



**NEWS RELEASE
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**CELCOM REGRETS MAJOR NETWORK INTERRUPTION
RESTORES CONNECTIVITY WITHIN THE SAME DAY**

KUALA LUMPUR, 13 JUNE 2017 – Following Celcom's efforts to significantly improve and enrich its customers' mobile communication experience, the company acknowledges that there was a network interruption today due to its efforts to double up customer data capacity, where the upgrade exercise failed. Unfortunately, this had caused an outage for several hours, beginning from 7am.

Celcom would like to apologise to its postpaid and prepaid customers, for the inconvenience caused related to data and voice interruptions, as they were unable to place calls and access internet data specifically, on 2G and 3G networks.

Azwan Khan Osman Khan, Deputy Chief Executive Officer, Business Operations said during this unfortunate situation, the company discovered some gaps which were immediately fixed.

"We regret this inconvenience from the bottom of our hearts and we hope our customers will continue to support us.

"We apologise that the system upgrade today was not as seamless as anticipated, however, our technical teams had restored the system to a normal state as at 2.00pm on the same day nationwide," he said.

Azwan noted that the technical glitches were detected as Celcom was conducting upgrades to migrate from 60Gbps to 100Gbps on its technology partner's platform.

The migration had encountered serious engineering challenges with a sudden surge of traffic outflow, resulting in a severe congestion to some of Celcom's nodes in Subang HiTech and Kepong.

"We understand how critical it is that we deliver seamless connectivity to support our customers' mobile communication needs, and will increase our efforts to meet and exceed our customers' expectations," he said, adding that Celcom was always on the move to deliver the best digital experience to its customers.

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About Celcom Axiata Berhad

Celcom is Malaysia's leading data network provider, with 10.2 million customers. Established in 1988, it boasts the widest national 2G, 3G and 4G LTE networks, covering over 98% of the population. Currently the largest mobile broadband and corporate services provider, Celcom is now moving towards integrated multi-access and multimedia services, in line with evolving technologies and consumer behaviour in Malaysia. A culture that places the customer FIRST™ is reflected in our award-winning customer service, products, and other corporate accolades at a regional level. Celcom is part of the Axiata Group of Companies, one of the world's largest telecommunications companies, with close to 300 million customers across 10 Asian markets. For more information on Celcom, log on to <http://www.celcom.com.my>

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