAROM

Executive Director

COMMUNICATIONS & MULTIMEDIA CONSUMER FORUM OF MALAYSIA (CFM)
(Until June 2018)


CFM SECRETARIAT CHART





CCMD

**COMPLAINTS AND COMPLIANCE
MANAGEMENT DEPARTMENT**



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EXECUTIVE SUMMARY

Over the years, the Complaints and Compliance Management Bureau has been tasked with providing the public with avenues to redress unresolved complaints and recommend solutions. Nonetheless, we continue to empower consumer to self-regulate themselves in becoming a smart consumer. We have always believed self-regulation can be achieved by fostering an informed community through education and advice, and facilitation of access to information and reference resources.



ROLES

Complaints and Compliance Bureau is tasked with providing the public with avenues to redress unresolved complaints and recommend solutions.



OBJECTIVES

Advocate self-regulation within the industry in ensuring consumer complaints are dealt with reasonably and adequately.



TARGETS

Providing an efficient and effective dispute resolution avenue as well as to improve timeliness in complaint handling and resolution.



MAIN ACHIEVEMENTS

- Undertook over 36 monitoring activities and issued six (6) notices of non-compliance to Service Providers including assessment of advertising materials and complaints received.
- 14 direct engagements with Service Providers on resolving consumer complaints and issues.
- Provided feedback in 10 GCC Review meetings involving all stakeholders.
- Held 4 bureau meetings to discuss complex consumer complaints as well as strategic direction of CCMD.

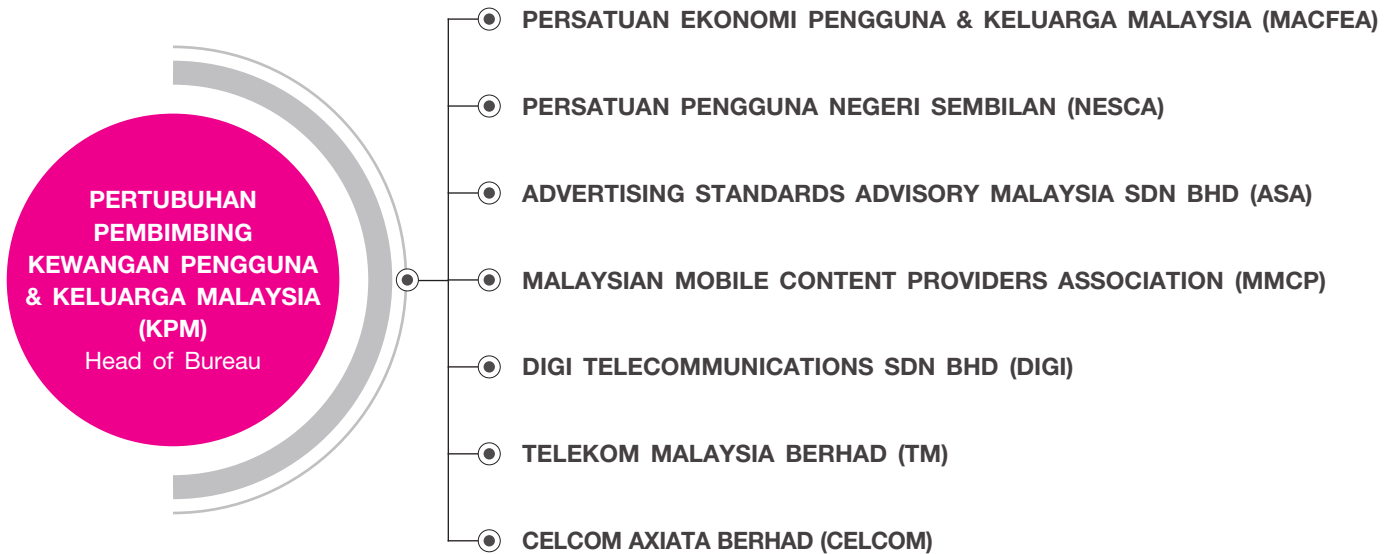


MOVING FORWARD 2019

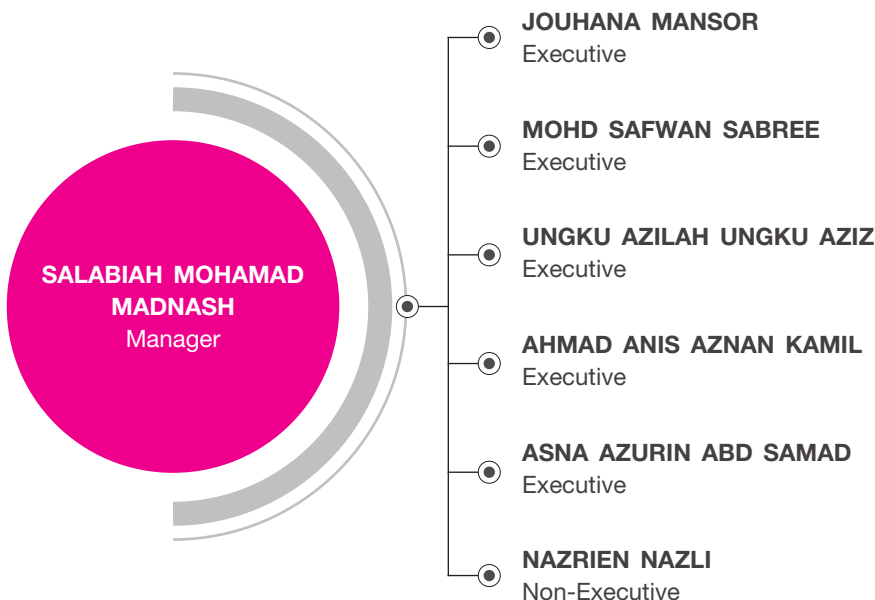
To continue engaging the Service Providers to ensure reduced complaints resolution time and provide informations and data to relevant department & stakeholders for enhancing consumer awareness and knowledge.

COMPLAINTS AND COMPLIANCE MANAGEMENT BUREAU PERIOD OF 2018

COMPLAINTS AND COMPLIANCE MANAGEMENT BUREAU MEMBER



SECRETARIAT OF CCMD AS AT 31 DECEMBER 2018

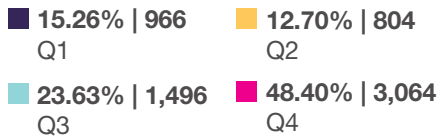


ANALYSIS OF COMPLAINTS IN YEAR 2018

COMPLAINTS RECEIVED IN 2018 BY QUARTER

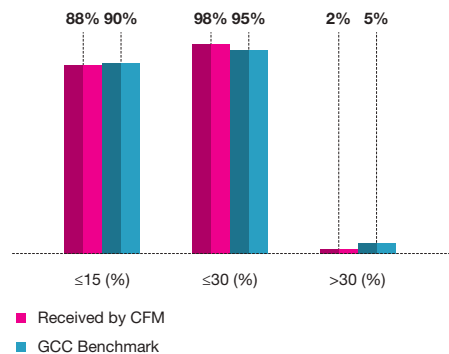


QUARTER



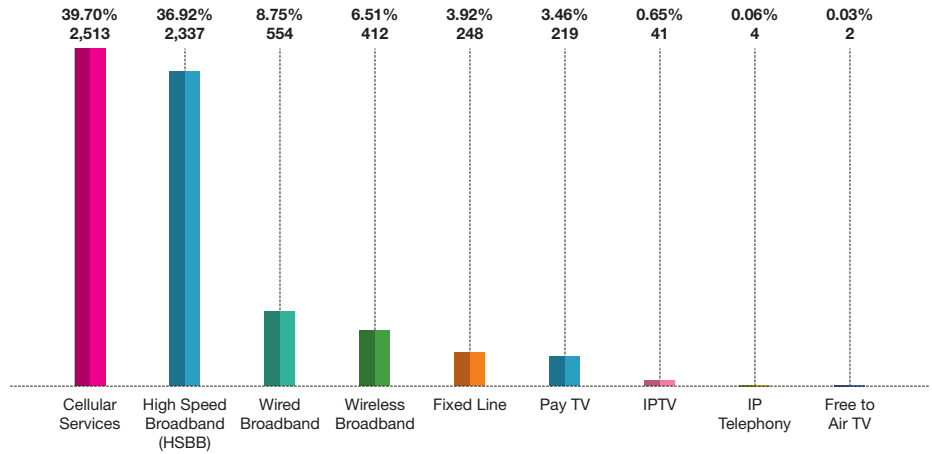
By the end of 2018, a total of 6,330 valid complaints regarding telecommunications services were received by CFM, an increase by 33% from 4,746 complaints in 2017. General enquiries continued to grow, registering 15,732 compared to 4,092 in 2017. For complaints that are beyond CFM purview were referred to the relevant authorities for their next course of action. These complaints included non-delivery of online purchase items, copyright issues, gambling etc.

COMPLAINTS RESOLUTION



In 2018, 88% which represents 3,744 complaints were resolved by the Service Providers within 15 business days.

COMPLAINTS BY SERVICE TYPE



COMPLAINTS CATEGORY BY SERVICE TYPE

Type of Service	Bill & Charging	Network	Service Delivery	Pricing	Unfair Practice	SMS Service	Misrepresentation of Service	MNP-Simple	Dispute Terms & Conditions	Others	Grand Total
Cellular Services	996	503	422	5	135	134	97	183	32	6	2,513
High Speed Broadband (HSBB)	384	967	471	365	42		55		53		2,337
Wired Broadband	108	209	103	95	21		11		7		554
Wireless Broadband	196	99	50	16	32		14		5		412
Fixed Line	52	119	55	7	11		4				248
Pay TV	79	11	106	8	2		5		8		219
IPTV	5	10	11	9	1		3		2		41
IP Telephony	2	1					1				4
Free to Air TV			2								2
Grand Total	1,822	1,919	1,220	505	244	134	190	183	107	6	6,330

Complaints about cellular services remain the highest proportion of 40% in total complaints despite declining by 1% compared to 2,546 complaints in 2017. Complaints relating to HSBB increased by 227, representing 37% of total complaints for the year compared to 15% in 2017. One of the reason for the increase was the reduction of domestic broadband price up to 56% in line with government efforts to provide world-class high quality at affordable price.

The number of subscriptions:



Broadband
39.5million



Mobile cellular
42.4million



Fixed telephone
6.4million

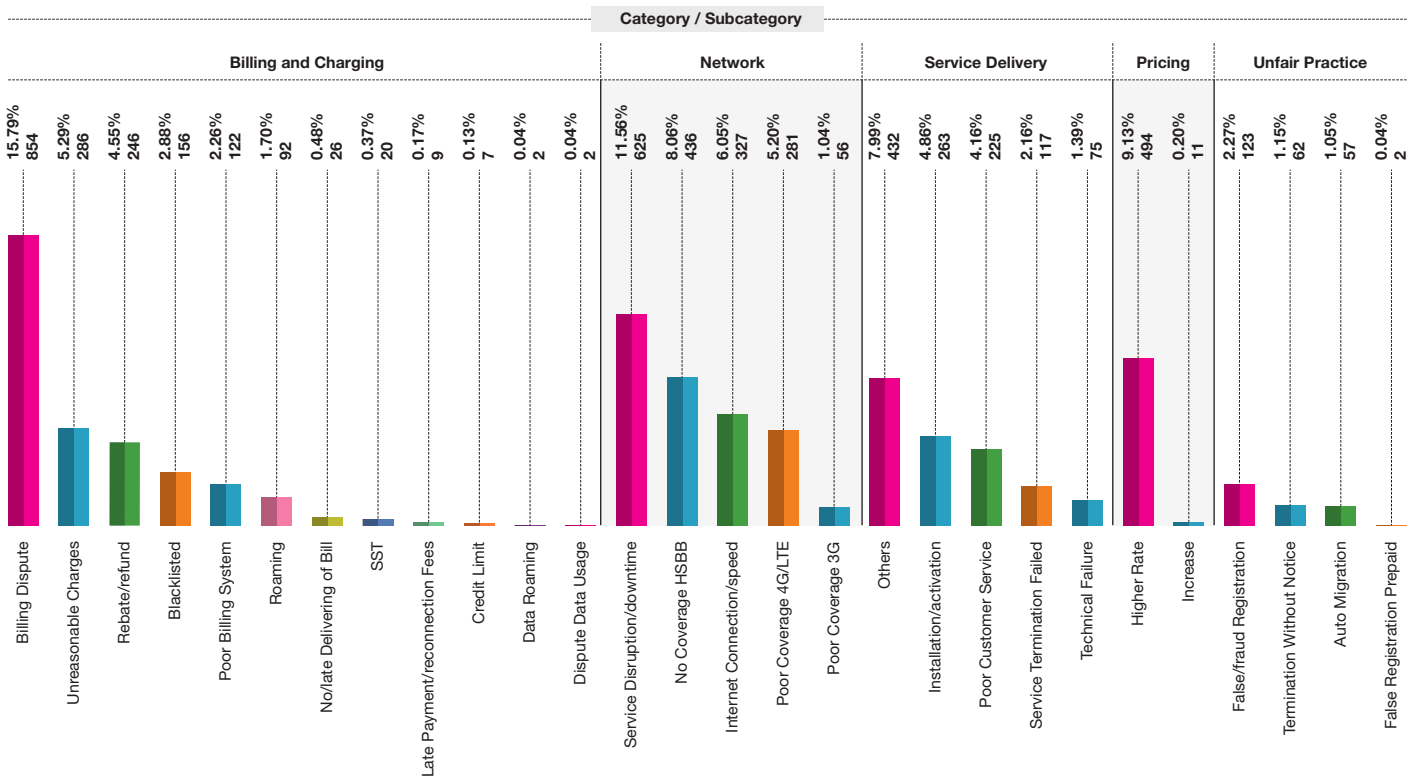


Pay TV
7.3million

TOP COMPLAINTS CATEGORY 2017 VS 2018

COMPLAINTS CATEGORY	2017	DIFFERENCE (%)	2018
Billing and Charging	1,669	9	1,822
Network	1,247	54	1,919
Service Delivery	817	49	1,220
Unfair Practice	295	-17	244
Misrepresentation of Service	224	-15	190
SMS Service	193	-30	134
MNP	194	-6	183
Dispute On T&C	72	49	107
Pricing	33	1,430	505
Others	2	200	6
Total	4,746	33	6,330

TOP 5 COMPLAINTS CATEGORY



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

ANALYSIS OF COMPLAINTS IN YEAR 2018

ANALYSIS OF TOP 5 COMPLAINTS

Billing and Charging

Total complaints received on Billing and Charging accounted at 1,822, a slight increase by 9% compared to 1,669 complaints in 2017. Interestingly, Billing Dispute complaints recorded a total of 854, the same number as the previous year. Compared to last year, Blacklisted issues increased by 59% from 98 complaints to 156 complaints in 2018 and put them in Top 4 replacing Roaming issue, decreased by 27% to only 92 complaints in 2018. Most blacklisted issues are involving unsatisfied service leads to non-payment, customer ignored or unaware of notifications received. Customer was unaware about billing mechanism often leads to dispute on charges and unsettle overdue amount.

Network

Substantial increase in Service Disruption/Downtime related complaints accounted at 625, posted 88% increase compared to 332 complaints in 2017. Notably, the highest complaints are related to High Speed Broadband (HSBB). We have seen the demand for HSBB services from consumers located in Selangor and Petaling district increased up to 158% greater than in 2017. This represented a total of 436 complaints in 2018 compared to 169 complaints in 2017. Meanwhile, complaints about Internet Connection/Speed continued to increase by 106% compared to the same period in 2017.

Service Delivery

Complaints under the subcategory Others and Installation/activation recorded a significant increase of 327% and 155% respectively. We identified issues with regard to phone insurance claim, promised gifts or freebies undelivered to complainants or any special issues pertaining to service delivery. This category ranked number three (3) among the most common issue recorded since Integrated Complaint Management System (ICMS) introduced by MCMC.

Pricing

Between September to December 2018 complaints about Higher Rate increased by more than five-fold as compared to 2017; accounted at 494 complaints in 2018. One of the reasons was broadband price reduction by the Service Providers in line with Mandatory Standard on Access Pricing (MSAP) that triggered new trend in complaints.

Unfair Practice

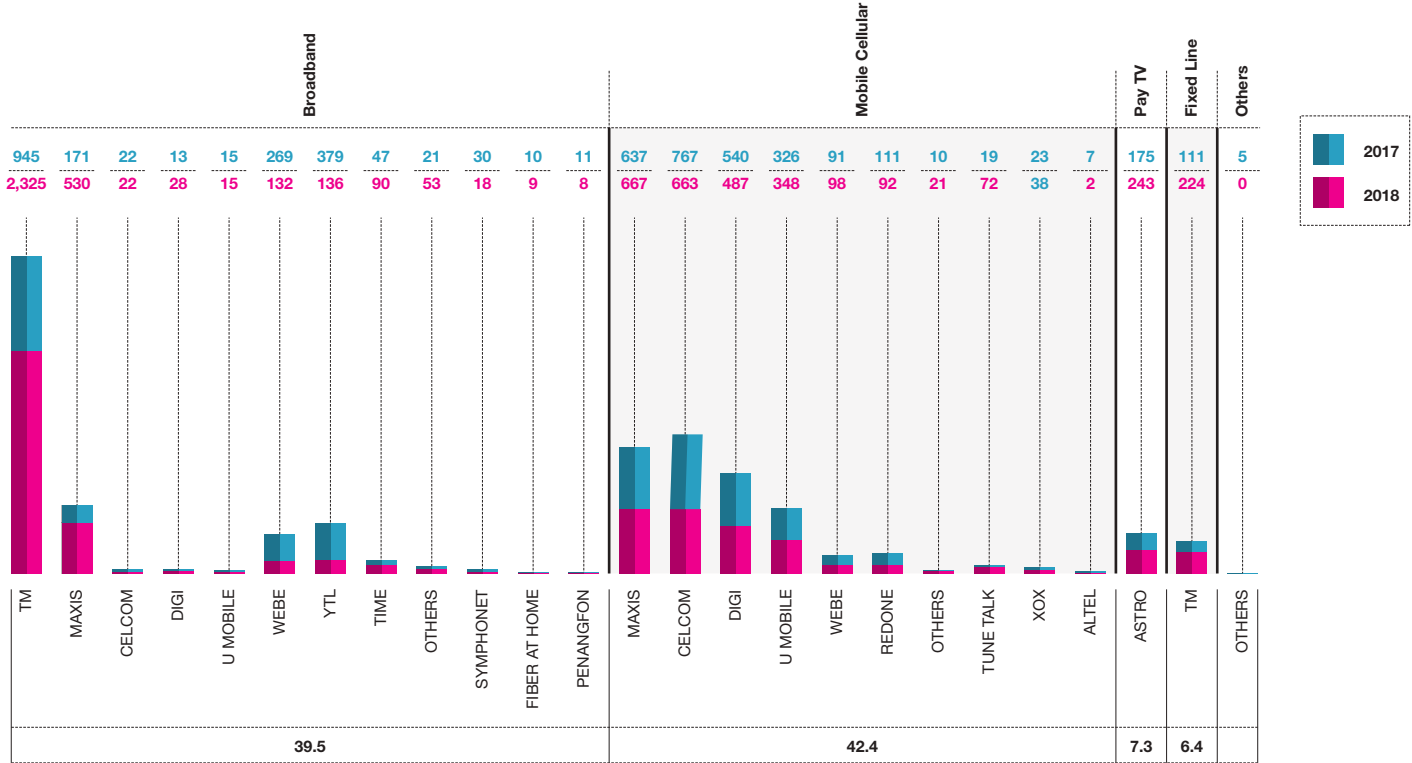
Overall, complaints on Unfair Practice accounted at 244 complaints declined by 17%, 295 complaints in 2017. Under this category, complaints about False/Fraud Registration and Termination without Notice are among the highest subcategories although decreases by 24% and 45% respectively compared to last year. This is followed by complaints about Auto Migration accounted at 57 complaints, recorded 200% increased. Customers raised concern not to change the package without their consent. CFM also received complaints on prepaid grace period validity.

TYPE OF COMPLAINTS

CATEGORY	SUB-CATEGORY	DEFINITION
Billing and Charging	Billing Dispute	Dispute of charges or rates of call or sms subscribed package i.e overcharging, billing error, wrongly charged, double charges, incorrect amount.
	Blacklisted	Complainant's name being blacklisted due to outstanding charges. Complainant found out his/her name being blacklisted by other Telco.
	Credit Limit	Complaint about credit limit issues i.e increase of limit without consent, inefficient call barring actions which often leads to excessive amount even if customer had exceeded their pre-set credit limit.
	Dispute Data Usage	Dispute of charges specifically on data charges. Complainant dispute on the activation of data service without consent. Data usage being overcharged without notification.
	Late Payment/reconnection Fees	An amount to be paid by customer once reconnection successful after been suspended due to late payment.
	SST	Dispute on SST charges.
	No/late Delivery Of Bill	Bill statement not delivered or delay in issuance of bill to the customer.
	Poor Billing System	Complaint on bill not timely processed. Payment made or credit bonus not reflected due to technical or system problem.
	Rebate/refund	Request of rebate due to service downtime or unsatisfactory service or delay in reimbursement of rebate or refund by the Service Provider.
	Unreasonable Charges	Complaint of exorbitant or excessive charges or high rates.
	Data Roaming	Being charged for internet data usage while roaming. Roaming package not activated. Auto connected to roaming partner eventhough complainant did not request for the service.
	Roaming	Specifically dispute on call or sms charges while roaming.
Network	Service Disruption/downtime	The service is totally out of service due to service provider's equipment or technical failure.
	No Coverage HSBB	Unavailable of HSBB service.
	Internet Connection/speed	Complaint of slow internet speed, unstable connection, speed not meeting the speed of subscribed package.
	Poor Coverage 4G/LTE	No or low signal of 4G/LTE service.
	Poor Coverage 3G	No or low signal of 3G service i.e. video call, mobile broadband.
Service Delivery	Installation/activation	Delay or unsuccessful installation or activation of service beyond the promised service agreement.
	Poor Customer Service	Customer service not attentive and responsive to the complainant.
	Service Termination Failed	Request for termination not processed, delay in terminating the service.
	Technical Failure	Problem arises due to faulty system/equipment/program.
	Others	Issue other than those specified.
Pricing	Higher Rate	Complainant compare rate of package, internet charges, call, SMS, Pay TV etc in Malaysia with other country or other services.
	Increase	Service Provider makes changes to the service or subscription without customer authorisation or consent. Price increase even though still under contract etc.
Unfair Practice	False/fraud Registration	Received bill or legal letter for unknown or unsubscribed account or service.
	Termination Without Notice	Customer did not receive any notification on the service termination.
	Auto Migration	Customer was not given an option but been forced to migrate to new package or plan or accept new T&C.
	False Registration Prepaid	Complaint on prepaid number registered without the customer authorisation (identity theft).

ANALYSIS OF COMPLAINTS IN YEAR 2018

COMPLAINTS BY THE SERVICE PROVIDER



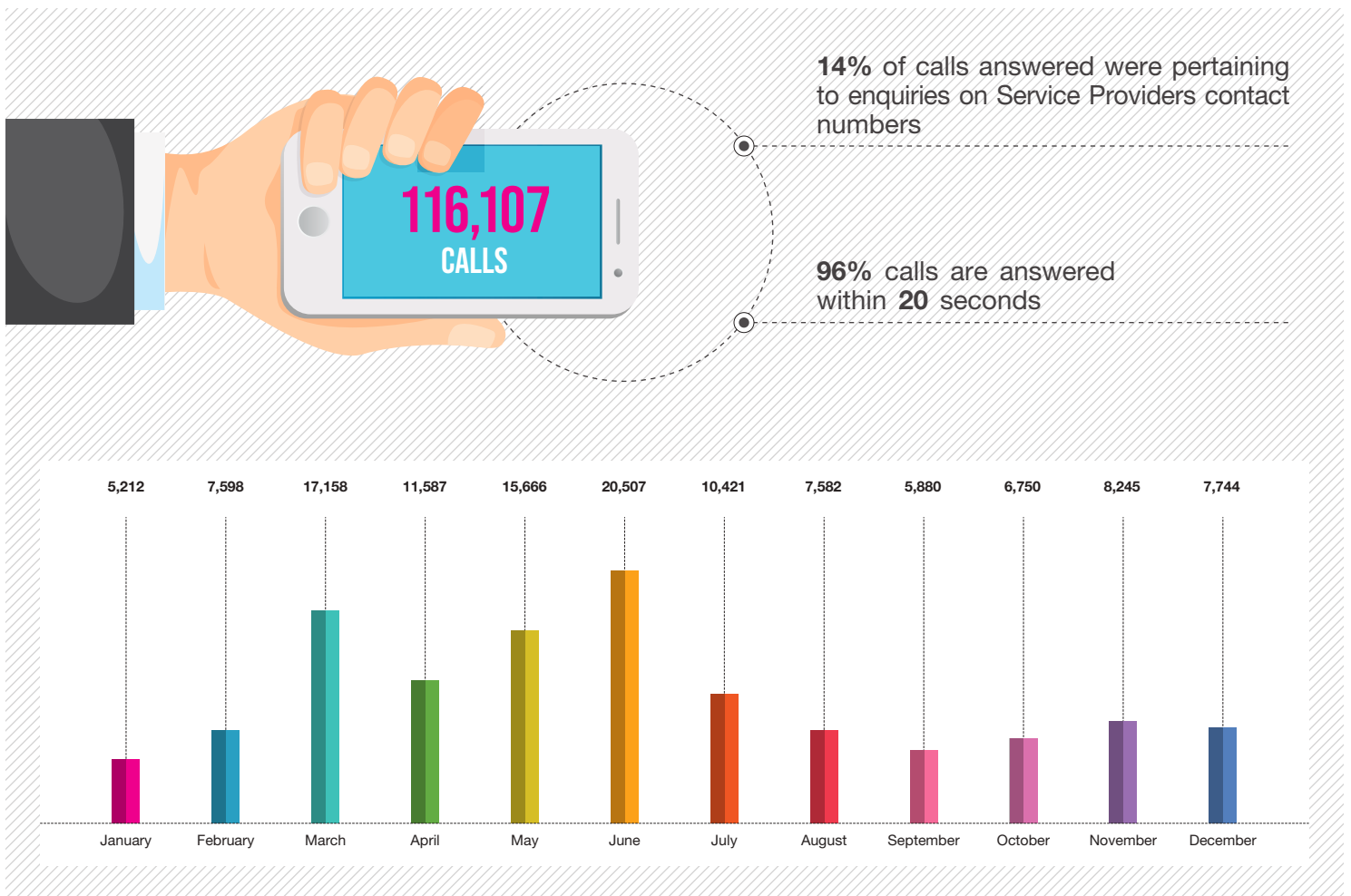
COMPLAINTS EVALUATION PROCESS

STATUS	DEFINITION
New	Complaint escalated to respective Service Provider for next course of action.
On Hold	Service Provider holds the complaints to obtain further information from complainant.
Investigation	Complaint is being investigated by the Service Provider.
Resolved	Complaint is resolved by the Service Provider.
Reopened	A dispute raised by the complainant due to being 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 being beyond CFM's jurisdiction, wrong escalation or duplicate record.

COMPLAINTS RESOLUTION PROCESS



HOTLINE STATISTIC 1800-18-2222



CCMD ACTIVITIES 2018

NO.	DATE	PROGRAMME	ORGANIZER	PARTICIPATION
1.	9 JAN	Way Forward on Review of GCC	MCMC	CFM
2.	23 JAN	Meeting: TM-CFM Collaboration On Consumer Issues.	CFM	TM
3.	5 FEB	Meeting: Top 10 Complaints Book	CFM	VENDOR
4.	7 FEB	Meeting: Complaint Performance Report 2017	MCMC	CFM, SERVICE PROVIDERS
5.	13 FEB	Courtesy Visit to XOX Com Sdn Bhd	XOX	CFM
6.	28 FEB	Meeting: Industry Best Practice	CFM	MCMC
7.	1 MAR	Meeting: Complaint Handling Management with YTL	CFM	YTL
8.	6 MAR	Meeting: GCC Review (Supply)	CFM	SERVICE PROVIDERS
9.	14 MAR	Meeting: GCC Review (Working Committee)	CFM	SERVICE PROVIDERS, DEMAND MEMBERS
10.	14 MAR	Meeting: Complaint Handling Management with Celcom	CFM	CELCOM
11.	14 MAR	Briefing: Billing Accuracy Audit For Public Cellular Service Providers 2018	MCMC	CFM, SERVICE PROVIDERS
12.	15 MAR	Meeting: GCC Review (Demand)	CFM	DEMAND MEMBERS
13.	23 MAR	Meeting: GCC Review (Supply)	CFM	SERVICE PROVIDERS
14.	4 APR	Meeting: GCC Review (Supply & Demand)	CFM	SERVICE PROVIDERS, DEMAND MEMBERS
15.	5 APR	Focus Group Discussion: 'Model Perlindungan Kendiri E-Pengguna untuk Membeli Belah atas Talian' at UPM Serdang.	UPM	CFM, MCMC, CONSUMER ASSOCIATIONS
16.	8 MAY	Meeting: GCC Review (Supply & Demand)	CFM	SERVICE PROVIDERS, DEMAND MEMBERS
17.	18 MAY	Meeting: GCC Review (Working Committee)	CFM	SERVICE PROVIDERS, DEMAND MEMBERS
18.	30 MAY	Meeting Bureau No. 02/2017- 2019	CFM	BUREAU MEMBERS
19.	31 MAY	Briefing: Guidelines for Compensation Plan	MCMC	CFM, SERVICE PROVIDERS
20.	5 JUNE	Meeting: GCC Review (Working Committee)	CFM	SERVICE PROVIDERS, DEMAND MEMBERS
21.	6 JUNE	Meeting: Complaint Resolutions Timeframe	CFM	SERVICE PROVIDERS
22.	9 JULY	Meeting: GCC Review (Working Committee)	CFM	SERVICE PROVIDERS, DEMAND MEMBERS
23.	13 JULY	Meeting: Complaint Handling Management Process	MCMC	CFM

NO.	DATE	PROGRAMME	ORGANIZER	PARTICIPATION
24.	13 JULY	Meeting Bureau No 03/2017-2019	CFM	BUREAU MEMBERS
25.	17 JULY	Meeting: GCC Clauses	CFM	MCMC
26.	26 JULY	Meeting: Complaint Handling Management	MCMC	CFM, SERVICE PROVIDERS
27.	7 AUG	Meeting: E-Bill initiative plan	MCMC	CFM, TM
28.	9 AUG	Meeting: Complaint Handling Management Process	KPDNKK	CFM, MCMC
29.	13 AUG	Meeting: Collaboration event with MyCC	CFM	MyCC
30.	19 SEPT	Meeting: Complaint Handling Management Process	MCMC	CFM
31.	26 SEPT	Meeting: Complaint Handling Management with TIME	CFM	TIME
32.	1 OCT	Meeting Bureau No. 04/2017-2019	CFM	BUREAU MEMBERS
33.	1 OCT	Meeting: Complaint Handling with U Mobile	CFM	U MOBILE
34.	4 OCT	Meeting: Complaint Handling Management with TM	CFM	TM
35.	5 OCT	Meeting Bureau No. 05/2017-2019	CFM	BUREAU MEMBERS
36.	17 OCT	Meeting: Complaint Handling Management with Digi	CFM	DIGI
37.	30 OCT	Meeting: Complaint Handling Management	CFM	SERVICE PROVIDERS
38.	30 OCT	Meeting: Complaint Handling Management with Celcom	CFM	CELCOM
39.	15-16 NOV	Knowledge Sharing Session	CFM	SERVICE PROVIDERS, CFM MEMBERS
40.	22 NOV	Meeting: Complaint Handling Management with TM	CFM	TM
41.	28 NOV	Meeting: Complaint Handling Management with Digi	CFM	DIGI
42.	30 NOV	Meeting: Complaints Related Matters	KKMM	CFM, MCMC
43.	6 DEC	Meeting: Complaint Handling Management	MCMC	CFM
44.	12 DEC	Meeting: CFM Satisfaction Survey 2018	CFM	VENDOR
45.	13 DEC	Workshop on Complaint Handling Management	CFM	SERVICE PROVIDERS



CPRD

**COMMUNICATIONS AND PUBLIC
RELATIONS DEPARTMENT**

A photograph of two young boys in school uniforms sitting on a grassy hill. They are both smiling and looking at laptops. The boy on the left is holding a laptop, and the boy on the right is also holding a laptop. The background is a lush green field with tall grass in the foreground. The scene is lit with warm, golden light, suggesting late afternoon or early morning.

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EXECUTIVE SUMMARY

It has been a challenge for CFM to promote and disseminate information about CFM to the right platforms and target groups. Studying the right market segmentations and their behaviour can be quite difficult as well. Thus in 2018, the Communications and Public Relations Department (CPRD) of CFM has chosen a fresher, fun and easy going format in sharing the messages.

In March and September 2018, CFM organised a program named “Gags & Coffee”. This satirical form of information sharing session was held in Sabah and Kedah. It featured local comedians to enhance our engagement with the public and to deliver the key information of CFM in a normal way. Featuring the comedians has also helped to promote CFM as they have a strong follower base.

This year, CFM organised for the first time its fun race, Explorace. The program, held in conjunction with the World Telecommunications and Society Day 2018 took place at Pusat Sains Gunung Keriang, Kedah Darul Aman. It was held together with events organised by our stakeholders, the Ministry and Jabatan Penerangan not only for them to know us better, but to also help promote us to their constituents.

CFM is proud to say that, the brand has its own loyal online followers now, making the page views hit to 362,621 times in 2018 compared to 112,608 in 2017.

We believe, with the current audience preference, on-demand content is desirable and convenient. Thus, for the coming years, CPRD is looking at producing more engaging content on consumerism issues that are fun and easy to understand for consumers.



ROLES

Education and Awareness

Responsible in all education and awareness initiatives for CFM. To ensure the general public receive beneficial information with the objective to nurture self-regulation and facilitate the whole development of industries.



OBJECTIVES

To strategically position the brand in order to make the forum a referred one-stop communications & multimedia services information centre for consumers in the country.



TARGETS

To successfully drive CPRD communication plans that is in-line with the Strategic Plan 2018-2020.



MAIN ACHIEVEMENTS

Quoted by the media for 352 times.

Featured 42 times in mainstream TV channels as well as radio stations all over Malaysia.

Interesting and attractive content on CFM portal www.consumerinfo.my have made page views 362,621 times, compared to 112,608 in 2017.

Published 2 editions of SHOUT! featuring Azran Osman Rani (CEO of Naluri Hidup) and Al-Ishsal Ishak (MCMC Chairman).



MOVING FORWARD 2019

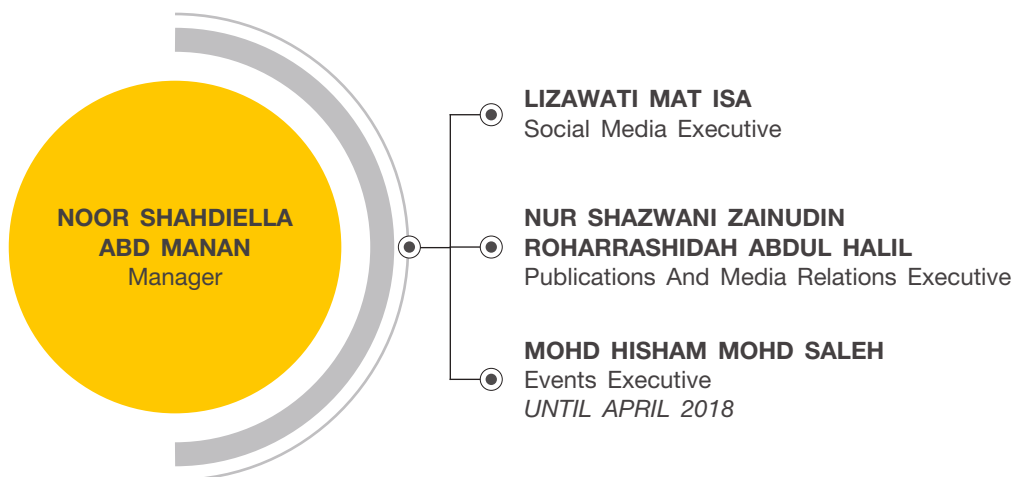
Continuously produce engaging contents or messages for the consumer in making the forum the reference point for consumer issues related to communications and multimedia services.

COMMUNICATIONS AND PUBLIC RELATIONS BUREAU FOR PERIOD 2017-2019

COMMUNICATIONS AND PUBLIC RELATIONS BUREAU MEMBER



SECRETARIAT OF CPRD AS AT 31 DECEMBER 2018



CPRD ACTIVITIES

9 FEBRUARY 2018

CFM TALKS ABOUT THE QUALITY OF MALAYSIA INTERNET COVERAGE AT NTV7 (Cyberjaya)

The interview between NTV7 and CFM Director, Ahmad Izham Khairuddin helped to:

1. increase awareness about the roles of CFM in resolving telecommunication issues among consumers,
2. spread awareness on common problem faced including problems faced by broadband internet users,
3. provide tips on subscribing to the right broadband services.



1 MARCH 2018

POCKET TALK SESSION WITH 200 KOSMET MEMBERS (Wisma Yayasan Terengganu, Kampung Baru, Kuala Lumpur)

In the one-hour session with Persatuan Komuniti IKS Terengganu Diperantauan (KOSMET), CFM Chairman, Mohamad Yusrizal Dato' Hj Yusoff, shared the roles and responsibilities of CFM and reminded the participants about their rights as consumers. The talk was part of the "Jom Nege & Hak Pengguna" event organised by KOSMET. Former Menteri Besar of Terengganu, Dato' Seri Haji Ahmad Razi Haji Abdul Rahman was present at the event.



3 MARCH 2018

CFM VISITS JAPEN LABUAN AND GOES LIVE AT LABUAN FM (Wilayah Persekutuan Labuan)

CFM Director, Ahmad Izham Khairuddin and CFM Communications and Public Relations Department Manager, Noor Shahdiella Abd Manan met JAPEN Labuan Director, Azman Sipan as well as other JAPEN Labuan staff.

They were there to:

1. explain the roles and responsibilities of CFM to JAPEN,
2. set up a collaboration to increase awareness among Labuan community.

Following the meeting, CFM engaged in a media interview with the press members in Labuan. Among the present members of the media were See Hua Daily and New Sabah Times.

CFM also attended a live interview with Labuan FM that took place from 4.00 pm until 4.30 pm. During the interview, Ahmad Izham Khairuddin touched on important topics such as the roles and responsibilities of CFM and how CFM can help consumers to resolve issues in telecommunications.



15 MARCH 2018

CFM DELIVERS POCKET TALK AT KPDNKK (Putrajaya)

CFM was invited to “Hari Hak-Hak Pengguna Sedunia 2018: Making Digital Marketplaces Fairer” organised by Ministry of Domestic Trade, Cooperatives and Consumerism (KPDNKK) for a Pocket Talk session. It was attended by members of Gerakan Pengguna Siswa, Penyelaras Pengguna Parlimen, Friends of KPDNKK and members of the public.

The Director of CFM, Ahmad Izham Khairuddin spoke about:

1. the roles and responsibilities of CFM,
2. shared useful communications and multimedia tips that can ease consumers’ daily lives.



CPRD ACTIVITIES

16 MARCH 2018

CFM'S RADIO INTERVIEW WITH KUPI-KUPI FM (Kota Kinabalu, Sabah)

For an hour, Chairman of CFM, Mohamad Yusrizal Dato' Hj Yusoff talked about:

1. the most common telecommunications issues reported in Sabah,
2. how CFM can help to resolve them,
3. promoted CFM's "Gags & Coffee" in Kota Kinabalu on 17 March 2018 and welcomed the locals to join the event.



16 MARCH 2018

A FRUITFUL VISIT TO KPDNKK SABAH (Kota Kinabalu, Sabah)

CFM met with the representatives from the Ministry of Domestic Trade, Cooperatives and Consumerism (KPDNKK) and was greeted by Tuan Haji Awang Hamidun Pg Tahir at their office in Sabah to discuss on a collaboration to organise awareness activities for the consumers in Sabah. The Chairman of CFM, Mohamad Yusrizal Dato' Hj Yusoff highlighted on the roles of CFM and consumer issues handled by CFM.



16 MARCH 2018

CFM SHARES HANDY TIPS WITH KK12 FM LISTENERS (Kota Kinabalu, Sabah)

In a one-hour "Reality Bites" slot with DJ Amy D, CFM Chairman, Mohamad Yusrizal Dato' Hj Yusoff talked about:

1. the most common telecommunications issues reported by the consumers,
2. tips to resolve telecommunications issues,
3. how consumers can lodge complaints to CFM if they are unhappy with multimedia and telecommunication services.



17 MARCH 2018

CFM ENGAGES FURTHER WITH SABAH LISTENERS THROUGH SABAH FM (Kota Kinabalu, Sabah)

The Chairman of CFM, Mohamad Yusrizal Dato' Hj Yusoff attended a 30 minute live interview with Sabah FM held at Padang Merdeka, Kota Kinabalu. He was there to:

1. promote "Gags & Coffee" organised by CFM at the same location during the nighttime,
2. raise awareness on the roles of CFM,
3. share beneficial CFM related tips to the public.

17 MARCH 2018

"CFM GAGS & COFFEE" ENTERTAINS CONSUMERS IN SABAH (Padang Merdeka, Kota Kinabalu)

CFM presented a one hour "**CFM Gags & Coffee**": **Smart Consumer Sketch**" at Padang Merdeka to share information on telecommunications issues faced by consumers in Sabah. This is the new CFM approach in order to spread awareness to the public through comedy and humour.

The program provided a platform for consumers to understand CFM's roles and responsibilities. CFM also took the opportunity to share useful information on the telecommunications services needed for consumers to better adapt to technological changes and media challenges in the industry.

Mad Sabah and AG Hafiz shared the problems faced by consumers in Sabah, such as "No Coverage, Internet Speed, Dropped Call, Roaming Charges, Pay TV interruption." They also held a quiz session based on the sharing session.



CPRD ACTIVITIES

27 MARCH 2018

CFM PRESENTS POCKET TALK AT KKMM (Putrajaya)

“*Bicara Ilmu: CFM Pocket Talk*” was organised by the Ministry of Communications and Multimedia (KKMM). The talk was delivered by the Director of CFM, Ahmad Izham Khairuddin in front of 50 KKMM staffs. He explained about:

1. the roles and responsibilities of CFM,
2. useful tips regarding communications and multimedia in consumers’ daily life.



24 MAY 2018

CFM’S SPECIAL INTERVIEW WITH BERNAMA WIRES (Cyberjaya)

BERNAMA interviewed the Chairman of CFM, Mohamad Yusrizal Dato’ Hj Yusoff to share on:

1. the factors in the telecommunication services that can cause consumers to be listed in CTOS,
2. possible consequences of being listed in CTOS and suggestions to avoid the matter.

1 JUNE 2018

CFM GOES FOR A MEDIA VISIT TO TV AL-HIJRAH (Kuala Lumpur)

CFM met with TV Al-Hijrah’s editors, producers, and journalists. CFM also met the News Producers and brought Iftar meals for all of the TV news team which was distributed by CFM’s Mascot, Fillo.

CFM Director, Ahmad Izham Khairuddin was also interviewed on the latest news about the communications and multimedia industry and its consumers.



5 JUNE 2018

CFM'S MEDIA VISIT TO NSTP (Kuala Lumpur)

CFM visited the New Straits Times Press (NSTP) office in Bangsar to engage with the editors and journalists of the New Straits Times (NST), Berita Harian (BH) and Harian Metro from the general news desk, features desk, as well as technology and lifestyle desk. The visit was held to:

1. show appreciation to NSTP for the support and media coverage,
2. explain about the roles of CFM in the communications and multimedia industry,
3. distribute Iftar meals to the journalists and editors of NSTP.



7 JUNE 2018

ANOTHER MEDIA VISIT TO UTUSAN MALAYSIA & KOSMO BY CFM (Kuala Lumpur)

CFM organised a meet up with the editors and journalists of Utusan Malaysia and Kosmo to:

1. show appreciation for their support and media coverage to CFM,
2. distribute Iftar meals to the staff,
3. describe the importance of CFM solving the consumer problems.



8 JUNE 2018

CFM VISITS ASTRO AWANI (Kuala Lumpur)

CFM organised a media visit to Astro AWANI accompanied by Astro AWANI Producer Syed Faradino to:

1. foster stronger relationship with the reporters and editors,
2. show appreciation towards the support and media coverage,
3. distribute Iftar meals to Astro AWANI team.



CPRD ACTIVITIES

10 JULY 2018

INTERVIEW WITH NEGERI FM (Seremban, Negeri Sembilan)

CFM Chairman, Mohamad Yusrizal Dato' Hj Yusoff was discussing on:

1. the right way to deal with the Telco's customer service representatives to solve consumer issues,
2. complaints they have received from the consumers regarding service quality.



14 AUGUST 2018

CFM DELIVERS INFORMATIVE SESSION TO STAFF OF EDUCATIONAL TECHNOLOGY DIVISION, MINISTRY OF EDUCATION MALAYSIA (MOE) (Kuala Lumpur)

The one hour sharing session in "*Bengkel Penyelarasan Perkhidmatan 1BestariNet*" was organised by the ICT School Program Management Office, MOE. The CFM Director, Ahmad Izhah Khairuddin shared with the audience the responsibilities of CFM as well as some internet service complaints recorded by the internet service providers.



20 SEPTEMBER 2018

CFM REACHES UniKL (Kuala Lumpur)

The Pocket Talk session in UniKL was an effort to engage with more consumers. The session was attended by 100 students of Multimedia and Animation course, UniKL lecturers and staff. CFM Director, Ahmad Izhah Khairuddin explained about CFM's roles and shared some tips and guides to become smarter consumer.



22 SEPTEMBER 2018

CFM SHARES COMMUNICATION TIPS WITH KEDAH FM LISTENERS (Alor Setar, Kedah)

CFM's presence in Kedah to promote CFM through the "CFM Gags & Coffee 2.0" sketch programme has gained support from various local radio stations. The programme was promoted on:

1. Perlis FM (19 September 2018)
2. Langkawi FM (19 September 2018)
3. Mutiara FM (21 September 2018)
4. Kedah FM (22 September 2018)

*Image was taken during Kedah FM's interview with CFM Chairman, Mohamad Yusrizal Dato' Hj Yusoff, who shared the top 5 complaints reported by the consumers in Kedah.



22 SEPTEMBER 2018

CFM CELEBRATES WTISD WITH CONSUMERS THROUGH "GAGS & COFFEE PROGRAM 2.0" (Alor Setar, Kedah)

The "Gags & Coffee Program" that was attended by 300 spectators and was hosted by comedians Ebby Yus and AG Hafiz. Taking place at Pusat Sains Wilayah Utara it was organised by the Ministry of Communications and Multimedia Malaysia. This activities highlighted consumer concerns on network issues, billing and charges, as well as service delivery and interspersed with quiz questions regarding CFM and its role.



CPRD ACTIVITIES



23 SEPTEMBER 2018

CONSUMERS CHALLENGED IN CFM EXPLORACE (Alor Setar, Kedah)

CFM's three hour Explorace was to test just how much consumers know about communications and multimedia services. 45 participants took the challenge to get through the games and answer quizzes regarding CFM and the telecommunications industry. The explorace was held at the Exhibition Gallery in Pusat Sains Wilayah



Utara, Gunung Keriang. The winner took home a cash prize worth RM1,500.

25 SEPTEMBER 2018

CFM ORGANISES SHARING SESSION IN UUM (Sintok, Kedah)

CFM's 11th Knowledge Sharing Session (KSS) was held at UUM with 500 students of Business Management taking part, including a number of lecturers. CFM Representatives gave an explanation on:

1. the roles of CFM in assisting the consumers,
2. tips to choose the right mobile plan,
3. conducted an online quiz to test the audience's level of understanding.



26 SEPTEMBER 2018

CFM IMPARTS INFORMATIVE KNOWLEDGE WITH HELP UNIVERSITY (Kuala Lumpur)

About 15 staff members of HELP University attended the two hour CFM Pocket Talk that was delivered by CFM Board of Councilors Member, Megat Ishak Ma'amunor Rashid. He shared information on the:

1. responsibilities of CFM,
2. handy tips to choose the right mobile plan,
3. guides to avoid outrageous bill amounts.



1 OCTOBER 2018

CFM SHARES USEFUL TIPS WITH IKIM FM LISTENERS (Kuala Lumpur)

Along with DJ Sufian and DJ Hazwan in the Analisis slot, CFM Director, Ahmad Izham Khairuddin enlightened IKIM FM listeners with some information on:

1. buying used or new mobile phones,
2. safest way to dispose cell phones in order to avoid leakage of private and personal data as well as potential damage to the environment,
3. buying a phone and to avoid being scammed by sellers.



8 OCTOBER 2018

CFM SHARES IMPORTANT TIPS ON HOW TO AVOID BEING A SMARTPHONE ACCOUNT FRAUD VICTIM WITH IKIM FM LISTENERS (Kuala Lumpur)

An hour on air IKIM FM's Analisis slot, The Deputy Chairman of CFM, Azizan Afandi disclosed the:

1. warning signs of scam syndicates,
2. ways to avoid being a smartphone account fraud victim,
3. risks and dangers of the scam,
4. importance of CFM in protecting consumers' rights.



9 OCTOBER 2018

CFM INFORMS NEGERI FM LISTENERS ABOUT SMARTPHONE ACCOUNT FRAUD (Seremban, Negeri Sembilan)

CFM shared the dangers of smartphone account fraud with the listeners of Negeri FM. CFM Chairman, Mohamad Yusrizal Dato' Hj Yusoff attended the live interview session which was aired for 30 minutes.



CPRD ACTIVITIES

13 OCTOBER 2018

CFM POCKET TALK AT UiTM SHAH ALAM (Shah Alam, Selangor)

During the “*Journlepak 2.0: Journalism Family Day & Annual General Meeting*” organised by the Journalism Department of Communication and Media Studies, UiTM Shah Alam, CFM Director, Ahmad Izham Khairuddin delivered a talk on “Avoiding Personal Data Theft”. Through the programme, CFM was able to engage with university students and share the latest issues in communications and multimedia industry.



15 OCTOBER 2018

CFM SHARES COMMUNICATION TIPS DURING FLOOD EMERGENCIES WITH IKIM FM (Kuala Lumpur)

In the Analisis slot, CFM Director, Ahmad Izham Khairuddin detailed:

1. communication tips for consumers during natural disasters like floods,
2. the roles and responsibilities of CFM to assist consumers in resolving telecommunication and multimedia issues that went unsettled with their service providers.



31 OCTOBER 2018

CFM 17th ANNUAL GENERAL MEETING (Cyberjaya)

CFM held its 17th Annual General Meeting (AGM) at the Auditorium, MCMC Old Building in Cyberjaya. The event witnessed the Board of Councilors, led by CFM Chairman, Mohamad Yusrizal Dato' Hj Yusoff from the Consumer Association of Kedah (CAKE), discussing some central issues such as the Presentation and Approval of 2017 Financial Report and the Presentation of the Proposal for Constitutional Amendments. The meeting started at 9.00 am and ended at 1.00 pm.



13 NOVEMBER 2018

CFM SHARES TIPS IN FACING FLOODS WITH NEGERI FM LISTENERS (Seremban, Negeri Sembilan)

CFM continued with another session at Negeri FM to share some communication technology tips in facing the rainy season which was delivered by CFM Chairman, Mohamad Yusrizal Dato' Hj Yusoff. The session was especially targeted at consumers in areas which were affected by floods. The interview was aired from 8.30 am to 9.30 am.



15-16 NOVEMBER 2018

CFM INDUSTRY KNOWLEDGE SHARING SESSION WITH SERVICE PROVIDERS AND CONSUMER ASSOCIATIONS (Putrajaya)

CFM managed to gather 70 representatives from the telecommunications service providers and consumer associations for the Knowledge Sharing Session (KSS) programme held over two days at Marriot Hotel, Putrajaya. The programme provided a platform for:

1. exchange of information,
2. discussing issues faced by the consumers,
3. intellectual discussions to determine causes of consumer issues and their best solutions,
4. discussing 4G network coverage, broadband service contract, as well as voicemail termination, among others.



19 NOVEMBER 2018

INFORMATIVE SHARING SESSION WITH UiTM MASSCOMM STUDENTS (Shah Alam, Selangor)

CFM shared industrial knowledge with around 80 students in its Pocket Talk session in UiTM where CFM Director, Ahmad Izham Khairuddin shed light on "Visual and Perceptual Communication in Enhancing Organisational Performance" and gave exposure on the roles of CFM.



CPRD ACTIVITIES

21 NOVEMBER 2018

A SHARING SESSION IN NETWORK INDUSTRY SECURITY TALK, MCMC (Cyberjaya)

CFM delivered another Pocket Talk to share knowledge on handling fake calls by CFM Director, Ahmad Izham Khairuddin. The sharing session was aimed at increasing awareness on the alarming crime rate among mobile phone users. The program was attended by 120 students and MCMC staff.



21 NOVEMBER 2018

FILLO SELFIE CONTEST WITH MELATI COLLEGE STUDENTS IN UiTM SHAH ALAM (Shah Alam, Selangor)

A selfie competition with Fillo was organised at Melati College, UiTM Shah Alam and attracted a lot of students from various courses to join. Participants had to take a selfie with Fillo in their most unique poses, upload it to their social media and tag CFM's social media account. Three students have won special prizes from CFM.



27 NOVEMBER 2018

CFM PARTICIPATES IN 'SMART DIGITAL CITIZENS' EXHIBITION (Kuala Lumpur)

The 'Smart Digital Citizens' exhibition organised by Educational Technology Division, Ministry of Education Malaysia was a platform for CFM to open a consumer information booth for members of the public who participated. CFM's representative, Noor Shahdiella Abd Manan explained the roles of CFM and provide information about Artificial Intelligence (AI) in the communications & multimedia industry that are already in use by consumers.



27 NOVEMBER 2018

AN INTERVIEW WITH RINGGIT SENSE PLUS TV3 (Cyberjaya)

TV3 interviewed CFM Deputy Chairman, Azizan Afandi to learn more about:

1. what consumers should do in the event of internet connectivity problems,
2. checking coverage quality in residential areas before subscribing to any telco services,
3. ways to avoid deceitful fake calls.



MEDIA RELATIONS REPORT

CFM's media coverage has decreased by 18% in 2018 compared to 2017, with a total of 352 news coverage about CFM highlighted in different media channels in both conventional and new media. The total number of media coverage decreased was partly due to the Malaysian General Election in 2018 where consumer issues were less highlighted in the mainstream media.

CFM was also featured on radio and TV via the mainstream and state radio stations all over Malaysia such as NEGERI FM, IKIM FM, Nasional FM, KK12 FM, Bernama Radio, Kedah FM, Traxx FM, and more.

Some coverage on CFM:



	2017	2018
Newspaper	60	47
TV	25	10
Radio	40	32
Online News	243	232
Online Blog	62	30
Magazine	-	1
TOTAL	430	352





NEWSPAPER

NO.	DATE	MEDIA OUTLET	TITLE
1.	8 MAR	THE STAR	CALLING OUT PHONE-Y USERS; DUBIOUS PREPAID LINES TO BE CUT
2.	14 MAR	SEE HUA DAILY	CHINESE: CFM COMPLAINT PERFORMANCE AND STATISTIC IN SABAH
3.	19 MAR	UTUSAN MALAYSIA	ADUAN KUALITI LIPUTAN INTERNET, TELEFON MENINGKAT 101 PERATUS
4.	19 MAR	UTUSAN BORNEO	MASYARAKAT SABAH DIDEHAH MASALAH TELEKOMUNIKASI DAN MULTIMEDIA
5.	1 JUN	UTUSAN BORNEO SABAH	CFM SOKONG USAHA KERAJAAN WUJUDKAN INTERNET DUA KALI LEBIH PANTAS PADA SEPARUH HARGA
6.	1 JUN	NEW SABAH TIMES ENGLISH (KK)	CFM SUPPORTS GOVERNMENT'S PUSH TO IMPROVE BROADBAND CONNECTIVITY
7.	1 JUN	DAILY EXPRESS (KK)	CFM SUPPORTS HIGHER BROADBAND SPEED AT HALF THE PRICE
8.	1 JUN	TAMIL NESAN	CFM COMMITTED TO IMPROVING THE QUALITY OF INTERNET SERVICES
9.	12 JUN	THE BORNEO POST (SABAH)	CFM LENDS HELPING HAND TO BLACKLISTED MOBILE PHONE SERVICE SUBSCRIBERS
10.	14 JUN	THE BORNEO POST	CFM OFFER TIPS TO DEAL WITH NETWORK CONGESTION DURING HARI RAYA
11.	14 JUN	UTUSAN SARAWAK	CFM BERI PANDUAN KESESAKAN RANGKAIAN TELEKOMUNIKASI
12.	15 JUN	MALAY MAIL	TIPS TO HELP YOU STAY CONNECTED THIS FESTIVE SEASON
13.	5 JUL	SINAR HARIAN	PENCAWANG TIDAK DAPAT KELULUSAN
14.	6 JUL	HARIAN METRO	PERKONGSIAN HALOBA, PEMILIK TANAH, PEMAJU BERKOMPLOTT DIRIKAN MENARA TELEKOMUNIKASI HARAM
15.	4 AUG	UTUSAN BORNEO SARAWAK	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
16.	4 AUG	NEW SABAH TIMES BAHASA (KK)	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
17.	4 AUG	UTUSAN BORNEO SABAH	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
18.	4 AUG	NEW SABAH TIMES ENGLISH (KK)	MALAYSIAN PILGRIMS ADVISED TO LEARN ROAMING SERVICE GUIDELINES TO AVOID BILL SHOCK
19.	5 AUG	NEW SABAH TIMES ENGLISH (KK)	CFM ADVISES CONSUMERS TO BE KNOWLEDGEABLE WHEN USING INTERNET DATA
20.	5 AUG	DAILY EXPRESS (KK)	AVOID HIGH MOBILE PHONE BILL SHOCK DURING HAJ
21.	5 AUG	NEW SUNDAY TIMES	LEARN ROAMING SERVICE GUIDELINES, PILGRIMS TOLD
22.	9 AUG	HARIAN METRO	TUNAI HAJI DENGAN TENANG
23.	21 AUG	NEW STRAITS TIMES	WANTED: FASTER CHEAPER INTERNET
24.	21 AUG	DAILY EXPRESS (KK)	POLL SHOWS 100 MBPS IDEAL PACKAGE FOR RESPONDENTS
25.	21 AUG	THE SUN	IDEAL INTERNET PACKAGE

MEDIA RELATIONS REPORT

NO.	DATE	MEDIA OUTLET	TITLE
26.	21 AUG	NEW SABAH TIMES ENGLISH (KK)	USER WANT SPEEDY, AFFORDABLE INTERNET SERVICES
27.	21 AUG	BORNEO POST (KK)	CFM REVEALS USERS' YEN FOR SPEEDY, AFFORDABLE INTERNET
28.	27 SEPT	HARIAN METRO	PERANG HARGA JALUR LEBAR
29.	24 OCT	UTUSAN MALAYSIA	JALUR LEBAR: ORANG RAMAI TIDAK DAPAT MAKLUMAT LENGKAP
30.	24 OCT	BERITA HARIAN	TURUN HARGA INTERNET JALUR LEBAR TEPAT
31.	24 OCT	HARIAN METRO	USAHA TURUN HARGA PASTIKAN INTERNET JALUR LEBAR MAMPU DIMILIKI
32.	24 OCT	THE MALAYSIAN RESERVE	CFM: BROADBAND NOW CHEAPER BY UP TO 56%
33.	24 OCT	NEW STRAITS TIMES	CONSUMERS NOT GETTING ENOUGH INFO
34.	24 OCT	SIN CHEW DAILY	CONTINUE TO RECEIVE COMPLAINTS REGARDING SLOW INTERNET SPEED
35.	24 OCT	GUANG MING DAILY	CFM: MOST COMPLAINTS FOR NOW ARE ABOUT SLOW INTERNET SPEED
36.	25 OCT	HARIAN METRO	MAKLUMAT BELUM CUKUP, CFM MAHU PENGGUNA BUAT RUJUKAN
37.	1 NOV	UTUSAN MALAYSIA	ADUAN PERTIKAIAN BIL PALING BANYAK
38.	1 NOV	KOSMO	MASALAH PERTIKAIAN BIL MENCATAT ADUAN TERTINGGI YANG DILAPORKAN PENGGUNA, CFM TERIMA 1,496 ADUAN
39.	1 NOV	NEW SABAH TIMES ENGLISH (KK)	BILLING DISPUTE – HIGHEST TELCO COMPLAINTS
40.	1 NOV	SIN CHEW DAILY	MORE AND MORE COMPLAINTS ABOUT COMMUNICATION SERVICES
41.	1 NOV	GUANG MING DAILY	1496 CASES REPORTED IN Q3
42.	20 NOV	BORNEO POST (KUCHING)	SESSION DEEPENS CFM'S UNDERSTANDING OF CONSUMER IMPORTANCE
43.	20 NOV	NEW SABAH TIMES ENGLISH (KK)	PROTECTION FOR CONSUMERS AND IMPROVING MULTIMEDIA INDUSTRY
44.	20 NOV	BORNEO POST (KK)	SESSION DEEPENS CFM'S UNDERSTANDING OF CONSUMER IMPORTANCE
45.	20 NOV	UTUSAN BORNEO SABAH	CFM ANJUR KSS DENGAN PENYEDIA PERKHIDMATAN TELEKOMUNIKASI BINCANG ISU-ISU PENGGUNA
46.	21 NOV	DAILY EXPRESS (KK)	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS
47.	21 NOV	NEW SARAWAK TRIBUNE	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS ON CONSUMER ISSUES



TELEVISION

NO.	DATE	MEDIA OUTLET	TITLE
1.	20 JAN	TV3 SUARA KONSUMER	SCAM PANGGILAN TELEFON, BIL & CAJ
2.	27 FEB	NTV7 EDISI 7	KUALITI LIPUTAN INTERNET DI MALAYSIA (LIVE PHONE-INTERVIEW)
3.	27 FEB	BERITA TV9	KUALITI LIPUTAN INTERNET DI MALAYSIA (LIVE PHONE-INTERVIEW)
4.	13 MAR	NTV7 EDISI 7	CADANG GOOGLE DAN FB DIKENAKAN CUKAI (LIVE PHONE-INTERVIEW)
5.	13 MAR	NTV7 7 EDITION	SHOULD GOOGLE, FB PAY TAX FROM LOCAL ADS?; WILL TAXING GOOGLE, FB AFFECT USERS?; EFFECTS OF IMPLEMENTATION OF ONLINE ADS TAX (LIVE PHONE-INTERVIEW)
6.	29 MAR	NTV7 EDISI 7	KESEDARAN DATA PERIBADI PENGGUNA DALAM TALIAN (LIVE PHONE INTERVIEW)
7.	1 JUN	BERITA AL-HIJRAH	RAMADAN BERSAMA CFM
8.	30 JUN	TV3 SUARA KONSUMER	SCAM PANGGILAN TELEFON, BIL & CAJ
9.	20 OCT	TV3	PERANAN CFM DALAM MEMBANTU PENGGUNA
10.	17 DEC	TV3 RINGGIT SENSE PLUS	CFM ADVISE WHAT TO DO WHEN CONSUMERS SUFFER BAD INTERNET OR TELCO CONNECTION



RADIO

NO.	DATE	MEDIA OUTLET	TITLE
1.	4 JAN	NEGERI FM	PANGGILAN SCAM & PANDUAN PENDAFTARAN PRABAYAR BAHARU (LIVE PHONE-INTERVIEW)
2.	22 FEB	NEGERI FM	TIPS PEMILIHAN TELCO UNTUK PENJIMATAN (LIVE PHONE-INTERVIEW)
3.	12 MAR	KENINGAU FM	5 ADUAN TERTINGGI DITERIMA CFM, GAGS & COFFEE (LIVE PHONE-INTERVIEW)
4.	13 MAR	NEGERI FM	TIPS JIMATKAN DATA & DUIT DENGAN CARA BIJAK (LIVE PHONE-INTERVIEW)
5.	13 MAR	LABUAN FM	5 ADUAN TERTINGGI DITERIMA CFM, GAGS & COFFEE
6.	15 MAR	TAWAU FM	5 ADUAN TERTINGGI DITERIMA CFM, GAGS & COFFEE (LIVE PHONE-INTERVIEW)
7.	15 MAR	SANDAKAN FM	5 ADUAN TERTINGGI DITERIMA CFM, GAGS & COFFEE (LIVE PHONE-INTERVIEW)
8.	16 MAR	KUPI-KUPI FM	5 ADUAN TERTINGGI DITERIMA CFM, GAGS & COFFEE
9.	16 MAR	KK12FM	5 ADUAN TERTINGGI DITERIMA CFM, GAGS & COFFEE
10.	17 MAR	SABAH FM	5 ADUAN TERTINGGI DITERIMA CFM, GAGS & COFFEE (LIVE CROSS)

MEDIA RELATIONS REPORT

NO.	DATE	MEDIA OUTLET	TITLE
11.	18 MARCH	BERNAMA RADIO	CFM TERIMA 4,789 ADUAN MASALAH PERKHIDMATAN KOMUNIKASI TAHUN LEPAS
12.	10 APR	NEGERI FM	PERKHIDMATAN KANDUNGAN TIDAK DILANGGAN (LIVE PHONE-IN)
13.	15 MAY	NEGERI FM	KUALITI SAMBUNGAN INTERNET (LIVE PHONE INTERVIEW)
14.	31 MAY	TRAXX FM	CFM SUPPORTS CALL FOR SPEEDY BROADBAND AT LOWER PRICE
15.	12 JUN	NEGERI FM	KESESAKAN RANGKAIAN (LIVE PHONE INTERVIEW)
16.	13 JUN	NASIONAL FM	CFM BERKONGSI PANDUAN DENGAN PENGGUNA
17.	13 JUN	BERNAMA RADIO	CFM KONGSI TIPS KESESAKAN RANGKAIAN TELEFON MUDAH ALIH
18.	10 JUL	NEGERI FM	KUALITI KHIDMAT PELANGGAN, TIP CFM, PANDUAN GCC (LIVE)
19.	4 AUG	BERNAMA RADIO	TIPS UNTUK ELAK KEJUTAN BIL SEMASA BERADA DI TANAH SUCI KETIKA MENUNAIKAH IBADAH HAJI
20.	14 AUG	NEGERI FM	TIPS PERAYAUAN ANTARABANGSA UNTUK JEMAAH HAJI (LIVE)
21.	19 SEPT	PERLIS FM	PERANAN CFM, ADUAN TERTINGGI DITERIMA PENGGUNA ZON UTARA (LIVE PHONE-IN)
22.	19 SEPT	LANGKAWI FM	PERANAN CFM, ADUAN TERTINGGI DITERIMA PENGGUNA ZON UTARA (LIVE PHONE-IN)
23.	21 SEPT	MUTIARA FM	PERANAN CFM, ADUAN TERTINGGI DITERIMA PENGGUNA ZON UTARA (LIVE PHONE-IN)
24.	22 SEPT	KEDAH FM	PERANAN CFM, ADUAN TERTINGGI DITERIMA PENGGUNA ZON UTARA (LIVE)
25.	25 SEPT	NEGERI FM	TIPS MEMBELI TELEFON BIMBIT MUDAH ALIH BAHARU ATAU TERPAKAI (LIVE PHONE-IN)
26.	1 OCT	IKIM FM	TIPS MEMBELI DAN MENJUAL TELEFON BIMBIT MUDAH ALIH BAHARU ATAU TERPAKAI (LIVE)
27.	8 OCT	IKIM FM	PENIPUAN (SCAM) AKAUN TELEFON PINTAR (LIVE)
28.	11 OCT	NEGERI FM	PENIPUAN (SCAM) AKAUN TELEFON PINTAR (LIVE)
29.	15 OCT	IKIM FM	TIPS KOMUNIKASI BUAT PENGGUNA SEMASA MENGHADAPI BANJIR (LIVE)
30.	31 OCT	NASIONAL FM	CFM: 3,266 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
31.	13 NOV	NEGERI FM	TIPS KOMUNIKASI BUAT PENGGUNA SEMASA MENGHADAPI BANJIR (LIVE)
32.	20 DEC	NEGERI FM	TIPS UNTUK PENGGUNA BAGI ELAK DARIPADA DISENARAI HITAM OLEH PENYEDIA PERKHIDMATAN



ONLINE NEWS

NO.	DATE	MEDIA OUTLET	TITLE
1.	17 JAN	BERNAMA WEB TV	CFM VIDEO – TIPS MELINDUNGI TELEFON DARIPADA DICURI ATAU HILANG
2.	17 JAN	BERNAMA WEB TV YOUTUBE	CFM VIDEO – TIPS MELINDUNGI TELEFON DARIPADA DICURI ATAU HILANG
3.	8 MARCH	THE STAR	DUBIOUS PREPAID LINES TO BE CUT; TELCOS TO WEED OUT SHADY SUBSCRIBERS IN A BID TO CURB SCAMS AND SPECIAL OFFERS
4.	14 MARCH	SEE HUA ONLINE	CHINESE: IS IT NECESSARY TO RENEW THE BROADBAND AGREEMENT? CFM ENGRAVED FOLLOW-UP
5.	18 MARCH	BERNAMA	CFM RECEIVES 4,789 COMPLAINTS LAST YEAR
6.	18 MARCH	BERNAMA	4,789 ADUAN MASALAH PERKHIDMATAN KOMUNIKASI TAHUN LEPAS
7.	18 MARCH	MALAY MAIL ONLINE	4,789 ADUAN PENGGUNA TELEKOMUNIKASI DITERIMA TAHUN LALU
8.	18 MARCH	BERITA RTM	4,789 ADUAN MASALAH PERKHIDMATAN KOMUNIKASI TAHUN LEPAS
9.	18 MARCH	MALAYSIAN NEWS	4,789 ADUAN MASALAH PERKHIDMATAN KOMUNIKASI TAHUN LEPAS
10.	18 MARCH	MALAYSIA SHFAQNA	4,789 ADUAN MASALAH PERKHIDMATAN KOMUNIKASI TAHUN LALU
11.	18 MARCH	UTUSAN ONLINE	ADUAN KUALITI LIPUTAN INTERNET, TELEFON MENINGKAT 101 PERATUS
12.	19 MARCH	MALAYSIAN DIGEST	ADUAN KUALITI LIPUTAN INTERNET, TELEFON MENINGKAT 101 PERATUS
13.	19 MARCH	BORNEO POST ONLINE	CFM RECEIVES 4,789 COMPLAINTS NATIONWIDE
14.	19 MARCH	NADI BUMI	CFM RECEIVES 4,789 COMPLAINTS LAST YEAR
15.	19 MARCH	SOYA CINCAU (BM)	ADUAN KE CFM BERKURANGAN TANDA PERKHIDMATAN SEMAKIN BAIK
16.	19 MARCH	BNBBC	ADUAN KUALITI LIPUTAN INTERNET, TELEFON MENINGKAT 101 PERATUS
17.	20 MARCH	UTUSAN BORNEO ONLINE	MASYARAKAT SABAH DIDEHAD MASALAH TELEKOMUNIKASI DAN MULTIMEDIA
18.	21 MARCH	MALAYSIAN WIRELESS	COMPLAINTS ON TELCOS DROPPED IN 2017. CFM RECEIVED ONLY 4,746 CASES
19.	22 MARCH	DIGITAL NEWS ASIA	CFM 2017 COMPLAINTS RESOLUTION RATE RISES
20.	22 MARCH	WTN TODAY	COMPLAINTS ON TELCOS DROPPED IN 2017
21.	31 MAY	MREM BERNAMA	CFM SUPPORTS GOVERNMENT EFFORTS IN DOUBLING INTERNET BROADBAND SPEED AT HALF PRICE
22.	31 MAY	MREM BERNAMA	CFM MENYOKONG USAHA KERAJAAN BAGI INTERNET JALUR LEBAR DUA KALI LEBIH PANTAS PADA SEPARUH HARGA
23.	31 MAY	BERNAMA	CFM SOKONG USAHA KERAJAAN TINGKATKAN KUALITI PERKHIDMATAN INTERNET
24.	31 MAY	BERNAMA	CFM SUPPORTS CALL FOR SPEEDY BROADBAND AT LOWER PRICE
25.	31 MAY	MALAYSIAN WIRELESS	CFM SAID FIBRE BROADBAND COSTLY IN MALAYSIA, CALLS FOR CHEAPER INTERNET

MEDIA RELATIONS REPORT

NO.	DATE	MEDIA OUTLET	TITLE
26.	31 MAY	SINAR HARIAN	CFM SOKONG USAHA TINGKATKAN KUALITI PERKHIDMATAN INTERNET
27.	31 MAY	MALAYSIAN DIGEST	CFM SOKONG USAHA TINGKATKAN KUALITI PERKHIDMATAN INTERNET
28.	31 MAY	BERITA TV9	CFM SOKONG USAHA KERAJAAN SEDIAKAN PERKHIDMATAN JALUR LEBAR DUA KALI LEBIH PANTAS SEPARUH HARGA
29.	31 MAY	BULETIN TV3	CFM SOKONG USAHA KERAJAAN SEDIAKAN PERKHIDMATAN JALUR LEBAR DUA KALI LEBIH PANTAS SEPARUH HARGA
30.	31 MAY	KWIK NEWS	CFM MENYOKONG USAHA KERAJAAN BAGI INTERNET JALUR LEBAR DUA KALI LEBIH PANTAS PADA SEPARUH HARGA
31.	31 MAY	BERNAMA.COM XTRA	CFM SUPPORTS GOVERNMENT EFFORTS IN DOUBLING INTERNET BROADBAND SPEED AT HALF PRICE
32.	31 MAY	BERNAMA.COM XTRA	CFM MENYOKONG USAHA KERAJAAN BAGI INTERNET JALUR LEBAR DUA KALI LEBIH PANTAS PADA SEPARUH HARGA
33.	31 MAY	BERNAMA WIRES	CFM MENYOKONG USAHA KERAJAAN BAGI INTERNET JALUR LEBAR DUA KALI LEBIH PANTAS PADA SEPARUH HARGA
34.	31 MAY	BERNAMA WIRES	CFM SUPPORTS GOVERNMENT EFFORTS IN DOUBLING INTERNET BROADBAND SPEED AT HALF PRICE
35.	31 MAY	BERNAMA LIBRARY & INFOLINK	CFM SOKONG USAHA KERAJAAN TINGKATKAN KUALITI PERKHIDMATAN INTERNET
36.	31 MAY	BERNAMA LIBRARY & INFOLINK	CFM SUPPORTS CALL FOR SPEEDY BROADBAND AT LOWER PRICE
37.	31 MAY	NAM NEWS NETWORK	CFM SUPPORTS GOVERNMENT EFFORTS IN DOUBLING INTERNET BROADBAND SPEED AT HALF PRICE
38.	31 MAY	UTUSAN BORNEO (SABAH) ONLINE	CFM SOKONG USAHA KERAJAAN WUJUDKAN INTERNET DUA KALI LEBIH PANTAS PADA SEPARUH HARGA
39.	31 MAY	KARANGKRAF	CFM SOKONG USAHA TINGKATKAN KUALITI PERKHIDMATAN INTERNET
40.	11 JUN	BERNAMA	CFM BANTU PENGGUNA DISENARAIHITAMKAN OLEH CTOS
41.	11 JUN	BERNAMA	CFM LENDS A HELPING HAND TO BLACKLISTED TELECOMMUNICATIONS USERS
42.	11 JUN	KKMM PORTAL	CFM BANTU PENGGUNA DISENARAIHITAMKAN OLEH CTOS
43.	13 JUN	MREM BERNAMA	CFM TIPS FOR CONSUMERS FACING NETWORK CONGESTION
44.	13 JUN	MREM BERNAMA	TIP CFM BUAT PENGGUNA MENGHADAPI KESESAKAN RANGKAIAN
45.	13 JUN	BERNAMA	KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA
46.	13 JUN	BERNAMA	TIP FOR CONSUMERS FACING NETWORK CONGESTION
47.	13 JUN	MALAYSIAN WIRELESS	CFM OFFER TIPS FOR CONSUMERS FACING MOBILE NETWORK ISSUES DURING RAYA
48.	13 JUN	SELANGOR KINI	KESESAKAN RANGKAIAN: CFM BERI PANDUAN BUAT PENGGUNA
49.	13 JUN	THE SKOP	TAKDE NETWORK MASA RAYA? INI CARANYA
50.	13 JUN	NADI BUMI	KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA
51.	13 JUN	BERNAMA.COM XTRA	TIP CFM BUAT PENGGUNA MENGHADAPI KESESAKAN RANGKAIAN
52.	13 JUN	BERNAMA.COM XTRA	TIPS FOR CONSUMERS FACING NETWORK CONGESTION

NO.	DATE	MEDIA OUTLET	TITLE
53.	13 JUN	BERNAMA WIRES	TIP CFM BUAT PENGGUNA MENGHADAPI KESESAKAN RANGKAIAN
54.	13 JUN	BERNAMA WIRES	CFM TIPS FOR CONSUMERS FACING NETWORK CONGESTION
55.	13 JUN	NAM NEWS NETWORK	TIPS FOR CONSUMERS FACING NETWORK CONGESTION
56.	13 JUN	BERNAMA LIBRARY & INFOLINK	KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA
57.	13 JUN	BERNAMA LIBRARY & INFOLINK	CFM OFFERS TIPS TO DEAL WITH NETWORK CONGESTION DURING HARI RAYA
58.	14 JUN	MALAY MAIL ONLINE	THE RAYA GUIDE TO AVOIDING NETWORK CONGESTION THIS FESTIVE SEASON
59.	14 JUN	YAHOO NEWS	THE RAYA GUIDE TO AVOIDING NETWORK CONGESTION THIS FESTIVE SEASON
60.	14 JUN	THE BORNEO POST	CFM OFFER TIPS TO DEAL WITH NETWORK CONGESTION DURING HARI RAYA
61.	18 JUN	TULAR.MY	AM: KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA
62.	4 JUL	SINAR HARIAN ONLINE	PENCAWANG TIDAK DAPAT KELULUSAN
63.	4 JUL	MALAYSIAN DIGEST	PENCAWANG TIDAK DAPAT KELULUSAN
64.	5 JUL	HARIAN METRO	DEMI DUIT, KESELAMATAN TERANCAM
65.	22 JUL	WISER.MY	PUAS HATI ATAU TIDAK DENGAN KELAJUAN INTERNET? LUAHKANNYA DENGAN UNDI ANDA DI SINI
66.	31 JUL	TOODIA.MY	CARA-CARA UNTUK MENGENAL PASTI SCAMMER
67.	3 AUG	MREM BERNAMA	ELAK KEJUTAN BIL SEMASA MENUNAIKAN HAJI
68.	3 AUG	MREM BERNAMA	AVOID BILL SHOCK DURING PILGRIMAGE
69.	3 AUG	BERNAMA.COM XTRA	ELAK KEJUTAN BIL SEMASA MENUNAIKAN HAJI
70.	3 AUG	BERNAMA.COM XTRA	AVOID BILL SHOCK DURING PILGRIMAGE
71.	3 AUG	BERNAMA	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
72.	3 AUG	ASTRO AWANI ONLINE	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
73.	3 AUG	THE SUN DAILY ONLINE	WAYS TO AVOID BILL SHOCK DURING PILGRIMAGE
74.	3 AUG	SINAR HARIAN ONLINE	ELAK KEJUTAN BIL KETIKA HAJI
75.	3 AUG	SOYA CINCAU (BM)	TIPS ELAK KEJUTAN BIL TELCO UNTUK JEMAAH HAJI
76.	3 AUG	TECH SEMUT.COM	TIP ELAK CAJ TELEFON MELAMPAU KETIKA HAJI
77.	3 AUG	THE SKOP	TIP ELAK CAJ TELEFON MELAMPAU KETIKA HAJI
78.	3 AUG	NAM NEWS NETWORK	AVOID BILL SHOCK DURING PILGRIMAGE
79.	3 AUG	BERNAMA	MALAYSIAN PILGRIMS ADVISED TO LEARN ROAMING SERVICE GUIDELINES TO AVOID BILL SHOCK

MEDIA RELATIONS REPORT

NO.	DATE	MEDIA OUTLET	TITLE
80.	3 AUG	BERNAMA WIRES	AVOID BILL SHOCK DURING PILGRIMAGE
81.	3 AUG	BERNAMA WIRES	ELAK KEJUTAN BIL SEMASA MENUNAIKAN HAJI
82.	3 AUG	BERNAMA LIBRARY & INFOLINK	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
83.	3 AUG	BERNAMA LIBRARY & INFOLINK	MALAYSIAN PILGRIMS ADVISED TO LEARN ROAMING SERVICE GUIDELINES TO AVOID BILL SHOCK
84.	3 AUG	MALAYSIAN VIEW	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
85.	3 AUG	MFORUM1.CARI.COM	ELAK KEJUTAN BIL KETIKA HAJI
86.	3 AUG	KARANGKRAF	ELAK KEJUTAN BIL KETIKA HAJI
87.	3 AUG	BERITA TERKINI.NET	ELAK KEJUTAN BIL KETIKA HAJI
88.	3 AUG	MALAYSIA POST	WAYS TO AVOID BILL SHOCK DURING PILGRIMAGE
89.	3 AUG	TRAVEL IMPACT NEWSWIRE	MALAYSIANS WARNED ABOUT SHOCK PHONE BILLS AFTER HAJI PILGRIMAGE, GET TIPS ON HOW TO AVOID THEM
90.	3 AUG	FRONT DESK	MALAYSIAN PILGRIMS ADVISED TO LEARN ROAMING SERVICE GUIDELINES TO AVOID BILL SHOCK
91.	3 AUG	THAILAND TODAY	WAYS TO AVOID BILL SHOCK DURING PILGRIMAGE
92.	3 AUG	HARIAN NEWS	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
93.	4 AUG	UTUSAN BORNEO SARAWAK ONLINE	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
94.	4 AUG	DAILY EXPRESS (KK)	AVOID HIGH MOBILE PHONE BILL SHOCK DURING HAJ
95.	4 AUG	NAM NEWS NETWORK	MALAYSIAN PILGRIMS ADVISED TO LEARN ROAMING SERVICE GUIDELINES TO AVOID BILL SHOCK
96.	5 AUG	WISER.MY	ANDA BAKAL TUNAikan HAJI? INI TIPS UNTUK ELAK BIL TELEFON DARI MELAMBUNG TINGGI KETIKA BERADA DI TANAH SUCI
97.	5 AUG	NEW SUNDAY TIMES ONLINE	LEARN ROAMING SERVICE GUIDELINES, PILGRIMS TOLD
98.	8 AUG	OANA NEWS	MALAYSIAN PILGRIMS ADVISED TO LEARN ROAMING SERVICE GUIDELINES TO AVOID BILL SHOCK
99.	8 AUG	ERING	TIP ELAKKAN KEJUTAN BIL SEMASA MENUNAikan HAJI
100.	9 AUG	HARIAN METRO	TUNAI HAJI DENGAN TENANG
101.	14 AUG	NEWS24 SUPERNEWS ROOM	GOING FOR HAJJ? 8 WAYS TO AVOID HIGH ROAMING CHARGES
102.	20 AUG	BERNAMA	CFM REVEALS USERS' YEN FOR SPEEDY, AFFORDABLE INTERNET
103.	20 AUG	BERNAMA	CFM: PAKEJ JALUR LEBAR 100 MBPS, RM89 JADI PILIHAN RAMAI
104.	20 AUG	BERNAMA.COM XTRA	MENJADIKAN INTERNET BERKELAJUAN TINGGI MAMPU DIMILIKI PENGGUNA MALAYSIA
105.	20 AUG	KOSMO	PAKEJ JALUR LEBAR 100MBPS, RM89 JADI PILIHAN RAMAI
106.	20 AUG	MREM BERNAMA	MAKING HIGH-SPEED INTERNET MORE AFFORDABLE FOR MALAYSIANS

NO.	DATE	MEDIA OUTLET	TITLE
107.	20 AUG	MREM BERNAMA	MENJADIKAN INTERNET BERKELAJUAN TINGGI MAMPU DIMILIKI PENGGUNA MALAYSIA
108.	20 AUG	BERNAMA.COM XTRA	MAKING HIGH-SPEED INTERNET MORE AFFORDABLE FOR MALAYSIANS
109.	20 AUG	BERNAMA.COM XTRA	MENJADIKAN INTERNET BERKELAJUAN TINGGI MAMPU DIMILIKI PENGGUNA MALAYSIA
110.	20 AUG	BERNAMA WIRES	MAKING HIGH-SPEED INTERNET MORE AFFORDABLE FOR MALAYSIANS
111.	20 AUG	BERNAMA WIRES	MENJADIKAN INTERNET BERKELAJUAN TINGGI MAMPU DIMILIKI PENGGUNA MALAYSIA
112.	20 AUG	BERNAMA LIBRARY & INFOLINK	CFM REVEALS USERS' YEN FOR SPEEDY, AFFORDABLE INTERNET
113.	20 AUG	BERNAMA LIBRARY & INFOLINK	CFM: PAKEJ JALUR LEBAR 100 MBPS, RM89 JADI PILIHAN RAMAI
114.	20 AUG	NAM NEWS NETWORK	MAKING HIGH-SPEED INTERNET MORE AFFORDABLE FOR MALAYSIANS
115.	20 AUG	ENANYANG.MY	MAKING HIGH-SPEED INTERNET MORE AFFORDABLE FOR MALAYSIANS
116.	21 AUG	DIGITAL NEWS ASIA	MAKING HIGH-SPEED INTERNET MORE AFFORDABLE FOR MALAYSIANS
117.	21 AUG	WISER.MY	RAKYAT MALAYSIA MAHUKAN INTERNET BERKELAJUAN TINGGI DENGAN HARGA MAMPU MILIK
118.	21 AUG	NEWS24 SUPERNEWS ROOM	MAKING HIGH-SPEED INTERNET MORE AFFORDABLE FOR MALAYSIANS
119.	22 SEPT	BERNAMA	SKETSA GAGS & COFFEE 2.0 DIDIK PENGGUNA ISU TELEKOMUNIKASI
120.	22 SEPT	KKMM PORTAL	SKETSA GAGS & COFFEE 2.0 DIDIK PENGGUNA ISU TELEKOMUNIKASI
121.	22 SEPT	BERNAMA LIBRARY & INFOLINK	SKETSA GAGS & COFFEE 2.0 DIDIK PENGGUNA ISU TELEKOMUNIKASI
122.	24 SEPT	MREM BERNAMA	GAGS & COFFEE 2.0 CFM: SKETSA SANTAI UNTUK PENGGUNA FAHAMI ISU KOMUNIKASI DAN MULTIMEDIA SEMPENA SAMBUTAN WTISD18
123.	24 SEPT	MREM BERNAMA	CFM GAGS & COFFEE: LIGHT SKETCH ON CONSUMER ISSUES REGARDING COMMUNICATIONS AND MULTIMEDIA IN CONJUNCTION WITH WTISD18 CELEBRATION
124.	24 SEPT	BERNAMA.COM XTRA	CFM GAGS & COFFEE: LIGHT SKETCH ON CONSUMER ISSUES REGARDING COMMUNICATIONS AND MULTIMEDIA IN CONJUNCTION WITH WTISD18 CELEBRATION
125.	24 SEPT	BERNAMA.COM XTRA	GAGS & COFFEE 2.0 CFM: SKETSA SANTAI UNTUK PENGGUNA FAHAMI ISU KOMUNIKASI DAN MULTIMEDIA SEMPENA SAMBUTAN WTISD18
126.	24 SEPT	BERNAMA WIRES	CFM GAGS & COFFEE: LIGHT SKETCH ON CONSUMER ISSUES REGARDING COMMUNICATIONS AND MULTIMEDIA IN CONJUNCTION WITH WTISD18 CELEBRATION
127.	24 SEPT	BERNAMA WIRES	GAGS & COFFEE 2.0 CFM: SKETSA SANTAI UNTUK PENGGUNA FAHAMI ISU KOMUNIKASI DAN MULTIMEDIA SEMPENA SAMBUTAN WTISD18
128.	24 SEPT	BERNAMA.COM XTRA	CFM ENGAGES WITH KEDAH FOLKS VIA LIGHT SKETCHES

MEDIA RELATIONS REPORT

NO.	DATE	MEDIA OUTLET	TITLE
129.	24 SEPT	BERNAMA.COM XTRA	CFM GAGS & COFFEE BINCANG ISU TELEKOMUNIKASI SECARA SANTAI
130.	24 SEPT	BERNAMA LIBRARY & INFOLINK	CFM ENGAGES WITH KEDAH FOLKS VIA LIGHT SKETCHES
131.	24 SEPT	BERNAMA LIBRARY & INFOLINK	CFM GAGS & COFFEE BINCANG ISU TELEKOMUNIKASI SECARA SANTAI
132.	24 SEPT	WISER.MY	GAGS & COFFEE 2.0 CFM: SKETSA SANTAI UNTUK PENGGUNA FAHAMI ISU KOMUNIKASI DAN MULTIMEDIA SEMPENA SAMBUTAN WTISD18
133.	24 SEPT	MALAYSIA INTERNET	CFM CELEBRATES WORLD TELCO DAY WITH KNOWLEDGE SHARING SESSION - GAGS & COFFEE
134.	24 SEPT	CHANNEL W	GAGS & COFFEE DEKATKAN ORANG RAMAI DENGAN ISU PENGGUNA - BY EN IZHAM (RECORDED)
135.	27 SEPT	HARIAN METRO ONLINE	PERANG HARGA JALUR LEBAR
136.	27 SEPT	PRESS READER (HARIAN METRO)	PERANG HARGA JALUR LEBAR
137.	27 SEPT	THE SKOP	BERAPA HARGA PELAN INTERNET JALUR LEBAR PALING 'NGAM' DI MALAYSIA?
138.	30 SEPT	WISER.MY	KENAL PASTI KETULENAN TELEFON ANDA DENGAN 4 LANGKAH MUDAH INI
139.	23 OCT	MREM BERNAMA	NEW BROADBAND PRICING IS FOR ALL
140.	23 OCT	MREM BERNAMA	HARGA JALUR LEBAR BAHARU UNTUK SEMUA
141.	23 OCT	BERNAMA	CFM: BE WELL-INFORMED TELCO SUBSCRIBERS
142.	23 OCT	BERNAMA	CFM MINTA PENGGUNA FAHAMI SYARAT PENURUNAN HARGA JALUR LEBAR
143.	23 OCT	BERITA HARIAN ONLINE	LANGKAH TEPAT TURUNKAN HARGA INTERNET
144.	23 OCT	SINAR HARIAN ONLINE	CFM MINTA PENGGUNA FAHAMI SYARAT PENURUNAN HARGA JALUR LEBAR
145.	23 OCT	PRESS READER (HARIAN METRO)	USAHA TURUN HARGA PASTIKAN INTERNET JALUR LEBAR MAMPU DIMILIKI
146.	23 OCT	NST ONLINE	BROADBAND PRICING DOWN 56 PCT
147.	23 OCT	THE MALAYSIAN INSIGHT	KNOW THE RATES HAVE BEEN REDUCED BY LAW, INTERNET SUBSCRIBERS TOLD
148.	23 OCT	MALAYSIA SHAFQAQA	CFM: BE WELL-INFORMED TELCO SUBSCRIBERS
149.	23 OCT	HEAD TOPICS	TELCO SUBSCRIBERS TOLD TO BE WELL-INFORMED ABOUT BROADBAND DEALS
150.	23 OCT	FLIPBOARD	TELCO SUBSCRIBERS TOLD TO BE WELL-INFORMED ABOUT BROADBAND DEALS
151.	23 OCT	BERNAMA.COM XTRA	NEW BROADBAND PRICING IS FOR ALL
152.	23 OCT	BERNAMA.COM XTRA	HARGA JALUR LEBAR BAHARU UNTUK SEMUA

NO.	DATE	MEDIA OUTLET	TITLE
153.	23 OCT	BERNAMA WIRES	NEW BROADBAND PRICING IS FOR ALL
154.	23 OCT	BERNAMA WIRES	HARGA JALUR LEBAR BAHARU UNTUK SEMUA
155.	23 OCT	BERNAMA LIBRARY & INFOLINK	CFM MINTA PENGGUNA FAHAMI SYARAT PENURUNAN HARGA JALUR LEBAR
156.	23 OCT	BERNAMA LIBRARY & INFOLINK	CFM: BE WELL-INFORMED TELCO SUBSCRIBERS
157.	23 OCT	NAM NEWS NETWORK	NEW BROADBAND PRICING IS FOR ALL
158.	23 OCT	KARANGKRAF	CFM MINTA PENGGUNA FAHAM SYARAT PENURUNAN HARGA JALUR LEBAR
159.	23 OCT	KWIKNEWS	BROADBAND PRICING DOWN 56 PCT
160.	24 OCT	THE EDGE MARKET ONLINE	TELCO SUBSCRIBERS TOLD TO BE WELL-INFORMED ABOUT BROADBAND DEALS
161.	24 OCT	THE STAR	CFM: SUBSCRIBERS HAVE TO BE SMART ABOUT NEW BROADBAND PLANS
162.	24 OCT	THE MALAYSIAN RESERVE	CFM: BROADBAND NOW CHEAPER BY UP TO 56%
163.	24 OCT	THE TRUE NET	KNOW TELCO RATES HAVE BEEN REDUCED BY LAW, INTERNET SUBSCRIBERS
164.	24 OCT	MASHABLE SEA ASIA	MALAYSIANS, HERE'S WHAT YOU NEED TO KNOW WHEN YOUR ISP UPGRADES YOUR HOME BROADBAND PLAN
165.	24 OCT	BERITA TERKINI.NET	JALUR LEBAR: ORANG RAMAI TIDAK DAPAT MAKLUMAT LENGKAP
166.	24 OCT	MSN.COM	CFM: SUBSCRIBERS HAVE TO BE SMART ABOUT NEW BROADBAND PLANS
167.	24 OCT	SIN CHEW ONLINE	CONTINUE TO RECEIVE COMPLAINTS REGARDING SLOW INTERNET SPEED
168.	24 OCT	KLSE SCREENER	TELCO SUBSCRIBERS TOLD TO BE WELL-INFORMED ABOUT BROADBAND DEALS
169.	24 OCT	UTUSAN ONLINE	JALUR LEBAR: ORANG RAMAI TIDAK DAPAT MAKLUMAT LENGKAP
170.	24 OCT	DEWAN BERITA	JALUR LEBAR: ORANG RAMAI TIDAK DAPAT MAKLUMAT LENGKAP
171.	29 OCT	JOHOR BIZ NET	BROADBAND PRICING DOWN 56 PCT
172.	29 OCT	NADI BUMI	CFM MINTA PENGGUNA FAHAMI SYARAT PENURUNAN HARGA JALUR LEBAR
173.	31 OCT	MREM BERNAMA	BILLING DISPUTE – HIGHEST TELECOMMUNICATION ISSUE REPORTED BY CONSUMERS TO CFM
174.	31 OCT	MREM BERNAMA	PERTIKAIAN BIL – MASALAH TELEKOMUNIKASI PALING TINGGI DILAPORKAN PENGGUNA KEPADA CFM
175.	31 OCT	BERNAMA	BILLING DISPUTE – HIGHEST TELECOMMUNICATION ISSUE REPORTED BY CONSUMERS TO CFM
176.	31 OCT	BERNAMA	CFM RECEIVED 3,266 COMPLAINTS IN NINE MONTHS
177.	31 OCT	BERNAMA	CFM: 3,266 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA - BY EN. YUS
178.	31 OCT	THE EDGE MARKET ONLINE	CFM RECEIVED 3,266 COMPLAINTS IN NINE MONTHS
179.	31 OCT	SOYA CINCAU (ENG)	THE HIGHEST NUMBER OF CONSUMER COMPLAINTS RECEIVED BY MCMC THIS YEAR ARE FROM BILL DISPUTES

MEDIA RELATIONS REPORT

NO.	DATE	MEDIA OUTLET	TITLE
180.	31 OCT	THE MALAYSIAN INSIGHT	BILLING DISPUTE MOST COMMON COMPLAINT OF TELCO SUBSCRIBERS
181.	31 OCT	THE SUN DAILY ONLINE	CFM RECEIVES 3,266 COMPLAINTS IN NINE MONTHS
182.	31 OCT	THE STAR ONLINE	OVER 3,000 CONSUMER COMPLAINTS ON TELECOMMUNICATION ISSUES RECEIVED: CFM
183.	31 OCT	BERNAMA	PERTIKAIAN BIL – MASALAH TELEKOMUNIKASI PALING TINGGI DILAPORKAN PENGGUNA KEPADA CFM
184.	31 OCT	KKMM PORTAL	CFM: 3,266 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
185.	31 OCT	UTUSAN ONLINE	ADUAN PERTIKAIAN BIL PALING BANYAK
186.	31 OCT	ERING	ORANG RAMAI DIGESA HUBUNGI PENYEDIA PERHIDMATAN BERHUBUNG KADAR BAHARU JALUR LEBAR
187.	31 OCT	FRONT DESK	CFM: 3266 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
188.	31 OCT	BERNAMA.COM XTRA	BILLING DISPUTE – HIGHEST TELECOMMUNICATION ISSUE REPORTED BY CONSUMERS TO CFM
189.	31 OCT	BERNAMA.COM XTRA	PERTIKAIAN BIL – MASALAH TELEKOMUNIKASI PALING TINGGI DILAPORKAN PENGGUNA KEPADA CFM
190.	31 OCT	BERNAMA WIRES	BILLING DISPUTE – HIGHEST TELECOMMUNICATION ISSUE REPORTED BY CONSUMERS TO CFM
191.	31 OCT	BERNAMA WIRES	PERTIKAIAN BIL – MASALAH TELEKOMUNIKASI PALING TINGGI DILAPORKAN PENGGUNA KEPADA CFM
192.	31 OCT	BERNAMA LIBRARY & INFOLINK	CFM: 3,266 ADUAN BERKAITAN MASALAH KOMUNIKASI, MULTIMEDIA DITERIMA
193.	31 OCT	BERNAMA LIBRARY & INFOLINK	CFM RECEIVED 3,266 COMPLAINTS IN NINE MONTHS
194.	31 OCT	NAM NEWS NETWORK	BILLING DISPUTE - HIGHEST TELECOMMUNICATION ISSUE REPORTED BY CONSUMERS TO CFM
195.	31 OCT	MALAYSIA NEWS TODAY	OVER 3,000 CONSUMER COMPLAINTS ON TELECOMMUNICATION ISSUES RECEIVED: CFM
196.	31 OCT	MALAYSIA POST	CFM RECEIVES 3,266 COMPLAINTS IN NINE MONTHS
197.	31 OCT	SHFAQNA	CFM RECEIVED 3,266 COMPLAINTS IN NINE MONTHS
198.	31 OCT	THAILAND TODAY	CFM RECEIVED 3,266 COMPLAINTS IN NINE MONTHS
199.	1 NOV	WISER.MY	PERTIKAIAN BIL – MASALAH TELEKOMUNIKASI PALING TINGGI DILAPORKAN PENGGUNA KEPADA CFM
200.	1 NOV	ERING	PERTIKAIAN BIL, MASALAH TELEKOMUNIKASI PALING TINGGI DILAPORKAN PENGGUNA!
201.	1 NOV	SOYA CINCAU (BM)	SEANTERO MALAYSIA, HANYA 64 ORANG YANG TAK PUAS HATI DENGAN HARGA INTERNET KITA
202.	1 NOV	GOOGLE NEWS	OVER 3,000 CONSUMER COMPLAINTS ON TELECOMMUNICATION ISSUES RECEIVED: CFM

NO.	DATE	MEDIA OUTLET	TITLE
203.	1 NOV	SIN CHEW DAILY ONLINE	MORE AND MORE COMPLAINTS ABOUT COMMUNICATION SERVICES
204.	1 NOV	NEW SABAH TIMES	BILLING DISPUTE – HIGHEST TELCO COMPLAINTS
205.	1 NOV	KLSE SCREENER	CFM RECEIVED 3,266 COMPLAINTS IN NINE MONTHS
206.	2 NOV	NEW STRAITS TIMES ONLINE	TELCO COMMENDS GOVERNMENT'S RECOGNITION ON HIGH SPEED BROADBAND
207.	2 NOV	ISLAMIC VOICE ONLINE	MASALAH TELEKOMUNIKASI PALING TINGGI DILAPORKAN PENGGUNA KEPADA CFM
208.	3 NOV	THE STAR ONLINE	GOBIND: FIVE YEARS A REALISTIC TARGET FOR RURAL BROADBAND
209.	7 NOV	MALAYSIAN WIRELESS	HIGHEST COMPLAINTS IN 2017 STILL ON TELEKOM MALAYSIA – CFM ANNUAL REPORT
210.	19 NOV	MREM BERNAMA	SESI PERKONGSIAN MAKLUMAT INDUSTRI CFM 2018: MEMAHAMI KEPENTINGAN PENGGUNA UNTUK PENAMBAHBAIKANI INDUSTRI KOMUNIKASI & MULTIMEDIA
211.	19 NOV	MREM BERNAMA	CFM'S 2018 INDUSTRY KNOWLEDGE SHARING SESSION: UNDERSTANDING CONSUMER'S IMPORTANCE FOR THE IMPROVEMENT OF COMMUNICATIONS & MULTIMEDIA
212.	19 NOV	BERNAMA	CFM ANJUR KSS DENGAN PENYEDIA PERKHIDMATAN TELEKOMUNIKASI BINCANG ISU-ISU PENGGUNA
213.	19 NOV	BERNAMA	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS ON CONSUMER ISSUES
214.	19 NOV	BERNAMA.COM XTRA	SESI PERKONGSIAN MAKLUMAT INDUSTRI CFM 2018: MEMAHAMI KEPENTINGAN PENGGUNA UNTUK PENAMBAHBAIKANI INDUSTRI KOMUNIKASI & MULTIMEDIA
215.	19 NOV	BERNAMA.COM XTRA	CFM'S 2018 INDUSTRY KNOWLEDGE SHARING SESSION: UNDERSTANDING CONSUMER'S IMPORTANCE FOR THE IMPROVEMENT OF COMMUNICATIONS & MULTIMEDIA
216.	19 NOV	BERNAMA WIRES	SESI PERKONGSIAN MAKLUMAT INDUSTRI CFM 2018: MEMAHAMI KEPENTINGAN PENGGUNA UNTUK PENAMBAHBAIKANI INDUSTRI KOMUNIKASI & MULTIMEDIA
217.	19 NOV	BERNAMA WIRES	CFM'S 2018 INDUSTRY KNOWLEDGE SHARING SESSION: UNDERSTANDING CONSUMER'S IMPORTANCE FOR THE IMPROVEMENT OF COMMUNICATIONS & MULTIMEDIA
218.	19 NOV	BERNAMA LIBRARY & INFOLINK	CFM ANJUR KSS DENGAN PENYEDIA PERKHIDMATAN TELEKOMUNIKASI BINCANG ISU-ISU PENGGUNA
219.	19 NOV	BERNAMA LIBRARY & INFOLINK	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS ON CONSUMER ISSUES
220.	19 NOV	KKMM PORTAL	CFM ANJUR KSS DENGAN PENYEDIA PERKHIDMATAN TELEKOMUNIKASI BINCANG ISU-ISU PENGGUNA
221.	19 NOV	NAM NEWS NETWORK	CFM'S 2018 INDUSTRY KNOWLEDGE SHARING SESSION: UNDERSTANDING CONSUMER'S IMPORTANCE FOR THE IMPROVEMENT OF COMMUNICATIONS & MULTIMEDIA
222.	20 NOV	THE EDGE MARKETS ONLINE	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS ON CONSUMER ISSUES

MEDIA RELATIONS REPORT

NO.	DATE	MEDIA OUTLET	TITLE
223.	20 NOV	UTUSAN BORNEO SABAH ONLINE	CFM ANJUR KSS DENGAN PENYEDIA PERKHIDMATAN TELEKOMUNIKASI BINCANG ISU-ISU PENGGUNA
224.	20 NOV	THE BORNEO POST ONLINE	SESSION DEEPENS CFM'S UNDERSTANDING OF CONSUMER IMPORTANCE
225.	20 NOV	BL HARIAN	CFM ANJUR KSS DENGAN PENYEDIA PERKHIDMATAN TELEKOMUNIKASI BINCANG ISU-ISU PENGGUNA
226.	20 NOV	HEAD TOPICS	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS ON CONSUMER ISSUES
227.	20 NOV	KLSE SCREENER	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS ON CONSUMER ISSUES
228.	21 NOV	IPROPERTY.COM	CFM HOLDS SESSION WITH TELCO SERVICE PROVIDERS ON CONSUMER ISSUES
229.	22 NOV	MALAYSIAN WIRELESS	CFM OFFERS THE PLATFORM FOR DISCUSSION BETWEEN TELCOS & CONSUMER ASSOCIATIONS
230.	25 NOV	WISER.MY	CARA UNTUK UJI KELAJUAN INTERNET YANG LEBIH TEPAT
231.	23 DEC	BULETIN DUNIA	TIPS ELAK JADI MANGSA SCAMMER
232.	27 DEC	AMANZ	ADAKAH KITA PERLUKAN BADAN KHAS UNTUK MEMANTAU ADUAN PENGGUNA BERKAITAN SYARIKAT TELEKOMUNIKASI?



ONLINE BLOG

NO.	DATE	MEDIA OUTLET	TITLE
1.	20 MARCH	JUN-ZIE.COM	GAGS & COFFEE CFM – SKETSA PENGGUNA BIJAK
2.	21 MARCH	LC LITTLE GUY BLOGSPOT	CHINESE BLOG: COMPLAINTS AGAINST TELECOMMUNICATIONS COMPANY METHODS AND PIPELINES
3.	21 MARCH	DAMADAY.COM	CHINESE BLOG: TO MAKE A COMPLAINT, IT IS POSSIBLE FOR A TELECOMMUNICATIONS COMPANY TO IMPROVE OR SOLVE YOUR PROBLEM
4.	21 MARCH	BEETIFY.COM	CHINESE BLOG: THE LINE IS POOR? BAD SERVICE? CAN COMPLAINT TO CFM
5.	26 APR	HURRR TV	BUAT ADUAN KEPADA MCMC ATAU CFM
6.	31 MAY	TUICOOOL	CFM SAID FIBRE BROADBAND COSTLY IN MALAYSIA, CALLS FOR CHEAPER INTERNET
7.	31 MAY	MALAYSIA INTERNET	CFM SUPPORTS GOVERNMENT EFFORTS IN DOUBLING INTERNET BROADBAND SPEED
8.	31 MAY	MEDIA PERMATA ONLINE	CFM SOKONG USAHA KERAJAAN
9.	1 JUN	MALAYSIA SHAFQAQA	CFM SOKONG USAHA TINGKATKAN KUALITI PERKHIDMATAN INTERNET
10.	13 JUN	SERENDEPUTY	KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA

NO.	DATE	MEDIA OUTLET	TITLE
11.	13 JUN	BULETIN MALAYSIA	KESESAKAN RANGKAIAN: CFM BERI PANDUAN BUAT PENGGUNA
12.	14 JUN	FRONT DESK	CFM OFFER TIPS TO DEAL WITH NETWORK CONGESTION DURING AIDILFITRI
13.	14 JUN	PEOPLE'S VOICE	CFM OFFER TIPS TO DEAL WITH NETWORK CONGESTION DURING HARI RAYA
14.	14 JUN	NUKILAN MASSA	KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA
15.	14 JUN	BERITA ONLINE	KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA
16.	14 JUN	PRESS RELEASE WORLDWIDE	CFM OFFERS TIPS TO DEAL WITH NETWORK CONGESTION DURING HARI RAYA
17.	14 JUN	TUNTAS TINTA	KESESAKAN RANGKAIAN; CFM BERI PANDUAN BUAT PENGGUNA
18.	14 JUN	NEWS2U	CFM OFFERS TIPS TO DEAL WITH NETWORK CONGESTION DURING HARI RAYA
19.	14 JUN	POINT OF VIEW PR	CFM OFFERS TIPS TO DEAL WITH NETWORK CONGESTION DURING HARI RAYA
20.	3 AUG	TULAR.MY	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
21.	3 AUG	SERENDEPUTY	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
22.	4 AUG	HOKALOH NEWS	FAHAMI PANDUAN KHIDMAT PERAYAUAN UNTUK ELAK KEJUTAN BIL
23.	5 AUG	MALAYSIA INTERNET	CFM - AVOID BILL SHOCK DURING PILGRIMAGE
24.	21 AUG	MALAYSIA INTERNET	MALAYSIANS WANTS 100MBPS AT RM89/MONTH - CFM
25.	28 SEPT	AMAZING NARA	CARA ELAKKAN MENJADI MANGSA 'SCAMMER'
26.	10 OCT	READR.MY	INI HARGA YANG SEPATUTNYA RAKYAT MALAYSIA BAYAR UNTUK PELAN INTERNET
27.	23 OCT	HEAD TOPICS	TELCO SUBSCRIBERS TOLD TO BE WELL-INFORMED ABOUT BROADBAND DEALS
28.	24 OCT	MALAYSIA INTERNET	CFM: NEW FIXED BROADBAND PRICING IS FOR ALL
29.	24 OCT	IPROPERTY.COM	CFM: BE WELL-INFORMED TELCO SUBSCRIBERS
30.	16 NOV	APA KES	KENAL PASTI KETULENAN TELEFON ANDA DENGAN 4 LANGKAH MUDAH INI



ONLINE BLOG

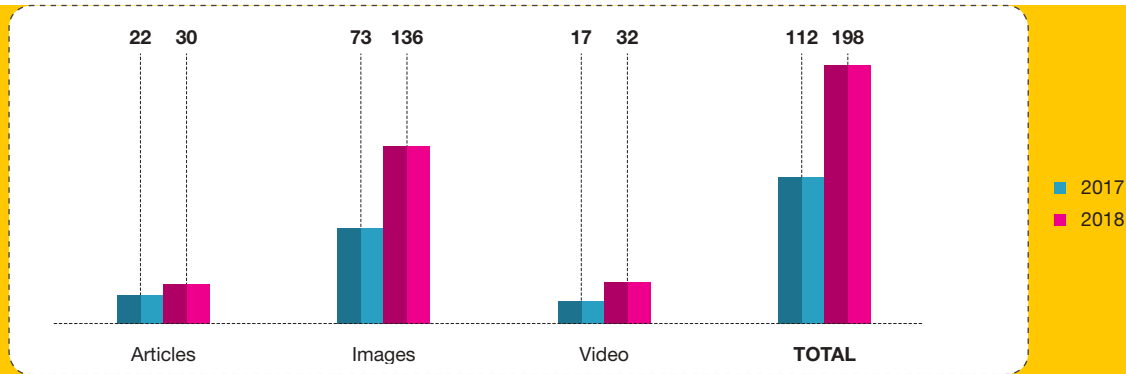
NO.	DATE	MEDIA OUTLET	TITLE
1.	7 NOV	MARKETING MAGAZINE	BILLING DISPUTES BIGGEST ISSUE FOR COMMUNICATIONS AND MULTIMEDIA CONSUMER FORUM

CFM SOCIAL MEDIA OVERVIEW 2018

COMPARISON OF DIGITAL CONTENTS CREATED IN 2017 VS 2018

DIGITAL CONTENTS	2017	2018
ARTICLES	22	30
IMAGES	73	136
VIDEOS	17	32
TOTAL	112	198
REACH	965,769	1,252,007

**INCREASED
30%**



CAMPAIGNS EXECUTED

NO.	CAMPAIGN NAME	PLATFORM	MONTH
1.	CFM TV: GADIS PINTAR CFM: Tips Lost Phone	Consumerinfo.my, Facebook, Instagram, Twitter, Youtube	January
2.	CFM TV: Campaign with 'Standup Comedians' @ag_hafiz85 & @mad_sabah	Consumerinfo.my, Facebook, Instagram, Twitter, Youtube	5 – 23 Apr
3.	#15HariCeriaRamadan	Facebook, Instagram, Twitter	24 May – 15 June
4.	CFM 'ONLINE VOTING POLL': HARGA IDEAL 'HOME INTERNET'	Consumerinfo.my, Facebook	18 July – 24 July
5.	KEMPEN "INI ASPIRASIKU"	Consumerinfo.my, Facebook, Instagram, Twitter, Youtube	13 – 24 Aug
6.	Kempen #SembangKopiBersamaCFM dengan kerjasama @ebbyyusoriginal & @aghafiz85 (finalis lawak solo)	Consumerinfo.my, Facebook, Instagram, Twitter, Youtube	18 Sep – 5 Oct
7.	Kempen #LajuTakInternetKorang?	Consumerinfo.my, Facebook, Instagram, Twitter	17 – 31 Oct

SOCIAL NETWORK FOLLOWERS IN EACH PLATFORM FOR 2018



Followers
56,484



Followers
3,580



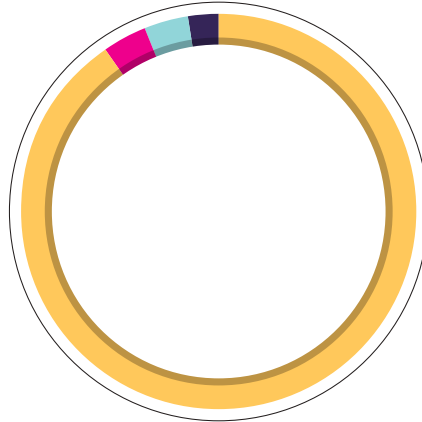
Followers
1,003



THE POST TYPES IN FACEBOOK

POST TYPE

- 90.5% Link
- 3.6% Photo
- 3.5% Shared video
- 2.4% Video

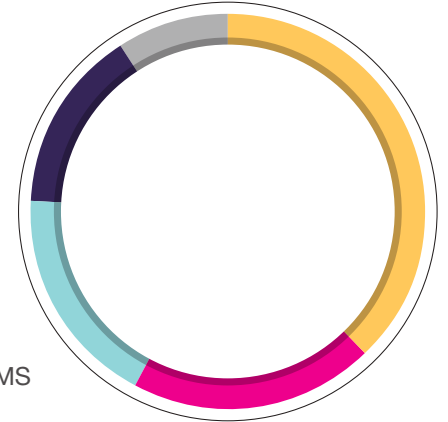


Based on the four categories, it shows that Link (info to consumerinfo.my) carries the highest reach, followed by Video, Image and the status.

TOP 5 TOP ISSUES RAISED IN FB & TWITTER

ISSUE

- 38% Internet speed
- 20% Mobile cellular - poor coverage
- 18% Subscription service
- 15% Unwanted SMS/MMS
- 9% Tracking complaint status on portal



INSTAGRAM INSIGHTS

FOLLOWERS	3,580
MEDIA	1,927 posts
LIKES RECEIVED	4,323
TOTAL COMMENTS	115

TWITTER INSIGHTS OVERVIEW

FOLLOWERS	TOTAL TWEETS	TOTAL RETWEET	TWEET IMPRESSIONS	PROFILE VISIT	MENTIONS
1,003	7,069	634	273.1K	5,778	484

TOP PERFORMING POST



1 1,322 likes 57,771 reach 226 shares

'Semoga tiada lagi masalah 'data habis' selepas anda mencuba 10 tips jimat data ini -> <https://goo.gl/MkHTmf>



CONSUMERINFO.MY
TIPS JIMATKAN JUMLAH PENGGUNAAN 'MOBILE DATA' PADA IOS & Android -

2 1,061 likes 53,423 reach 47 shares

Siapa di sini pernah mengalami masalah dengan khidmat pelanggan(customer service) penyedia perkhidmatan (TELCO)? Ikuti kisah-kisah benar ini dan dapatkan tips sebagai panduan anda di sini -> <https://goo.gl/zmPSBZ>



CONSUMERINFO.MY
KISAH BENAR : KUALITI KHIDMAT PELANGGAN -
Ketahuilah senario sebenar melibatkan kes-kes kualiti khidmat pelanggan d...

3 989 likes 48,336 reach 104 shares

Telefon canggih dah, pelan pun dah pilih yang terbaik, tapi 'line' pulak tak memuaskan. Sebelum mengamuk, tengok sini dulu cara nak atasinya -> <https://goo.gl/gHkUL4>



CONSUMERINFO.MY
KISAH BENAR : KUALITI LIPUTAN - SELULAR -
Ketahuilah senario sebenar dari bagaimana kes-kes melibatkan kualiti liputa...

4 993 likes 48,304 reach 112 shares

Setiap kali perayaan, anda mungkin mengalami gangguan kualiti liputan selular ('mobile network')... Ketahuilah puncanya dan 'tips & tricks' untuk mengurangkan isu ini... Baca seterusnya di <https://goo.gl/YbCGwF>



CONSUMERINFO.MY
KESEKAPAN RANGKAIAN 'MOBILE NETWORK' ? -
Ketahuilah puncanya dan 'tips' & 'tricks' untuk mengurangkan isu 'mobile...

5 1,255 likes 41,157 reach 132 shares

Anda pernah menerima panggilan dari nombor yang tidak dikenali? Kadangkala sukar untuk mengetahui panggilan yang mana satu benar atau palsu kan? Ketahuilah bagaimana untuk menjawab panggilan seperti ini dan tip untuk menanganinya di sini -> <https://goo.gl/EaFakP>



CONSUMERINFO.MY
PANGGILAN PALSU DAN BAGAIMANA UNTUK MENGHADAPI MEREKA! -

6 1,098 likes 38,859 reach 233 shares
 16 comments

Biasa dapat SMS / MMS yang bertaru-talu masuk tanpa diundang? Siap dikenakan caj lagi untuk setiap SMS / MMS yang diterima?
Ketahu jalan penyelesaiannya di sini -> <https://goo.gl/VBrXMJ>



9 600 likes 34,232 reach 89 shares

Have you ever experienced annoying pop-up ads on your Android & iOS?
Find out how to avoid them here -> <https://goo.gl/KYeqC7>



7 1,098 likes 38,094 reach 132 shares
 21 comments

di sini -> <https://goo.gl/WfwWUC>



10 932 likes 36,327 reach 129 shares

Internet kejap ok, kejap tak ok?
Dah puas buat laporan, tapi macam asyik jadi baik je?
Apa kata anda "DIY" dengan membuat troubleshooting sendiri di sini -> <https://goo.gl/tpm2rM>



8 957 likes 35,383 reach 171 shares

BEWARE GUYS...
Find out how to prevent this fraud here -> <https://goo.gl/FDDan>



SOCIAL MEDIA CAMPAIGN SNAPSHOT 2018



Campaign : 'Standup Comedy' – @mad_sabah & @ag_hafiz
Reach : 22,915
Video Views : 4.2K
Month : April 2018

Banyak betul masalah @mad_sabah ni kan dengan line warna-warni ni ? Bak kata @ag_hafiz85, setiap masalah ada penyelesaiannya. Jom lihat 'Full video' bagaimana peserta-peserta 'lawak solo finalis' ini menyelesaikan masalah 1-7 dengan layari <https://goo.gl/qDnQPo> atau consumerinfo.my.
#BukanSketsaBasa #Gaga&Coffee #standupcomedy #CFMmalaysia



CONSUMERINFO.MY
KEMPEN BERSAMA 'STANDUP COMEDY' @mad_sabah & @aghafiz85 -



Campaign : #SembangKopiBersamaCFM – @ebbyyusoriginal & @aghafiz
Reach : 20,487
Month : September 2018

Bak kata @ebbyyusoriginal & @aghafiz85, untuk dapatkan tips-tips tersebut anda boleh layari portal consumerinfo.my atau anda boleh lihat video tersebut di link ini -> <https://goo.gl/Ny3YX5>
#GetSmarterWithConsumerInfo
#MobileTips
#Internet
#CFMmalaysia... See More



Campaign : 'Ini Aspirasiku
Reach : 22,915
Video Views : 4.2K
Month : August 2018



Ini Aspirasiku
00:18



Campaign : #LajuTakInternetKorang
Reach : 41,573
Comments : 101
Video Views : 9.3K
Likes : 180
Shares : 84
Month : October 2018

LAJU TAK INTERNET KORANG?



JOM TEST!

KELAJUAN BROADBAND
ANDA

WEBSITE REPORT 2018

PAGE VIEWS OF VISITORS VISITING CFM.MY & CONSUMERINFO.MY PORTAL 2016 VS 2018

cfm.my			*consumerinfo.my			*Increased %
2016	2017	2018	2016	2017	2018	
73,266	62,138	27,629	67,493	112,608	362,621	437%

***consumerinfo** benchmark page views set is based on 2016

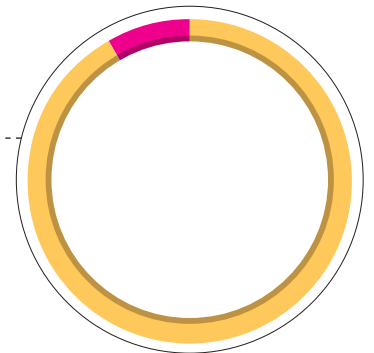
***consumerinfo.my** is designed to be an info hub or platform that educates consumer on how to be a smart consumer on telecommunications & multimedia services. Since 2017, we are focusing to increase traffic to consumerinfo.my site.

***cfm.my** is a corporate site, a static page for consumers to know the functions of CFM, mission and visions.

GOOGLE ANALYTICS FROM JAN-DEC 2018

Percentage of new visitor vs returning visitor to consumerinfo.my

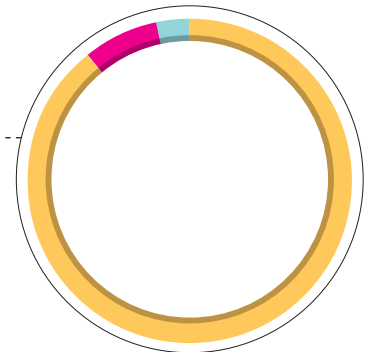
New Visitor	91.3%	■
Returning Visitor	8.7%	■



DEMOGRAPHICS

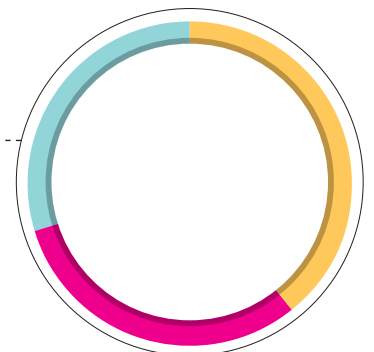
TOP 3 states for 2018: consumerinfo.my

STATE	PERCENTAGE	
Wilayah Persekutuan Kuala Lumpur	56.82%	■
Selangor	4.69%	■
Kota Kinabalu	2.09%	■



The top 3 interests of these who visited consumerinfo.my are;

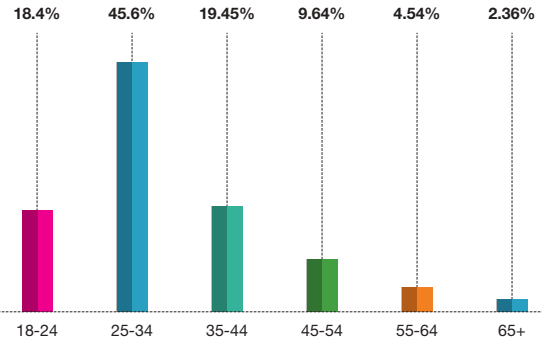
INTEREST/REACH CATEGORY	PERCENTAGE	
Internet & Telecom/Mobile & Wireless/Mobile Phones/Smart Phones/Technology/Mobile Enthusiasts	18.01%	■
Lifestyles & Hobbies/Shutterbugs	14.24%	■
News Junkies/Entertainment & Celebrity News Junkies	13.62%	■



WEBSITE REPORT 2018

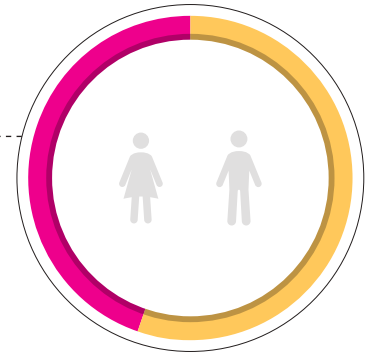
AGE

Age	%
18-24	18.4%
25-34	45.6%
35-44	19.45%
45-54	9.64%
55-64	4.54%
65+	2.36%



GENDER

Male	55.5%	■
Female	44.5%	■



MOST POPULAR

Most Popular Page Views/Reach Digital Contents in consumerinfo.my for 2018

NO	INTEREST/REACH CATEGORY	PAGE VIEWS
1.	TUTORIAL: HOW TO STOP POP-UP IN APPS ON iOS & Android	27,207
2.	TUTORIAL: 6 TEKNIK FOTOGRAFI MENGGUNAKAN 'SMARTPHONE' ANDA SECANTIK DSLR KETIKA 'TRAVEL' (from SHOUT Q3,2017)	15,096
3.	UNLIMITED CALLS/SMS: LET'S COMPARE	14,544
4.	TIPS JIMATKAN JUMLAH PENGGUNAAN 'MOBILE DATA' PADA iOS & Android	10,419
5.	PANGGILAN PALSU DAN BAGAIMANA UNTUK MENGHADAPI MEREKA!	8,941
6.	HAVE YOU OR YOUR CALLER BEEN CHARGED WITH VOICEMAIL SERVICE?	8,082

PUBLICATION

SHOUT! is a 'consumer-tech' newsletter produced by CFM every year since 2011 and has been published in dual-language (English and Bahasa Malaysia) since the Q3 2014 edition. This publication is aimed to:

- uncover the issues faced by consumers and enhancing their knowledge of the current digital trends
- empower readers and consumers in Malaysia on their rights in the communications and multimedia industry

On the record till end of 2018:

- 24 editions of SHOUT! has been published in eight years,
- 30,000 copies of printed version in the suburban and rural areas,
- inserted in the local newspapers (Malay, English, and Chinese newspapers),
- distributed at CFM on-ground events,
- digitally available on CFM Portal (www.consumerinfo.my) and CFM Facebook.

SHOUT! has featured various personalities from different industry backgrounds such as Kevin Zahri, Sarimah Ibrahim, Azura Zainal, Emily Zyng, Najwa Latif, Dato' Aliff Syukri, Rhys William, Datuk Jake Abdullah and others in the hope of promoting SHOUT! to their followers on their social media so we can reach a wider audience.

SHOUT! H1 2018

Fronting the H1 2018 issue is the CEO of Naluri Hidup, Mr. Azran Osman Rani who was also the former CEO of iflix Malaysia. He talks about his takes on life, career, successes and obstacles. The Issue of the Bulletin section, discussed about the modern-day criminals – Smartphone account frauds.



SHOUT! H2 2018

The H2 2018 cover star MCMC Chairman, Mr. Al-Ishsal Ishak talks about his role helping the commission, his interest and the future of a digital Malaysia. During the special interview with him, he talks about the hope for CFM to achieve within the next two years. The Issue of the Bulletin section discussed the Personal Data Protection Act (PDPA) 2010 and consumer. This edition also covers the critical topic of showing you how to terminate telco subscription in the right way so it does not hurt your CTOS credit rating.



SEARCHING FOR A
GOOD PACKAGE
MOBILE & INTERNET
PLAN?



WANT TO GET
THE LATEST
UPDATES & NEWS ON
COMMUNICATIONS
& MULTIMEDIA?



PLACE TO LEARN
TIPS & TRICKS
TO SAVE YOUR
DATA USAGE?



READ &
DOWNLOAD OUR
SHOUT! MAGAZINE
ONLINE AND WIN
EXCITING CFM
GOODIES!



#YourRightsOurPriority



Find out more at www.consumerinfo.my



SMD

STAKEHOLDER MANAGEMENT
DEPARTMENT



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EXECUTIVE SUMMARY

The Stakeholder Management Department (SMD) oversees the **day-to-day management of CFM's stakeholders**, both internal and external. SMD's main role is to **perform tasks on behalf of CFM's Secretary ensuring the execution of core society governance processes** in accordance to **CFM's Constitution**. In addition, the Department executes processes on behalf of the **Membership Bureau** and the **Code Drafting Bureau**; both of these Bureaus report directly to the Board of Councillors.

Under the authority of the **Membership Bureau**, SMD oversees **membership management, external relations**, and the **implementation of CFM's Annual Membership Activity Grant**. Furthermore, under the purview of the **Code Drafting Bureau**, SMD oversees the **administration of CFM's Constitution and CFM's Codes**.



OTHER ASSISTANCE

1. Provide **the focal point for CFM** in external engagements with CFM's members and stakeholders.



CORE OBJECTIVES

1. Ensure **proper execution of core society governance processes** in compliance with **Societies Act 1966** and **CFM's Constitution**.
2. Facilitate the **administration and review processes of CFM's Codes**.
3. Ensure **the management of CFM's members, stakeholders** and recruitment of **potential members that are able to positively contribute** to CFM's goals.
4. Ensure **timely reporting of CFM's progress to MCMC**.
5. Ensure **timely submission of annual Detailed Business Plan to MCMC**.
6. Ensure **execution of meetings as required under CFM Constitution**.
7. Ensure **good management of CFM's Annual Membership Activity Grant**.



2018 TARGETS

1. Recruitment of **five (5) new Demand Side Members**.
2. Passing of **proposed amendments to CFM Constitution** by members.
3. Submission of **revised GCC** (review process commenced in February 2018).



2018 ACHIEVEMENTS

1. Recruitment of **five (5) new Demand Side Members**.
2. Recruitment of **two (2) Subject Matter Experts as Associate (Individual) Members**.
3. Passing and adoption of **three (3) proposed amendments to CFM Constitution** by members during the **17th Annual General Meeting on 31st October 2018**.
4. Submission of revised **2018 GCC Draft** to MCMC for evaluation on **31st July 2018**.

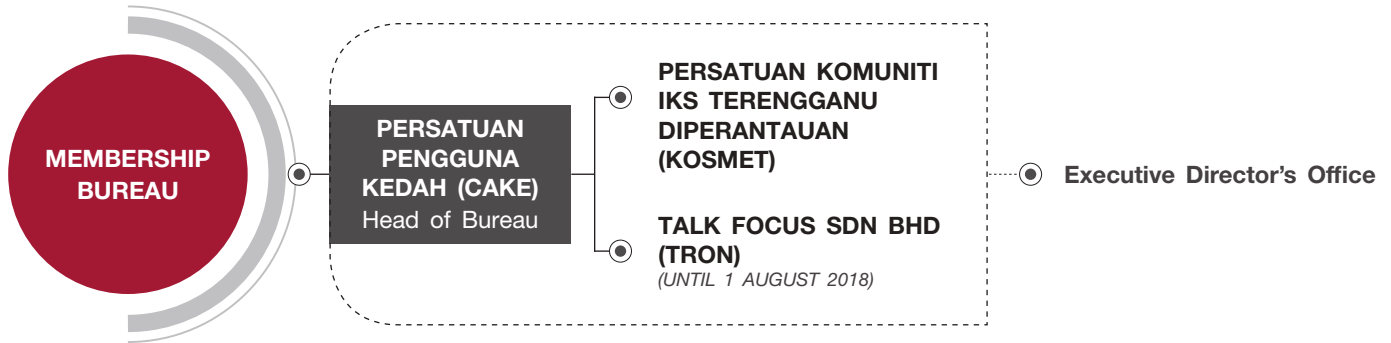


MOVING FORWARD 2019

1. **Registration** of the revised General Consumer Code of Practice for the Communications and Multimedia Industry Malaysia (GCC) by MCMC and **publication of 2019 GCC by CFM**.
2. Conducting **GCC Awareness Programmes with Demand Side Members and External Stakeholders**.
3. Conducting **Briefing Sessions by Subject Matter Experts with Demand Side Members** on various latest Communications & Multimedia consumer topics and issues.
4. Recruitment of a **minimum of four (4) new Demand Side Members is forecasted**.
5. Recruitment of **more Subject Matter Experts (SMEs) as Associate Members (Individual)**.
6. Contribution to **MCMC's Public Consultations/Inquiries** (when required).

BUREAUS MANAGED BY SMD

BUREAU MEMBERS



On 8th November 2017, the Board of Councillors reached the decision to delegate the Membership Bureau's role in providing recommendations for new membership applications and Membership Activity Grant applications to the Executive Director's Office (EDO).

BUREAU MEMBERS



2018 is an active year for the Code Drafting Bureau with the commencement of the 2018 GCC Review activities. Working under the GCC Review Working Committee, subject matter experts from both the Demand and Supply sides convened to discuss and debate review proposals to the original 2003 General Consumer Code of Practice for the Communications and Multimedia Industry Malaysia (GCC).

SMD SECRETARIAT AS AT 31 DECEMBER 2018



MEMBERSHIP REPORT

MEMBERSHIP RECRUITMENT OUTREACH

NO.	DATE	ACTIVITY	ORGANISER	DETAILS
1.	18 MAR	Membership Meeting with CFOS	SMD	Introduction and discussion of CFM Membership Benefits.
2.	22 JUN	Membership Meeting with iQTecXAsia (M) Sdn Bhd	SMD	Introduction and discussion of CFM Membership Benefits.

ADMISSION OF NEW MEMBERS

NO.	ORGANISATION	MEMBERSHIP TYPE	ADMISSION DATE
1.	Pn. Nor Aishah Muyop	Associate Member (Individual)	16 JAN
2.	Dr. Gayah Gulam Haidar	Associate Member (Individual)	7 MAR
3.	Persatuan Hal Ehwal dan Pelindung Pengguna Sabah (CAPS)	Ordinary Member (Demand)	22 MAR
4.	Persatuan Barisan Pengguna Sabah (CFOS)	Ordinary Member (Demand)	1 APR
5.	Persatuan Suara Konsumer Sarawak (COVAS)	Ordinary Member (Demand)	6 JUL
6.	Universiti Telekom Sdn Bhd (MMU)	Ordinary Member (Demand)	14 AUG
7.	Persatuan Perancang Kewangan Bijak Malaysia (PPKBM)	Ordinary Member (Demand)	15 AUG
8.	En. Mohd Zamri Mohd Diah	Associate Member (Individual)	5 SEP

MEMBERSHIP CESSATIONS

NO.	ORGANISATION	CESSATION DATE
1.	DEMAND SIDE MEMBERSHIP CESSATION: Consumers' Association of Penang (CAP)	16 FEB
2.	DEMAND SIDE MEMBERSHIP CESSATION: Jaringan Melayu Malaysia (JMM)	1 AUG
3.	DEMAND SIDE MEMBERSHIP CESSATION: Gabungan Pelajar Melayu Semenanjung Negeri Kedah (GPMS Kedah)	1 AUG
4.	SUPPLY SIDE MEMBERSHIP CESSATION: Talk Focus Sdn Bhd (TRON)	1 AUG
5.	ASSOCIATE (INDIVIDUAL) MEMBERSHIP CESSATION: Hj. Norizan Ghazali	1 AUG
6.	DEMAND SIDE MEMBERSHIP CESSATION: Persatuan Keselamatan Pengguna Kuala Lumpur (PKPKL)	23 NOV

STAKEHOLDER ENGAGEMENT

NO.	DATE	ACTIVITY	ORGANISER	DETAILS
1.	19 JAN	MMCP 2018 New Year Networking Party Venue: Gatz Garden, Dataran Cascades, Kota Damansara	MMCP	Attended by Deputy Chairperson, Director, SMD and SAD Secretariat.
2.	23 JAN	TM's Courtesy Visit to CFM Venue: MG01, MCMC Old Building	TM	Delegation led by TM's Chief Regulatory Officer (Tn. Hj. Ahmad Ismail).
3.	13 FEB	Courtesy Visit to XOX Venue: Level 8, Menara Lien Hoe, Petaling Jaya	CFM	Attended by Councillors.
4.	17 MAR	Courtesy Visit to CAPS Venue: D'Place Kinabalu, Plaza Shell, Kota Kinabalu	CFM	Attended by SMD Secretariat on behalf of Chairperson.
5.	17 APR	MITI 2018 National eCommerce Strategic Roadmap KPI Mini-Lab Venue: Perdana Hall, Level 1, Menara MITI, Kuala Lumpur	MITI	Attended by SMD Secretariat on behalf of Director.
6.	13 AUG	MyCC-CFM Strategic Collaboration Meeting 01-2018 Venue: MyCC, Menara SSM, Kuala Lumpur	MyCC	Attended by Director, SMD Secretariat, and CCMD HOD.
7.	19 DEC	TV White Space Application Presentation By Perneq Integrated Network Systems Sdn Bhd and Whizpace Pte Ltd Venue: MG04, MCMC Old Building	CFM	Attended by Director and SMD Secretariat.

PROGRAMMES SUPPORTED BY MEMBERSHIP ACTIVITY GRANT

NO.	DATE	PROGRAMME	ORGANISER	DETAILS
1.	28 JUL	HAK DAN KESELAMATAN PENGGUNA KOMUNIKASI DAN MULTIMEDIA (Forum 2018: Evolusi Pengguna Digital)	PELINDUNG	LOCATION: Sekolah Menengah Kebangsaan Sultan Ismail, Kota Bharu, Kelantan
2.	22 SEP	PROGRAM PENDIDIKAN PENGGUNA	NESCA	LOCATION: Hotel S2, Seremban, Negeri Sembilan
3.	27 SEP	DUNIA PENGGUNA DIGITAL	CAKE	LOCATION: Pusat Rekreasi Sedim, Kulim, Kedah
4.	15 DEC	PROGRAM PENDIDIKAN PENGGUNA	NESCA	LOCATION: Dewan Utama Masjid Daerah Rembau, Seremban, Negeri Sembilan
5.	15 DEC	HAK DAN KESELAMATAN PENGGUNA KOMUNIKASI DAN MULTIMEDIA (Forum 2018: Evolusi Pengguna Digital)	PELINDUNG	LOCATION: Sekolah Menengah Ugama (A), Sungai Sok, Kuala Krai, Kelantan

SMD ACTIVITIES

BUREAU AND WORKING COMMITTEE ACTIVITIES

CODE DRAFTING BUREAU

NO.	DATE	ACTIVITY	DETAILS
1.	8 FEB	Code Drafting Bureau Meeting 01/2018	Discussion of 2018 Bureau Roadmap and Activities

2018 GCC REVIEW WORKING COMMITTEE

NO.	DATE	ACTIVITY	DETAILS
1.	8 FEB	GCC Review Working Committee Meeting 01/2018 Venue: MG01, MCMC Old Building	<ul style="list-style-type: none"> Kick-off meeting session. Presentation of MCMC Benchmark received from MCMC in 26 SEP 2017 with WC Members. Discussions on incorporating MCMC Benchmark requirements with 2014 GCC Draft. Discussions on Action Plans and Work Timeline.
2.	28 FEB	GCC Review Workshop 01/2018 Venue: M202-M203, MCMC Tower 1	<ul style="list-style-type: none"> Discussions on revising and reorganising 2014 GCC Draft.
3.	14 MAR	GCC Review Working Committee Meeting 02/2018 Venue: MG01, MCMC Old Building	<ul style="list-style-type: none"> Status update on work timeline. Status update on shortlisted Legal Consultant candidates. Introduction to new workflow method (Google Online Collaboration Platform).
4.	4 APR	GCC Review Workshop 02/2018 Venue: Auditorium, MCMC Old Building	<ul style="list-style-type: none"> Open to all CFM members. Status updates to non-GCC WC members. Discussions and collation of feedback from Demand and Supply Members.
5.	18 MAY	GCC Review Working Committee Meeting 03/2018 Venue: MG04, MCMC Old Building	<ul style="list-style-type: none"> First meeting with the presence of appointed Legal Consultant (Lee Hishammuddin Allen & Gledhill - LHAG). Discussions on LHAG's Benchmarking Report circulated to WC Members on 15 MAY 2018. Discussions on feedback to LHAG to work on revising 2014 GCC Draft to produce 2018 GCC Draft 1.0. Discussion on Public Consultation details and plans.
6.	5 JUN	GCC Review Working Committee Meeting 04/2018 Venue: SG01, MCMC Old Building	<ul style="list-style-type: none"> Discussions on 2018 GCC Draft 1.0 (based on draft produced by LHAG received on 1 JUN 2018). Identification of major consumer issues to be addressed by the GCC. Amendments on work timeline.

NO.	DATE	ACTIVITY	DETAILS
7.	25 JUN	GCC Review Working Committee Meeting 05/2018 Venue: MG01, MCMC Old Building	<ul style="list-style-type: none"> • Attended by Demand Side WC Members. • Discussion on 2018 GCC Draft 1.0 to finalise Demand Side's feedback on seven (7) major items: <ol style="list-style-type: none"> 1. Fundamental principles of GCC 2. Information for consumers 3. Contract terms and conditions 4. Billing 5. Credit practices 6. Specific consumer issues 7. Complaint handling
8.	27 JUN	GCC Review Working Committee Meeting 06/2018 Venue: MG04, MCMC Old Building	<ul style="list-style-type: none"> • Attended by Supply Side WC Members. • Discussion on 2018 GCC Draft 1.0 to finalise Supply Side's feedback on seven (7) major items: <ol style="list-style-type: none"> 1. Fundamental principles of GCC 2. Information for consumers 3. Contract terms and conditions 4. Billing 5. Credit practices 6. Specific consumer issues 7. Complaint handling
9.	10 JUL	GCC Review Working Committee Meeting 07/2018 Venue: MG04, MCMC Old Building	<ul style="list-style-type: none"> • Attended by Supply Side WC Members. • Continuation of discussion on 2018 GCC Draft 1.0 to finalise Supply Side's feedback on seven (7) major items.
10.	11 JUL	GCC Review Working Committee Meeting 08/2018 Venue: MG03, MCMC Old Building	<ul style="list-style-type: none"> • Attended by Demand Side WC Members. • Continuation of discussion on 2018 GCC Draft 1.0 to finalise Demand Side's feedback on seven (7) major items.
11.	12 JUL	GCC Review Working Committee Meeting 09/2018 Venue: Auditorium, MCMC Old Building	<ul style="list-style-type: none"> • Discussion to finalise the WC's feedback on 2018 GCC Draft 1.0.
12.	19 JUL	GCC Review Working Committee Meeting 10/2018 Venue: APCN 2, Level 53, Menara TM	<ul style="list-style-type: none"> • Continuation of discussion to finalise the WC's feedback on 2018 GCC Draft 1.0.
13.	26 JUL	GCC Review Working Committee Meeting 11/2018 Venue: SG03, MCMC Old Building	<ul style="list-style-type: none"> • Finalisation of both Demand and Supply's feedback on 2018 GCC Draft 1.0 before submission of completed draft to MCMC on 31 July 2018.
14.	31 JUL	Submission of 2018 GCC Draft 1.0 to MCMC	<ul style="list-style-type: none"> • Submission done based on WC's consensus. • Several contested items were brought up for consultation with the MCMC.

SMD ACTIVITIES**COUNCIL MEETING(S)**

NO.	DATE	ACTIVITY	DETAILS
1.	13 FEB	Council Meeting 01/2018 (Num. 3 Term 2017/2019)	1st Quarter Council Meeting
2.	24 MAY	Council Meeting 02/2018 (Num. 4 Term 2017/2019)	2nd Quarter Council Meeting
3.	29 JUN	Council Meeting 03/2018 (Num. 5 Term 2017/2019)	Special Council Meeting
4.	15 SEP	Council Meeting 04/2018 (Num. 6 Term 2017/2019)	3rd Quarter Council Meeting
5.	23 OCT	Council Meeting 05/2018 (Num. 7 Term 2017/2019)	4th Quarter Council Meeting
6.	8 NOV	Council Meeting 06/2018 (Num. 8 Term 2017/2019)	Special Council Meeting

GENERAL MEETING(S)

NO.	DATE	ACTIVITY	DETAILS
1.	31 OCT	17th Annual General Meeting	<ol style="list-style-type: none">1. Presentation of 2018 Annual Report by Secretary.2. Presentation of 2018 Financial Statement by Treasurer.3. Voting by Members for the determination of proposed amendments to CFM Constitution.

CFM CONSTITUTION REVIEW REPORT

CONSTITUTIONAL AMENDMENTS

The first amendment was done on **1st November 2009** whereby the proposed amendment pertained to **Article 17 (f)** to change the **number of minimum representatives to attend Council Meetings from four (4) to three (3) for both sides of Demand and Supply.**

The Second proposal to amend the Constitution was presented to the members at the **17th Annual General Meeting** on **31st October 2018**. Out of six (6) items proposed, **three (3) were accepted & adopted** by Members:


1. **Article 1** - Changes on the usage of the word "Society" to "**Forum**".
2. **Article 2** - Change of Address.
3. **Article 8** - Formatting changes on Entrance Fees, Annual Subscription and Other Dues.





EDO

EXECUTIVE DIRECTOR'S OFFICE



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EXECUTIVE DIRECTOR'S OFFICE OVERVIEW



ROLES

The Secretariat Administration Department is under the overall supervision of the Executive Director's Office and therefore oversees all aspects of CFM operations and administrations, activities, events, programmes and strategic plans for the organisation. This department aims at setting the principles, managing co-ordination, crafting a structured and process base for a smoother implementation towards achieving CFM's goals.



OBJECTIVES

As a summary for 2018, CFM has made on ways to create a more adaptable and fun workplace, and to foster and sustain high performance through improved management processes. Apart from this, CFM is focusing on approaches to workforce planning with a range of mechanisms for providing services that allows for flexibility in responding to different and changing requirements.



TARGETS

The EDO's main aim is to progressively improve on the existing processes and with comprehensive policies and procedures covering all departments. This exercise also aims to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply with industry regulations.



MAIN ACHIEVEMENTS

For 2018, CFM has achieved its KPI of 3 years which is set by MCMC from 2016 to 2018 with an increase of 50% for every KRA from the given target and at the same time reduction of 30%-40% in expenses for each department.



MOVING FORWARD 2019

With the documented SOPs in place, the focus for 2019 is to continuously monitor the compliance to these SOPs improving the processes where necessary. EDO will also look at ensuring proper and timely delivery of all KPIs by all departments within the approved budget and other parameters.

SECRETARIAT OF EDO AS AT 31 DECEMBER 2018

ALY SHAHAROM
Executive Director
(UNTIL JUNE 2018)

AHMAD IZHAM KHAIRUDDIN
Director

DZAREEN SHAMSIR
Senior Executive

MUHAMMAD HANIF GHAZALI
Executive

NAZIERAH NAZLI
Administration Assistant

MUHAMMAD ALIFF IZAM ZAMZURI
General Worker

EXECUTIVE DIRECTOR'S OFFICE OVERVIEW

CFM IN-HOUSE WORKSHOP (APRIL & MAY)



Managing Media Relations and Press Conference

(6 April)

How To Write Effective Releases, Rebuttals and Features

(27 April)

How To Design, Develop, Implement and Manage Effective Events

(21 May)

AT MCMC BUILDING

CFM organised 3 sessions of in-house training which also included participations from the Malaysian Technical Standard Forum Berhad (MTSFB), Communication And Multimedia Content Forum (CMCF) and the Malaysian Access Forum Berhad (MAFB). The speaker for the entire workshop was En. Hamdan Mohamad, Vice President of Marketing Communications of MYTV. He has vast experience in corporate communications as his press releases, media statements are recognised by most major media and he has worked in established companies such as TIME dotcom, Securities Commission (SC) and AirAsia Berhad.



CFM 2018 KPI REVIEW RETREAT & 2019 DETAILED BUSINESS PLAN (13-15 SEPT 2018) AT COLMAR TROPICALE, BERJAYA HILLS, BUKIT TINGGI, PAHANG

The KPI Retreat and Detailed Business Plan was organised in September together with Council Members, including the involvement of the Secretariat in group discussions, with the objective to revise and streamline CFM's new strategic direction for 2019. This particular session was quite extensive as it was held to improve CFM business performance which includes the development of new KPIs, new budget spending and projections and also new initiatives. Same as last year's event, the 4th Council Meeting was held together in this session.



JOIN CFM AS A MEMBER NOW!



Are you a **communications and multimedia consumer**?

Discuss **critical consumer related issues** such as **service coverage, billing, credit management practises** and **terms of service provision** directly with telcos!

Participate **directly** in the **ongoing code reviewing process** to ensure the **delivery of higher quality services** to consumers.

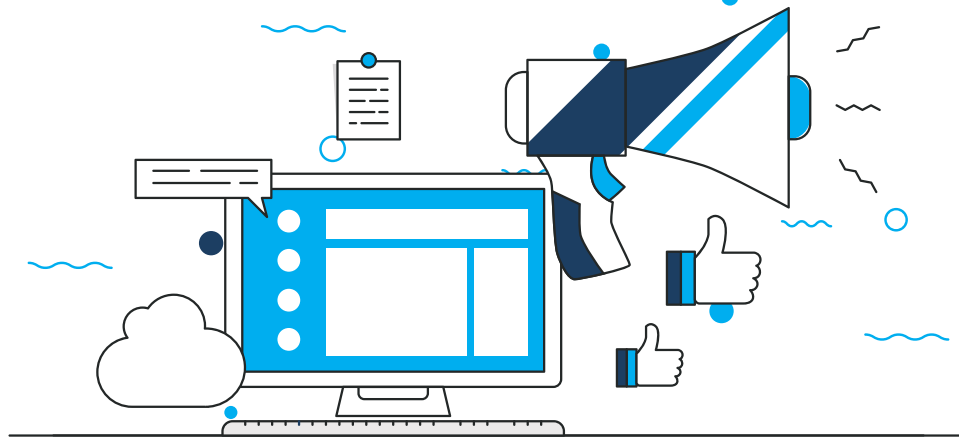
Do you **represent consumers in your local community**?

Apply for the annual **Consumer Empowerment Grant (maximum RM10,000.00 per year)** as financial support to organise and conduct **consumer advocacy and consumer education programs** in **local communities** throughout Malaysia.

Contact us now!

+603 8320 9033

@ membership@cfm.my








COMMUNICATIONS AND MULTIMEDIA
CONSUMER FORUM OF MALAYSIA


#Hak Anda Keutamaan Kami
#Your Rights Our Priority


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

 Jalan Impact, Off Persiaran Multimedia,
63000 Cyberjaya, Selangor Darul Ehsan


 +603 8320 9033


 +603 8320 9083

 enquiries@cfm.my

 www.cfm.my

 consumer.forum.malaysia

 cfm_malaysia

 cfm_malaysia

