



NOTICE

The Malaysian Communications and Multimedia Commission (MCMC) will be conducting the following surveys to collect data pertaining to telephone assistance services, access and usage of Internet and hand phones in Malaysia.

- a) Directory Assistance (103) and Operator Assistance (101) Survey;**
- b) Internet Users Survey 2016;** and
- c) Hand Phone Users Survey 2016.**

This effort is part of MCMC's research and the findings of these surveys are expected to improve the performance of the communications and multimedia industry.

The survey will be conducted entirely via telephone from the MCMC CATI Centre, Cyberjaya commencing 15 September 2016 to 31 December 2016. Data collection will be conducted daily from 9:00 am to 6:00 pm, except for national and Selangor public holidays. Survey completion and/or extensions will be announced on the MCMC website: www.mcmc.gov.my.

Please be advised that the purpose of these surveys are for data collection only. No money will be collected nor sales solicited. Respondents are randomly selected by computer, based on registered telephone numbers. Participation is voluntary; however, the cooperation of the public is greatly appreciated so that the required information can be obtained. All personal information collected will be kept in the strictest confidence and will be used only for the purpose of deriving statistics at national level.

For more information, please contact:

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

Tel: +603 8688 8186 Fax: +603 8688 1000

www.mcmc.gov.my