



Wired Broadband Self-Declaration Report

1st July – 31st December 2019

EXECUTIVE SUMMARY



This is the 2nd 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 2nd half of 2019, from 1st July 2019 to 31st December 2019.

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:

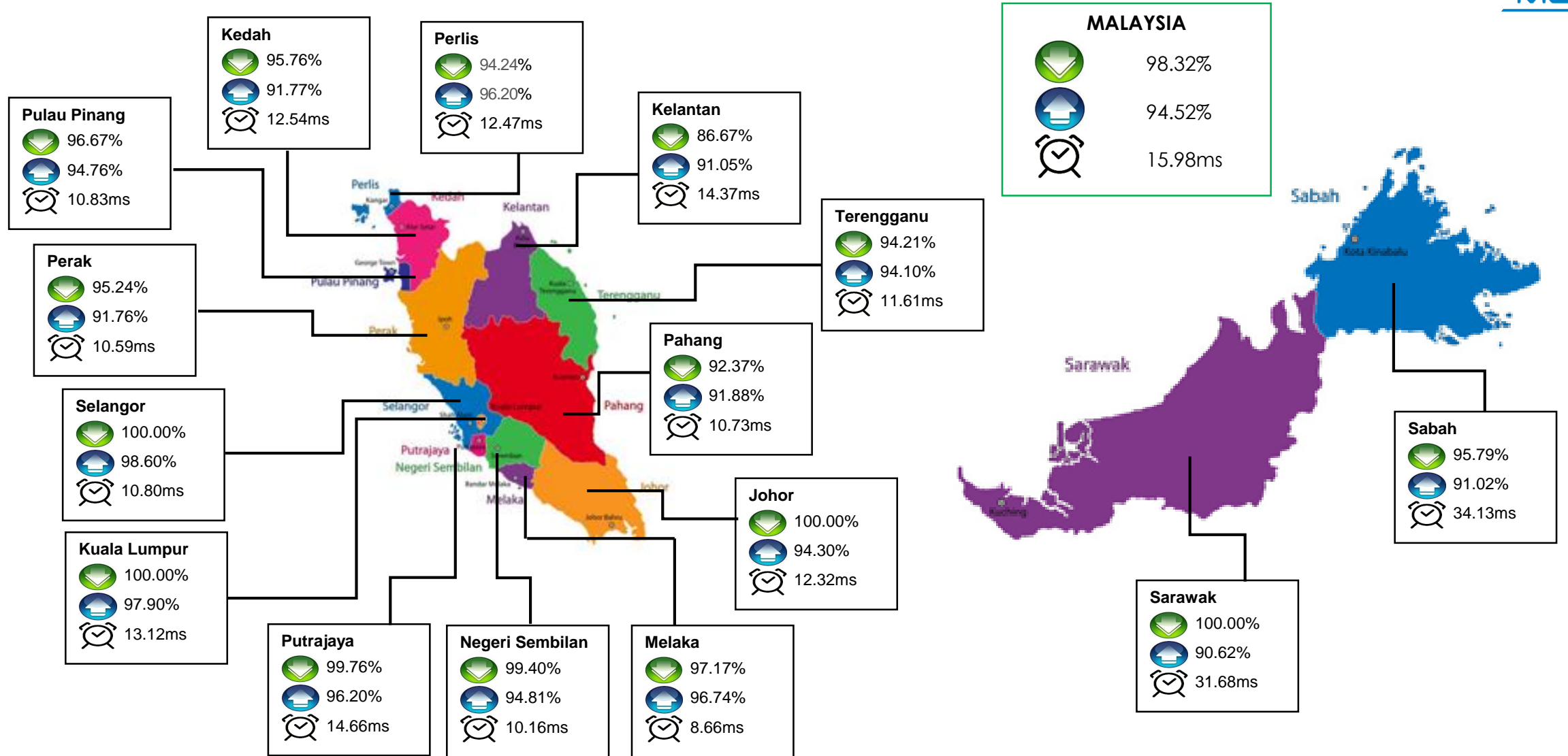
- i. Download speed (average speed in percentage of subscribed packages)
- ii. Upload speed (average speed in percentage of subscribed packages)
- iii. Latency (average latency in milliseconds)

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 Wired Broadband Network Performance



Percentage of Average download speed



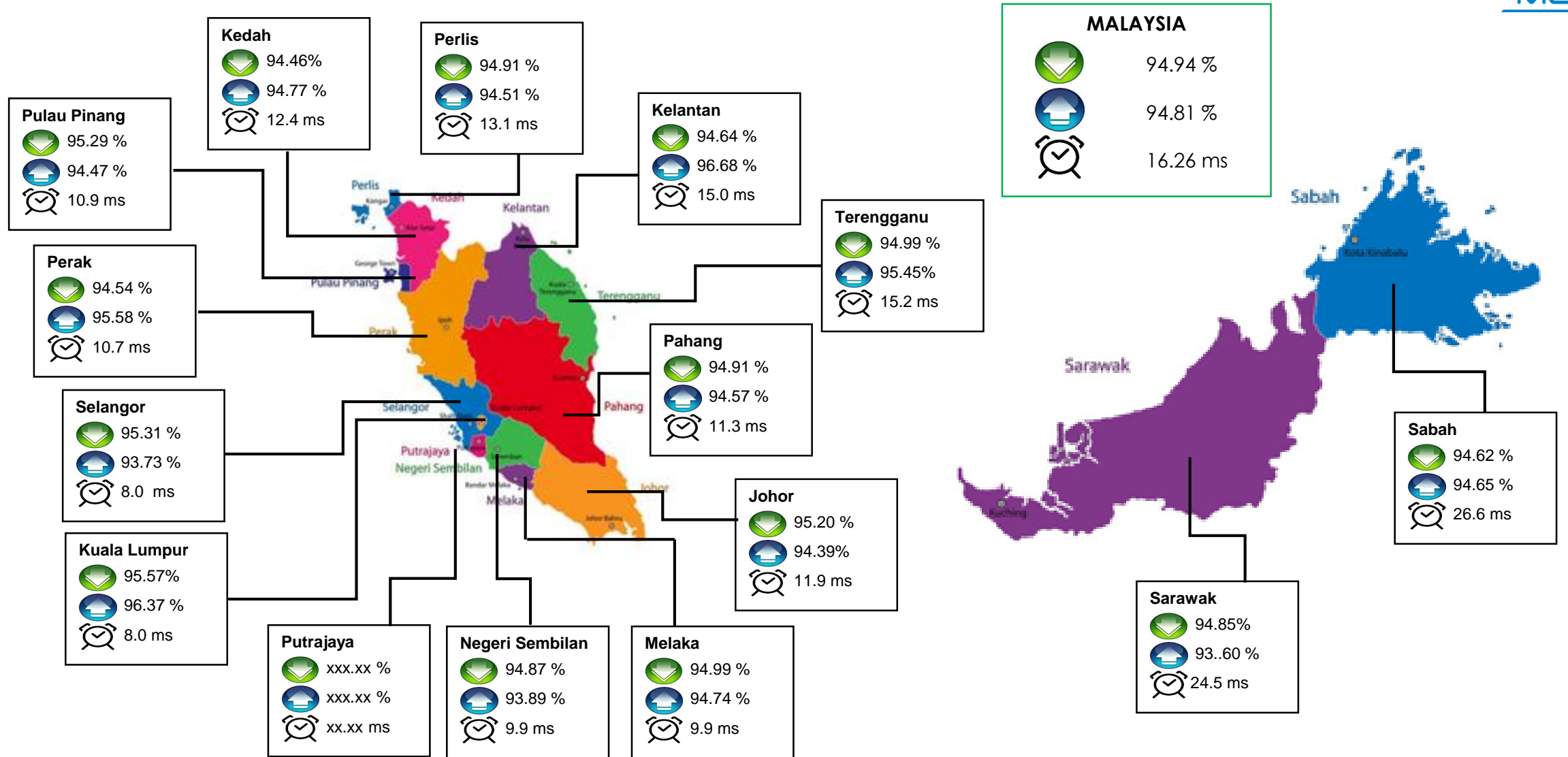
Percentage of Average upload speed



Average latency

Notes: Details shown based on fulfillment and assurance data

Maxis Wired Broadband Network Performance



Percentage of Average download speed



Percentage of Average upload speed



Average latency

TT dotcom (TIME) Wired Broadband Network Performance



Pulau Pinang

- 104.73 %
- 98.64 %
- 10.69 ms

MALAYSIA

- 105.91 %
- 99.04 %
- 8.39 ms

Selangor

- 105.76 %
- 97.96 %
- 7.46 ms

Kuala Lumpur

- 105.53 %
- 97.92 %
- 5.74 ms

Negeri Sembilan

- 105.19 %
- 100.60 %
- 11.21 ms

Melaka

- 106.18 %
- 99.55 %
- 5.60 ms

Johor

- 108.05 %
- 99.56 %
- 9.62 ms



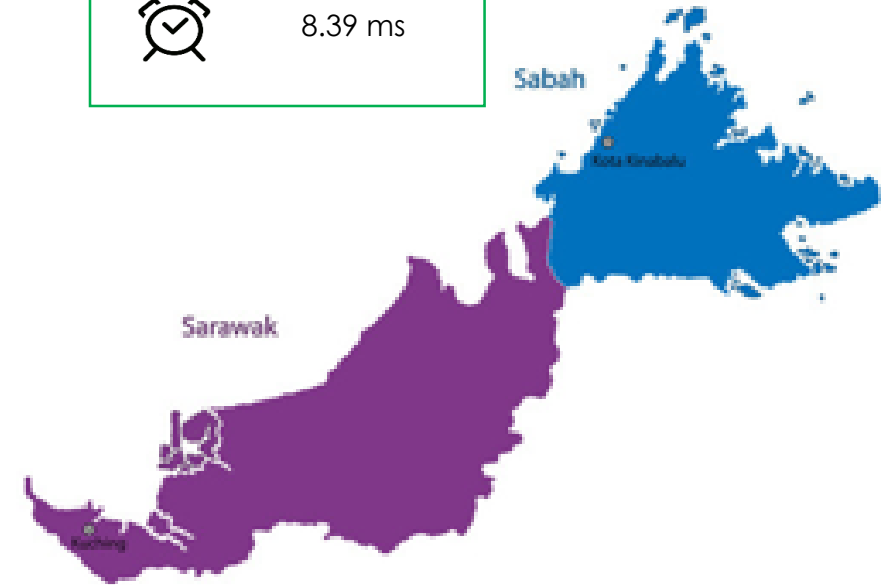
Percentage of Average download speed



Percentage of Average upload speed



Average latency



END OF REPORT