

The National Fiberisation and Connectivity Plan 5 (NFCP 5)

The National Fiberisation and Connectivity Plan 5 or NFCP 5 project is to migrate existing Telekom Malaysia Berhad's (TM) Streamyx (copper) broadband subscribers to fibre-optic broadband access network(s) within the Universal Service Target (UST) areas nationwide. The NFCP 5 project was awarded to TM as a major contributor pursuant to Regulation 36A of the Communications and Multimedia (Universal Service Provision) Regulations 2002 (USP Regulations).

TM's proposal to upgrade its existing copper broadband network to a fibre-optic network for 377,360 subscribers was assessed, considered and approved by the Commission. Subsequently, TM was appointed as a designated universal service provider under Regulation 36F of the USP Regulations 2002 to undertake this project in underserved areas specified by the Commission under four notifications issued by it in 2002, 2004, 2008 and 2011, respectively (Notification Ref. No: NT/USP/2/02, Ref. No: NT/USP/1/04, Ref. No: NT/USP/08/01 and Ref. No: NT/USP/01/11).

















As a condition of this project, TM is also required to upgrade the remaining 556,364 Streamyx subscribers to fibre-optic broadband access network(s) using its own funds. Through this initiative 933,724 subscribers to be upgraded, out of which 377,360 subscribers will be upgraded via the USP Fund.

The project is scheduled to take 24 months to complete from the date of commencement of the project, which was on 15 March 2020. As at 31 December 2020, TM has migrated 22,398 subscribers, while the incidence of churn has affected 2,808 subscribers.



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TOTAL MIGRATED SUBSCRIBERS IN 2020 BY STATE AND FEDERAL TERRITORY

	JOHOR	4,183
	PERAK	4,137
	SARAWAK	3,430
	SELANGOR	2,544
	KELANTAN	2,072
	TERENGGANU	1,810
	PAHANG	1,748
	SABAH	1,429
	NEGERI SEMBILAN	1,016
	MELAKA	890
	KEDAH	633
	PULAU PINANG	547
	WILAYAH PERSEKUTUAN KUALA LUMPUR	444
	WILAYAH PERSEKUTUAN LABUAN	260
	PERLIS	38
	WILAYAH PERSEKUTUAN PUTRAJAYA	25
Total		25,206 subscribers

Breakdown of Total Migrated Subscribers in 2020 by State and Federal Territory



Breakdown of Migrated Subscribers in 2020

STATE/ FEDERAL TERRITORY	TOTAL NO. OF STREAMYX SUBSCRIBERS MIGRATED	NO. OF SUBSCRIBERS (CHURN)	NO. OF SUBSCRIBERS (REJECTED MIGRATION)	TOTAL NO. OF SUBSCRIBERS
Johor	3,740	416	27	4,183
Perak	3,861	262	14	4,137
Sarawak	3,255	157	18	3,430
Selangor	1,833	705	6	2,544
Kelantan	1,989	77	6	2,072
Terengganu	1,757	46	7	1,810
Pahang	1,597	146	5	1,748
Sabah	1,221	203	5	1,429
Negeri Sembilan	938	77	1	1,016
Melaka	724	162	4	890
Kedah	598	33	2	633
Pulau Pinang	476	68	3	547
Wilayah Persekutuan Kuala Lumpur	104	338	2	444
Wilayah Persekutuan Labuan	260	0	0	260
Perlis	38	0	0	38
Wilayah Persekutuan Putrajaya	7	16	2	25
Grand Total	22,398	2,706	102	25,206

Breakdown of Migrated Subscribers in 2020 by State and Federal Territory