



## NOTICE

### COMMENCEMENT OF CONSUMER SATISFACTION SURVEY PRIVATE BROADCASTING 2024 (CSS-B 2024)

**CYBERJAYA, 27 AUGUST 2024** -- The Malaysian Communications and Multimedia Commission (MCMC) will be conducting the **Consumer Satisfaction Survey for Private Broadcasting 2024 (CSS-B 2024)** to gather data on consumer experiences and perceptions of broadcasting service delivery.

The survey will take place from 27 August to 31 December 2024. CSS-B 2024 will be conducted online and via telephone interview to fulfill the survey requirements.

For online participation, Malaysian consumers aged 15 and above are invited to participate by accessing the survey portal via the provided QR code or link.

#### **CSS-B 2024**



<https://survey.zohopublic.com/zs/ON06dz>

The data collected through this online platform are SSL encrypted and stored locally in a password-protected database. IP addresses are not recorded. To further safeguard your privacy, it is recommended that you clear your computer's cache and browser history after completing the survey.

Please note that this survey is intended solely for data collection purposes. No personal data, such as full names, credit/debit card details, or bank information, will be gathered. No money will be solicited, and no sales will be conducted. Participation is voluntary, but the cooperation of the public is highly appreciated.

Any changes to the survey duration will be announced on the MCMC website:  
[www.mcmc.gov.my](http://www.mcmc.gov.my).

For more information, please contact:

**Malaysian Communications and Multimedia Commission**

MCMC HQ, MCMC Tower 1, Jalan IMPACT, Cyber 6, 63000 Cyberjaya,  
Selangor

**(Attn: Statistics and Data Intelligence Department –  
[statistics@mcmc.gov.my](mailto:statistics@mcmc.gov.my))**

Tel: +603 8688 8000

Fax: +603 8688 1000

**[www.mcmc.gov.my](http://www.mcmc.gov.my)**