



Wired Broadband Self-Declaration Report

1st January – 30th June 2020

EXECUTIVE SUMMARY



This is the 3rd publication by Malaysian Communications & Multimedia Commission (MCMC) on service providers' Self-declared Network Performance on wired broadband service. Information stated in this report covers the 1st half of 2020, from 1st January 2020 to 30th June 2020.

The report is intended to provide insights to consumers and empower the consumer to make their own choices based on the data provided. The report is also aimed for service providers to improve their quality of broadband service to the consumers.

This report is a compilation of self-declare overall network performance of service providers. The data is derived from the tests performed by wired broadband operators at user's premises or remotely and not subjected to the Mandatory Standards.

Three (3) metrics shown in this report are:

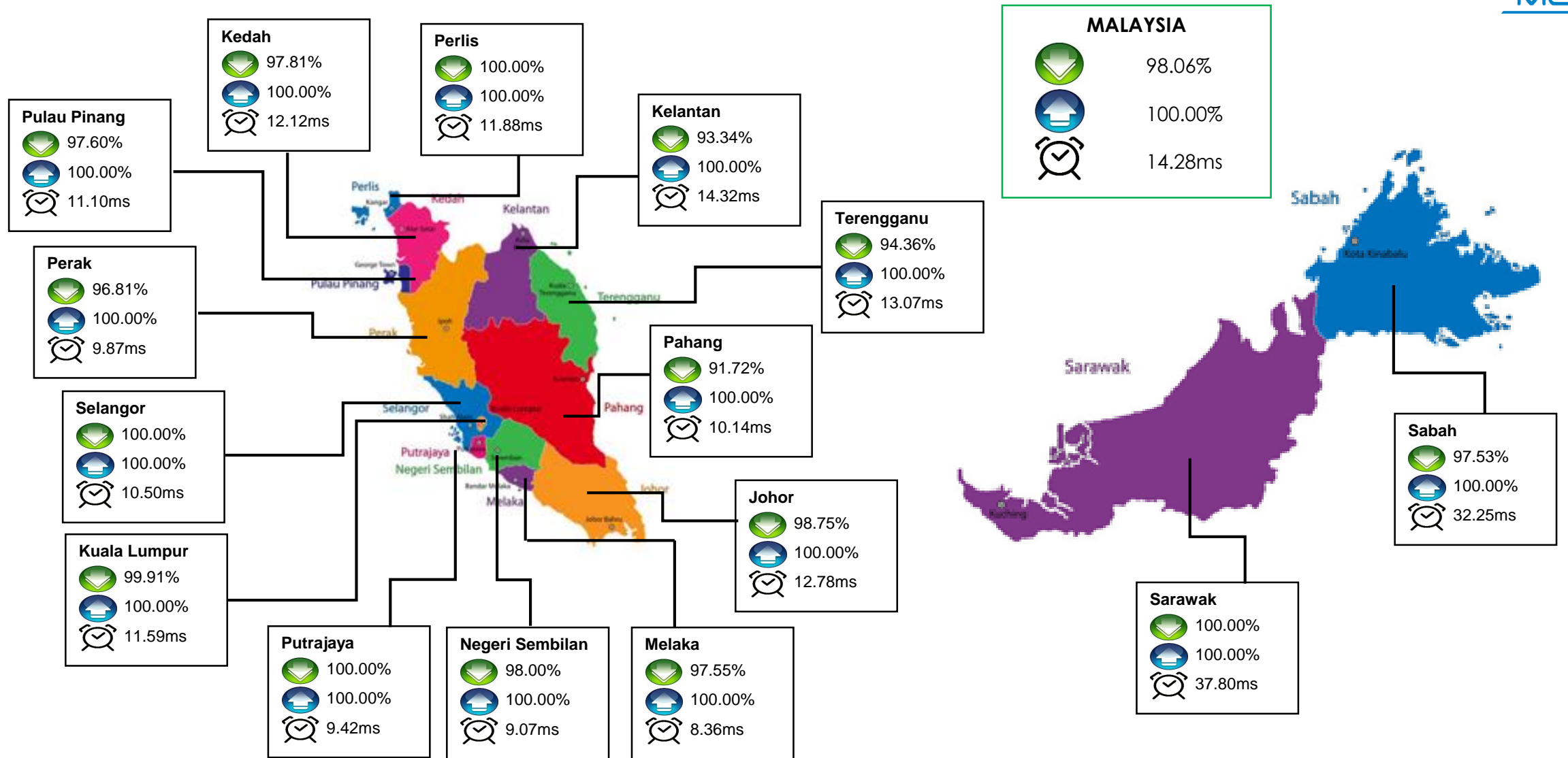
- i. Download speed (average speed in percentage of subscribed packages)
- ii. Upload speed (average speed in percentage of subscribed packages)
- iii. Latency (average latency in milliseconds)

Throughput data covers various subscription packages ranging from 10Mbps to 1Gbps. Thus, throughput performance is given as a percentage of the various subscribed packages.

Connection between user's device to the router is by LAN to avoid results discrepancies. Other connectivity such as Wi-Fi have limitation and will result in reduction of performance.

There are 3 wired broadband operators in Malaysia subjected to Mandatory Standard for Quality of Service (Wired Broadband Access Service) who have agreed to provide the data for the self-declared report.

TM Network QoS Performance



Average download speed



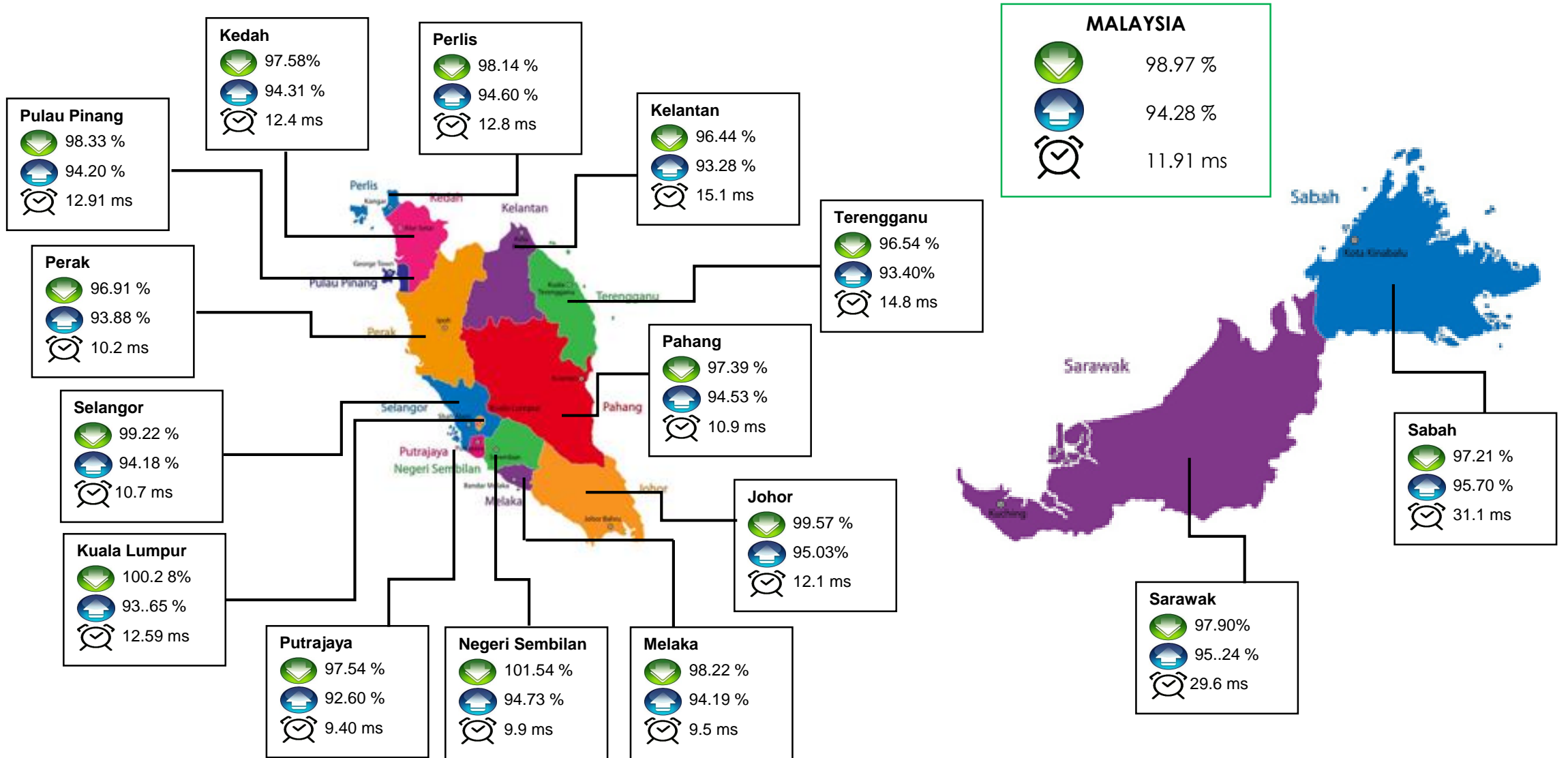
Average upload speed



Average latency

Notes: Details shown based on fulfillment and assurance data

Maxis Network QoS Performance



Average download speed



Average upload speed



Average latency

Notes: Speed and data source from ACS/BI (Business Intelligent)

TT dotCom Network QoS Performance



Pulau Pinang

- 100.18 %
- 98.77 %
- 10.55 ms

Selangor

- 103.76 %
- 100.55 %
- 4.52 ms

Kuala Lumpur

- 102.96 %
- 100.63 %
- 4.59 ms

Negeri Sembilan

- 104.63 %
- 103.38 %
- 4.77 ms

Melaka

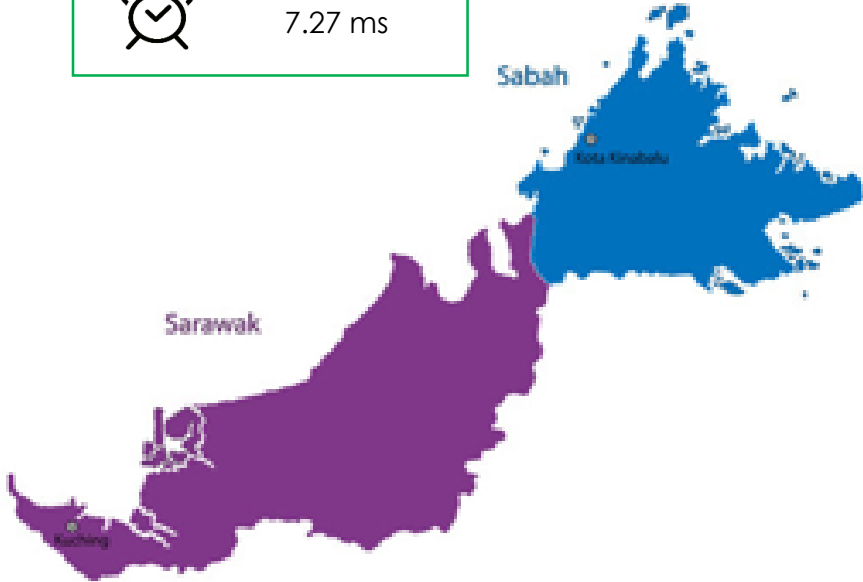
- 102.21 %
- 102.27 %
- 6.20 ms

Johor

- 105.01 %
- 99.58 %
- 13.01 ms

MALAYSIA

- 103.12 %
- 100.86 %
- 7.27 ms



% of average download speed



% of average upload speed



Average latency

Notes: Data is derived from user tests after installation of service

END OF REPORT