

## Ageing in a DIGITAL WORLD

Malaysia has much to celebrate as it commemorates World Telecommunication and Information Society Day with the advancement of digitalisation inclusion.



KEMENTERIAN KOMUNIKASI  
DAN MULTIMEDIA MALAYSIA



MALAYSIA'S digitisation is inclusive, that is, to create a more equitable society, especially through improving the level of connectivity and Internet access by reducing the digital divide between urban and rural areas.

To realise this aspiration, the government through the Malaysian Communications and Multimedia Commission (MCMC) is committed to implementing the digitisation thrusts outlined under the digital

economy action plan and the 12th Malaysia Plan (12MP) to empower Malaysians in all walks of life with digital literacy, high-value job creation, financial technology education, healthcare and more.

Therefore, various measures have been taken by MCMC in collaboration with telecommunications service providers to ensure that Malaysia continues to move forward in driving the country's communications and

multimedia sector.

These include the implementation of the National Digital Infrastructure Plan (JENDELA), the establishment of the Pusat Ekonomi Digital Keluarga Malaysia (PEDI), the announcement of affordable data packages and devices namely the Pakej Peranti Keluarga Malaysia and the Pakej Remaja Keluarga Malaysia, as well as the combined contribution of six

telcos which delivered flood relief contributions amounting to RM25mil, besides repairing more than 1,000 telecommunication towers affected by the floods earlier this year.

JENDELA is a major pillar in the provision of comprehensive and high-quality broadband service coverage in the country which is expected to position the country as a leader in the digital economy and

the Fourth Industrial Revolution (4IR) in line with the development of regional countries.

Under the JENDELA action plan, the 3G network has been terminated to enhance the performance of 4G coverage, while at the same time providing the basis for accelerating the provision of state-of-the-art 5G network.

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## Message from Communications and Multimedia Minister

THE rapid development of technology has transformed the daily lives of Malaysians. This is because most of the transactions such as paying bills, ordering food through e-hailing platforms, e-commerce and using services at government agencies have now become easy with the influence of technology.

Hence, it is important for all sections of society, including vulnerable groups such as the elderly, be equipped with adequate knowledge and skills, as well as provide them with suitable infrastructure to ensure they are not excluded from the current technological development.

This is in line with this year's World Telecommunication and Information Society Day (WTISD) theme which is "Digital technologies for older persons and healthy ageing".

This year, WTISD, which is celebrated every May 17, emphasises the well-being of senior citizens by utilising technology and information communication in helping seniors cope with healthier and meaningful ageing. This is also in tandem with the government's efforts to strengthen digital adaptation in the country, especially the vulnerable group.

These efforts are reflected through the implementation of various awareness programmes and tutorials in promoting positive, productive and ethical use of the Internet. Over the past 10 years, the government has collectively spent RM50mil to develop a digitally literate community, which includes the elderly. For 2022, about RM6mil has been allocated for the same purpose.

This is an increase of 20% from the previous year's allocation. The allocation will be used to train the local community including senior citizens through the Klik Dengan Bijak programme, Malaysian ICT Volunteers, a series of trainings at the Pusat Ekonomi Digital Keluarga Malaysia (PEDI), and Cybersecurity Malaysia's digital literacy programmes nationwide.

In addition, the National Digital Infrastructure Plan (JENDELA), the PEDI and the Mercu Ekonomi Digital Keluarga Malaysia (MEDi) are all long-term plans designed to create a competitive, creative and connected society. Under the JENDELA Plan, the government is committed to improving digital connectivity and achieving 100% 4G coverage in populated areas, as well as fibre nine million premises in stages with a speed of 100Mbps to provide better Internet service by 2025.

To ensure that these initiatives can be implemented transparently and the benefits enjoyed by the rakyat, K-KOMM will implement the following: first, carrying out monitoring from time to time through a series of field trips nationwide. Second, to ensure the audit of telecommunication network services so that the quality reaches the required level. Third, tighten the regulation of the telecommunications and multimedia industry so that the quality of services and good user experience can be enhanced from time to time.

With the consolidation of digital infrastructure, it will indirectly help the country to transition to a digital economy. These efforts also have an



impact on the elderly.

The government's decision in transforming PEDI in order to create an entrepreneurial society can be utilised by senior citizens to generate a source of income while enabling them to cover their cost of living.

Meanwhile, the recent announcement of MEDi is expected to boost the empowerment of Keluarga Malaysia digital entrepreneurs by offering various digital technology facilities to enable them to grow their digital business acumen through the physical platform provided at MEDi to showcase and promote their products.

Insyah-Allah, with all the efforts planned by the government, it is able to give a positive impact to the welfare of Malaysians, including senior citizens, in facing the rapidly growing digital era.

Selamat menyambut Hari Telekomunikasi dan Masyarakat Berinformasi Sedunia 2022!

**Tan Sri Annuar Musa**  
Communications and  
Multimedia Minister

# Ensuring every layer of society can enjoy the benefits

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JENDELA targets 100% 4G coverage in populated areas, as well as fiberise nine million premises in stages with a speed of 100Mbps to provide better Internet service by 2025.

JENDELA's performance as of the first quarter of 2022 has achieved 95.7% 4G coverage, a total of 7.027 million premises passed and Internet speeds are at 40.13Mbps, surpassing JENDELA's Phase 1 target of 35Mbps.

To ensure that these initiatives can be implemented transparently, MCMC will conduct monitoring from time to time, conduct audits on telecommunications network services to assess its quality, and tightening regulation of the telecommunications and multimedia industry so that people can enjoy good quality of services.

## PEDi provides digital facilities, enhances socio-economy

The digital economy is an important instrument for the nation to move towards recovery and foster future resilience of the Malaysian economy. In line with that, the government launched the Pusat Ekonomi Digital Keluarga Malaysia (PEDi) in November last year to be a one-stop centre for rural and remote communities to empower their respective digital economic activities.

In tandem with the government's target to create "1 PEDi in every State Legislative Assembly", about 910 PEDi are currently operating nationwide as at May 2022. By the end of 2022, a total of 173 new PEDi will be operating, bringing the total to 1,083 PEDi throughout the nation.

The PEDi Advisory Panel, PEDi Digital Partners and Icon Entrepreneurs are important instruments in encouraging the local community to get involved in the activities organised as well as making full use of the services offered at PEDi.

Each PEDi is equipped with broadband access and digital infrastructure facilities with trained staff to provide the services and support needed by the local community. The main focus of PEDi is to produce and empower small entrepreneurs towards innovative and competitive digitisation. This enables all residents regardless of social or geographical factors to be able to participate and take advantage of the digital economy.

These efforts involve the development of local community skills on Internet use as well as increasing e-commerce engagement which opens up opportunities for pioneering more entrepreneurial activities regardless of age.

In addition, the government has planned to set up Mercu Ekonomi Digital Keluarga Malaysia (MEDi), a one-stop centre that will boost the empowerment of Keluarga Malaysia digital entrepreneurs by offering various digital technology facilities.

To provide basic facilities to strengthen digitisation among Malaysians, MCMC has not forgotten the aspect of awareness on exposure to the Internet. This is done through various awareness programmes to encourage positive, productive, and ethical use of the Internet among the Malaysian community.

Based on the principles of Rukun Negara, the Klik Dengan Bijak (KDB) initiative trains users with the knowledge and skills of safe, vigilant, and responsible Internet use so that they become positive and ethical Internet users. The main message conveyed is self-control.

Since its launch in 2012, KDB has reached more than seven million audience through the implementation of programmes on ground and online including activities on social media which gained nearly 90,000 followers. It is hoped that the various planned efforts would be utilised by every Malaysian, including the elderly. The government will continue to assist the people and strive to create a more inclusive digital society in embracing the rapidly evolving digital era.



## Catalyst to support digital healthcare

THE increasing levels of life expectancy have led the world to experience an unprecedented and sustained change in the age structure of the global population.

In the report on the key findings from Population and Housing Census of Malaysia 2020 by the Department of Statistics Malaysia, there are 2.2 million people in the age group of 65 years and above (old age), accounting for 6.8% of the population (32.4 million) in 2020, up from 1.4 million people (5%) in 2010.

Malaysia too is catching up with the trend. There is an opportunity to improve the quality, efficiency, and accessibility to healthcare for older people especially in suburban and rural areas.

Connectivity is the key to transforming Malaysia's healthcare that will bring efficien-



Allo is championing the drive to bridge the digital gap in underserved areas by providing quality broadband connectivity.

cy and peace of mind, especially for older people in the suburbs and rural areas who need minor yet regular medical consultations.

### Bridging the digital gap

Allo Technology Sdn Bhd, a wholly owned subsidiary of Tenaga Nasional Berhad (TNB), is championing the drive to bridge the digital gap in underserved areas by providing quality broadband connectivity through the National Digital Infrastructure Plan (JENDELA) initiative laid out by the government.

At present, Allo has completed more than 180,000 home passes in

Melaka, Perak, Kedah, Penang, Selangor, Kuala Lumpur and Johor.

Besides that, Allo aims to reach 300,000 home passes by the end of this year.

Continuing to pave the way toward a fiberised nation, Allo remains committed to creating the connectivity that will enrich the lives of all Malaysians with high-speed broadband infrastructure. This would open the potential to accelerate the digitisation of healthcare services to cater for the needs of older people living outside the city.

The effort, alongside the use of big data and platform technologies, would empower Malaysians in underserved areas via various aspects, including personalised digital healthcare.

## ALTEL

### Helping seniors on their tech journey

THERE are more seniors today who are digitally connected than ever before.

As a matter of fact, the use of mobile Internet plans and smartphones among the seniors has certainly increased over the last decade.

Mobile telecommunication for instance, represents one of the largest contributing factors to the convenience of today's communications.

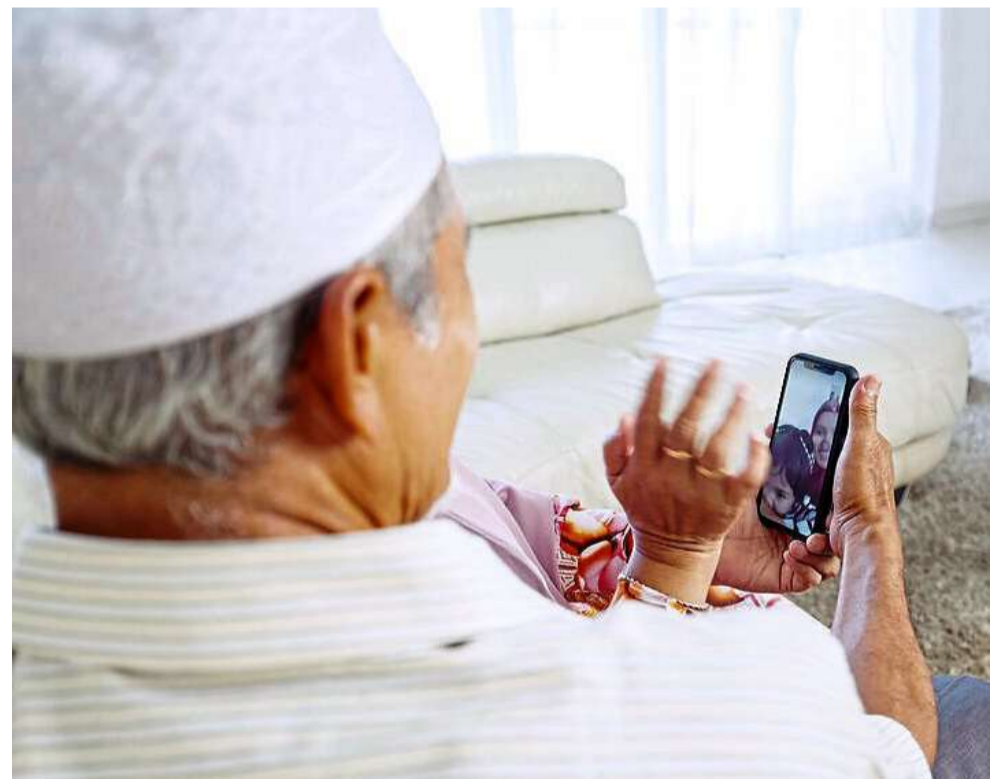
Telecommunication services offered by telcos are not only used to access informational and educational resources but also to connect with loved ones.

There are a few pieces of technology that the seniors can take advantage of today to help keep them connected to the outside world and especially family and friends.

#### Stay connected to loved ones

These days, connecting with our loved ones merely requires just a few clicks. While nothing can fully replace the value of in-person communication, video call is without doubt, one of the best options to stay connected as this technology allows us to converse with and see each other in real-time.

Undoubtedly, video call via WhatsApp – which is easier and more user-friendly – has enabled many families, especially between grandparents and their grandchildren who are living apart to see each other whenever they want.



Altel is committed to give back to society especially to the seniors.

Popular social network sites like Facebook and Instagram are also now preferred by most seniors as their favourite platforms to stay connected with their family and friends.

These sites not only allow them to see the pictures and videos shared by their loved ones, but also provide them the ability to comment on each other's posts and privately exchange instant messages.

#### Free Sim packs

As a provider for telecommunication services in Malaysia, Altel is committed to give back to society especially to the seniors.

Previously distributing its Altel Sim packs for free to B40 communities in various parts of Malaysia, it has also worked together with

the local authorities to contribute free Altel Sim packs to selected underprivileged students, bundled with the mobile phones sponsored by the local authorities as part of its corporate social responsibility efforts.

#### Affordable mobile Internet plans

Apart from hoping that the contribution will help students educate seniors on the importance of technology literacy, Altel also strives to provide more affordable and easily accessible mobile Internet plans to seniors as a major avenue for them to procure important resources such as information related to health and finances and to communicate with their loved ones no matter where they are.

## Living the silver years with confidence in technology

AS Malaysia aspires to become a digital nation, Celcom Axiata Berhad (Celcom) believes that everyone, regardless of age, income, ability, or location has the right of access to digital connectivity.

Today's technological innovations and advancements have also proven to not only bring Malaysians all forms of new digital lifestyles, but also the evolution of safety and well-being with beneficial digital solutions, for the nation's golden community.

With over 34-years in the industry, Celcom is actively working towards developing innovative digital solutions with the latest safety and health technology services to serve the senior community.

### Improving the lives of senior citizens through digital solutions

The safety and health of senior citizens remain a priority for many Malaysians, and Celcom together with its ecosystem partners, are exploring the implementation of digital platforms that utilises digital sensors and connectivity for non-intrusive real-time monitoring of older persons in their homes.

The safety and security solution aims to enable caretakers in observing the daily activities of senior citizens as well as their behaviour, allowing quicker and safer responses.

The human-centric solution focuses on individual needs while its intuitive user interface ensures a seamless user experience. The platform enables family members to receive notifications whenever there is an anomaly and connects users to other ecosys-



**“Celcom has been actively driving technological solutions by aiding senior citizens with digital tools and benefits as a cashless society.”**

tem partners such as doctors, pharmacies, and insurance companies.

Medical emergencies are also a common concern for the senior communities, therefore, quicker ambulance response time for medical emergencies involving older patients can significantly make a difference.

Celcom is collaborating with HeiTech Padu Berhad to explore on the development of implementing and equipping ambulances with Smart healthcare technology and services. Powered by Celcom's widest 4G LTE coverage with reliable and consistent services, Smart Ambulances will enable paramedics with more efficient and effective medical services for the elderly.

Furthermore, Celcom has been actively driving technological solutions by aiding senior citizens with digital tools and benefits as a cashless society.

Celcom's corporate social responsibility programme *Bantuan Komuniti Digital @ PPR* which used to contribute basic necessities such as rice, cooking oil and flour are now digitalised with digital e-wallet, at selected People's Housing Project (PPR) flats nationwide.

## Empowering the elderly through Yellow Heart

ACCORDING to the Statistics Department, Malaysia has been projected to become an ageing nation by 2030, with 15.3% of the population being senior citizens.

Hence Malaysia needs to work towards building a digital society which is not only conducive for seniors to live in, but allows them to thrive and advance as a community.

Be it to pursue passion projects online such as digital workshops, or simply to make life easier by buying groceries online or paying for food with an e-wallet, senior citizens need to have a digital presence and be empowered when they are online.

But how can we help make the transition more seamless for them to adapt in an increasingly digital world? By being inclusive.

While age itself is not a barrier to use digital technologies, many older people face other barriers like knowledge, skills, cost or disability.

### Enabling digital lifestyle

Through its Yellow Heart commitment, Digi Telecommunications Sdn Bhd (Digi) strives to make connectivity equally accessible to all including senior citizens while building skills for a safe and accelerated digital future.

Making connectivity more affordable can help improve people's lives, close the inequality gap, and empower societies.

Digi's postpaid deal of RM10 lifetime rebate for senior citizens enables them to adopt a digital lifestyle.



### Building digital resilience

Building digital resilience is just as important as accessibility to become a healthy digital society.

This is especially so for the vulnerable groups like elderly and children, who often become easy targets of fraudsters or cyber-criminals.

Scams, for instance, are becoming more rampant these days with technological advancement.

Scammers use connectivity to carry out their crime.

As a digital connectivity provider, Digi has a responsibility to equip senior citizens with the right knowledge to safeguard themselves and eventually build their confidence to have a digital presence.

Continuous public awareness and education through initiatives like scam and fraud awareness campaigns can help people identify frauds or suspicious activities online and prevent victims falling to the increasingly creative modus operandi deployed by fraudsters.

The public can also access various cyber-safety tips and resources from its one-stop Yellow Heart Safe Internet portal.

As the world continues to grow ever more digital than ever before, senior citizens should feel like they have the freedom to connect to what matters most to them.

It is the responsibility of all parties to make the digital environment more welcoming for the older generation.

## Connecting Rangkaian Malaysia

WHEN the Covid-19 pandemic broke out two years ago, much of the world moved online, further accelerating digitalisation for individuals and businesses.

Connectivity became crucial for everyone, with children relying on the Internet to attend class remotely; employees shifting to working from home; as well as entrepreneurs adopting digital business models to maintain their operations and stay ahead in a very competitive environment.

### Staying connected at all times

To celebrate the diverse network of communities with different and unique needs, Maxis recently launched its “*Rangkaian Kita, Rangkaian Malaysia*” campaign last February, as part of its commitment to help all Malaysians to be connected in every possible way, at all times, for all communities.

For over two decades, as a home-grown Malaysian brand, Maxis has invested significantly and collaborated with stakeholders which have resulted in a strong network of communities and the most extensive converged network in the country.

The campaign represents a deeper reinforcement towards its *Always Be Ahead* brand purpose, driven by its evolution from a mobile telecommunications provider into a connectivity and digital solutions expert that offers solutions for every segment, including senior citizens, powered by its leading 4G network and fibre coverage, as well as the best 5G innovation.

### Helping customers switch to 4G

With customers as its utmost priority –



**“Maxis remains committed to supporting the nation through connectivity.”**

especially at a time of change, Maxis was quick to help guide its customers, especially elders, during the nationwide 3G sunset exercise last year.

Undertaken by all telecommunication providers, the exercise was part of the government's National Digital Infrastructure Plan (JENDELA) action plan to provide faster and better 4G experience.

Maxis, through its *Balas Budi dengan 4G* campaign, encouraged existing 4G users to help parents, families, and friends to quickly switch to 4G devices, including how they can have easy access to 4G devices.

### Empowering programmes

Maxis remains committed to supporting the nation through connectivity, as well as sustainable and empowering campaigns and programmes, such as eKelas and eKelas Usahawan to build an inclusive digital society.

As the country's leading converged solutions provider, Maxis remains committed to its brand purpose of bringing together the best of technologies to enable people, businesses, and the nation to *always be ahead* in a changing world.

## Connecting seniors to a digital future

AS a leading integrated telecommunications and digital services provider for organisations in Malaysia, REDtone is driven by the goal of connecting the unconnected. The company is committed to supporting the Malaysian Government in providing mobile and Internet access to underserved communities, including the elderly.

Working together with the Malaysian Government via the Universal Service Provision (USP) and Pusat Ekonomi Digital Keluarga Malaysia (PEDi) projects, REDtone provides mobile and Internet coverage to older people in rural areas.

The growth of infrastructure networks and increasing information digitisation in these areas have helped raise awareness among the older generation of the benefits of embracing a digital lifestyle in every aspect of their lives.

### Digital inclusion: so everyone can thrive

Advocating the use of digital technologies, REDtone has designed and facilitated training aimed at fostering digital literacy among seniors, strengthening the accessibility of social services and improving their quality of life while addressing the inequities of digital access.

REDtone's efforts in expanding cellular and Internet coverage to remote areas have enabled communities there to communicate and nurture relationships with their loved ones from afar through phone and video calls, text messaging or even social media. Many believe that older adults who stay



socially engaged have a greater sense of belonging and higher self-esteem. They are also happier and more likely to lead healthier lives.

### The world at their fingertips

The last few years have demonstrated that seniors are ready to jump on the technology bandwagon. REDtone provides training to teach seniors how to use computers and smartphones. These skills enable them to access digital government services, make e-payments and keep up with the latest news. The possibilities online are endless for seniors, from browsing content and streaming entertainment to looking for tips to improve their health.

Digital platforms, especially e-commerce, can also help ensure the financial well-being of older adults. REDtone facilitates “Usahawan” training that leverages Internet connectivity to empower older micro-entrepreneurs from villages by helping them transition from their traditional businesses to e-commerce platforms.

### A new era of connected ageing

REDtone is forging ahead with its plans to work closely with the Malaysian Government and other service providers to expand Internet coverage in rural areas. By delivering reliable digital infrastructure and services, the company continues to do its part to support seniors on their journey towards a purposeful and fulfilling digital life.

## Bridging the gap across generations

THE Internet does not discriminate against age. While we often look to millennials and zoomers as digital natives and the faces of the age of the Internet, senior citizens have also found technology indispensable in staying connected to loved ones, keeping abreast of current affairs and even becoming social media personalities and gamers in their own right.

### Getting a taste of YouTube fame

Dorene Wong, 78, was in the unique position to experience early YouTube popularity after appearing in her son Jin Lim's videos.

Better known as JinnyBoy, Jin casts his mother in many of his hugely popular videos, which can garner up to 2.7 million views, and occasionally features her on his social media accounts.

Portraying a funny and relatable motherly character has earned her a following of her own, with fans stopping her on the street for pictures and more than 6,000 followers on her Instagram account, @auntyabuden.

Wong said that, despite it being tiring, it was a fun experience.

"Apart from getting recognised in public, I feel happy to have viewers tell me that the films I star in, entertain them or relate to them," she said.

### A family that games together, stays together

The first thing Vera Fong, 60, learned about the Internet was online games. It started out as a way of monitoring and connecting with her children.

"I wanted to see why they stick to the



**"Regardless of age, I always encourage all people to learn about the Internet because there's so much we can learn online."**

Dorene Wong

computer all day. So I joined them to see what they played," Fong said.

It turned out that she really enjoyed playing games, dabbling in online games such as Perfect World International and Aion.

These days, however, she has moved on to mobile games like Gardenscapes, which she plays with her daughter.

### Connected to all, connected for all

Fong finds the Internet an incredibly important aspect of her life, from helping her work effectively to keeping in touch with loved ones near and far – benefits and uses that cut across generations.

Similarly, Wong, a retired teacher, believes there is no age limit when it comes to the Internet and that education is a lifelong endeavour.

"Regardless of age, I always encourage all people to learn about the Internet because there's so much we can learn online," she said.

## Transforming the golden years with digital solutions

DIGITAL adoption has certainly transformed our lives, making daily chores easier and automating complicated or cumbersome tasks. While information technologies have indeed improved lifestyles for the digitally literate, many others, such as the elderly, are grappling with digital adoption.

Meanwhile, the pandemic's acceleration of digitalisation has deepened the digital divide, as many older Malaysians struggled to access essential goods and services, available only online. Fortunately, TM stepped up to this challenge to ensure that the nation's digital adoption would be truly inclusive.

During the pandemic, TM saw a 2.95x increase (avg. usage in November 2019 vs 2021) in Internet usage amongst unifi subscribers aged 56 and above. To help smooth the path to using digital technologies amongst the ageing population, it was essential to overcome the following barriers: access, installation, design, and trust.

Last year, unifi launched five #unificares initiatives to transform its end-to-end customer experience, providing more proactive support and convenience beneficial to the elderly.

Despite being separated from family members, troubleshooting can now be conducted remotely. In addition, unifi Elite, a specially trained team of experts, are at their disposal through tailor-made consultation to further enhance their connectivity experience at home or on business premises.

Digital innovations in the healthcare industry are making it easier for the elderly to look after themselves. New coping strate-



gies, involving the accelerated adoption of telemedicine, smart health, and other technologies, are slashing hours of waiting time and improving patient care.

TM One, the enterprise arm of TM, has simplified the electronic medical records platform, and channels patients, healthcare providers and funders into a single, secured, standardised and cost-effective solution. Its virtual medical consultation, powered by the REMEDI digital healthcare ecosystem via 5G provides clarity, minimising missed diagnosis.

TM also supports the aspirations and needs of older persons in the business world. With TM's digital solutions, retirees wishing to participate in society as fully fledged digital citizens are able to use the Internet to maintain their independence, participate in social activities as well as manage their own businesses easily.

Just last month, unifi business unveiled its one-stop centre business solution to accelerate digital adoption amongst MSMEs. With a unified ecosystem for consultation, connectivity, digital solutions and specialised services, older Malaysians can leverage the unifi Business Solutions and its business consultants, for a worry-free digital transformation.

Digitalisation is one of the most powerful drivers and potential enablers of positive change across generations. Through TM's human-centred technology approach, TM remain committed to enabling and improving the lifestyle of the rakyat including the older generation, to ensure enjoyable, productive and healthy golden years.

## U Mobile unlimits the potential of technology for elder care

THIS year's theme for World Telecommunication and Information Society Day (WTISD) is Digital Technologies for Older Persons and Healthy Ageing and U Mobile is proud to have always been an active supporter of both focus areas.

### Accessible plans

Even prior to the pandemic, U Mobile has always understood the unlimited potential that technology brings to all, including older adults.

Hence, U Mobile's plans have always been extremely accessible even for retirees, with prepaid and postpaid plans with monthly fees as low as RM20 and RM38 respectively. Its range of plans enables retirees to experience or experiment with unlimited data, to keep in touch with friends and family either via calls, video calls or via the various apps.

This has proven to be incredibly crucial and beneficial during the years of Covid-19, where movement controls were limited and families were not able to gather or reunite.

### Seamless Internet experience

For those who are still working or who enjoy learning right into the twilight years, U Mobile's latest range of Ultra Unlimited Home Fibre Broadband plans promise a seamless Internet experience that starts from as low as RM64.50, when bundled with selected U Mobile mobile plans.



### SIHAT programme

On the elder care front, U Mobile recently launched an initiative called SIHAT, or Sistem Integrasi KeHidupan Antara Teknologi, in collaboration with DoctorOnCall, Malaysia's first and largest digital healthcare provider, and supported by a grant from the Qualcomm® Wireless Reach™ initiative.

The SIHAT programme aims to monitor and manage diabetes and hypertension conditions of 100 participants using wirelessly connected medical devices like blood pressure monitors and glucometers.

In addition, doctors will conduct live video teleconsultations with patients on the DoctorOnCall platform.

The efforts are particularly targeted at helping those in remote areas, the B40 community and those who may be disabled or have mobility challenges like the elderly.

Finally, to ensure that connectivity remains accessible to all Malaysians, including the elderly and vulnerable, U Mobile remains committed to improving 4G connectivity in Malaysia.

This is in line with the government's aspirations in the JENDELA plan.

U Mobile continues to aggressively expand and upgrade its infrastructure to ensure all Malaysians may enjoy reliable, seamless quality connectivity that has wide coverage at accessible rates.

## The 5G network brings smart healthcare to life

THE widespread deployment of 5G, especially in recent times, has accelerated the growth of the telehealth market.

Networks now have lower latency, higher speeds, and greater bandwidth, reliability and security – thereby significantly improving real-time consultations and reducing the number of in-visits to clinics and hospitals as well as patient exposure to external contagions.

### Immediate and timely diagnosis

The network reliability and bandwidth provided by 5G can also help accelerate the process of transferring or transmitting huge amounts of medical imagery and data in real-time at high speed, ensuring almost immediate and timely diagnosis or treatment.

This, combined with the introduction of smart and 5G-enabled wearables will pave the way for other advancements like real-time remote monitoring and sensor innovations without the presence of doctors and nurses, which will be a game-changing service offered to patients under preventative care, as data can be relayed from the comfort of the patient's homes – leading to both personalised and privatised health treatments.

Although these data collection processes are already in place, the 5G network will permit data integration that will improve efficiency in workflows and patient outcomes as well as timeliness of care.

Essentially, smart hospitals and smart healthcare will no longer be just a concept,



**"YES hopes that Malaysia will be able to bring smart hospitals to reality in the near future."**

as they can now be made a reality by connecting devices and automating medical processes.

### Smart healthcare

YES, being the first telco to introduce 5G in Malaysia, is also bringing the nation closer to smart healthcare through its recent partnership with First Ambulance Sdn Bhd, which aims to improve the speed and precision of emergency healthcare.

With the first 5G Smart Ambulance, patient health data such as EKG telemetry and ultrasound images can be transmitted to the emergency care doctors at the hospital – dramatically improving triage time and hospital readiness to care for the patient upon arrival.

With further infrastructure investments from the government, healthcare providers as well as other telcos, YES hopes that Malaysia will be able to bring smart hospitals to reality in the near future.