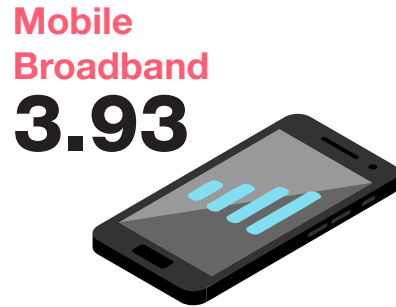
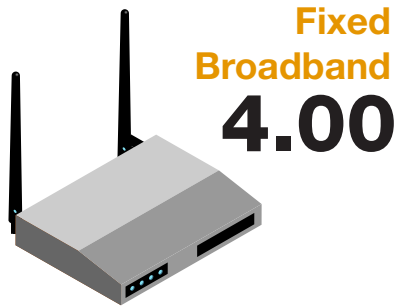


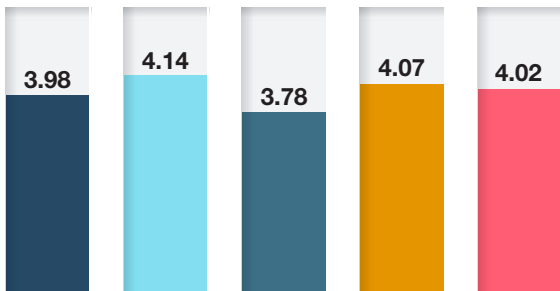
BROADBAND QUALITY OF EXPERIENCE SURVEY 2024



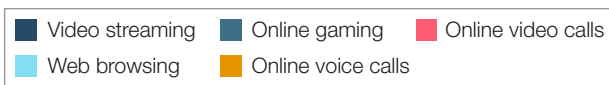
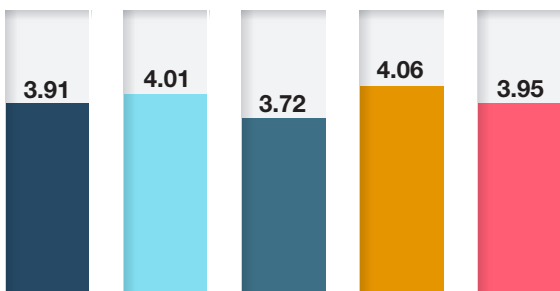
Fixed broadband consumers reported a high level of satisfaction with the service, whereas mobile broadband consumers indicated an adequate level of satisfaction.

CSI BY SCOPE

Fixed Broadband



Mobile Broadband



For fixed broadband, web browsing received the highest satisfaction score while for mobile broadband, the highest-rated activity was online voice calls.

SERVICE QUALITY GAP (SQG) & KEY AREAS TO MONITOR

Fixed Broadband



Web browsing
SQG: **-0.32**



Online voice calls
SQG: **-0.18**



Online video calls
SQG: **-0.11**

Mobile Broadband



Online voice calls
SQG: **-0.34**



Web browsing
SQG: **-0.31**



Online video calls
SQG: **-0.19**

The highest gap between consumers' expectation and service providers' performance were observed in web browsing, online voice calls and online video calls.

These areas have been identified for monitoring to sustain performance and customers satisfaction.

CONSUMERS CONSUMPTION PATTERN

Fixed Broadband



Video Streaming

97.5% users streamed online, with YouTube being the most used platform at 48.5%



Online Gaming

52.3% users engaged in online gaming, with 62.0% using smartphones as their main device



Online Video Calls

98.4% users experienced online video calls with WhatsApp being the most popular app at (78.8%)



Web Browsing

56.7% users browsing via web browser with Google Chrome dominating at 78.0%



Online Voice Calls

96.8% users made online voice calls with WhatsApp as the top platform (96.0%)

Mobile Broadband



Video Streaming

83.5% users streamed online with YouTube leading at 38.3%



Online Gaming

48.6% users engaged in online gaming, with 89.7% using smartphones as their main device



Online Video Calls

88.7% users participated in online video calls, with WhatsApp being the most popular app (89.5%)



Web Browsing

55.8% users browsing via applications with Shopee dominating at 54.6%



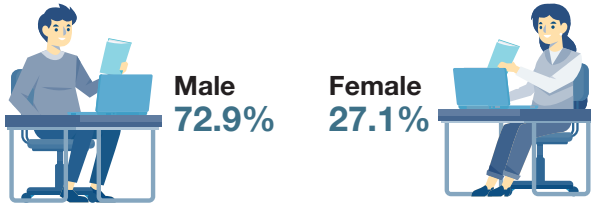
Online Voice Calls

89.3% users made online voice calls with WhatsApp as the top platform (96.0%)

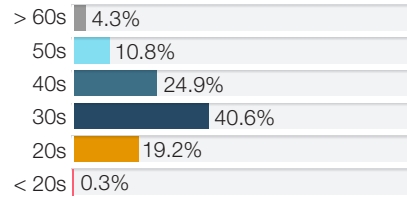
DEMOGRAPHICS

Fixed Broadband

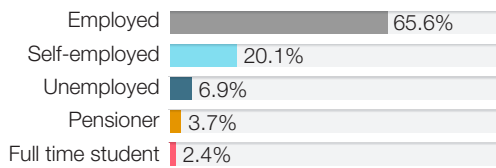
GENDER



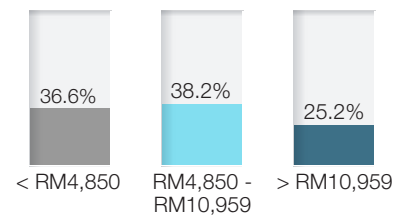
AGE GROUP



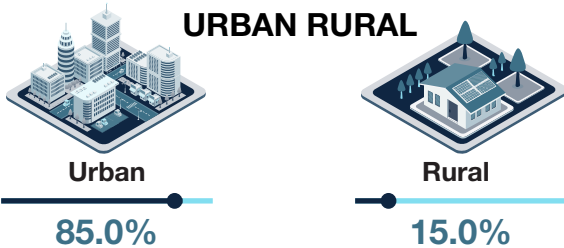
EMPLOYMENT



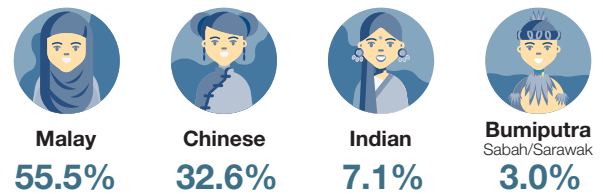
AVERAGE MONTHLY INCOME



URBAN RURAL

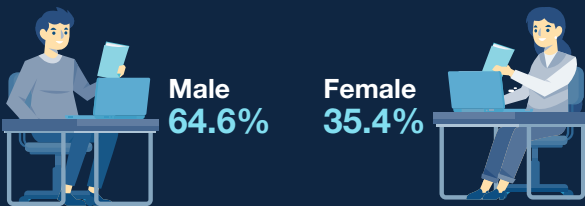


ETHNICITY

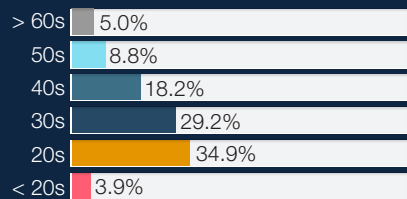


Mobile Broadband

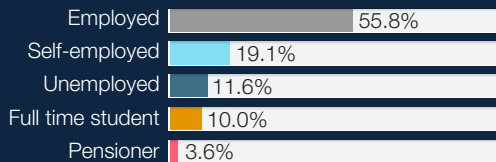
GENDER



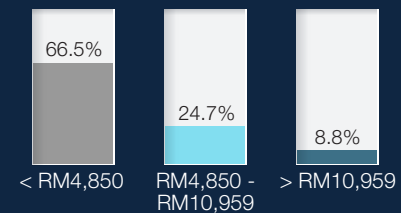
AGE GROUP



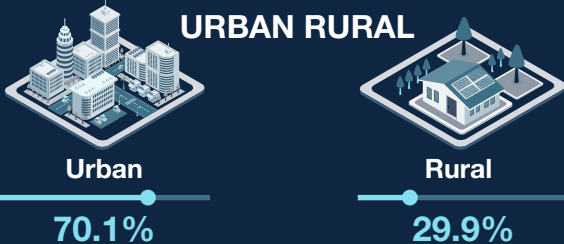
EMPLOYMENT



AVERAGE MONTHLY INCOME



URBAN RURAL



ETHNICITY

