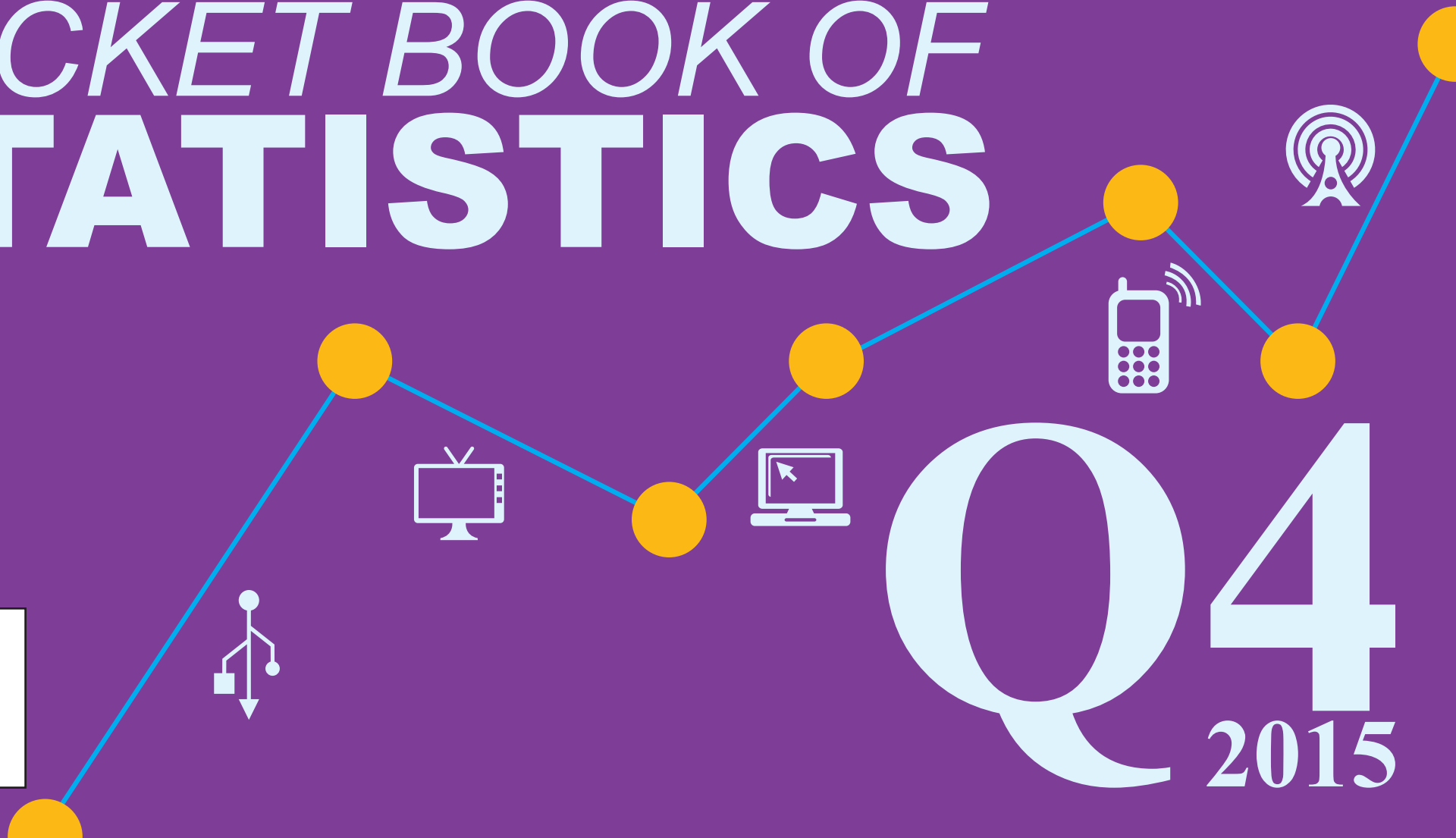




COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF
STATISTICS

Q4
2015



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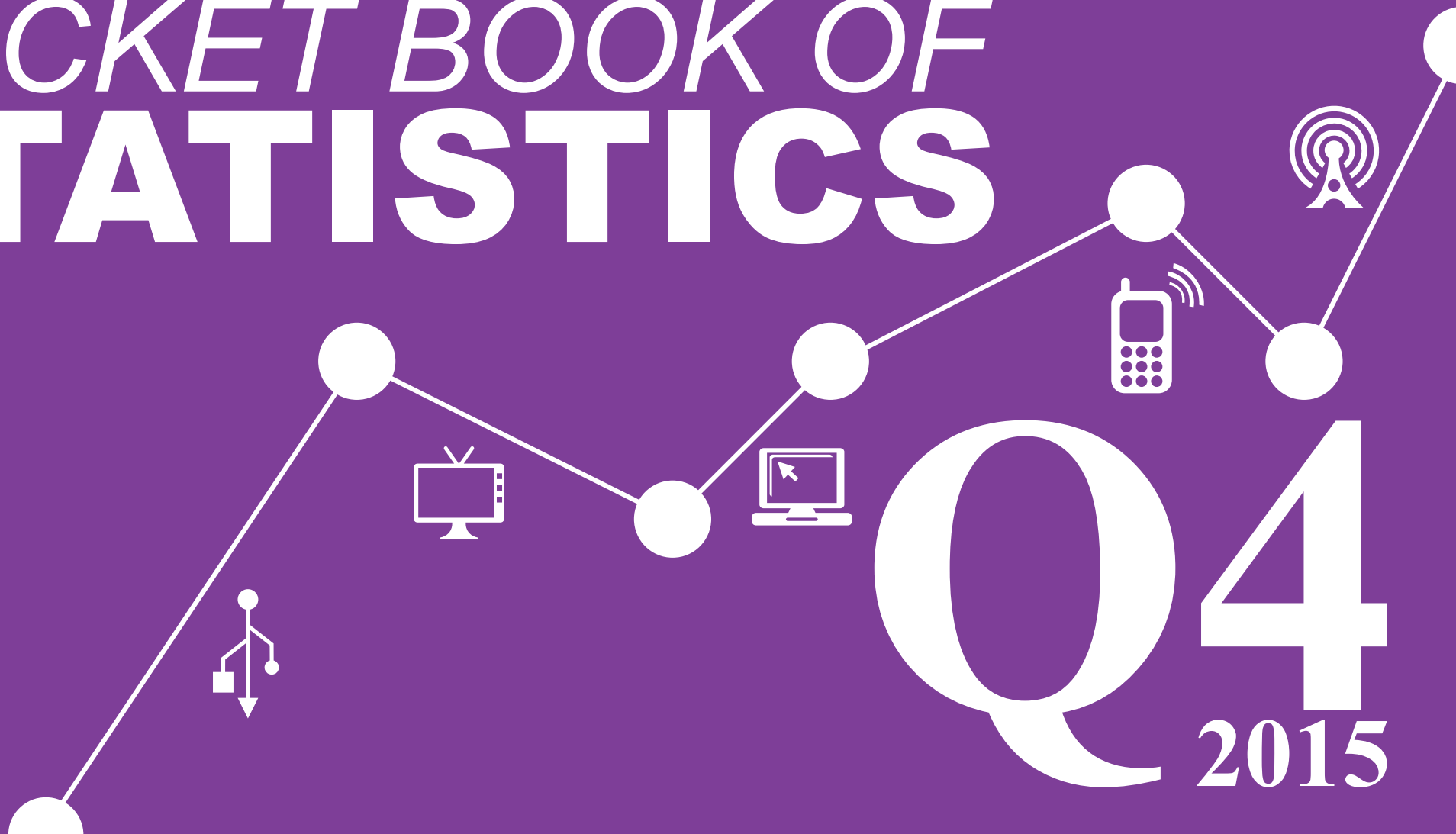
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COMMUNICATIONS & MULTIMEDIA
POCKET BOOK OF
STATISTICS



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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 application 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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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.

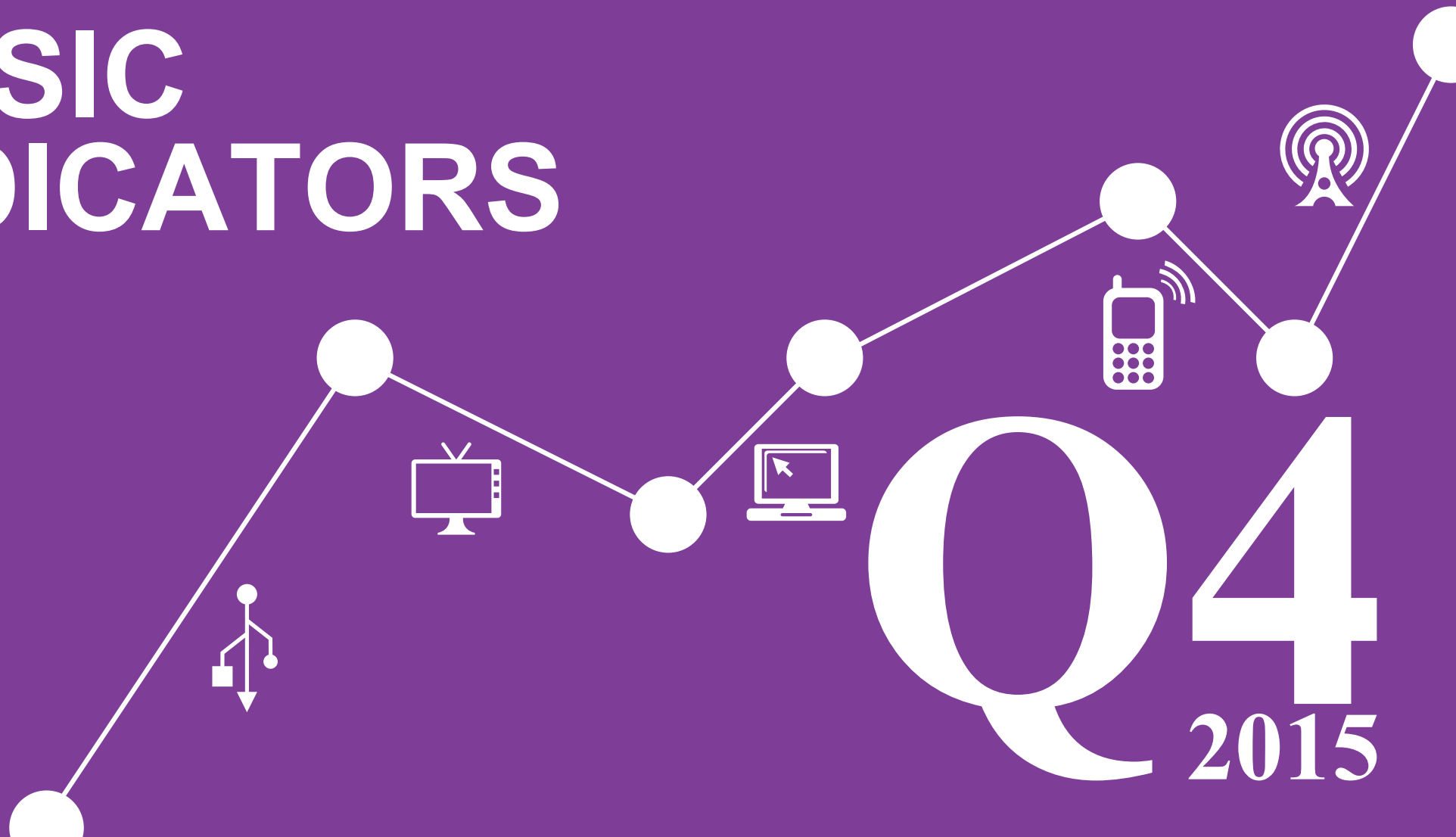
Figures presented in tables are as at the end of the period. Hence a penetration rate for a given year is calculated using the number of subscriptions and estimated population as at the end of the year. This is different from the Malaysian demographic practice of using the mid-year population as the 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
KKMM	–	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	4	30.29	7,029	289.371	265.753	110.5
2015	1	30.39	7,412	277.207	254.386	110.5
	2	30.49	7,435	283.244	<u>261.079</u>	111.4
	3	30.58	7,459	<u>292.580</u>	<u>269.401</u>	112.2
	4	30.68	7,483	303.849	277.781	112.8

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		Mobile Cellular	Direct Exchange Line (DEL)
		per 100 inhabitants	per 100 households	per 100 inhabitants	per 100 households
Notes		a	b	c	d
2014	4	68.3	70.2	148.3	30.3
2015	1	77.6	70.4	145.7	28.6
	2	91.7	72.2	144.8	28.4
	3	99.7	72.5	143.6	28.2
	4	100.4	77.3	143.8	27.9

Explanatory notes:

- The broadband penetration rate per 100 inhabitants from Q4 2014 is calculated by dividing the sum of household, non-household and 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 for Q4 2015 is revised by dividing the number of private household subscriptions by the number of private households and multiplied by 100.
- The mobile celular 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 direct exchange line penetration rate refers to the total subscriptions divided by the number of private households and multiplied by 100.

3. NUMBER OF LICENCES AS AT 31 DECEMBER 2015

	Number of Licences		
	Individual	Class	Total
Network Facilities Provider (NFP)	156	16	172
Network Service Provider (NSP)	144	16	160
Applications Service Provider (ASP)		492	492
Content Applications Service Provider (CASP)	38	22	60
Total	338	546	884

BROADBAND AND THE INTERNET



4. NUMBER OF BROADBAND SUBSCRIPTIONS

(million)

Year	Qtr	Fixed (Wired)	Mobile	Total
Notes		a	b	
2014	4	3.1	17.6	20.7
2015	1	3.1	20.5	23.6
	2	3.0	24.9	27.9
	3	3.0	27.5	30.5
	4	3.1	27.8	30.8

Explanatory notes:

a. Includes ADSL, SDSL, Satellite, FTTH, VDSL, Fixed wireless, Cable Modem, EV-DO and WiMAX

b. Includes Prepaid, Postpaid and Pay Per Use

Numbers may not add up because of rounding.

5. COMMUNITY ACCESS

State	1Malaysia Internet Centre (PI1M)		Mini Community Broadband Centre	Community Broadband Library	Community Wi-Fi(WK)
	Number of Centres	Members			
Johor	66	72,208	8	3	160
Kedah	49	53,440	7	1	372
Kelantan	56	60,148	10	0	162
Melaka	25	16,244	2		20
Negeri Sembilan	33	34,038	3		104
Pahang	89	76,387	11	1	199
Perak	50	28,404	1		206
Perlis	9	7,090	11		56
Pulau Pinang	1	35			
Selangor	31	34,255	23	1	66
Terengganu	51	42,196	33	25	139
Sabah	83	54,718	5	10	618
Sarawak	92	76,791	6	3	694
WP Kuala Lumpur	17	2,024			144
WP Labuan	1	185			18
WP Putrajaya	4	1,835			20
Malaysia	657	559,998	120	44	2,978

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 Wi-Fi is a project under USP programme. Its objective is to provide wireless broadband access by installing Wi-Fi antennas in strategic places.

6. INTERNET USERS BY GENDER

(%)

Year	Male	Female
2014	58.3	41.7
2015	59.4	40.6

Explanatory notes :

Tables 6 and 7 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.

7. 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 6

8. 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)

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

Year	Singapore	Malaysia	Thailand	Brunei Darussalam	Viet Nam
2013	<u>26.0</u>	8.2	<u>7.4</u>	<u>5.7</u>	5.6
2014	<u>26.7</u>	10.2	<u>8.5</u>	<u>7.2</u>	6.5

Year	Philippines	Indonesia	Cambodia	Myanmar	Lao P.D.R.
2013	<u>9.1</u>	1.3	0.2	0.2	-
2014	23.2	1.2	<u>0.4</u>	0.3	0.2

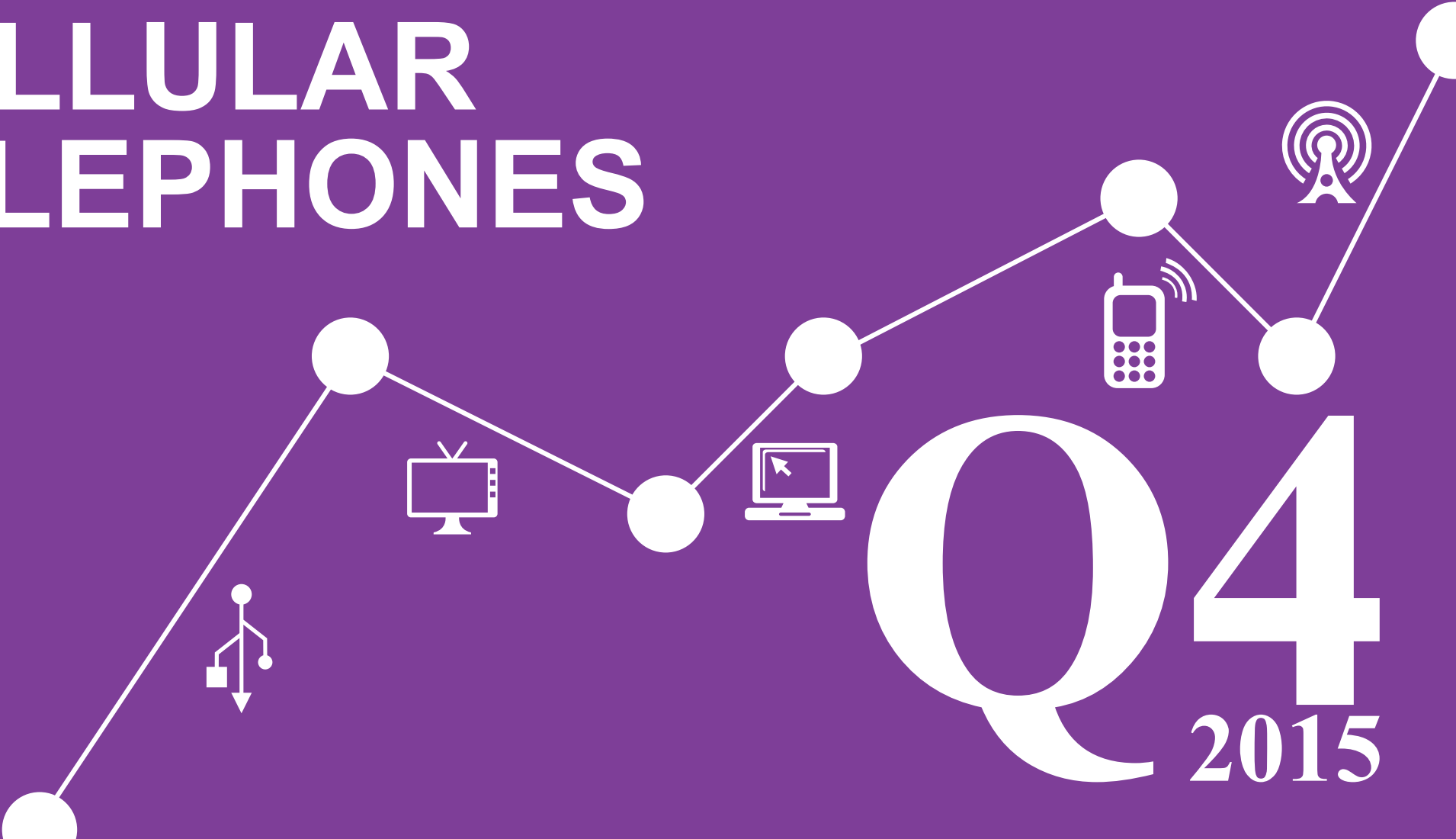
10. FIXED (WIRED) BROADBAND PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	South Korea	Hong Kong SAR	Japan	USA	Singapore	Australia
2013	38.0	31.0	28.9	<u>29.3</u>	<u>26.0</u>	25.0
2014	38.8	<u>31.4</u>	29.3	<u>31.1</u>	<u>26.7</u>	<u>27.7</u>

Year	China	Malaysia	Thailand	Indonesia	India
2013	13.6	8.2	<u>7.4</u>	1.3	1.2
2014	14.4	10.2	<u>8.5</u>	1.2	1.2

Source : MCMC, ITU

MOBILE CELLULAR TELEPHONES



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11. NUMBER OF MOBILE CELLULAR TELEPHONE SUBSCRIPTIONS AND PENETRATION RATE

Year	Qtr	Postpaid ('000)	Prepaid ('000)	Total ('000)	Penetration rate per 100 inhabitants
2014	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
	3	8,449	35,479	43,929	143.6
	4	8,740	35,371	44,111	143.8

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.

12. MOBILE 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

13. MOBILE NUMBER PORTABILITY

		('000)	
Year	Qtr	Number of porting request	Successful porting
2014	4	548.9	343.6
2015	1	506.7	347.4
	2	613.6	360.7
	3	671.4	323.2
	4	787.6	389.0

14. PERCENTAGE OF CELLULAR TELEPHONE USERS BY GENDER

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

Explanatory notes:

Table 12 and 14 are from the Hand Phone Users Surveys conducted by the MCMC annually.

15. SHORT MESSAGE SERVICES (SMS)

Year	Qtr	Total (million)	Per subscription
Note		a	
2014	4	10,130.4	225
2015	1	7,768.3	175
	2	6,855.3	155
	3	6,032.3	137
	4	5,200.9	118

Explanatory notes:

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

16. MOBILE 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	<u>146.9</u>	148.3	144.4	<u>132.7</u>	147.1

Year	Indonesia	Brunei Darussalam	Philippines	Lao P.D.R.	Myanmar
2013	125.4	112.2	104.5	68.1	12.8
2014	<u>128.8</u>	110.1	111.2	67.0	<u>54.0</u>

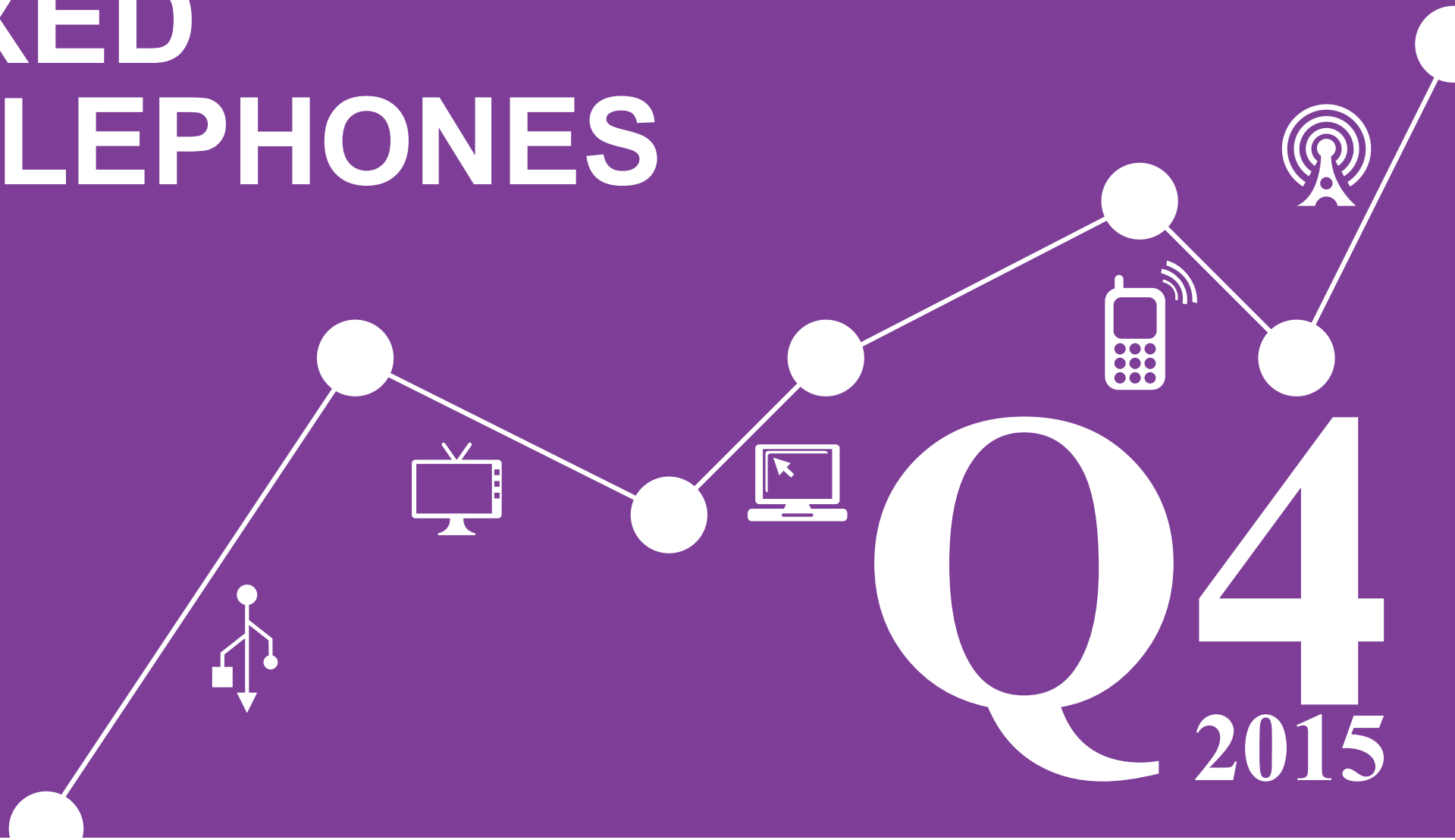
17. MOBILE CELLULAR TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	Singapore	Malaysia	Thailand	Indonesia	Japan
2013	237.4	155.9	143.8	140.1	125.4	116.3
2014	<u>233.6</u>	<u>146.9</u>	148.3	144.4	<u>128.8</u>	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	<u>110.2</u>	92.3	74.5

Source : MCMC, ITU

FIXED TELEPHONES



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18. NUMBER OF FIXED TELEPHONE SUBSCRIPTIONS AND PENERATION RATE

Year	Total subscriptions ('000)	Penetration rate per 100 inhabitants
Notes	a	
2013	4,535.8	15.2
2014	4,406.5	14.5
2015	4,489.2	14.6

Explanatory Notes :

The fixed telephone penetration rate refers to the total subscriptions divided by the total population and multiplied by 100.

a. Includes DEL, VoIP, Fixed wireless local loop (WLL), ISDN and public payphones

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	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
	3	2,100	28.2	1,393	3,493	11.4
	4	2,089	27.9	1,377	3,466	11.3

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				
	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	
Johor	38.4	36.7	36.4	36.2	35.9	
Kedah and Perlis	26.0	25.5	25.3	25.1	25.0	
Kelantan	15.8	16.6	16.4	16.3	16.3	
Melaka	42.6	41.9	41.6	41.4	41.3	
Negeri Sembilan	41.6	40.4	40.2	39.7	39.3	
Pahang	25.4	25.4	25.2	24.9	24.8	
Perak	40.1	38.6	38.4	38.3	38.1	
Pulau Pinang	46.9	43.7	43.2	42.7	42.1	
Selangor ^a	27.3	24.2	23.8	23.4	22.9	
Terengganu	27.6	28.1	28.1	28.2	28.3	
Sabah	18.7	17.1	17.0	17.0	16.9	
Sarawak	24.4	23.6	23.5	23.4	23.2	
WP Kuala Lumpur	14.5	13.5	13.4	13.5	13.2	
WP Labuan	37.5	33.8	33.9	33.7	33.5	
Malaysia	30.3	28.6	28.4	28.2	27.9	

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	<u>15.2</u>	13.6	7.3
2014	<u>36.2</u>	<u>10.4</u>	<u>14.5</u>	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	<u>2.3</u>	1.0

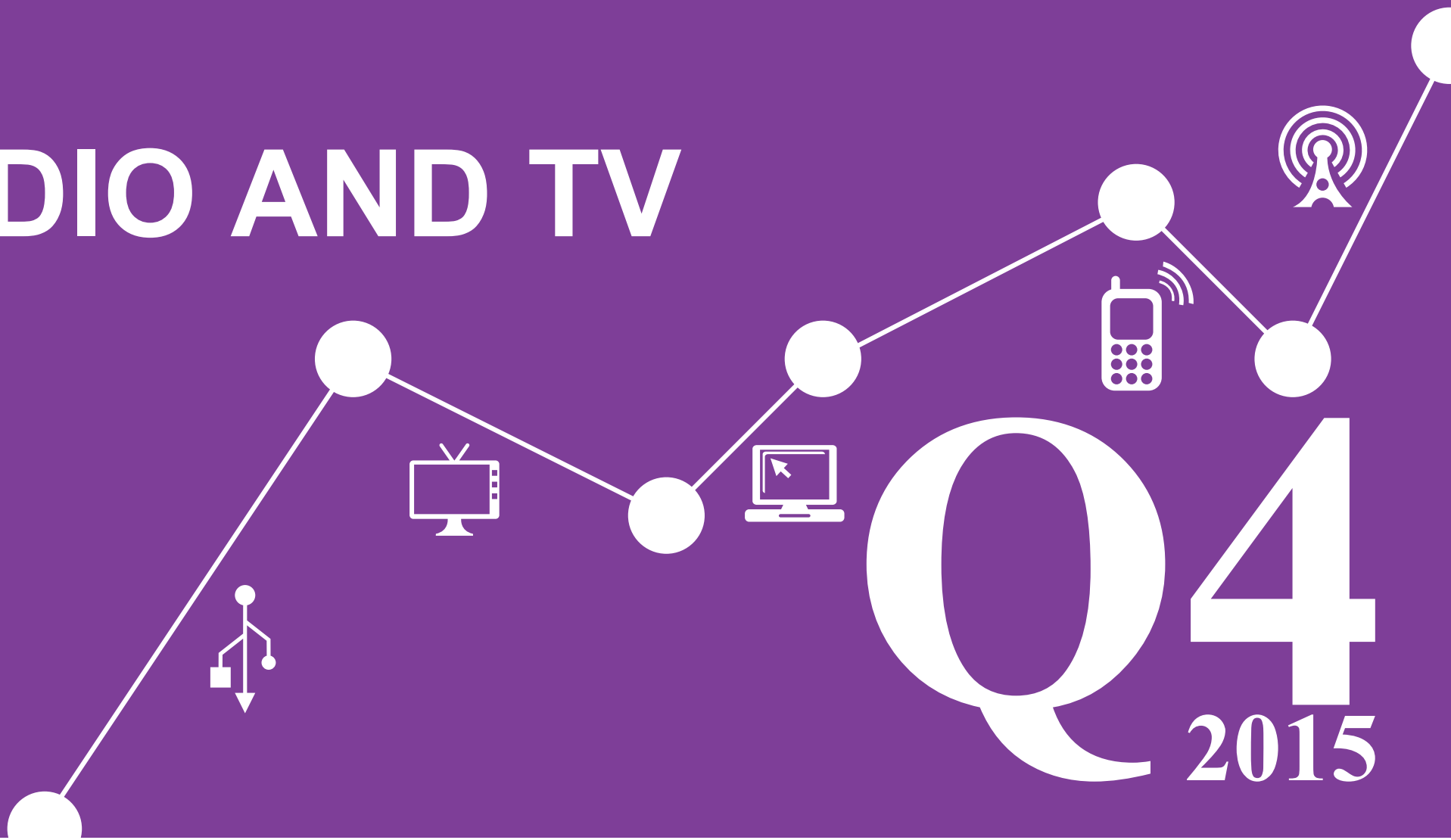
22. FIXED TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	South Korea	Japan	Australia	USA	Singapore
2013	61.4	61.6	48.0	44.3	41.6	36.4
2014	<u>60.9</u>	59.5	50.1	38.9	<u>39.8</u>	<u>36.2</u>

Year	China	Indonesia	Malaysia	Thailand	India
2013	19.3	12.3	<u>15.2</u>	9.0	2.3
2014	17.9	11.7	<u>14.5</u>	8.5	2.1

Source : MCMC, ITU

RADIO AND TV



Q4
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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							
		TV 1	TV 2	TV3	NTV7	8TV	Channel 9	TV Alhijrah	Total
2014	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
	3	134,031	133,762	117,555	96,232	102,795	110,784	106,588	801,747
	4	130,333	128,984	123,732	95,505	102,213	102,144	89,466	772,377

Source: AGB Nielsen

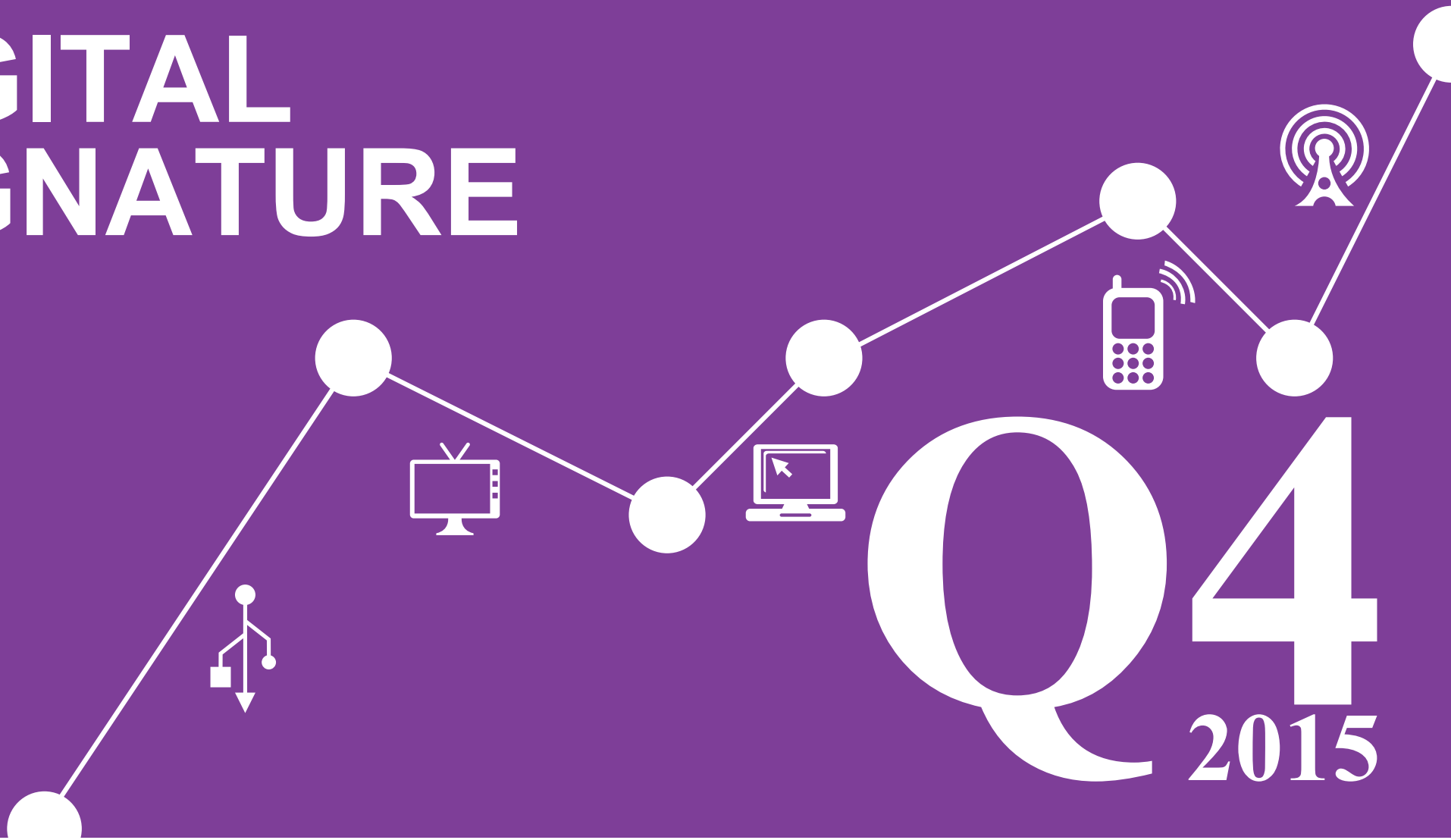
27. NUMBER OF PAY TV SUBSCRIPTIONS

Year	Qtr	Number of subscriptions ('000)			Penetration rate per 100 households
		Household	Non-household	Total	
2014	4	5,059	151	5,210	72.0
2015	1	5,169	154	5,323	69.7
	2	5,221	159	5,379	70.2
	3	5,325	160	5,484	71.4
	4	5,481	171	5,652	73.2

Explanatory notes:

Pay TV is inclusive of IPTV

DIGITAL SIGNATURE



28. NUMBER OF CERTIFICATION AUTHORITIES

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

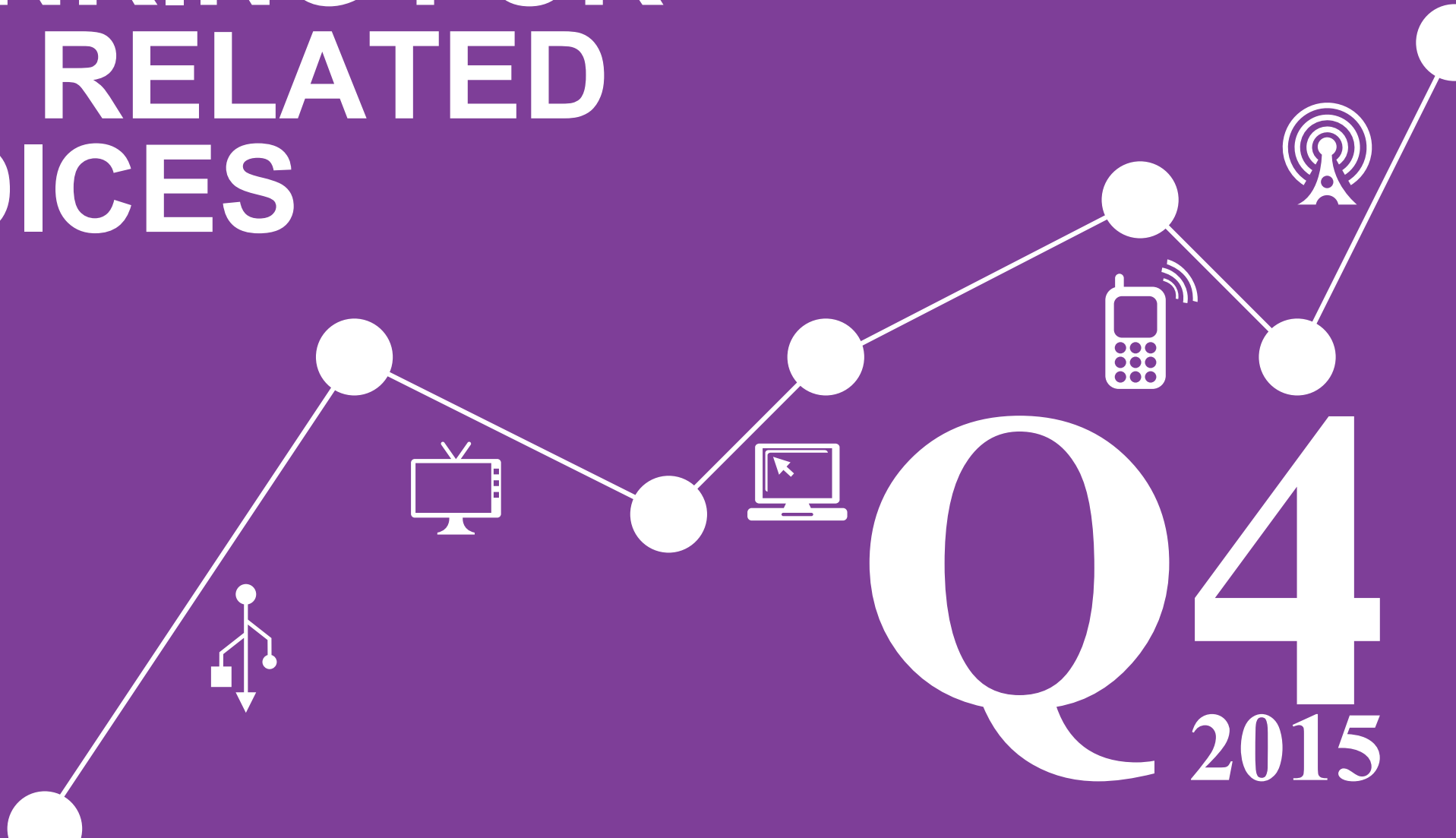
Explanatory notes :

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	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
	3	10.2	231.3	8,094.1	1.1	8,336.7
	4	10.2	234.6	8,145.5	1.1	8,391.4

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	...	57
2012	...	29	66
2013	2	30	65
2014	...	30	64
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>)

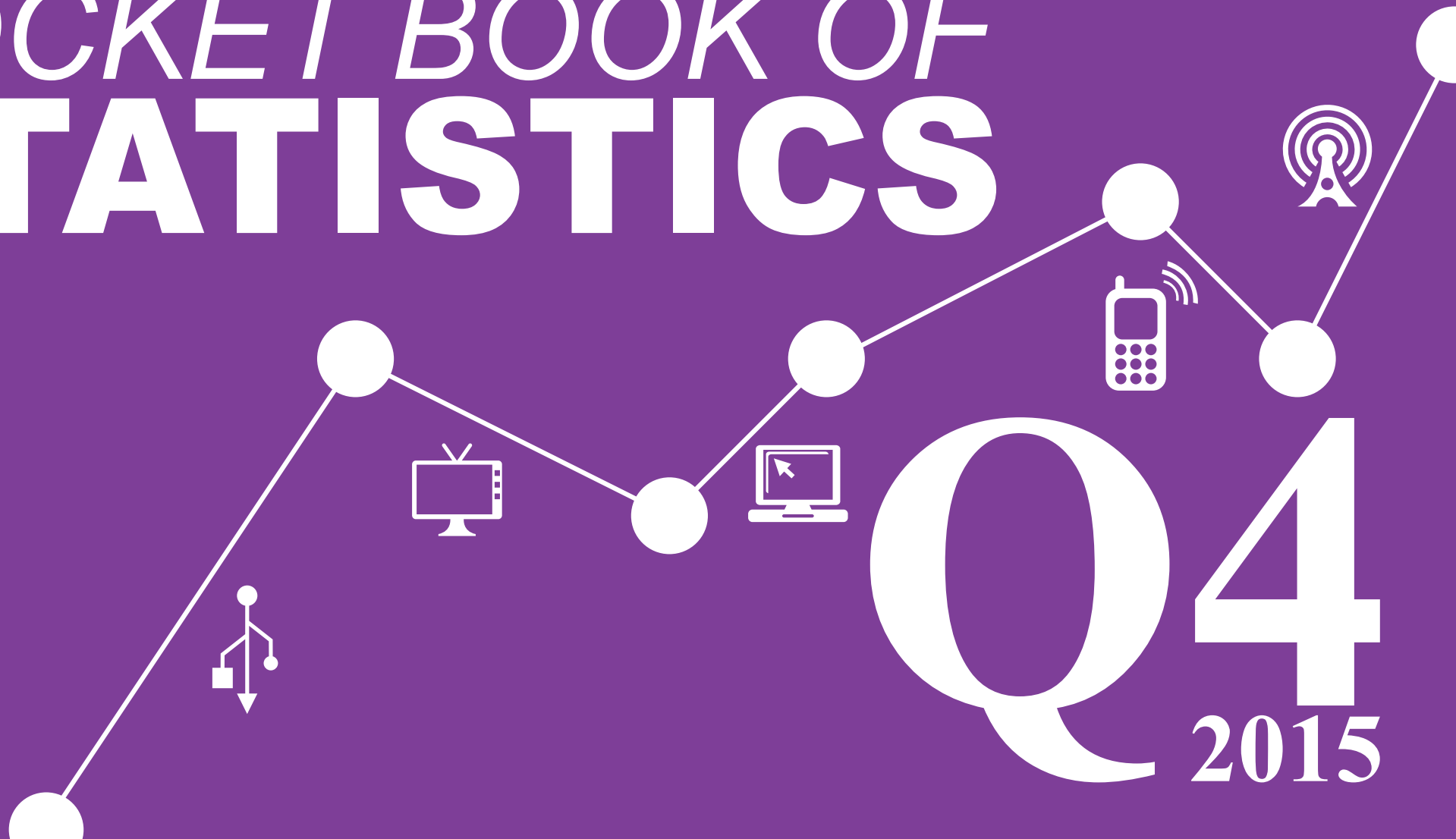
ICT Development Index (IDI) captures the level of advancement of ICTs. It also measures the global digital divide and examines how it has developed in recent years. This index is produced by the International Telecommunication Union. (<http://www.itu.int>)

Networked Readiness Index (NRI) measures the propensity for countries to exploit the opportunities offered by ICT. The index has been compiled for 143 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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WEBSITE

The MCMC website contains extracts of statistics pertaining to the communications & multimedia and postal & courier industry. This is updated quarterly/half yearly

The MCMC website is at www.mcmc.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

STATISTICS DEPARTMENT

CONTACTS

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