



NOTICE

INTERNET USERS AND CONSUMER SATISFACTION SURVEY 2016

The Malaysian Communications and Multimedia Commission (MCMC) will be conducting the **Internet Users Survey and Consumer Satisfaction Survey 2016** to collect data for the compilation of descriptive statistics pertaining to access and usage of Internet and to measure consumer satisfaction on telecommunication and multimedia services.

This effort is part of MCMC research and the findings of this survey will facilitate in enhancing the performance of the Communications and Multimedia industry.

The survey will be conducted entirely through telephone from the MCMC CATI Centre, Cyberjaya commencing 26 January 2016 to 30 April 2016. Data collection will be conducted from 9:00 am to 6:00 pm daily except national and Selangor public holidays. Any survey extensions will be announced on the MCMC website: www.mcmc.gov.my.

Please be advised that the purpose of this study is for data collection only. No money will be collected nor sales solicited. Respondents are randomly selected by computer, based on telephone numbers. Participation is voluntary; the co-operation 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.

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