



## CFM UPDATES

22 APRIL 2010

### POOR SERVICE IS TOP CATEGORY OF COMPLAINT

- In 2009, CFM received a total of 1,324 contacts, out of which 651 (49 %) were on Poor Service.
- Total complaint cases increased sharply by **8 times** from 44 cases in Q109 to 435 cases in Q110.
- To date, Poor Service is the top complaint category. 199 or 46% cases out of 435 cases received were on Poor Service in the first quarter of 2010.
- In 2009, 52% or 683 cases from total of 1324 contacts were on the Broadband Service Segment.
- Biggest issue of complaint for poor service is due to Poor Internet/Connection Speed.

BREAKDOWN of POOR SERVICE CATEGORY (as of 31 March 2010)			
No.	Sub-category	Total	% from Category Total
1	Internet/Connection Speed	90	43%
2	Service Downtime	21	13%
3	Installation/Activation	13	12%
TOTAL		199	

<b>POORSERVICE TOP 5 COMPLAINT CAUSES by CoP (as of 31 March 2010)</b>	
<b>No.</b>	<b>Cause of Complaint</b>
1	Repeated internet connection failure
2	Slow internet speed
3	Intermittent internet connection
4	Slow service recovery/activation

### **MALAYSIAN UPDATE**

News highlight : 24 March 2010, Kuala Lumpur – “Najib Launches National Broadband Initiative (NBI) and High Speed Broadband (HSBB)”

CFM has monitored the following to be the most common Internet/Broadband developments and social activity at the moment:

1. Various explicit / indecent / defamation videos posted on the Net.
2. Online interactive gaming.
3. Active promotion for the use of online applications both on the desktop and mobile devices.
4. Online Phishing on Social Media platform.
5. It is now a must to provide broadband infrastructure in new buildings.

### **SKMM**

- The broadband experience will depend on the economic activities and the size of the population in particular areas.

### **MINISTER DATUK SERI UTAMA DR. RAIS YATIM**

- Rais stressed that the newly created “ Internet civilization” should come “at a cost that society can afford.”
- Rais noted that “ the expansion of data protection, for example, is an important area that we are currently legislating on.”

- Rais highlighted that the state government and local authorities should expedite the approval process for sites to build telecommunication towers because it will indirectly expedite the delivery of technology to the public.

### **PRIME MINISTER DATUK SERI NAJIB TUN RAZAK**

- Broadband is expected to have a tangible gross domestic product (GDP) and gross national product (GNP) with communications and multimedia industry revenue contributing six and 7.6 per cent respectively.
- Achieving a 50 per cent household broadband penetration rate by the end of the year should result in a tangible contribution of 1 % to the GDP and creating 135,000 new jobs. While in 2012, it will be 1.39% to the GDP and 220,000 jobs, 2017 (1.32% and 281,000); and 2022(1.16% and 329,000 jobs)

### **CONCERNS**

- CFM is concerned about the consumer experience on the internet in lieu of current slow internet speed.
- Rising fraud and criminal activity perpetrated through the social media.

### **HAZARDS**

- Rising numbers of internet scams that targets on non-tech savvy users i.e. elderly, young children.
- Growing internet addiction among gamers.
- Erosion of social & cultural values among young internet users.

### **ADVICE**

- CFM would like to advise consumers not to respond to any email scams.
- Do not reveal any Bank Account information or your Internet Banking TAC number to anyone.
- Use the internet responsibly. Illegal activities offline is also applicable to activities done online.
- Do not subscribe to any services or products offered online if you are unsure of its sources and deliverables.
- Always compare internet service packages that you are planning to subscribe.
- Know the content and service of your internet package subscription.
- Read and understand fine prints in the term and conditions.