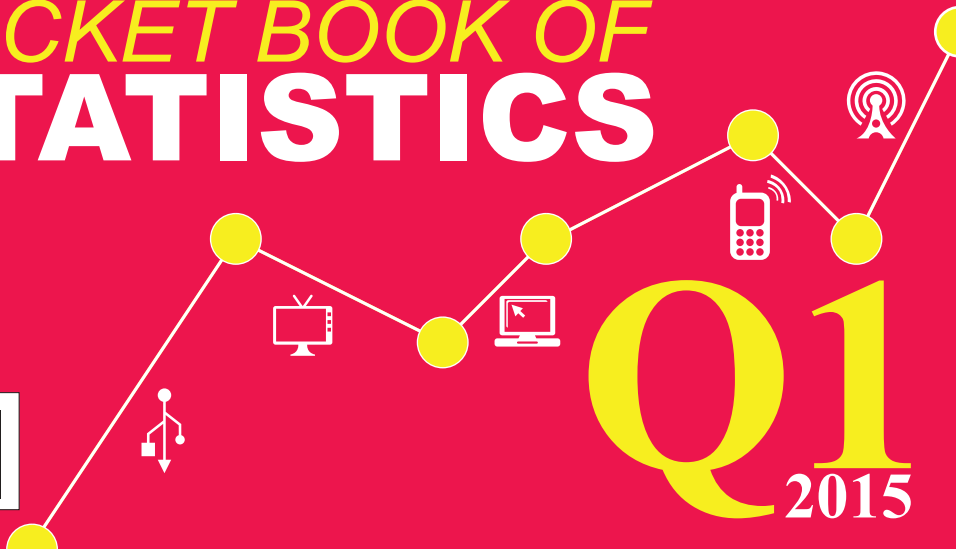




COMMUNICATIONS & MULTIMEDIA *POCKET BOOK OF* STATISTICS



Q1 2015

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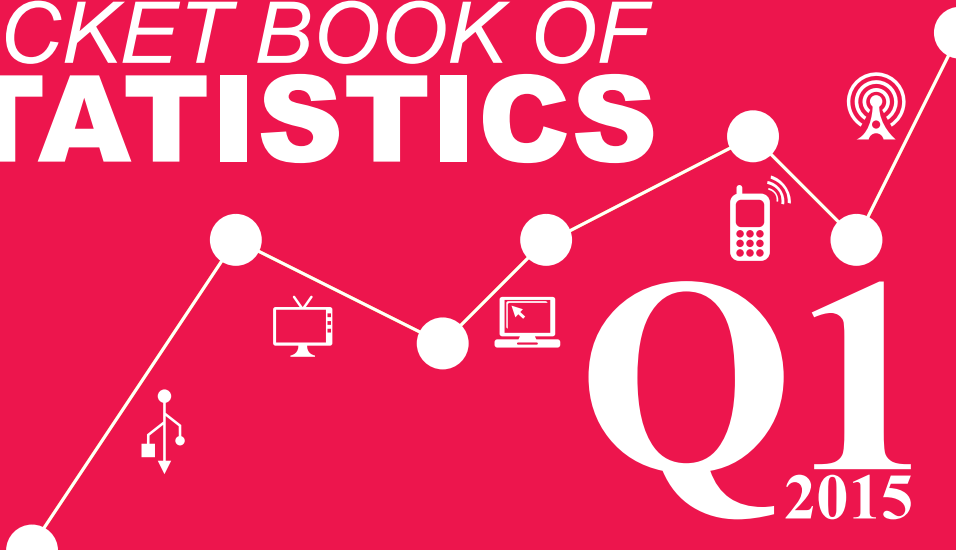
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COMMUNICATIONS & MULTIMEDIA
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10 NATIONAL POLICY OBJECTIVES FOR THE COMMUNICATIONS & MULTIMEDIA INDUSTRY

- 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 applications 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

CONTENTS

10 National Policy Objectives for the Communications and Multimedia Industry	ii
Notes	vii
Symbols and abbreviations	viii
•BASIC INDICATORS	
1. Malaysia basic indicators	2
2. Penetration rates at a glance	3
3. Number of licences	4
•BROADBAND AND THE INTERNET	
4. Broadband penetration rate per 100 household, Q1 2015	6
5. Community access	7
6. Number of Hotspot locations by state	9
7. Number of Hotspot subscriptions	10

CONTENTS

8. Internet users by gender	10
9. Internet users by age category	11
10. Percentage of households with access to personal computer by state, 2013	12
11. Fixed (wired) broadband per 100 inhabitants, ASEAN countries	13
12. Fixed (wired) broadband per 100 inhabitants compared with 10 biggest trading partners, Malaysia	13
•CELLULAR TELEPHONES	
13. Number of cellular telephone subscriptions and penetration rate	16
14. Cellular telephone penetration rate per 100 inhabitants by state	17

CONTENTS

15. Mobile number portability	18
16. Percentage of cellular telephone users by gender	18
17. Short message services (SMS)	19
18. Cellular telephone subscriptions per 100 inhabitants, ASEAN countries	19
19. Cellular telephone subscriptions per 100 inhabitants compared with 10 biggest trading partners, Malaysia	20
• DEL	
20. Number of DEL connections and penetration rate	22
21. DEL penetration rate per 100 households by state	23
22. Fixed telephone subscriptions per 100 inhabitants, ASEAN countries	24
23. Fixed telephone subscriptions per 100 inhabitants for 10 biggest trading partners, Malaysia	24

CONTENTS

• RADIO AND TV

24. Percentage of households with access to radio/hi-fi by state	26
25. Percentage of households with access to television by state	27
26. Percentage of households with access to VCR/VCD/DVD by state	28
27. Number of broadcast minutes, free to air TV	29
28. Number of pay TV subscriptions	29

• DIGITAL SIGNATURE

29. Number of certification authorities	32
30. Number of certificates issued by type	32

• MALAYSIA RANKING FOR ICT RELATED INDICES

31. Malaysia ranking for ICT related indices	34
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Notes

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.

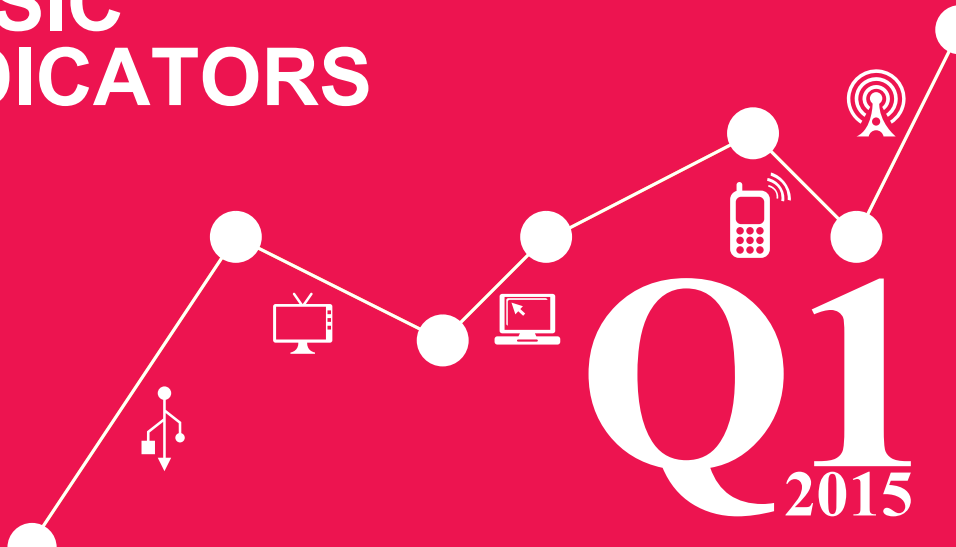
Figures presented in tables are as at the end of the period. Hence a penetration rate for a given year is calculated using the number of subscriptions and estimated population as at the end of the year. This is different from the Malaysian demographic practice of using the mid-year population as the 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
MCMM	–	Ministry of Communications and Multimedia Malaysia
DOSM	–	Department of Statistics, Malaysia
ITU	–	International Telecommunication Union

BASIC INDICATORS



Q1
2015

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	1	30.00	6,961	257.352	198.701	109.7
	2	30.10	6,984	263.414	205.778	<u>109.9</u>
	3	30.19	7,006	<u>269.653</u>	<u>211.852</u>	<u>110.1</u>
	4	30.29	7,029	<u>279.588</u>	<u>218.710</u>	<u>110.5</u>
2015	1	30.39	7,412	277.200	254.400	110.5

Source : DOSM, MCMC

Explanatory notes:

- Population projections as at end of period, based on Census 2010
- Number of households derived by dividing populations by average household size
- Base year is 2005
- 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 period

2. PENETRATION RATES AT A GLANCE

Year	Qtr	Broadband		Cellular Phone	DEL
		per 100 inhabitants	per 100 households	per 100 inhabitants	per 100 households
Note		a	b	c	d
2014	1	23.5	67.3	144.2	31.8
	2	23.6	67.2	145.8	31.5
	3	<u>24.9</u>	<u>67.8</u>	145.0	30.7
	4	<u>31.7</u>	70.2	<u>148.3</u>	30.3
2015	1	32.0	70.4	146.2	28.6

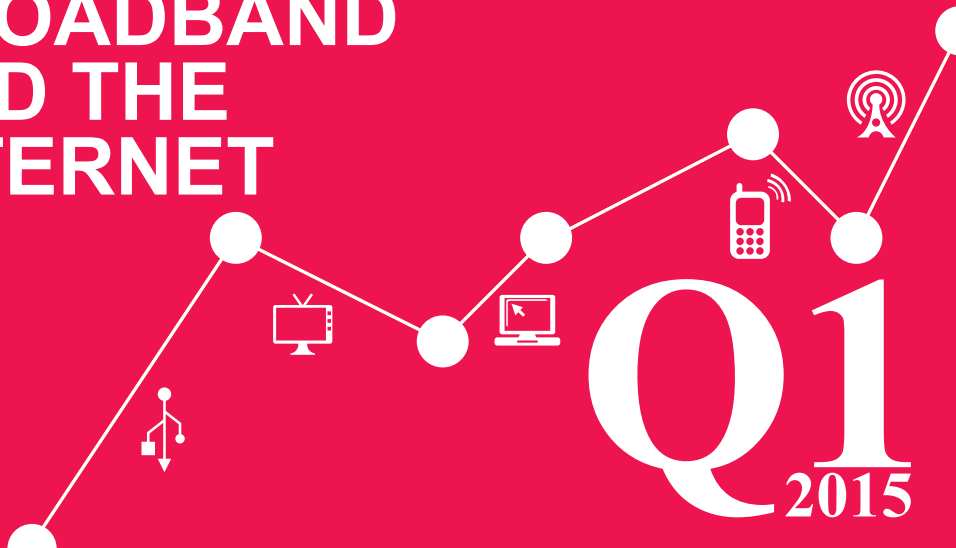
Explanatory notes:

- The broadband penetration rate per 100 inhabitants is calculated by dividing the sum of household and non-household 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 is revised using results from ICT Access and Use by Households and Individuals Survey from DOSM (% of households with broadband access) added with incremental percentage of households with broadband access, contribution from 1Malaysia Internet Centre and 1Malaysia Wireless Village.
- The 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 DEL penetration rate per 100 households is calculated by dividing the number of private household subscriptions by the number of private households and multiplying by 100.

3. NUMBER OF LICENCES AS AT 31 MARCH 2015

	Number of Licences		
	Individual	Class	Total
Network Facilities Provider (NFP)	153	19	172
Network Service Provider (NSP)	143	20	163
Applications Service Provider (ASP)		501	501
Content Applications Service Provider (CASP)	39	26	65
Total	335	566	901

BROADBAND AND THE INTERNET



4. BROADBAND PENETRATION RATE PER 100 HOUSEHOLD, Q1 2015

State	Penetration rate			Total
	Percentage of household with broadband access	Household equivalent		
		1MIC	1MWV	
Johor	65.0	2.7	6.6	74.3
Kedah	44.8	3.2	11.4	59.5
Kelantan	44.3	5.6	7.7	57.6
Melaka	71.2	2.5	7.9	81.6
Negeri Sembilan	41.5	4.0	8.9	54.4
Pahang	52.4	6.8	14.8	74.0
Perak	69.7	1.1	4.6	75.4
Perlis	65.3	2.6	14.5	82.4
Pulau Pinang	70.8	NA	0.6	71.3
Sabah	43.7	2.8	17.6	64.1
Sarawak	42.5	3.6	20.4	66.5
Selangor	72.8	0.7	1.5	75.0
Tengganu	48.2	4.7	10.3	63.2
WP Kuala Lumpur	81.1	0.1	1.4	82.6
WP Labuan	63.0	0.2	9.6	72.8
WP Putrajaya	88.7	1.4	8.8	98.8
Malaysia	60.3	2.3	7.7	70.4

Explanatory notes:

Broadband penetration rate is revised to take into account the results from ICT Access and Use by Households and Individuals Survey from DOSM.

Percentage may not add up due to rounding.

5. COMMUNITY ACCESS

State	1Malaysia Internet Centre		Mini Community Broadband Centre	Community Broadband Library	1Malaysia Wireless Village
	Number of Centres	Members			
Johor	56	63,037	8	3	584
Kedah	45	42,128	7	1	562
Kelantan	45	50,262	10		260
Melaka	20	14,845	2		171
Negeri Sembilan	31	28,351	3		239
Pahang	71	64,160	11	1	520
Perak	35	18,955	11		292
Perlis	9	3,923			83
Pulau Pinang			1		25
Selangor	26	30,066	5	10	240
Terengganu	30	30,278	6	3	246
Sabah	71	48,579	23	1	1,152
Sarawak	89	59,731	33	25	1,244
WP Kuala Lumpur	2	1,858			73
WP Labuan	1	100			22
WP Putrajaya	4	1,023			24
Malaysia	535	457,296	120	44	5,737

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 Wireless Village is a project under UPS programme. Its objective is to provide wireless broadband access by installing WiFi antennas in strategic places.

6. NUMBER OF HOTSPOT LOCATIONS BY STATE

State	2014				2015
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1
Johor	3,052	3,048	3,048	3,039	3,039
Kedah	2,245	2,245	2,245	2,212	2,212
Kelantan	1,115	1,115	1,115	1,112	1,112
Melaka	1,262	1,263	1,263	1,255	1,255
Negeri Sembilan	553	647	648	645	645
Pahang	1,462	1,460	1,460	1,448	1,448
Perak	1,933	1,932	1,931	1,875	1,875
Perlis	62	62	62	62	62
Pulau Pinang	5,071	5,064	5,064	4,494	4,494
Selangor	5,058	4,950	4,956	4,895	4,898
Terengganu	1,464	1,464	1,463	1,458	1,458
Sabah	956	956	956	954	954
Sarawak	1,896	1,892	1,892	1,889	1,889
WP Kuala Lumpur	4,935	4,829	4,801	4,709	4,707
WP Labuan	6	6	6	6	6
WP Putrajaya	51	48	49	50	50
Malaysia	31,121	30,981	30,959	30,103	30,104

7. NUMBER OF HOTSPOT SUBSCRIPTIONS

Year	Qtr	HOTSPOT Subscriptions ('000)
2014	1	1,440.1
	2	1,438.7
	3	1,432.2
	4	1,432.5
2015	1	1,432.9

8. INTERNET USERS BY GENDER

Year	Male (%)	Female (%)
2013	58.3	41.7
2014	51.4	48.6

Explanatory notes :

Tables 8 and 9 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.

9. 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 8

10. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO A COMPUTER BY STATE, 2013

State	Personal computer	Laptop	Tablet
Johor	18.3	44.1	20.8
Kedah	15.6	37.4	14.7
Kelantan	8.9	39.8	7.7
Melaka	23.8	47.2	19.7
Negeri Sembilan	18.9	40.5	17.9
Pahang	12.9	46.3	20.9
Perak	20.3	38.4	10.2
Perlis	9.6	56.2	21.4
Pulau Pinang	29.7	47.3	20.6
Selangor	34.2	59.1	33.3
Terengganu	10.9	55.1	11.2
Sabah	17.1	51.3	19.0
Sarawak	16.3	49.5	16.7
W P Kuala Lumpur	29.8	55.8	39.4
WP Labuan	23.4	65.5	29.5
WP Putrajaya	37.3	83.5	59.7
Malaysia	21.9	49.0	21.8

Source : Department of Statistics, Malaysia (DOSM)

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

Year	Singapore	Malaysia	Thailand	Brunei Darussalam	Viet Nam
2012	25.4	<u>8.3</u>	6.5	4.8	4.9
2013	26.0	<u>8.2</u>	7.4	5.7	5.6

Year	Philippines	Indonesia	Cambodia	Myanmar	Lao P.D.R.
2012	7.9	1.2	0.2	0.1	0.1
2013	9.1	1.3	0.2	0.2	0.1

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

Year	South Korea	Hong Kong SAR	Japan	USA	Singapore	Australia
2011	37.3	31.2	28.4	28.4	25.4	24.3
2012	38.0	30.8	28.9	29.3	26.0	25.0

Year	China	Malaysia	Thailand	Indonesia	India
2012	12.7	<u>8.3</u>	6.5	1.2	1.2
2013	13.6	<u>8.2</u>	7.4	1.3	1.2

Source : MCMC, ITU

CELLULAR TELEPHONES



Q1
2015

13. NUMBER OF CELLULAR TELEPHONE SUBSCRIPTIONS AND PENETRATION RATE

Year	Qtr	Postpaid ('000)	Prepaid ('000)	Total ('000)	Penetration rate per 100 inhabitants
2014	1	7,860	35,388	43,248	144.2
	2	7,986	35,892	43,878	145.8
	3	8,028	35,761	43,789	145.0
	4	<u>8,149</u>	<u>36,780</u>	<u>44,929</u>	<u>148.3</u>
2015	1	8,258	36,160	44,418	146.2

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.

14. CELLULAR TELEPHONE PENETRATION RATE PER 100 INHABITANTS BY STATE

State	2013	2014
Johor	140.9	156.7
Kedah	137.0	121.9
Kelantan	127.9	117.5
Melaka	115.0	159.2
Negeri Sembilan	167.2	153.3
Pahang	130.0	148.3
Perak	122.4	149.2
Perlis	123.5	103.7
Pulau Pinang	162.2	143.8
Selangor	164.5	156.1
Terengganu	141.7	156.5
Sabah	111.9	107.4
Sarawak	120.8	113.0
WP Kuala Lumpur	231.2	220.8
WP Labuan	91.3	171.2
WP Putrajaya	103.3	191.3

15. MOBILE NUMBER PORTABILITY

('000)

Year	Qtr	Number of porting request	Successful porting
2014	1	432.5	307.8
	2	370.7	241.6
	3	394.0	265.4
	4	548.9	343.6
2015	1	506.7	347.4

16. PERCENTAGE OF CELLULAR TELEPHONE USERS BY GENDER

(%)

Year	Male	Female
2013	57.6	42.4
2014	56.9	43.1

Explanatory notes:

Table 16 is from the Hand Phone Users Surveys conducted by the MCMC annually.

17. SHORT MESSAGE SERVICES (SMS)

Year	Qtr	Total (million)	Per subscription
Note		a	
2014	1	14,245.4	329
	2	13,192.8	301
	3	11,722.1	268
	4	<u>10,130.4</u>	<u>225</u>
2015	1	7,768.1	175

Explanatory notes:

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

18. CELLULAR TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Malaysia	Thailand	Cambodia	Viet Nam
2012	152.1	142.5	127.3	128.5	147.7
2013	155.9	143.8	140.1	133.9	130.9

Year	Indonesia	Brunei Darussalam	Philippines	Lao P.D.R.	Myanmar
2012	114.2	114.0	105.5	64.7	7.1
2013	125.4	112.2	104.5	68.1	12.8

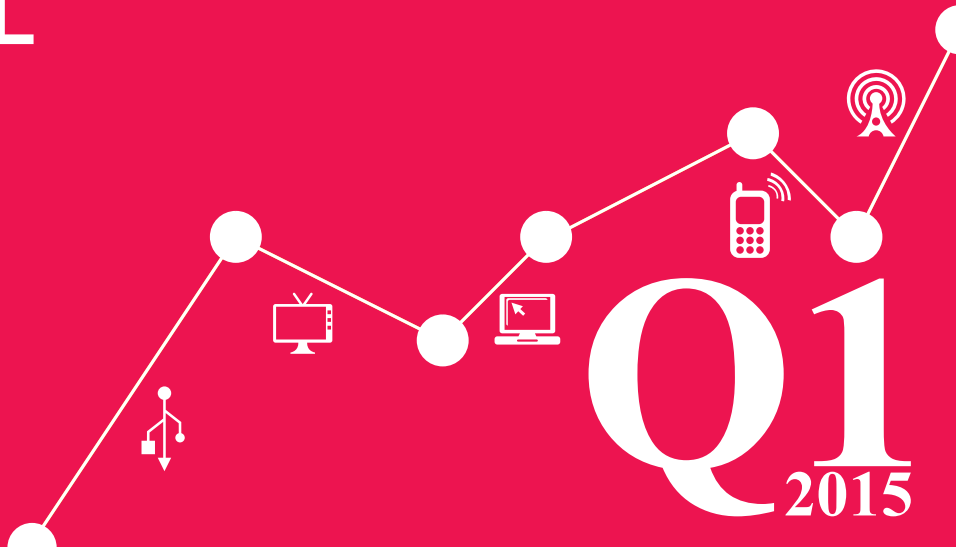
19. CELLULAR TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS COMPARED WITH 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	Singapore	Malaysia	Thailand	Indonesia	Japan
2012	229.2	152.1	142.5	127.3	114.2	110.9
2013	237.4	155.9	143.8	140.1	125.4	117.6

Year	South Korea	Australia	USA	China	India
2012	109.4	105.6	96.0	80.8	69.9
2013	111.0	106.8	95.5	88.7	70.8

Source : MCMC, ITU

DEL



Q1
2015

20. NUMBER OF DEL CONNECTIONS AND PENETRATION RATE

Year	Qtr	Household		Non - Household ('000)	Total subscriptions ('000)	DEL Penetration Rate (per 100 inhabitants)
		Number of subscriptions ('000)	Penetration rate (per 100 households)			
2014	1	2,217	31.8	1,484	3,701	12.3
	2	2,200	31.5	1,471	3,670	12.2
	3	2,149	30.7	1,448	3,597	11.9
	4	2,129	30.3	1,435	3,564	11.8
2015	1	2,122	28.6	1,417	3,539	11.6

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.

21. DEL PENETRATION RATE PER 100 HOUSEHOLDS BY STATE

State	2014				2015
	Q1	Q2	Q3	Q4	Q1
Johor	39.9	39.4	38.7	38.4	36.7
Kedah and Perlis	27.0	26.8	26.4	26.0	25.5
Kelantan	16.4	16.4	16.0	15.8	16.6
Melaka	46.2	45.8	43.0	42.6	41.9
Negeri Sembilan	43.3	43.1	42.0	41.6	40.4
Pahang	27.2	26.8	25.9	25.4	25.4
Perak	41.3	40.9	40.4	40.1	38.6
Pulau Pinang	49.4	49.1	47.4	46.9	43.7
Selangor ^a	29.3	28.9	27.9	27.3	24.2
Terengganu	28.7	28.3	28.0	27.6	28.1
Sabah	19.4	19.4	18.8	18.7	17.1
Sarawak	25.1	24.9	24.6	24.4	23.6
WP Kuala Lumpur	14.7	15.1	14.7	14.5	13.5
WP Labuan	37.8	37.6	37.1	37.5	33.8
Malaysia	31.8	31.5	30.7	30.3	28.6

Explanatory Notes :

^a Including WP Putrajaya

22. FIXED TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS, ASEAN COUNTRIES

Year	Singapore	Indonesia	Malaysia	Brunei Darussalam	Viet Nam
2012	37.5	15.4	13.3	17.2	11.2
2013	36.4	12.3	12.5	13.6	10.1

Year	Lao P.D.R.	Thailand	Philippines	Cambodia	Myanmar
2012	6.8	9.6	3.6	3.9	1.0
2013	10.4	9.0	3.2	2.8	1.0

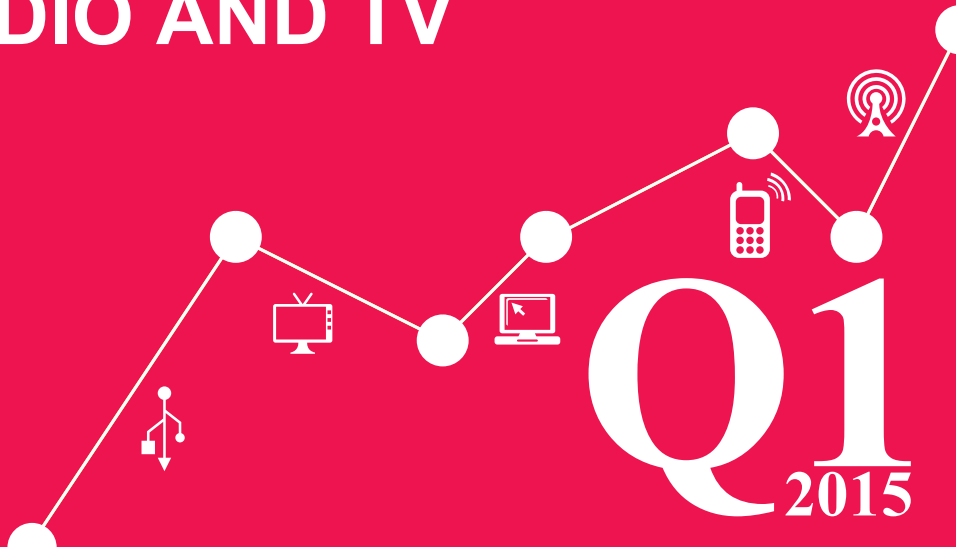
23. FIXED TELEPHONE SUBSCRIPTIONS PER 100 INHABITANTS FOR 10 BIGGEST TRADING PARTNERS, MALAYSIA

Year	Hong Kong SAR	South Korea	Japan	Australia	USA	Singapore
2012	61.3	61.4	50.5	45.4	43.7	37.5
2013	63.1	61.6	48.0	44.3	42.2	36.4

Year	China	Indonesia	Malaysia	Thailand	India
2012	20.2	15.4	13.3	9.6	2.5
2013	19.3	12.3	12.5	9.0	2.3

Source: MCMC, ITU

RADIO AND TV



24. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO RADIO/HI-FI BY STATE

State	2012	2013
Johor	84.2	75.8
Kedah	66.1	84.5
Kelantan	67.1	80.1
Melaka	80.0	82.9
Negeri Sembilan	65.7	87.0
Pahang	75.4	87.1
Perak	78.0	82.4
Perlis	58.0	84.0
Pulau Pinang	69.8	74.4
Selangor	61.3	78.1
Terengganu	57.6	86.3
Sabah	48.6	53.4
Sarawak	72.6	79.1
WP Kuala Lumpur	78.1	88.1
WP Labuan	52.8	84.4
WP Putrajaya	45.1	100.0
Malaysia	68.9	78.1

Source : Department of Statistics, Malaysia (DOSM)

25. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO TELEVISION BY STATE

State	2012	2013
Johor	99.0	99.0
Kedah	97.7	98.4
Kelantan	96.8	97.7
Melaka	99.1	97.0
Negeri Sembilan	97.9	98.4
Pahang	98.2	98.3
Perak	98.3	99.4
Perlis	98.1	99.3
Pulau Pinang	98.3	98.4
Selangor	98.1	98.7
Terengganu	95.6	97.3
Sabah	93.9	95.4
Sarawak	95.9	97.5
WP Kuala Lumpur	99.5	99.2
WP Labuan	98.2	96.8
WP Putrajaya	99.4	100.0
Malaysia	97.7	98.2

Source : Department of Statistic, Malaysia (DOSM)

26. PERCENTAGE OF HOUSEHOLDS WITH ACCESS TO VCR/VCD/DVD BY STATE

State	2012
Johor	74.3
Kedah	58.2
Kelantan	44.0
Melaka	69.9
Negeri Sembilan	51.0
Pahang	61.5
Perak	62.4
Pertis	46.8
Pulau Pinang	72.0
Selangor	70.7
Terengganu	42.4
Sabah	62.0
Sarawak	71.8
WP Kuala Lumpur	75.3
WP Labuan	65.2
WP Putrajaya	62.6
Malaysia	65.4

Source : Department of Statistics, Malaysia (DOSM)

27. NUMBER OF BROADCAST MINUTES, FREE TO AIR TV

Year	Qtr	TV Stations							
		RTM 1	RTM 2	TV3	NTV7	8TV	Channel 9	TV Alhijrah	Total
2014	1	130,942	130,878	127,793	98,059	102,302	96,336	97,390	783,700
	2	131,978	132,183	129,515	99,846	103,045	98,968	99,568	795,103
	3	133,541	134,249	124,618	102,515	104,665	108,647	111,412	819,647
	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

Source: AGB Nielsen

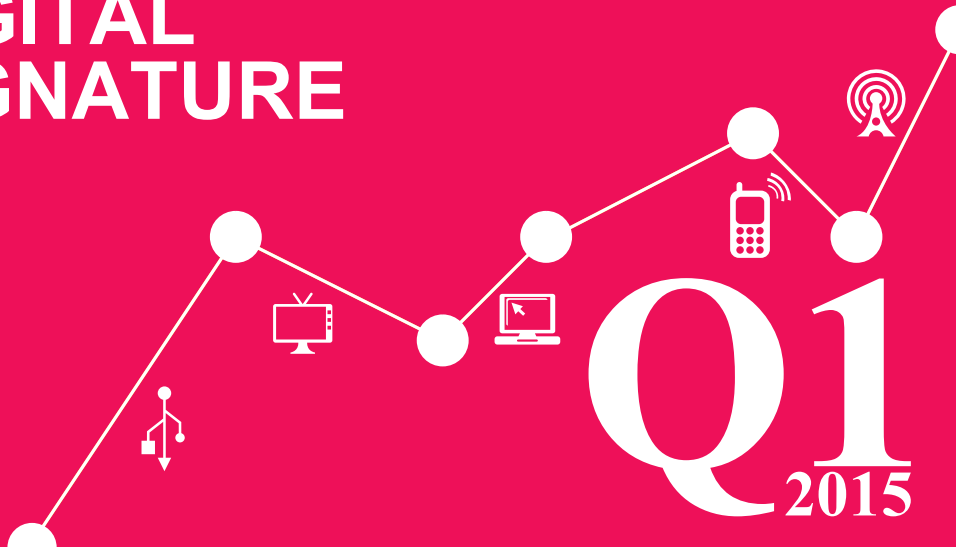
28. NUMBER OF PAY TV SUBSCRIPTIONS

Year	Qtr	Number of subscriptions ('000)			Penetration rate per 100 household
		Household	Non-household	Total	
2014	1	4,455	135	4,590	64.0
	2	4,712	141	4,852	67.5
	3	4,934	145	5,079	70.4
	4	5,059	151	5,210	72.0
2015	1	5,169	154	5,323	69.7

Explanatory notes:

Pay TV is inclusive of IPTV

DIGITAL SIGNATURE



Q1
2015

29. NUMBER OF CERTIFICATION AUTHORITIES

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

Explanatory notes :

Refers to Certification Authorities licensed under the Digital Signature Act 1997.

30. NUMBER OF CERTIFICATES ISSUED BY TYPE

Year	Qtr	Domestic holder ('000)			Foreign holder ('000)	Total ('000)
		Individual	Organisation		Organisation	
			Corporate	Government	Corporate	
2014	1	8.5	203.7	6,260.6	1.0	6,473.8
	2	8.5	209.1	6,957.0	1.0	7,175.6
	3	8.5	214.3	7,052.8	1.0	7,276.7
	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

MALAYSIA RANKING FOR ICT RELATED INDICES



31. MALAYSIA RANKING FOR ICT RELATED INDICES

Year	<i>Connectivity Scorecard</i>	<i>Networked Readiness Index (NRI)</i>	<i>Digital Economy Ranking (before 2010 e-readiness Index)</i>
2011	1
2012	...	29	...
2013	2	30	...
2014	...	30	...

Year	<i>e-Government Readiness Index</i>	<i>World Competitiveness Scoreboard</i>	<i>ICT Development Index</i>
2011	...	16	<u>57</u>
2012	40	14	66
2013	...	15	71
2014	52	12	...

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>)

Networked Readiness Index (NRI) measures the propensity for countries to exploit the opportunities offered by ICT. The index has been compiled for 115 economies by World Economic Forum. (<http://weforum.org>)

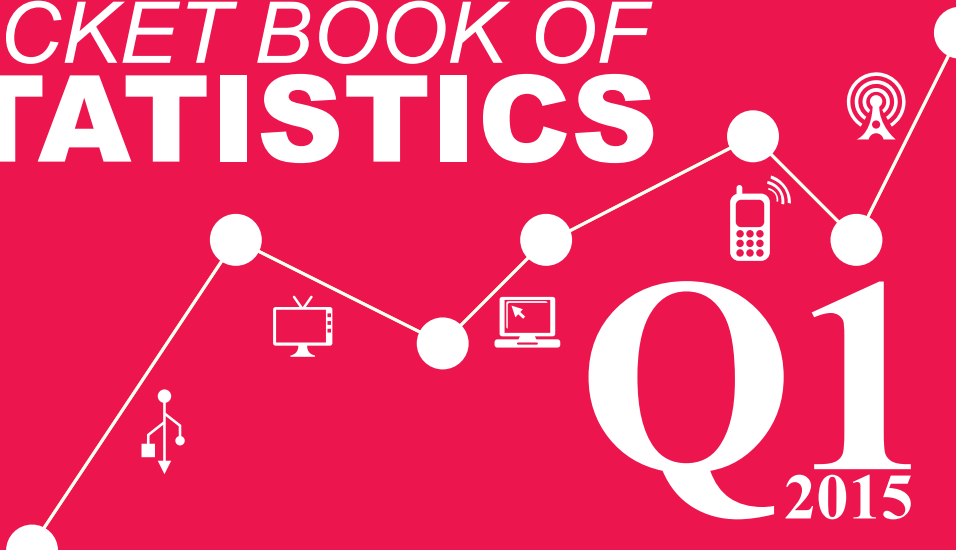
Digital Economy Ranking is the readiness of a country's information and communications technology (ICT) infrastructure and the ability of its consumers, businesses and government to use ICT to their benefit. The index has been compiled for 70 economies by Economist Intelligence Unit. Prior to 2010 it was known as the e-readiness index. (<http://www.graphics.eiu.com>)

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>)

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>)

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2. Yearly Hand Phone User Survey
3. Yearly Internet User Survey

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