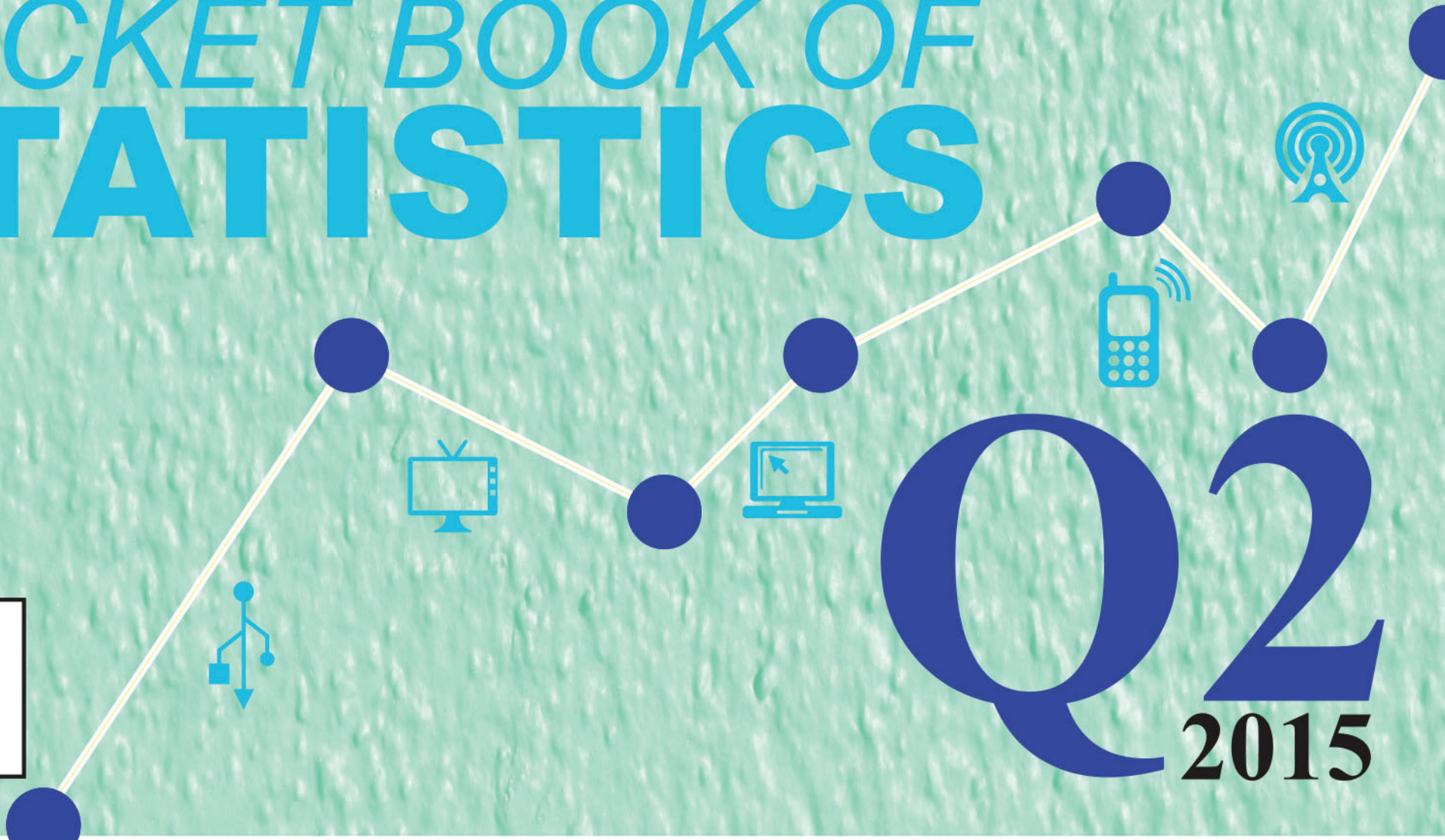




COMMUNICATIONS & MULTIMEDIA *POCKET BOOK OF* **STATISTICS**

Q2
2015



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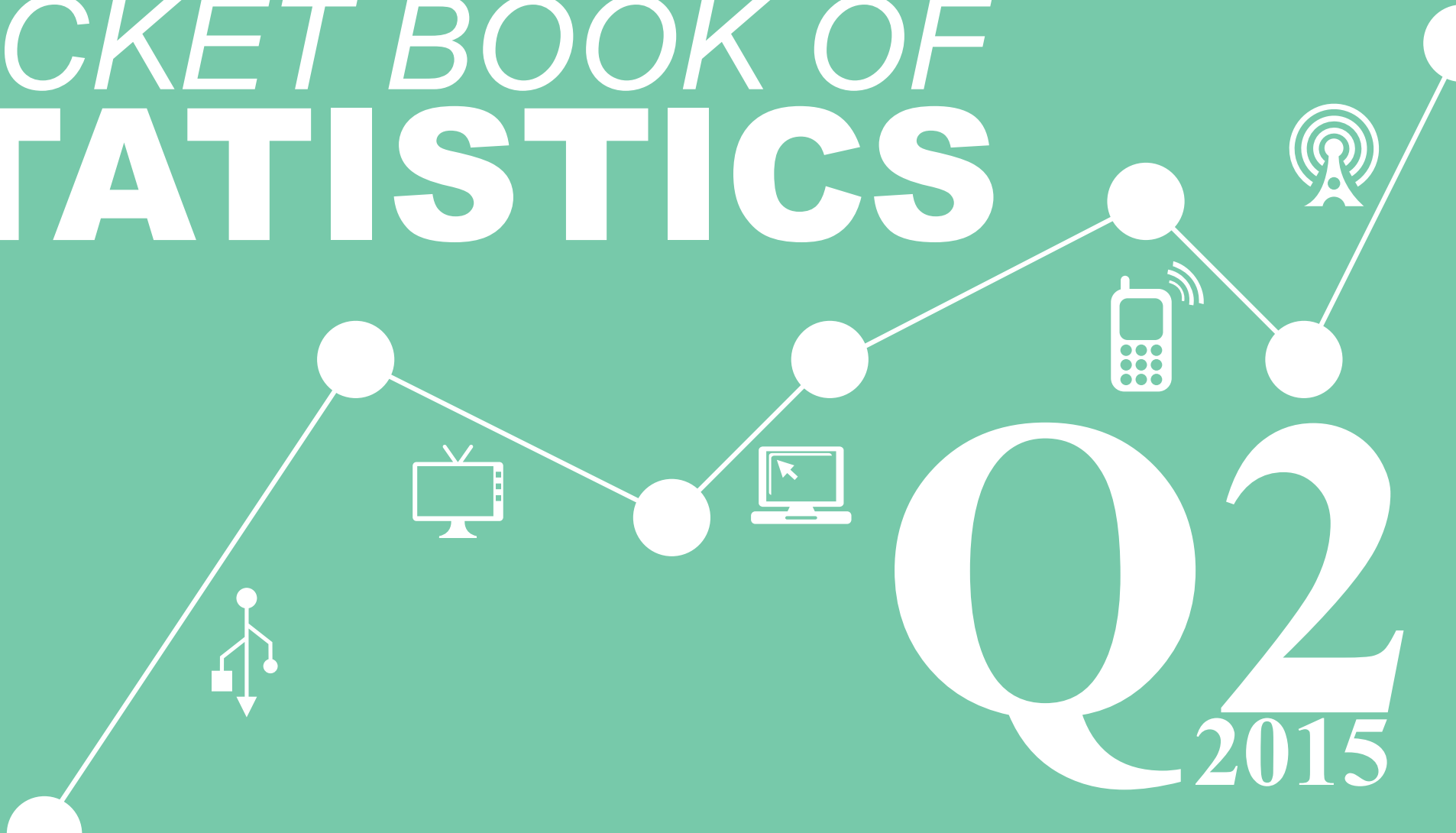
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10 NATIONAL POLICY OBJECTIVES FOR THE COMMUNICATIONS & MULTIMEDIA INDUSTRY

- 1 To establish Malaysia as a major global centre and hub for communications and multimedia information and content services
- 2 To promote a civil society where information based services will provide the basis of continuing enhancements to quality of work and life
- 3 To grow and nurture local information resources and cultural representation that facilitates the national identity and global diversity
- 4 To regulate for the long-term benefit of the end user
- 5 To promote a high level of consumer confidence in service delivery from the industry
- 6 To ensure an equitable provision of affordable services over ubiquitous national infrastructure
- 7 To create a robust applications environment for end users
- 8 To facilitate the efficient allocation of resources such as skilled labour, capital, knowledge and national assets
- 9 To promote the development of capabilities and skills within Malaysia's convergence industries
- 10 To ensure information security and network reliability and integrity

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Notes

Where a table is not accompanied by a source acknowledgement, that table carries data that emanated solely from the Malaysian Communications and Multimedia Commission (MCMC).

Preliminary figures are italicised.

Revised figures are underscored.

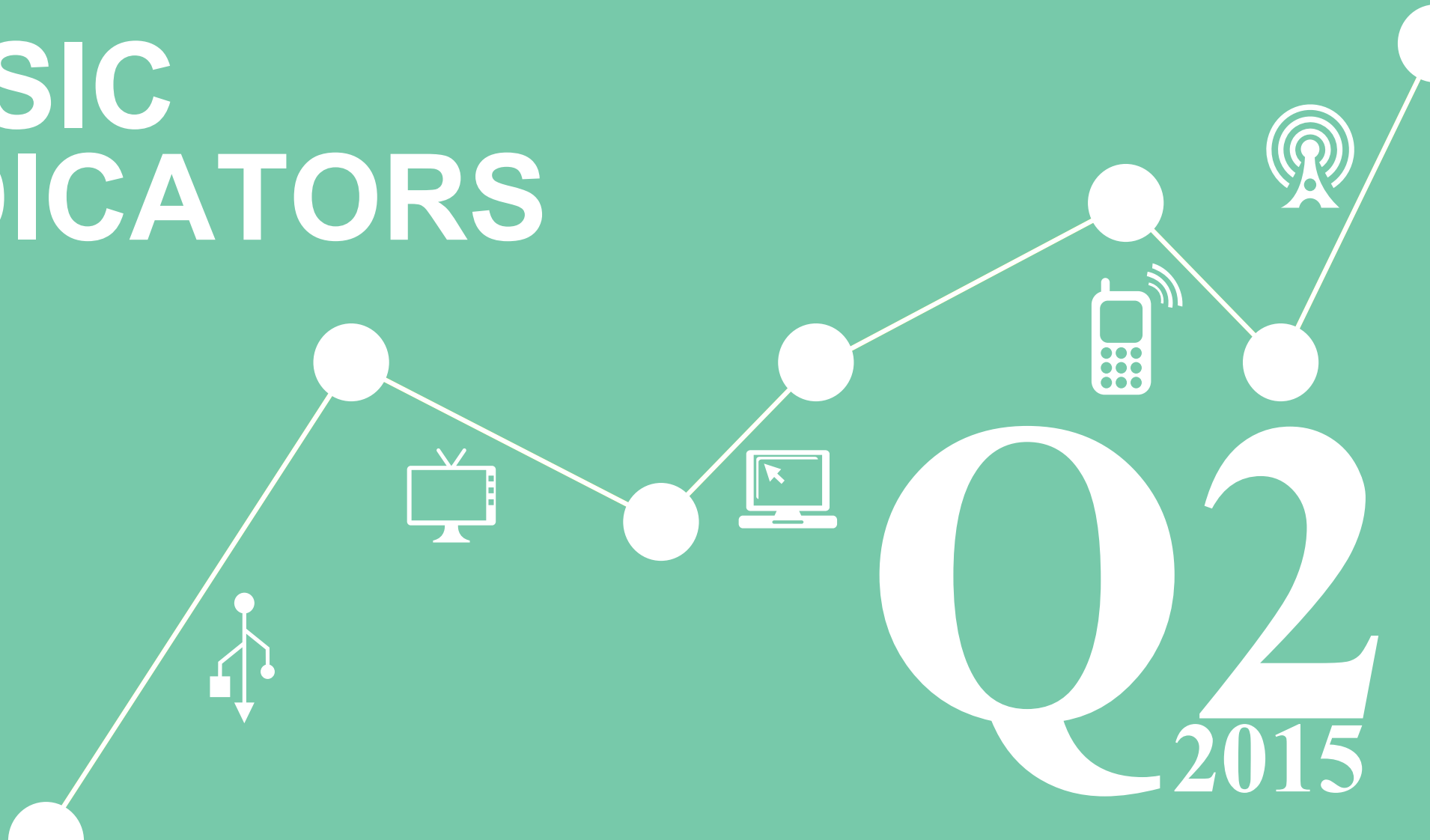
Figures presented in tables are as at the end of the period. Hence a penetration rate for a given year is calculated using the number of subscriptions and estimated population as at the end of the year. This is different from the Malaysian demographic practice of using the mid-year population as the population for that year. If the practices need to be synchronised to the demographic norm, then the penetration rates as at end June of that year must be used.

Numbers and percentages may not add up because of rounding.

Symbols and Abbreviations

...	–	Not available
Qtr	–	Quarter
MCMC	–	Malaysian Communications and Multimedia Commission
MCMM	–	Ministry of Communications and Multimedia Malaysia
DOSM	–	Department of Statistics, Malaysia
ITU	–	International Telecommunication Union

BASIC INDICATORS



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1. MALAYSIA BASIC INDICATORS

Year	Qtr	Population (million)	Households (‘000)	GDP (RM)		Consumer Price Index (CPI)
				Current prices (billion)	Constant prices (billion)	
Notes		a	b		c	d
2014	2	30.10	6,984	<u>272.267</u>	<u>248.767</u>	<u>109.9</u>
	3	30.19	7,006	<u>278.828</u>	<u>257.198</u>	<u>110.1</u>
	4	30.29	7,029	<u>289.371</u>	<u>265.753</u>	<u>110.5</u>
2015	1	30.39	7,412	<u>277.191</u>	<u>254.386</u>	<u>110.5</u>
	2	30.49	7,435	<u>283.200</u>	<u>261.100</u>	<u>111.4</u>

Source : DOSM, MCMC

Explanatory notes:

- a. Population projections as at end of period, based on Census 2010
- b. Number of households derived by dividing populations by average household size
- c. Base year is 2010
- d. Base year is 2010
The CPI reported against a period, refers to the average index for the period spanning 1st January to the end of that quarter

2. PENETRATION RATES AT A GLANCE

Year	Qtr	Broadband		Cellular Phone	DEL
		per 100 inhabitants	per 100 households	per 100 inhabitants	per 100 households
Note		a	b	c	d
2014	2	23.6	67.2	145.8	31.5
	3	24.9	67.8	145.0	30.7
	4	<u>68.3</u>	70.2	148.3	30.3
2015	1	<u>77.6</u>	70.4	<u>145.7</u>	28.6
	2	91.7	72.2	144.8	28.4

Explanatory notes:

- The broadband penetration rate per 100 inhabitants from Q4 2014 is calculated by dividing the sum of household and non-household subscriptions added with pay per use subscriptions by the number of inhabitants and multiplying by 100. Public Wi Fi subscriptions are not taken into account.
- The broadband penetration rate per 100 households is revised using results from ICT Access and Use by Households and Individuals Survey from DOSM (% of households with broadband access) added with incremental percentage of households with broadband access, contribution from 1Malaysia Internet Centre and 1Malaysia Wireless Village.
- The penetration rate refers to the total subscriptions divided by the total population and multiplied by 100. A penetration rate over 100% can occur because of multiple subscriptions.
- The DEL penetration rate per 100 households is calculated by dividing the number of private household subscriptions by the number of private households and multiplying by 100.

3. NUMBER OF LICENCES AS AT 30 JUNE 2015

	Number of Licences		
	Individual	Class	Total
Network Facilities Provider (NFP)	155	16	171
Network Service Provider (NSP)	142	17	159
Applications Service Provider (ASP)		475	475
Content Applications Service Provider (CASP)	39	23	62
Total	336	531	867

BROADBAND AND THE INTERNET



4. BROADBAND PENETRATION RATE PER 100 HOUSEHOLD, Q2 2015

State	Penetration rate			Total
	Percentage of household with broadband access	Household equivalent		
		1MIC	CW	
Johor	66.3	2.7	6.4	75.4
Kedah	51.5	3.3	11.7	66.5
Kelantan	50.6	5.8	8.0	64.4
Melaka	74.6	2.6	7.7	84.9
Negeri Sembilan	43.5	4.1	8.8	56.4
Pahang	53.4	7.0	15.4	75.8
Perak	71.8	1.2	5.7	78.7
Perlis	39.0	3.7	14.5	57.2
Pulau Pinang	59.0	NA	0.5	59.5
Sabah	51.8	2.8	17.8	72.4
Sarawak	53.9	3.8	20.6	78.3
Selangor	73.0	0.7	1.4	75.1
Terengganu	47.1	4.9	10.1	62.1
WP Kuala Lumpur	80.0	0.1	1.4	81.5
WP Labuan	66.4	0.2	9.5	76.1
WP Putrajaya	98.5	1.5	8.7	108.7
Malaysia	61.9	2.4	7.9	72.2

Explanatory notes:

Broadband penetration rate is revised to take into account the results from ICT Access and Use by Households and Individuals Survey from DOSM.

Percentage may not add up due to rounding.

5. BROADBAND PENETRATION RATE PER 100 HOUSEHOLD, Q1 2015

State	Penetration rate			Total
	Percentage of household with broadband access	Household equivalent		
		1MIC	CW	
Johor	65.0	2.7	6.6	74.3
Kedah	44.8	3.2	11.4	59.4
Kelantan	44.3	5.6	7.7	57.6
Melaka	71.2	2.5	7.9	81.6
Negeri Sembilan	41.5	4.0	8.9	54.4
Pahang	52.4	6.8	14.8	74.0
Perak	<u>72.2</u>	1.1	4.6	<u>77.9</u>
Perlis	<u>49.1</u>	2.6	14.5	<u>66.2</u>
Pulau Pinang	<u>69.4</u>	NA	0.6	<u>70.0</u>
Sabah	43.7	2.8	17.6	64.1
Sarawak	42.5	3.6	20.4	66.5
Selangor	72.8	0.7	1.5	75.0
Terengganu	48.2	4.7	10.3	63.2
WP Kuala Lumpur	81.1	0.1	1.4	82.6
WP Labuan	63.0	0.2	9.6	72.8
WP Putrajaya	88.7	1.4	8.8	98.9
Malaysia	<u>60.4</u>	2.3	7.7	70.4

Explanatory notes:

Broadband penetration rate is revised to take into account the results from ICT Access and Use by Households and Individuals Survey from DOSM.

Percentage may not add up due to rounding.

6. COMMUNITY ACCESS

State	1Malaysia Internet Centre (1MIC)		Mini Community Broadband Centre	Community Broadband Library	Community WiFi (CW)
	Number of Centres	Members			
Johor	56	63,262	8	3	567
Kedah	45	43,034	7	1	578
Kelantan	50	52,394	10	0	271
Melaka	20	15,098	2		167
Negeri Sembilan	32	29,099	3		235
Pahang	79	65,924	11	1	545
Perak	42	20,127	11		363
Perlis	9	5,673			83
Pulau Pinang			1		23
Selangor	26	30,416	5	10	234
Terengganu	30	31,243	6	3	242
Sabah	77	49,980	23	1	1,171
Sarawak	89	62,499	33	25	1,263
WP Kuala Lumpur	2	1,914			72
WP Labuan	1	117			22
WP Putrajaya	4	1,075			24
Malaysia	562	471,855	120	44	5,860

Explanatory notes :

1Malaysia Internet Centres provide collective community Internet access to underserved areas identified under the Universal Service Provision (USP) programme. Each CBC is equipped with IT equipment including personal computers connected to the Internet via broadband to allow rural communities to enjoy the benefits of the Internet as enjoyed by those living in urban areas. It is hoped that the CBC will contribute towards achieving success in national initiatives to bridge the digital divide between urban and rural communities.

Mini Community Broadband Centres is a project under USP programme to close the digital divide. Mini CBC are co-located with Information Department offices all over the country and covers communities living near the Mini CBC. Each mini CBC is equipped with 5 personal computers and a broadband access.

Community Broadband Libraries. The provision of broadband Internet access to libraries is a project implemented under the USP. The purpose of the implementation is to provide Internet access in underserved areas throughout the country. Initially, the focus of the project is to assist libraries in providing facilities to the marginalized community of digital development in rural areas through access to communication and training. This project also aims to expand the functions of library staff from only focusing on the physical books and resources in a library's possession to encompass electronic and Internet-based resources and thus empowering them to be an agent of change in improving the socio economic condition of society through new ways of learning facilitated by the Internet.

1Malaysia WiFi which has been renamed as Community WiFi is a project under USP programme. Its objective is to provide wireless broadband access by installing WiFi antennas in strategic places.

7. INTERNET USERS BY GENDER

Year	Male	Female
2013	58.3	41.7
2014	51.4	48.6

Explanatory notes :

Tables 7 and 8 are from the Internet User Surveys conducted by the MCMC beginning from 2012.

The survey covers only users from private households in Malaysia that access the Internet through broadband and/or dial-up.

8. INTERNET USERS BY AGE CATEGORY

Age category	2013	2014
Under 15	3.2	1.6
15-19	17.4	13.9
20-24	26.0	24.2
25-29	18.1	19.3
30-34	12.6	13.1
35-39	7.7	8.7
40-44	5.9	7.3
45-49	3.8	4.6
50 and above	5.3	7.3

Explanatory notes :

Please see note by Table 7

9. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO A COMPUTER BY STATE, 2014

State	Personal computer	Laptop	Tablet
Johor	21.4	53.8	35.4
Kedah	16.1	41.7	22.8
Kelantan	13.2	36.4	18.5
Melaka	23.6	59.7	30.1
Negeri Sembilan	18.5	43.7	24.7
Pahang	14.9	48.1	30.5
Perak	21.2	41.2	27.5
Perlis	16.1	45.6	23.0
Pulau Pinang	26.6	57.4	37.7
Sabah	17.4	52.2	27.3
Sarawak	15.2	50.3	28.0
Selangor	27.4	58.6	41.5
Terengganu	12.7	54.5	28.9
W P Kuala Lumpur	37.1	73.1	64.0
WP Labuan	20.7	70.4	44.4
WP Putrajaya	38.9	87.4	64.0
Malaysia	21.8	52.8	34.1

Source : Department of Statistics, Malaysia (DOSM)

10. FIXED (WIRED) BROADBAND PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Malaysia	Thailand	Brunei Darussalam	Viet Nam
2012	25.4	8.3	6.5	4.8	<u>5.3</u>
2013	26.0	8.2	7.4	5.7	5.6

Year	Philippines	Indonesia	Cambodia	Myanmar	Lao P.D.R.
2012	7.9	1.2	0.2	0.1	0.1
2013	9.1	1.3	0.2	0.2	<u>0.2</u>

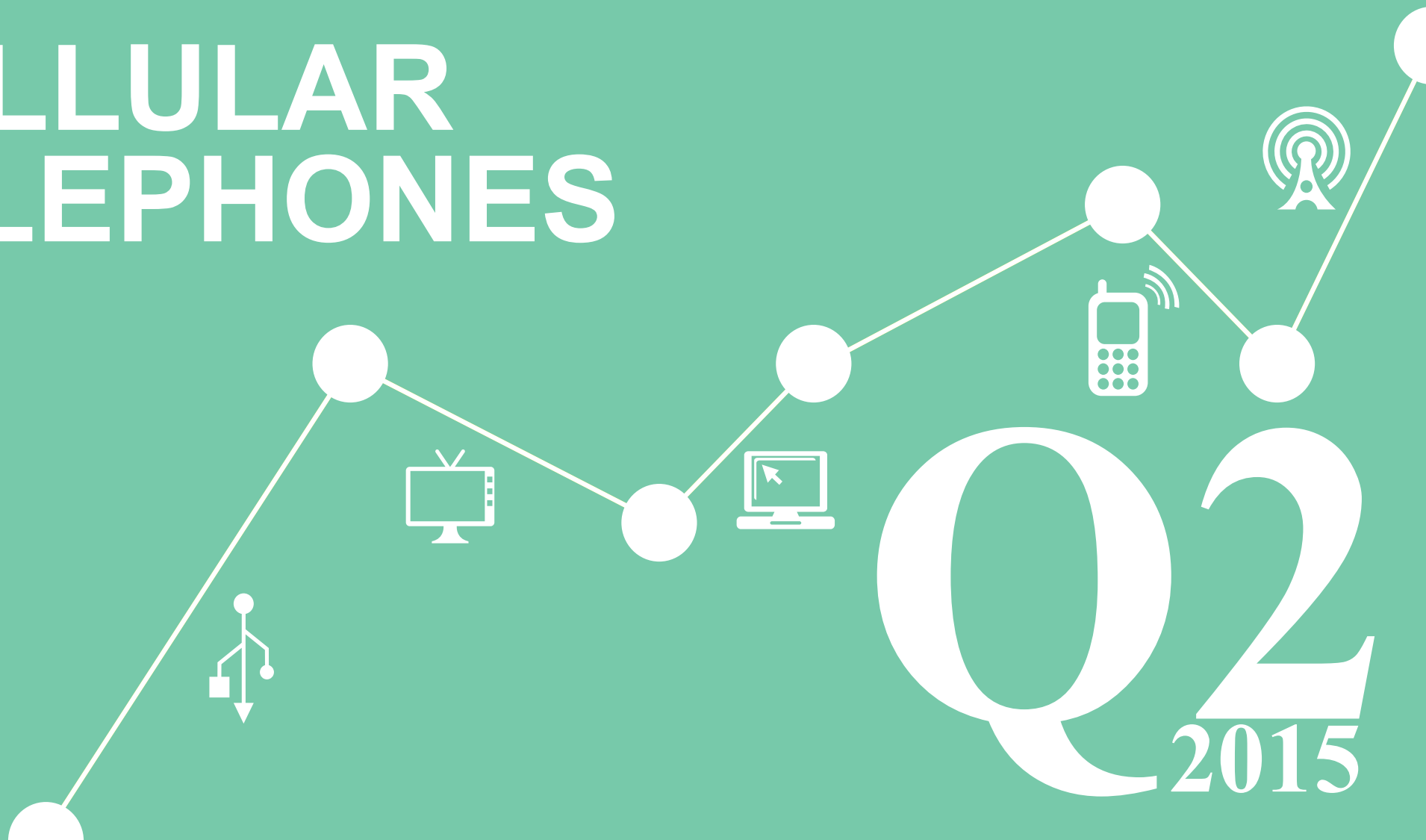
11. FIXED (WIRED) BROADBAND PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	South Korea	Hong Kong SAR	Japan	USA	Singapore	Australia
2012	37.3	31.2	28.4	28.4	25.4	24.3
2013	38.0	30.8	28.9	29.3	26.0	25.0

Year	China	Malaysia	Thailand	Indonesia	India
2012	12.7	8.3	6.5	1.2	1.2
2013	13.6	8.2	7.4	1.3	1.2

Source : MCMC, ITU

CELLULAR TELEPHONES



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12. NUMBER OF CELLULAR TELEPHONE SUBSCRIPTIONS AND PENETRATION RATE

Year	Qtr	Postpaid ('000)	Prepaid ('000)	Total ('000)	Penetration rate per 100 inhabitants
2014	2	7,986	35,892	43,877	145.8
	3	8,028	35,761	43,790	145.0
	4	8,149	36,780	44,929	148.3
2015	1	8,258	36,022	44,280	145.7
	2	8,387	35,765	44,152	144.8

Explanatory notes :

The penetration rate refers to the total subscriptions divided by the total population and multiplied by 100. A penetration rate is over 100% can occur because of multiple subscriptions.

Includes 3G.

13. CELLULAR TELEPHONE PENETRATION RATE PER 100 INHABITANTS BY STATE

State	2014
Johor	156.7
Kedah	121.9
Kelantan	117.5
Melaka	159.2
Negeri Sembilan	153.3
Pahang	148.3
Perak	149.2
Perlis	103.7
Pulau Pinang	143.8
Selangor	156.1
Terengganu	156.5
Sabah	107.4
Sarawak	113.0
WP Kuala Lumpur	220.8
WP Labuan	171.2
WP Putrajaya	191.3

14. MOBILE NUMBER PORTABILITY

		('000)	
Year	Qtr	Number of porting request	Successful porting
2014	2	370.7	241.6
	3	394.0	265.4
	4	548.9	343.6
2015	1	506.7	347.4
	2	613.6	360.7

15. PERCENTAGE OF CELLULAR TELEPHONE USERS BY GENDER

		(%)	
Year		Male	Female
2013		57.6	42.4
2014		56.9	43.1

Explanatory notes:

Table 13 & 15 are from the Hand Phone Users Surveys conducted by the MCMC annually.

16. SHORT MESSAGE SERVICES (SMS)

Year	Qtr	Total (million)	Per subscription
Note		a	
2014	2	13,192.8	301
	3	11,722.1	268
	4	10,130.4	225
2015	1	7,768.3	175
	2	6,855.3	155

Explanatory notes:

a. Figure refers to the number of SMSes sent within the period.

17. CELLULAR TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Malaysia	Thailand	Cambodia	Viet Nam
2013	155.9	143.8	140.1	133.9	135.0
2014	158.1	148.3	144.4	155.1	147.1

Year	Indonesia	Brunei Darussalam	Philippines	Lao P.D.R.	Myanmar
2013	125.4	112.2	104.5	68.1	12.8
2014	126.2	110.1	111.2	67.0	49.5

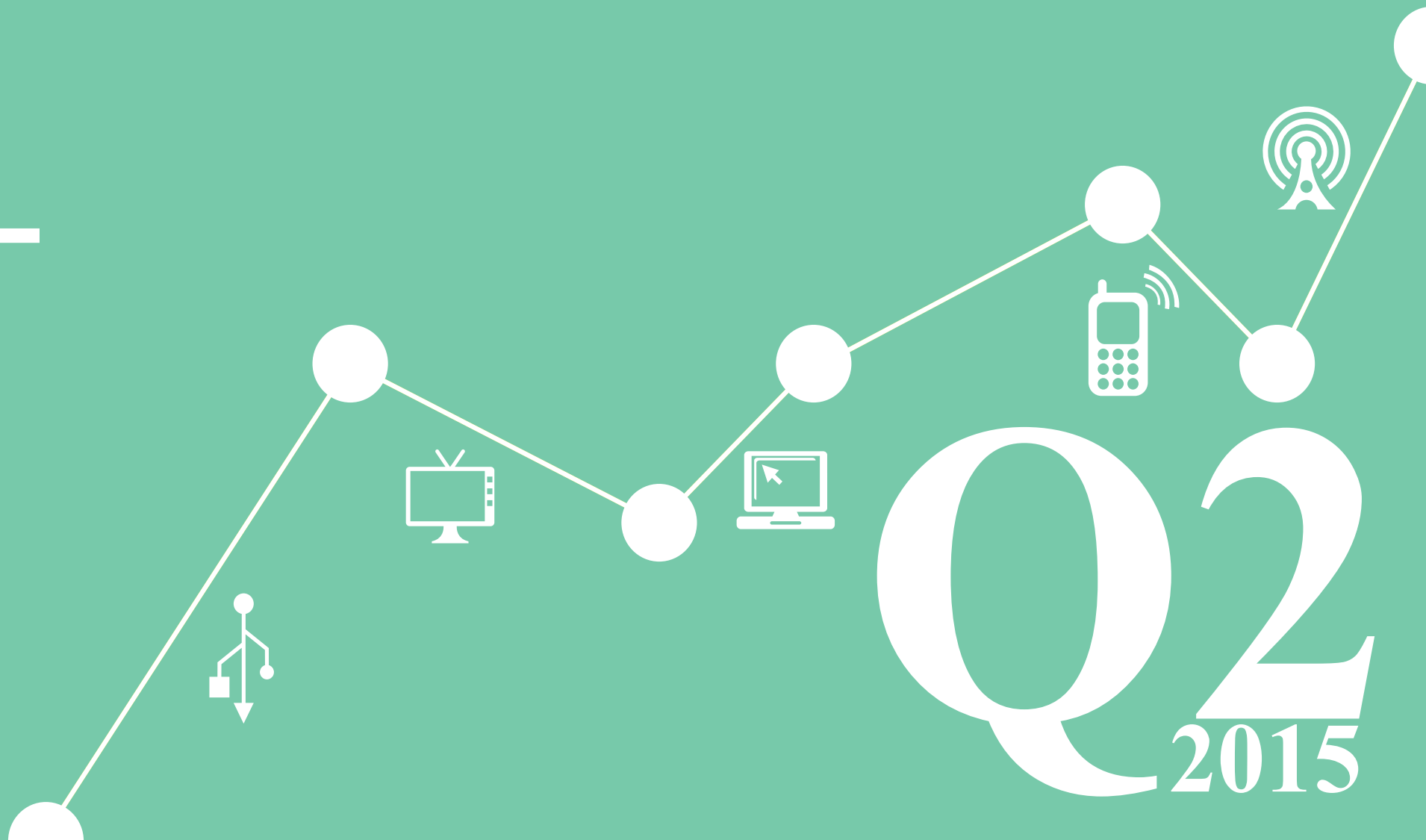
18. CELLULAR TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	Singapore	Malaysia	Thailand	Indonesia	Japan
2013	237.4	155.9	143.8	140.1	125.4	<u>116.3</u>
2014	239.3	158.1	148.3	144.4	126.2	120.2

Year	South Korea	Australia	USA	China	India
2013	111.0	106.8	<u>97.1</u>	88.7	70.8
2014	115.5	131.2	98.4	92.3	74.5

Source : MCMC, ITU

DEL



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19. NUMBER OF DEL CONNECTIONS AND PENETRATION RATE

Year	Qtr	Household		Non - Household subscriptions ('000)	Total subscriptions ('000)	DEL Penetration Rate (per 100 inhabitants)
		Number of subscriptions ('000)	Penetration rate (per 100 households)			
2014	2	2,200	31.5	1,471	3,670	12.2
	3	2,149	30.7	1,448	3,597	11.9
	4	2,129	30.3	1,435	3,564	11.8
2015	1	2,122	28.6	1,417	3,540	11.6
	2	2,109	28.4	1,400	3,509	11.5

Explanatory Notes :

Direct Exchange Line (DEL) connects a customer's equipment to the Public Switched Telephone Network (PSTN) and has a dedicated port on a telephone exchange.

20. DEL PENETRATION RATE PER 100 HOUSEHOLDS BY STATE

State	2014			2015	
	Q2	Q3	Q4	Q1	Q2
Johor	39.4	38.7	38.4	36.7	36.4
Kedah and Perlis	26.8	26.4	26.0	25.5	25.3
Kelantan	16.4	16.0	15.8	16.6	16.4
Melaka	45.8	43.0	42.6	41.9	41.6
Negeri Sembilan	43.1	42.0	41.6	40.4	40.2
Pahang	26.8	25.9	25.4	25.4	25.2
Perak	40.9	40.4	40.1	38.6	38.4
Pulau Pinang	49.1	47.4	46.9	43.7	43.2
Selangor ^a	28.9	27.9	27.3	24.2	23.8
Terengganu	28.3	28.0	27.6	28.1	28.1
Sabah	19.4	18.8	18.7	17.1	17.0
Sarawak	24.9	24.6	24.4	23.6	23.5
WP Kuala Lumpur	15.1	14.7	14.5	13.5	13.4
WP Labuan	37.6	37.1	37.5	33.8	33.9
Malaysia	31.5	30.7	30.3	28.6	28.4

Explanatory Notes :

^a Including WP Putrajaya

21. FIXED TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Indonesia	Malaysia	Brunei Darussalam	Viet Nam
2013	36.4	12.3	12.5	13.6	<u>7.3</u>
2014	35.5	11.7	11.8	11.4	6.0

Year	Lao P.D.R.	Thailand	Philippines	Cambodia	Myanmar
2013	10.4	9.0	3.2	2.8	1.0
2014	13.4	8.5	3.1	2.8	1.0

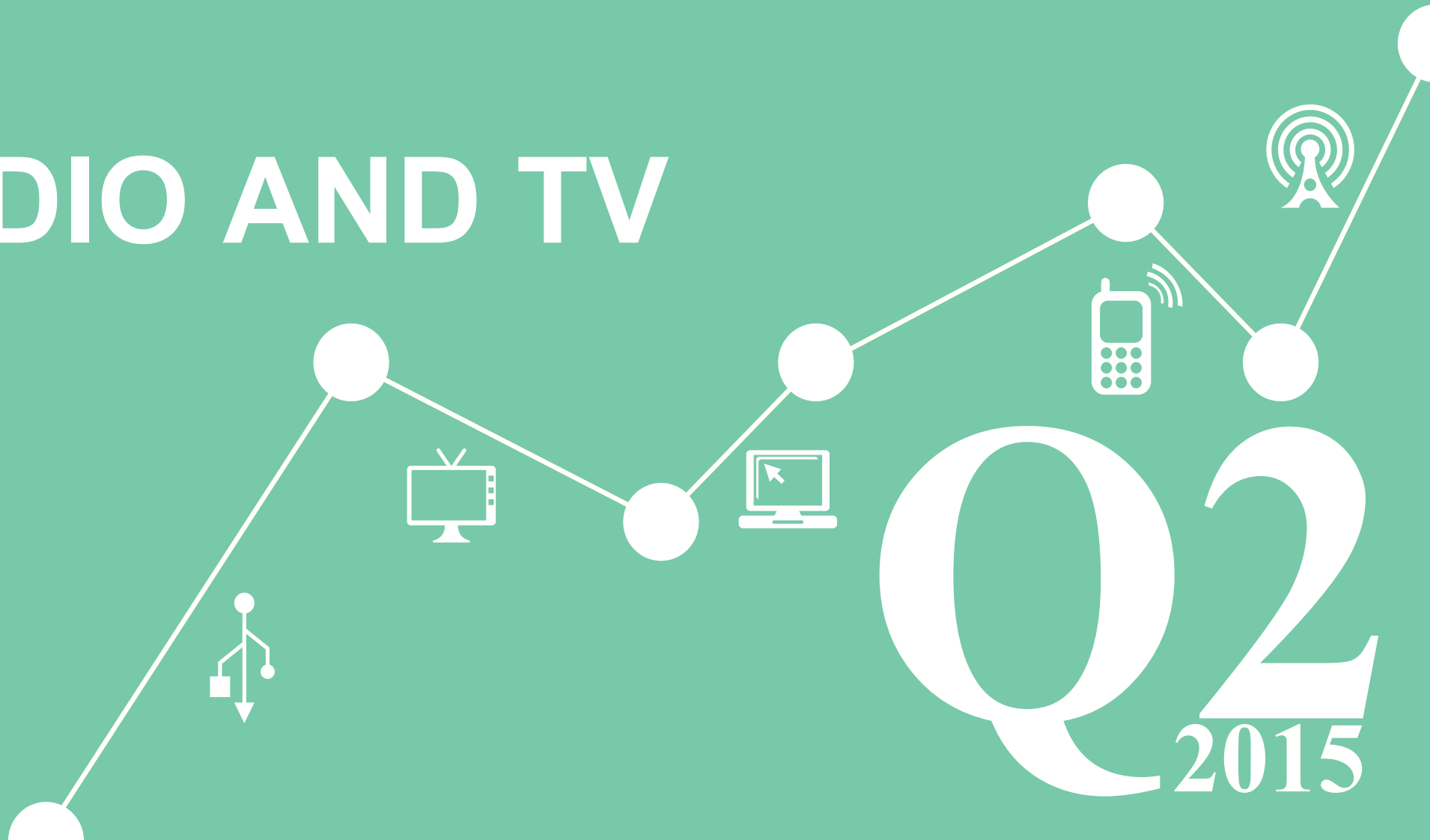
22. FIXED TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	South Korea	Japan	Australia	USA	Singapore
2013	<u>61.4</u>	61.6	48.0	44.3	<u>41.6</u>	36.4
2014	61.1	59.5	50.1	38.9	40.1	35.5

Year	China	Indonesia	Malaysia	Thailand	India
2013	19.3	12.3	12.5	9.0	2.3
2014	17.9	11.7	11.8	8.5	2.1

Source : MCMC, ITU

RADIO AND TV



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23. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO RADIO/HI-FI BY STATE

State	2012	2013	2014
Johor	84.2	75.8	87.3
Kedah	66.1	84.5	84.5
Kelantan	67.1	80.1	80.7
Melaka	80.0	82.9	69.0
Negeri Sembilan	65.7	87.0	73.6
Pahang	75.4	87.1	79.0
Perak	78.0	82.4	77.7
Perlis	58.0	84.0	66.0
Pulau Pinang	69.8	74.4	82.4
Selangor	61.3	78.1	92.7
Terengganu	57.6	86.3	85.6
Sabah	48.6	53.4	59.9
Sarawak	72.6	79.1	80.8
WP Kuala Lumpur	78.1	88.1	95.3
WP Labuan	52.8	84.4	81.3
WP Putrajaya	45.1	100.0	95.4
Malaysia	68.9	78.1	83.1

Source : Department of Statistics, Malaysia (DOSM)

24. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO TELEVISION BY STATE

State	2012	2013	2014
Johor	99.0	99.0	98.3
Kedah	97.7	98.4	97.6
Kelantan	96.8	97.7	97.1
Melaka	99.1	97.0	97.5
Negeri Sembilan	97.9	98.4	98.2
Pahang	98.2	98.3	97.7
Perak	98.3	99.4	97.7
Perlis	98.1	99.3	97.6
Pulau Pinang	98.3	98.4	98.7
Selangor	98.1	98.7	98.5
Terengganu	95.6	97.3	97.3
Sabah	93.9	95.4	93.7
Sarawak	95.9	97.5	96.9
WP Kuala Lumpur	99.5	99.2	99.4
WP Labuan	98.2	96.8	97.2
WP Putrajaya	99.4	100.0	99.6
Malaysia	97.7	98.2	97.7

Source : Department of Statistic, Malaysia (DOSM)

25. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO VCR/VCD/DVD BY STATE

State	2012	2014
Johor	74.3	73.6
Kedah	58.2	53.8
Kelantan	44.0	39.9
Melaka	69.9	65.8
Negeri Sembilan	51.0	55.5
Pahang	61.5	57.2
Perak	62.4	65.9
Perlis	46.8	51.4
Pulau Pinang	72.0	74.6
Selangor	70.7	58.3
Terengganu	42.4	44.0
Sabah	62.0	59.7
Sarawak	71.8	77.3
WP Kuala Lumpur	75.3	74.1
WP Labuan	65.2	65.4
WP Putrajaya	62.6	64.4
Malaysia	65.4	63.0

Source : Department of Statistics, Malaysia (DOSM)

26. NUMBER OF BROADCAST MINUTES, FREE TO AIR TV

Year	Qtr	TV Stations							
		RTM 1	RTM 2	TV3	NTV7	8TV	Channel 9	TV Alhijrah	Total
2014	2	131,978	132,183	129,515	99,846	103,045	98,968	99,568	795,103
	3	133,541	134,249	124,618	102,515	104,665	108,647	111,412	819,647
	4	133,373	133,765	110,357	96,000	103,537	97,878	102,995	777,905
2015	1	130,933	130,636	107,519	94,263	101,133	98,487	101,068	764,039
	2	132,000	131,554	113,235	94,764	101,480	105,746	105,856	784,635

Source: AGB Nielsen

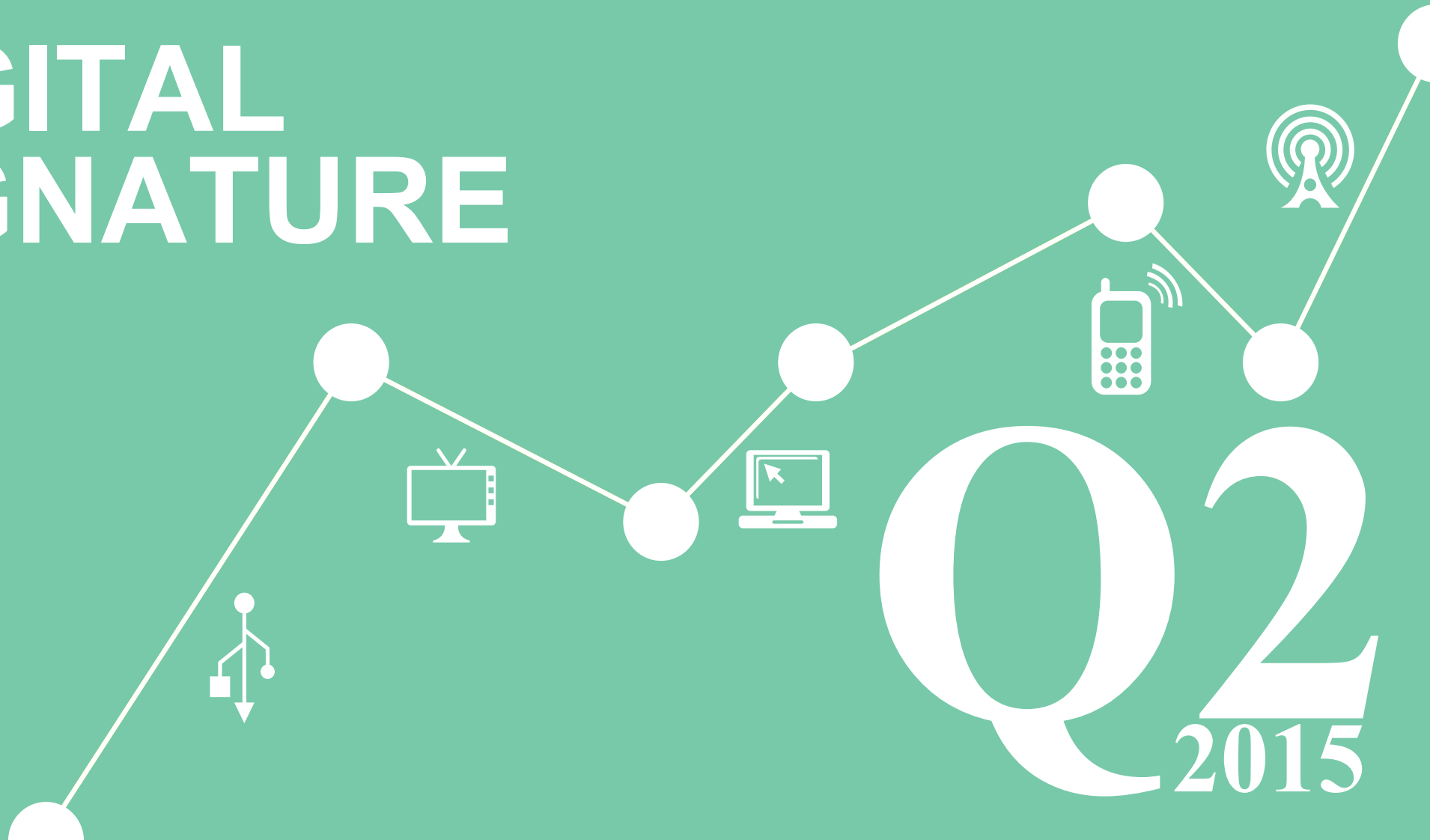
27. NUMBER OF PAY TV SUBSCRIPTIONS

Year	Qtr	Number of subscriptions ('000)			Penetration rate per 100 households
		Household	Non-household	Total	
2014	2	4,712	141	4,852	67.5
	3	4,934	145	5,079	70.4
	4	5,059	151	5,210	72.0
2015	1	5,169	154	5,323	69.7
	2	5,214	158	5,372	70.1

Explanatory notes:

Pay TV is inclusive of IPTV

DIGITAL SIGNATURE



Q2
2015

28. NUMBER OF CERTIFICATION AUTHORITIES

Year	Qtr	Number of licences
2014	2	2
	3	2
	4	3
2015	1	3
	2	3

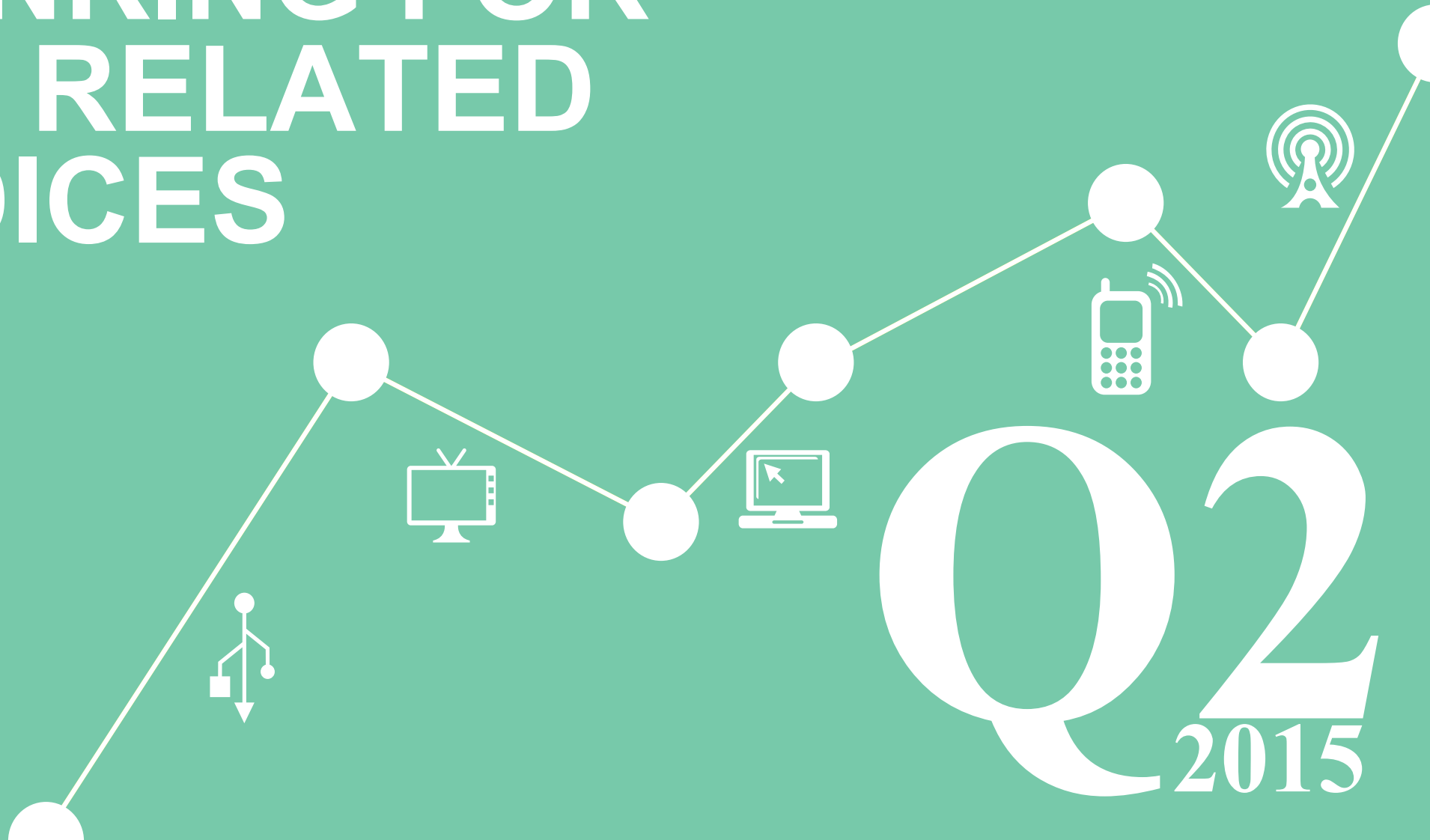
Explanatory notes :

Refers to Certification Authorities licensed under the Digital Signature Act 1997.

29. NUMBER OF CERTIFICATES ISSUED BY TYPE

Year	Qtr	Domestic holder ('000)			Foreign holder ('000)	Total ('000)
		Individual	Organisation		Organisation	
			Corporate	Government	Corporate	
2014	2	8.5	209.1	6,957.0	1.0	7,175.6
	3	8.5	214.3	7,052.8	1.0	7,276.7
	4	10.1	220.2	7,123.4	1.0	7,354.8
2015	1	10.1	225.0	7,376.6	1.1	7,612.8
	2	10.2	228.6	7,983.4	1.1	8,223.3

MALAYSIA RANKING FOR ICT RELATED INDICES



30. MALAYSIA RANKING FOR ICT RELATED INDICES

Year	<i>Connectivity Scorecard</i>	<i>Networked Readiness Index (NRI)</i>	<i>ICT Development Index</i>
2011	1	...	<u>57</u>
2012	...	29	66
2013	2	30	71
2014	...	30	...
2015	...	32	...

Year	<i>e-Government Readiness Index</i>	<i>World Competitiveness Scoreboard</i>
2011	...	16
2012	40	14
2013	...	15
2014	52	12
2015	...	14

Explanatory notes :

The Connectivity Scorecard looks at quality and quantity of ICT usage and infrastructure and relates it to a country's social and economic prosperity. 25 'Resource and Efficiency Driven' and 25 'Innovation Driven' economies are studied (as defined by the World Economic Forum (WEF)). Study commissioned by Nokia Siemens Networks. Malaysia is in the "Resource and Efficiency Driven" group of economies. (<http://www.connectivityscorecard.org>)

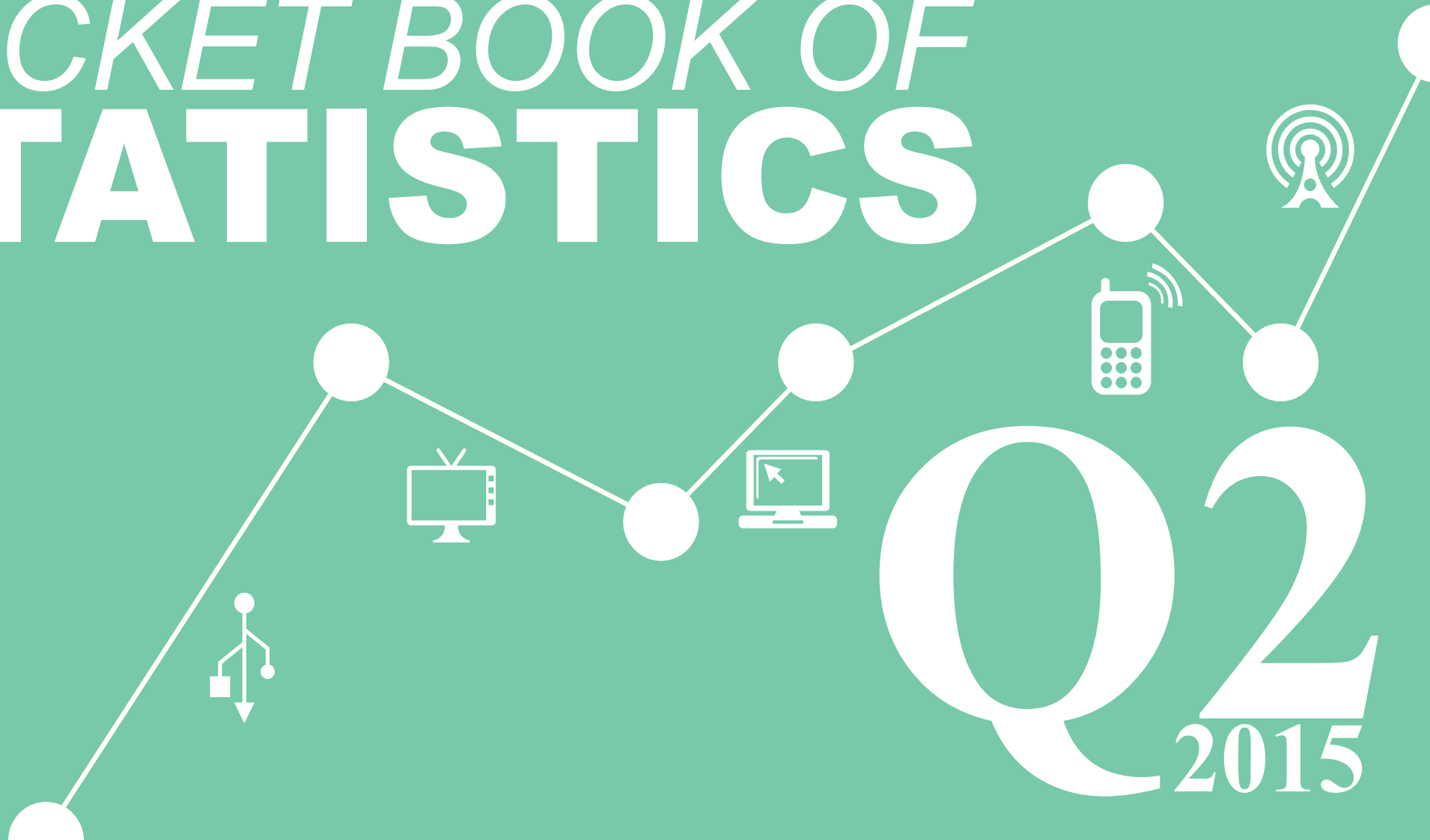
ICT Development Index (IDI) captures the level of advancement of ICTs. It also measures the global digital divide and examines how it has developed in recent years. This index is produced by the International Telecommunication Union. (<http://www.itu.int>)

Networked Readiness Index (NRI) measures the propensity for countries to exploit the opportunities offered by ICT. The index has been compiled for 115 economies by World Economic Forum. (<http://weforum.org>)

e-Government Readiness Index. e-government is being deployed not only to provide citizen services but for public sector efficiency purposes, improving transparency and accountability in government functions and allowing for cost savings in government administration. This index is created by the UN Public Administration Network. (<http://www2.unpan.org/egovkb/index.aspx>)

World Competitiveness SCOREBOARD publishes competitiveness of nations, ranking and analysing how a nation manages its resources and competencies. Published since 1989 it compares the competitiveness of 59 economies on the basis of over 331 criteria. The scoreboard is published by the IMD Business School, Switzerland. (<http://www.imd.org>)

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This is updated quarterly/halfyearly

The MCMC website is at www.skmm.gov.my

OTHER STATISTICAL PUBLICATIONS

Statistical Bulletins:

1. Postal & Courier Services: Pocket Book of Statistics (ISSN: 2231-9913)
2. Yearly Hand Phone User Survey
3. Yearly Internet User Survey

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