



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 and consumer satisfaction on broadband; and mobile-cellular services as follows:

- i. Hand Phone Users Survey**
- ii. E-commerce Consumers Survey**
- iii. Consumer Satisfaction Survey - Broadband Service**
- iv. Consumer Satisfaction Survey - Mobile-Cellular Service**

The survey will commence from 5 June 2020 until 31 December 2020. Data collection will be conducted daily from 9:00 am to 6:00 pm, except for national and Selangor public holidays.

The survey will be conducted via MCMC secure online survey system, where respondents will be selected at random to participate in the surveys. The selected respondents will receive a WhatsApp invitation from MCMC. Respondents who agree to participate will then be directed to MCMC's secure portal to complete the survey. The following telephone numbers will be used for the survey purposes.

- i. 017-7286262**
- ii. 017-3646262**

Respondents are advised to NOT respond to any survey notifications other than from the above telephone numbers.

Please be advised that the purpose of this survey is for data collection only. No personal data will be collected i.e. full name, identity card number, credit card and bank details for this survey. No money will be collected nor sales solicited.

Participation is on a voluntary basis; however, cooperation from the respondents is much appreciated. As a token of appreciation, MCMC will provide a RM5 e-voucher* to the first 10,000 respondents who completed the survey.

Any survey completion and/or extensions will be announced on the MCMC website: www.mcmc.gov.my.

Guidelines to participate in the survey as follows:

STEP 1



Respondents will receive a WhatsApp invitation from MCMC to participate in the survey

Good morning.

The Malaysian Communications and Multimedia Commission (MCMC), a government agency is conducting a survey on the hand phone usage and trends in Malaysia. Notification about this survey has been published in MCMC's and Service Providers' official websites.

You have been selected at random to participate in this survey. Should you have any enquiries regarding the survey, please do not hesitate to call MCMC CATI Centre at 03-86888594.

As a token of appreciation, MCMC will provide RM5 e-voucher to the first 10,000 respondents who completed the survey.

Please reply "YES" if you would like to answer the survey or "NO" if you refuse to do so.

STEP 2



Respondents agree to participate in the surveys

Respondents need to reply "YES".

STEP 3



Respondents will be directed to MCMC's secure survey portal to complete the survey

Link of survey, unique user ID and password for each respondents will be provided.

STEP 4



Respondents need to answer all questions

Follow all instructions and answer the questions.

STEP 5



Click the "Submit" button to complete the survey

Survey successfully submitted.

HOW TO PROTECT YOURSELF FROM SCAM CALLS

- It is important to remember that scammers sometimes pose as interviewers in order to win your trust.
- If you are asked to participate in any surveys and you are interested in participating, you do not have to answer their questions straight away. If you are in any doubt, ask the interviewer which organisation they are from, their **full name** and **interviewer code**. Then, arrange a time for them to call you back.
- In the meantime, call MCMC's official contact number (03-8688 8000, attn: Statistics and Data Intelligence Department) to ask if the survey is legitimate. If they answer no, or if MCMC can't find any information on the interviewer, it is most likely a scam.
- Do not give your full name, identification card number, credit card or bank account details, as MCMC does not collect any personal information for this survey.
- If you think you have provided your account details to a scammer, contact your bank or financial institution immediately.

For more information, please contact:

Malaysian Communications and Multimedia Commission
MCMC Tower 1, Jalan IMPACT, Cyber 6, 63000 Cyberjaya, Selangor
(Attn: Statistics and Data Intelligence Department)

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www.mcmc.gov.my