



# Malaysia: consumer survey



Stefano Porto Bonacci

## About this report

This report provides key findings from consumer survey data from Malaysia and gives an analysis at the operator level. It covers fixed broadband, mobile and pay-TV services.

The survey was conducted in association with Dynata in July 2023. The survey group was chosen to be representative of the mobile-internet-using population in Malaysia. We set quotas on age, gender and geographical spread to that effect. There were at least 1000 respondents.



### GEOGRAPHICAL COVERAGE

- Malaysia

### KEY QUESTIONS ANSWERED IN THIS REPORT

- What are the most significant factors that affect Net Promoter Scores (NPSs) for fixed broadband and mobile operators? Which operators score highly and why?
- What are the most significant drivers of fixed broadband and mobile churn and how can operators approach customer retention?
- What are the mobile and fixed broadband data usage patterns among respondents?
- What are the most popular pay-TV and video streaming services? Which services lead to high satisfaction scores and why?



### WHO SHOULD READ THIS REPORT

- Strategy teams and managers who are interested in improving the customer experience within telecoms operators and understanding the drivers of customer satisfaction and churn.
- Market intelligence and regional research teams of equipment/device manufacturers that are responsible for understanding end-user trends and supporting business units in identifying and addressing new opportunities.
- Product managers and strategy teams working for telecoms operators or pay-TV providers that are interested in using streaming video services as a value-added service (VAS) to support their core services.



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## About the author





**Stefano Porto Bonacci** (Senior Analyst) is a member of the *Consumer Services* research practice and the lead analyst of the *Fixed-Mobile Convergence* research programme. His specialisations include market analysis, market forecasting and market sizing. He has over 5 years of experience in developing and delivering data and reports on the TMT space. He holds an MSc in economics from Bocconi University (Italy) and has experience as an economic analyst in the telecoms and financial sectors.

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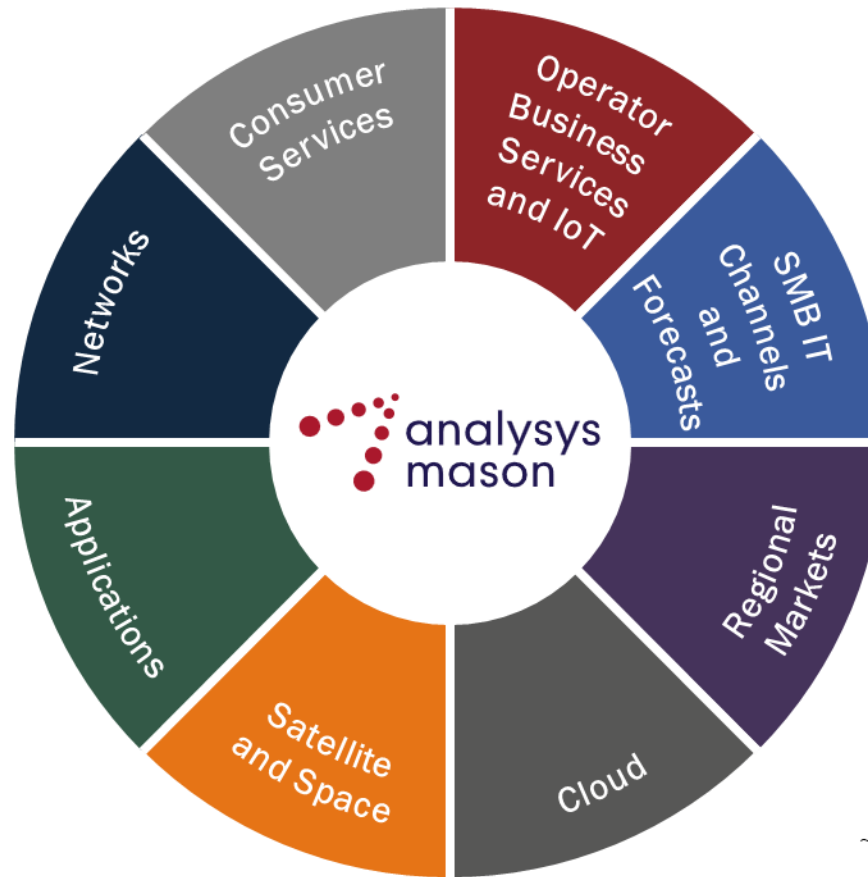
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