



Press Release

MCMC STAR RATING AWARD 2018 HONOURS MALAYSIAN TELECOMMUNICATION COMPANIES

- The award ceremony recognises outstanding services provided by telecommunication companies to consumers as well as to instill a culture of quality excellence and create a healthy competitive environment between the service providers.
- The winners were chosen based on four (4) parameters which include customer satisfaction, quality of services, network investment and compliance to Communications and Multimedia Act (CMA) 1998

CYBERJAYA, 3 December 2019 --- The Malaysian Communications and Multimedia Commission (MCMC) honoured telecommunication service providers at the Star Rating Award 2018 held in Cyberjaya, today.

The Award ceremony, which was held for the second time aims to recognise the outstanding services provided by telecommunication companies to consumers as well as to instill a culture of quality excellence and create a healthy competitive environment amongst them.

The awards were presented in recognition of the telecommunication service providers' performance excellence for the assessment year of 2018 based on four (4) parameters - consumer satisfaction, quality of service, network investment and compliance to Communications and Multimedia Act (CMA) 1998 with an emphasis on consumer satisfaction.

Digi Telecommunications Sdn Bhd won three (3) out of the eight (8) award categories for the 'Best Mobile Network Operators (MNO) Provider', 'Best Consumer Satisfaction' and 'Best Quality of Service' awards, respectively.

XOX Com Sdn Bhd won the 'Best Mobile Virtual Network Operator' Award, whereas Celcom Axiata Berhad won the "Best Corporate Social

Responsibility” Award for overall excellence in organising various impactful CSR programmes.

U Mobile Sdn Bhd crowned with the ‘Best Quality of Service’ Award, Maxis Broadband Sdn Bhd won the ‘Network Investment’ Award, while Webe Digital Sdn Bhd clinched the award for the ‘Best in Compliance to Communications and Multimedia Act (CMA) 1998.’

A new category, ‘Best Wired Broadband Access Service’ was introduced at The Star Rating Award 2018 which was won by TT Dotcom Sdn Bhd.

According to MCMC Chairman Al-Ishsal Ishak, “As the regulator of the nation’s telecommunication and multimedia industry, MCMC is committed to keep on raising the bar on customer experience along with the telecommunication service providers to ensure that the network quality remains top notch. Customers today are smart and they are buying into solutions, not just individual products and packages. Thereby, telecommunications service providers have to reflect the needs and wants of the customers as we want to provide the best telecommunication experience to all Malaysians.”

Star Rating Award received overwhelming response from the telecommunications service providers as it encourages them to continuously strive in uplifting their performances in each parameters set by MCMC.

This positive development would automatically enhance overall performance of the nation’s communications and multimedia industry. As at November 2019, Malaysia’s communication and multimedia industry recorded a market capitalisation of RM147.71 billion of which, the telecommunication industry contributed RM136.7 billion, an indication of the significance of the industry in this nation.

About Malaysian Communications and Multimedia Commission (MCMC)

The Malaysian Communications and Multimedia Commission (MCMC) is a statutory body established under the Malaysian Communications and Multimedia Commission Act 1998 (MCMCA) which implements and promotes the Government's national policy objectives for the communications and multimedia sector. MCMC regulates and promotes the development of the communications and multimedia industry, which includes telecommunications, broadcasting, and online activities, postal services and digital certification. The Communication and Multimedia Act provides that MCMC undertake a policy implementation role, while policy decision-making vested with the Minister. For more information, visit www.mcmc.gov.my or contact:

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APPENDIX

THE STAR RATING AWARD 2018 WINNERS (ACCORDING TO CATEGORY)

AWARD CATEGORY	WINNER/COMPANY
Best Public Cellular Service Provider (MNO)	Digi Telecommunications Sdn Bhd
Best Mobile Virtual Network Operator (MVNO)	XOX Com Sdn Bhd
Best Wired Broadband Access Service (BAS)	TT Dotcom Sdn Bhd
Best Corporate Social Responsibility (CSR)	Celcom Axiata Berhad
Best Consumer Satisfaction	Digi Telecommunications Sdn Bhd
Best Quality of Service	Digi Telecommunications Sdn Bhd U Mobile Sdn Bhd
Best Network Investment	Maxis Broadband Sdn Bhd
Best Compliance to CMA 1998	Webe Digital Sdn Bhd

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