



## ANNOUNCEMENT

The Malaysian Communications and Multimedia Commission (MCMC) will be conducting the following surveys to collect data pertaining to access and usage of hand phone, e-commerce, quality of experience and consumer satisfaction:

- a. Hand Phone Users Survey;**
- b. E-commerce Consumers Survey;**
- c. Broadband Quality of Experience Survey;**
- d. Consumer Satisfaction Survey - Broadband Service and Public-Cellular Service; and**
- e. Consumer Satisfaction Survey – Courier Service.**

The survey will commence from 22 April 2021 until 31 December 2021 and data collection will be conducted daily, except for national and state public holidays.

The survey will be conducted via MCMC secure online system and face-to-face survey by the appointed representative from *Pusat Internet Komuniti* (PIK). Each respondent will be selected at random to participate in the surveys.

Please be advised that the purpose of this survey is for data collection only. No personal data will be collected i.e. full name or bank details for this survey. Neither money will be collected nor sales solicited.

Participation is on a voluntary basis. However, cooperation from the respondent is much appreciated. Any survey completion or extension will be announced accordingly on the MCMC website: [www.mcmc.gov.my](http://www.mcmc.gov.my).

**Guidelines to participate in the survey are as follows:**

**a. MCMC Secure Online Survey System**

**STEP 1:**



Respondent clicks on the link or scan the QR code provided below via smartphone camera or QR scanner app. Each respondent shall participate in one survey ONLY.

Hand Phone Users Survey  <a href="#">Link</a>	E-commerce Consumers Survey  <a href="#">Link</a>
Broadband Quality of Experience Survey  <a href="#">Link</a>	Consumer Satisfaction Survey – Broadband and Public Cellular Service  <a href="#">Link</a>
Consumer Satisfaction Survey – Courier Service <i>TBA</i>	

**STEP 2:**



Respondent will be directed to MCMC’s secure survey portal.

**STEP 3:**



Respondent needs to follow instructions and answer all questions.

**STEP 4:**



Respondent to click the “Submit” button to complete the survey.

**b. Face-To-Face Survey by Representative from *Pusat Internet Komuniti***

**STEP 1:**



Identified respondent agrees to participate in the survey.

**STEP 2:**



Representative from *Pusat Internet Komuniti* will commence the survey session in accordance to the script provided.

**STEP 3:**



Respondent completes the survey by answering all questions.

For more information, please contact:

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