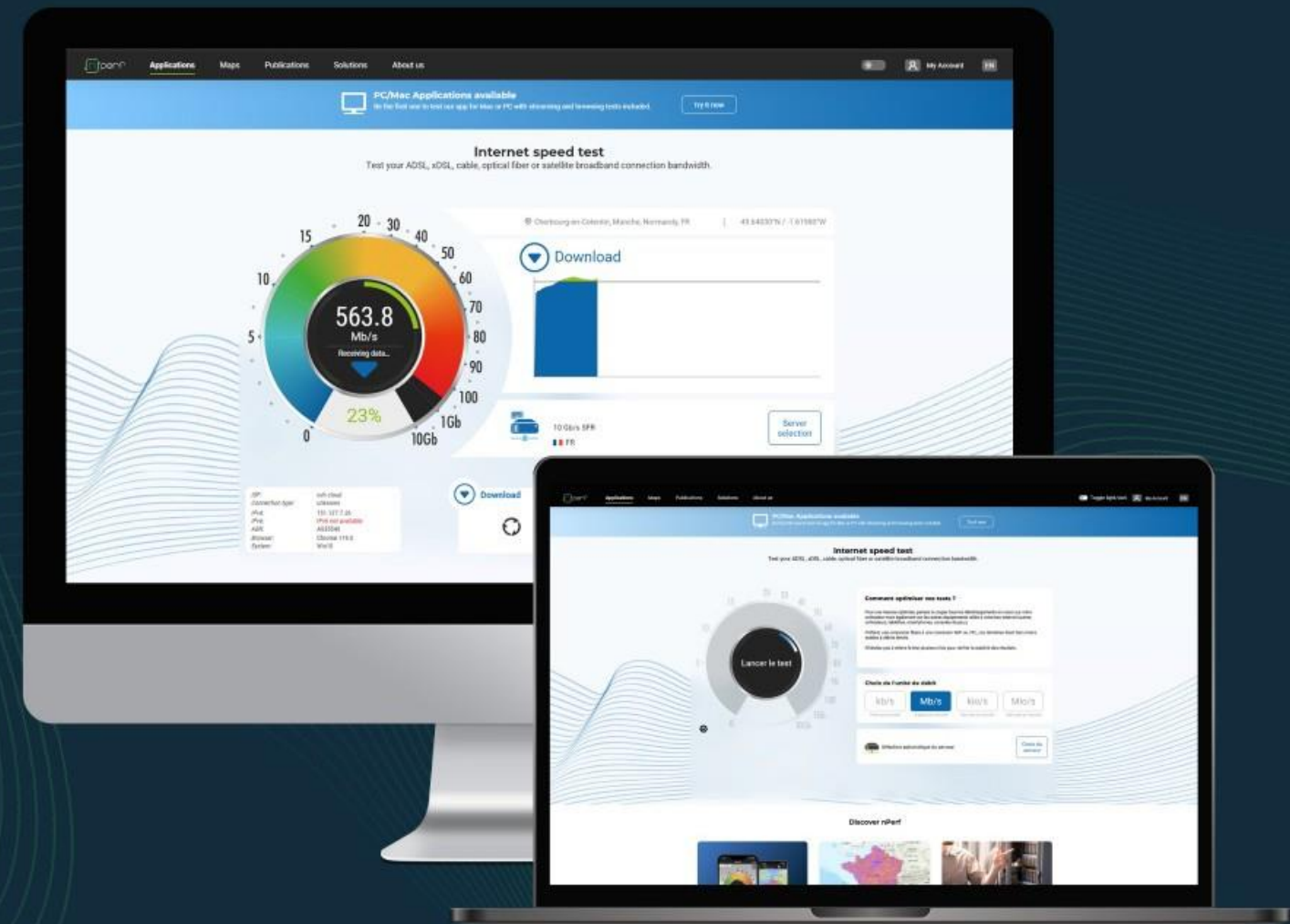


July 23, 2024



Barometer of fixed Internet connections in Malaysia

01/07/2023 - 30/06/2024



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**nPerf Network
assessment**




Expert in the telecom network optimization

nPerf is an independent French company based in Lyon (France). For over a decade, nPerf has been a trusted partner for both fixed and mobile operators, providing comprehensive network testing solutions and analysis. Our mission is to accurately measure, evaluate, and enhance the understanding of Internet connectivity around the world.

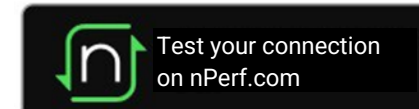
 **300k+** tests daily worldwide.

 **26Md+** coverage scans in total.

 **3k+** servers all around the world.

Test your Internet connection with nPerf!

nPerf allows you to test the quality of your fixed, mobile, or Wi-Fi Internet connections up to 10 Gb/s! Download our app or visit our website!



2. Executive Summary



The subscribers of Time enjoyed the best fixed Internet performances in Malaysia during 2024.

Fixed Internet connections in Malaysia

01/07/2023 - 30/06/2024

	Maxis Broadband	TIME Fibre Optic	Unifi
▼ Download speeds (Mb/s)	199.30	203.41	206.52
▲ Upload speeds (Mb/s)	82.92	172.85	90.02
◀▶ Latency (ms)	20.33	21.21	27.18
nPerf Score (nPoints)	151 745	157 075	147 467

Source : nperf.com

time™

Best fixed Internet performance
in 2024



Source : nperf.com

maxis

time™

unifi



Source : nperf.com

Introduction

Malaysia's ISP market is highly competitive, with Time leading the field. This report provides an overview of the performance of the top ISPs: Time, Maxis and Unifi, highlighting their strengths across various performance metrics.

Time, market leader

Time stands out as the market leader, demonstrating remarkable performance in upload speeds with a score of 172 Mb/s. This significant lead in upload speed positions Time as the top choice for users who require efficient and fast uploading capabilities, ensuring a superior overall internet experience.

Maxis leading in latency

Maxis ranks second, excelling in latency with an impressive score of 20 ms. This low latency makes Maxis ideal for real-time online activities such as gaming and video conferencing, providing users with quick response times and a seamless online experience.

Unifi best in download speed

Unifi secures the third position, co-leading in download speeds with an impressive score of 206.5 Mb/s. This high download speed ensures fast and reliable Internet connectivity, making Unifi a strong contender for users who prioritize quick and efficient downloading capabilities.

Conclusion

Time leads Malaysia's ISP market leading or co-leading on every key performance indicators. Maxis excels in latency, providing quick response times ideal for real-time activities. Unifi offers the fastest download speeds, ensuring reliable and efficient internet connectivity. The ongoing competition among these ISPs drives continuous improvements in service quality, ultimately benefiting consumers with better and more reliable Internet experiences.

4. Methodology



nPerf provides a **free tool to assess Internet connection quality** via its website and mobile apps (Android, iOS). Daily, thousands of people rely on nPerf for speed tests in their country, contributing to a comprehensive crowdsourced database covering all operators.

The study employs a strong filtering method to reflect real customer experiences on a specific network (mobile or fixed line). Measures are taken to prevent probes and measurement robots from affecting the results.

For fixed connections, we assess:

▼ Download bitrate :

Indicates the amount of data your connection can receive in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.

▲ Upload bitrate :

Indicates the amount of data your connection can send in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.

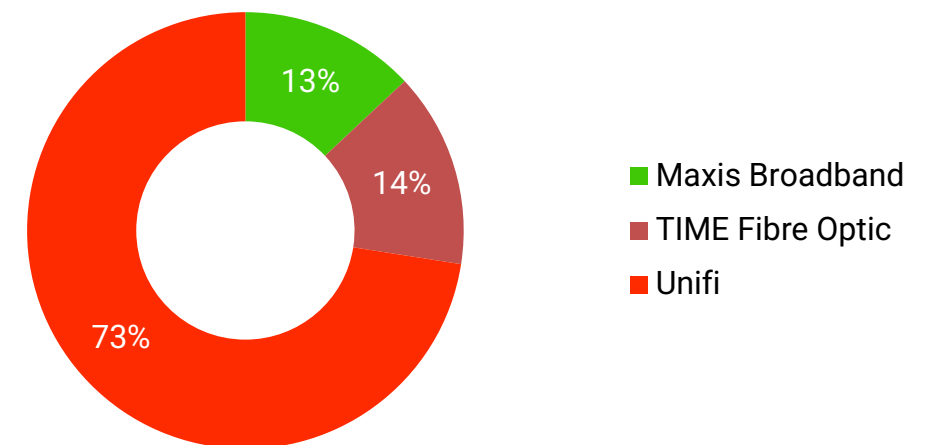
◀▶ Latency (ping) :

It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.

Statistical precision is crucial in accurately determining winners. At nPerf, we prioritize test quality, precise reporting, and transparency. Analyzing a large volume of tests in this study, we've achieved 3 % precision for absolute values and 1 point for percentage-based results, highlighting the reliability and accuracy of our data.

For a more comprehensive understanding of the user experience, our report features test results during both Busy hours (6 PM to 11 PM) and Idle hours (the rest of the day). Busy hours, marked by network strain, can impact user experience through congestion. This approach helps in understanding how network performance fluctuates throughout the day. We only include national Internet service providers with test share above 5% share. The chart below shows the overall test distribution for each service provider.

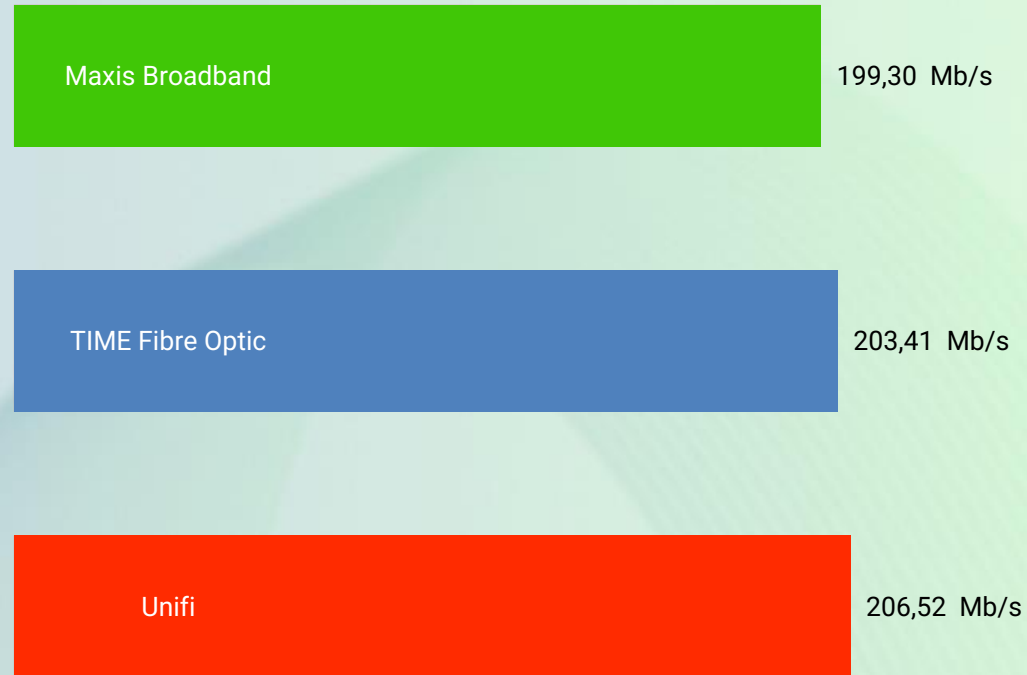
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



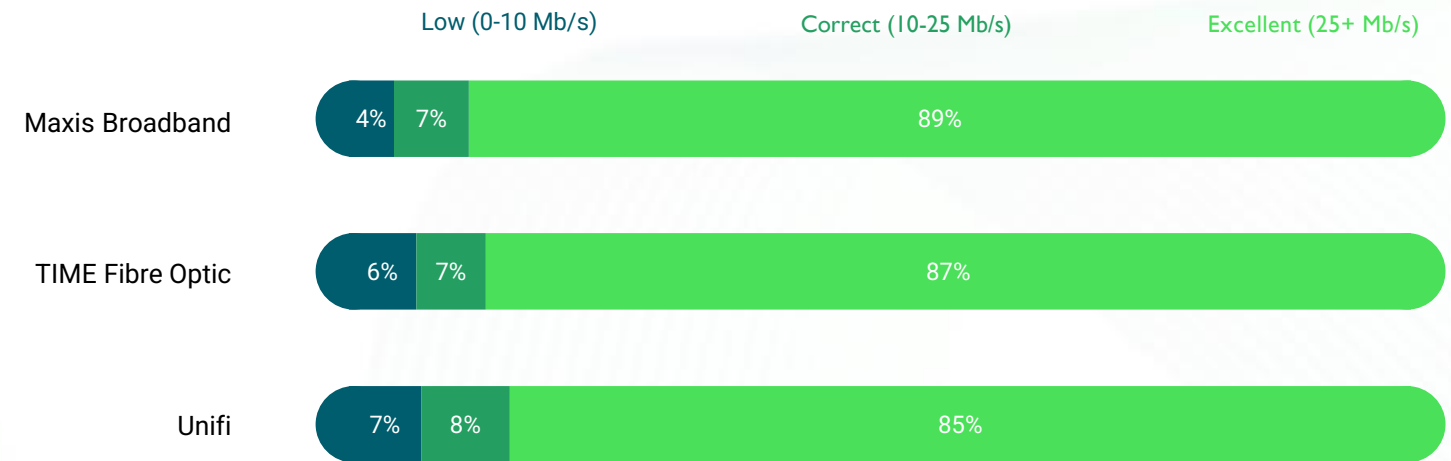
Download Speed (average)



Source : nperf.com

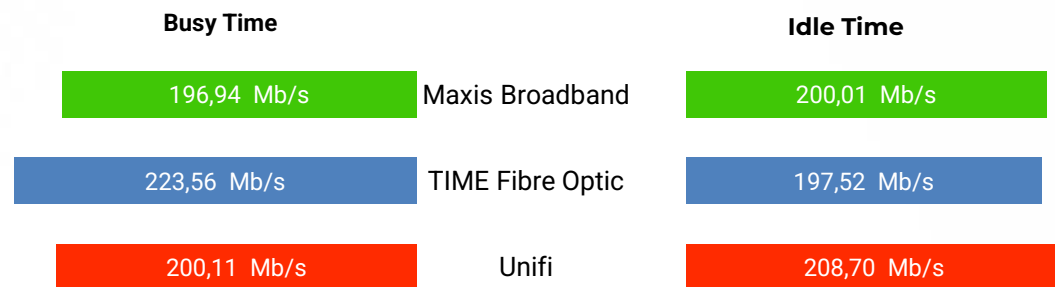
The subscribers of Time and Unifi enjoyed the best average mobile Internet download speed in 2024.

Download Speed results ventilation (average)



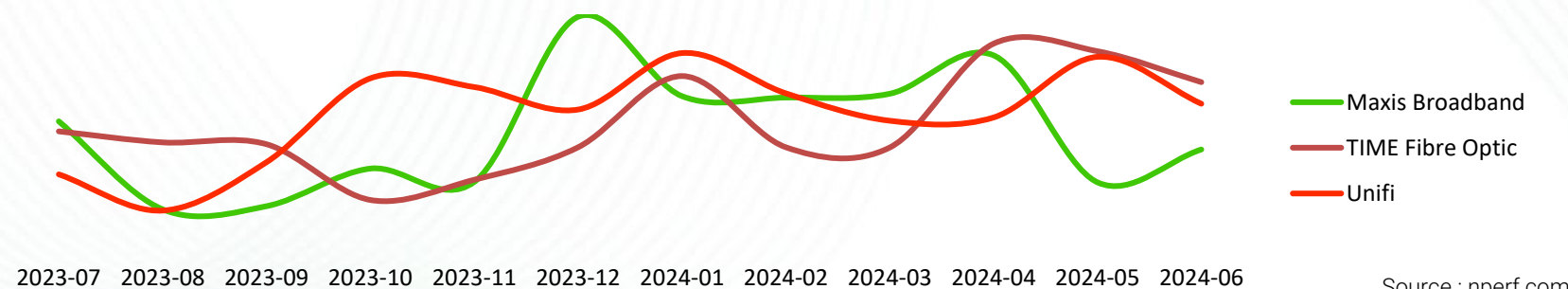
Source : nperf.com

Download Speed (average)



Source : nperf.com

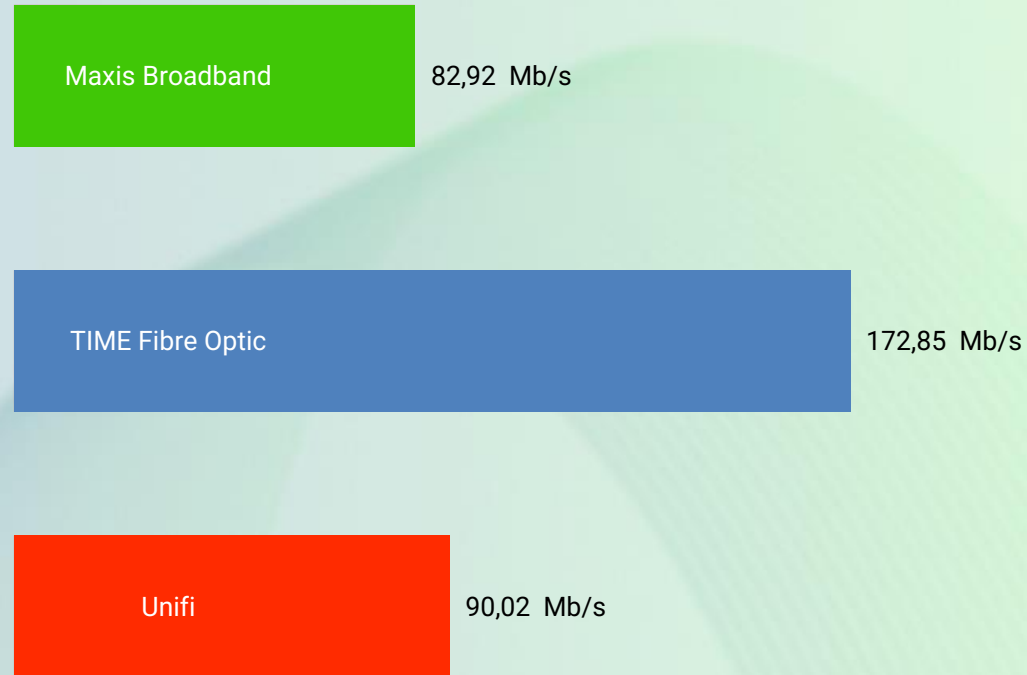
Download Speed evolution over the year (average)



Source : nperf.com



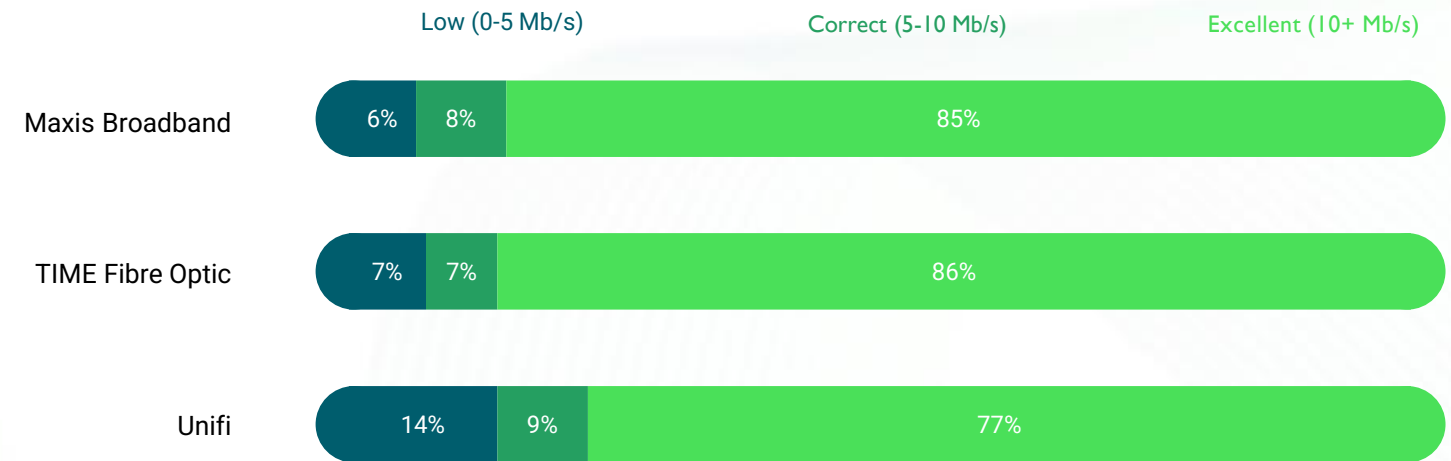
Upload Speed (average)



Source : nperf.com

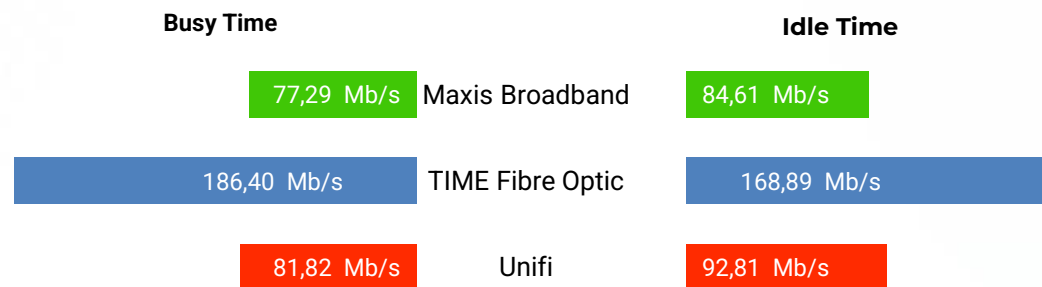
The subscribers of Time enjoyed the best average mobile Internet upload speed in 2024.

Upload Speed results ventilation (average)



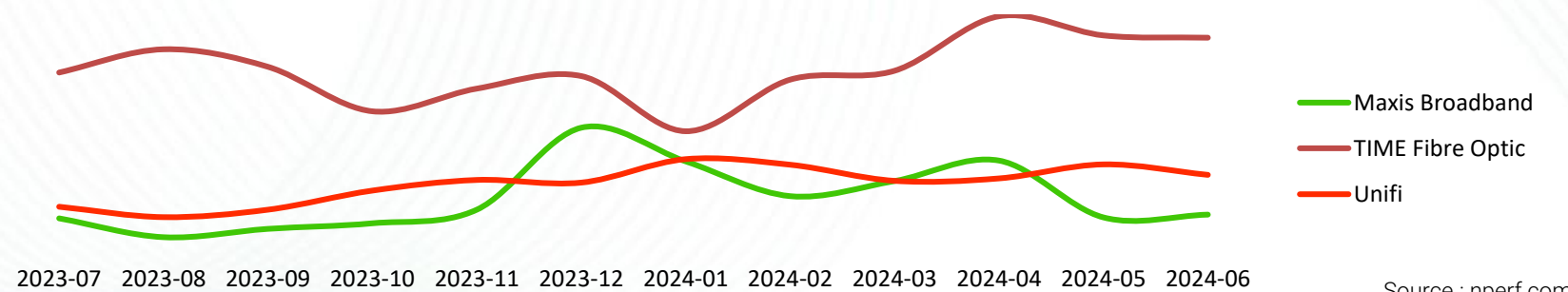
Source : nperf.com

Upload Speed (average)



Source : nperf.com

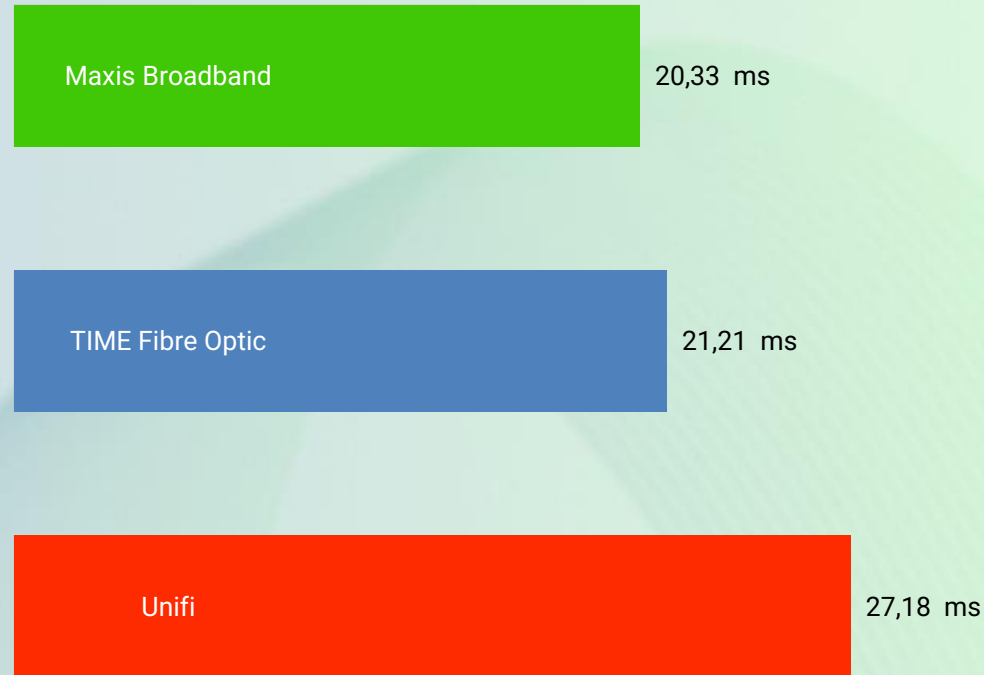
Upload Speed evolution over the year (average)



Source : nperf.com



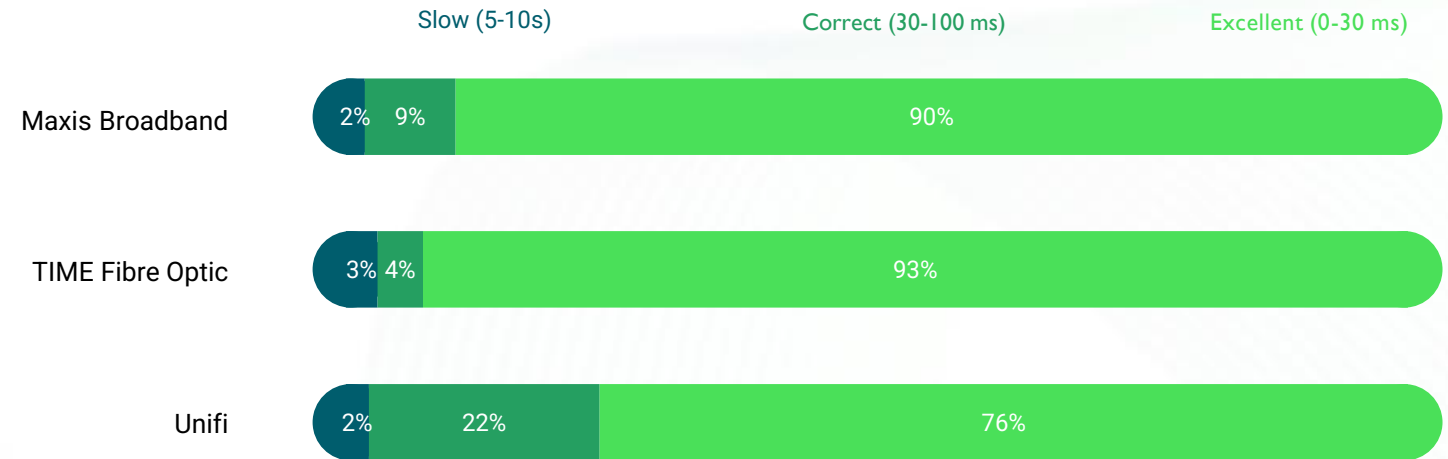
Latency Speed (average)



Source : nperf.com

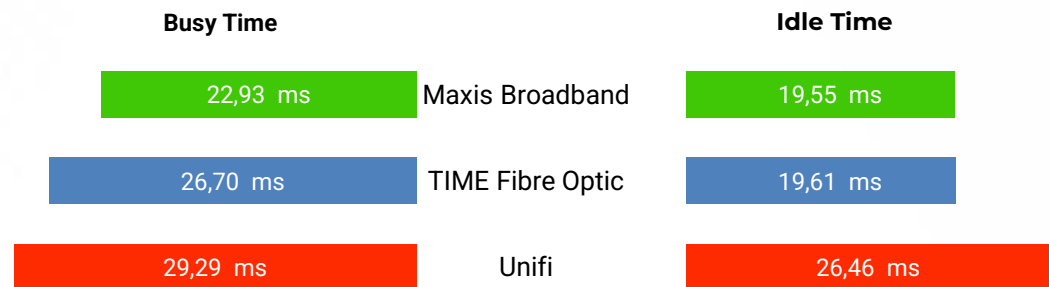
The subscribers of Maxis enjoyed the best average mobile Internet latency speed in 2024.

Latency Speed results ventilation (average)



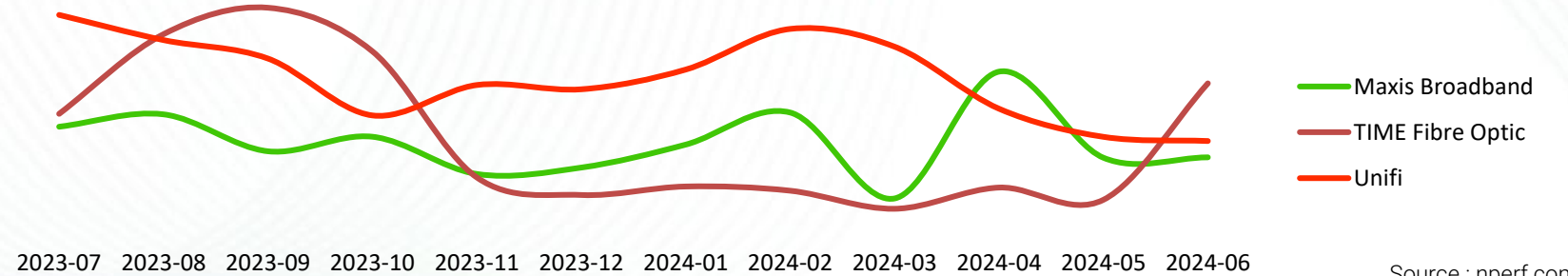
Source : nperf.com

Latency Speed (average)



Source : nperf.com

Latency Speed evolution over the year (average)



Source : nperf.com

nPerf Score (nPoints)



Source : nperf.com

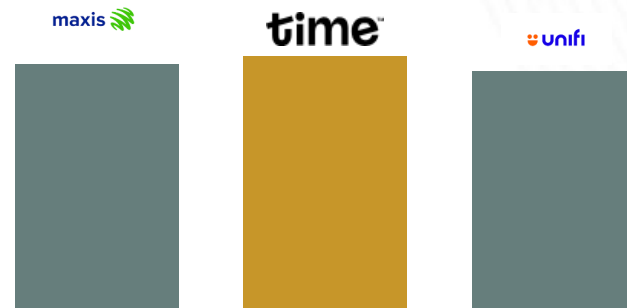
The subscribers of Time enjoyed the best fixed Internet performances in Malaysia during 2024.

The nPerf score takes into account the measured bitrates, the latency and the QoE tests. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.

Thus, this score reflects the overall quality of the connection experienced by the user.

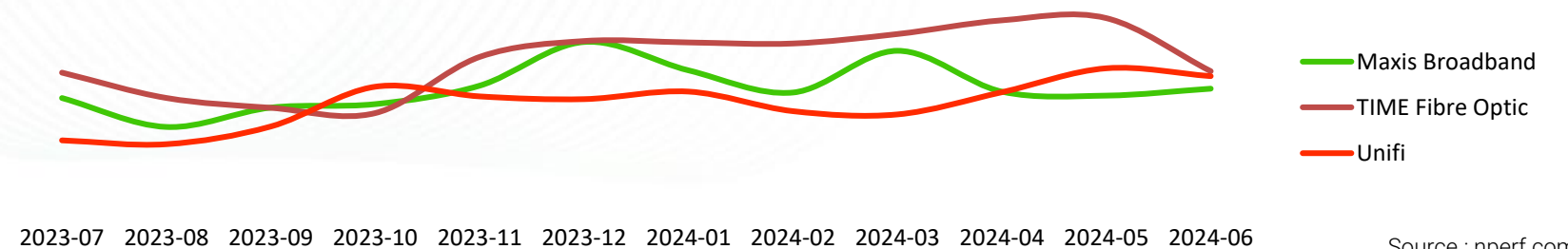
Source : nperf.com

time
Best fixed Internet performance in 2024



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com



We qualify your connection