

# Barometer of mobile Internet connections in Thailand



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First half of 2018



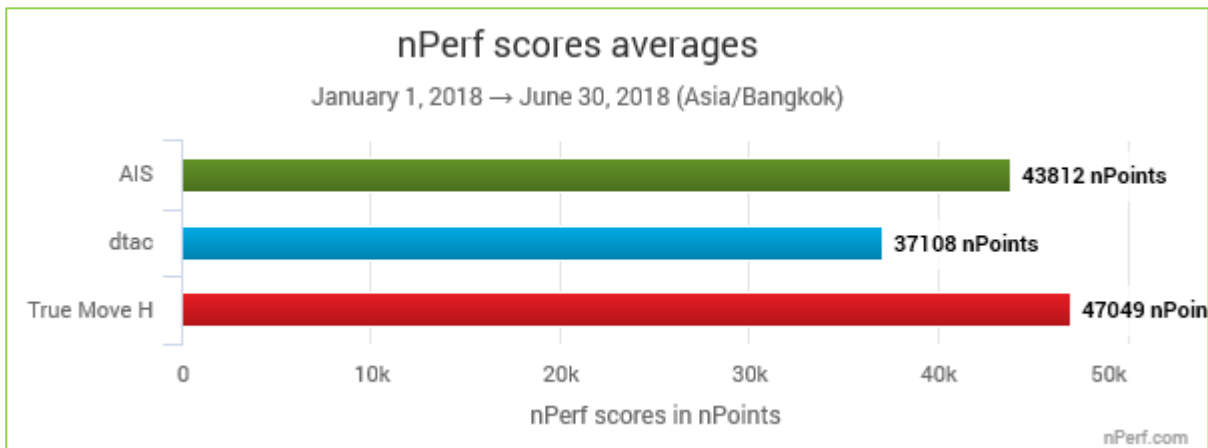
# Contents

1	Summary .....	2
1.1	2G/3G/4G nPerf Score .....	2
1.2	Our analysis.....	2
2	Overall results 2G/3G/4G .....	3
2.1	Data amount and distribution.....	3
2.2	Success rate 2G/3G/4G .....	3
2.3	Download speed 2G/3G/4G .....	4
2.4	Upload speed 2G/3G/4G.....	6
2.5	Latency 2G/3G/4G .....	7
2.6	Browsing test 2G/3G/4G.....	7
2.7	Streaming test 2G/3G/4G.....	8
2.8	4G connection rate.....	9
2.9	2G/3G/4G nPerf Score .....	11
3	You too, participate in the nPerf panel! .....	12
4	Custom analysis & contact .....	12
5	Annexes .....	13
5.1	Methodology .....	13
5.1.1	The panel.....	13
5.1.2	Definitions and goals.....	13
5.1.3	Filtering of test results .....	14
5.1.4	Modification of the methodology in 2018.....	14
5.2	Complete list of 4G terminals selected for H1 2018.....	15

# 1 Summary

## 1.1 2G/3G/4G nPerf Score

Results, all cellular generations combined, from tests performed on 4G-compatible terminals.



*The highest value is the best.*



## The best mobile performance in H1 2018:

**True Move H has provided the best mobile Internet services in the first half of 2018.**

2

## 1.2 Our analysis

During the first six months of 2018, nPerf users has made 551,295 tests with nPerf mobile app.

### True Move H remains the number one

True is at first place in four out of our five most important KPIs (Download speed, Upload speed, Streaming and Browsing).

Best performance in download speed (15,73 Mb/s), best performance in upload speed (8,41 Mb/s), best streaming performance (71,26%) and best browsing performance (53,18%).

True Move H confirms his leadership position ahead of AIS and DTAC for more than two years.

### Mobile carriers provide more capacities

Thai people are lucky because it seems that their 3 operators started increasing their capacity since May 2018. Indeed, we noticed that the download performance for all operators has risen considerably, especially DTAC who has nearly doubled its download speed in June.

This rise of the performance is very good news because it means more uses like streaming in HD or 4k.

This evolution at the end of the first half of 2018 suggests that we will attend rough battle for the first place.

## 2 Overall results 2G/3G/4G

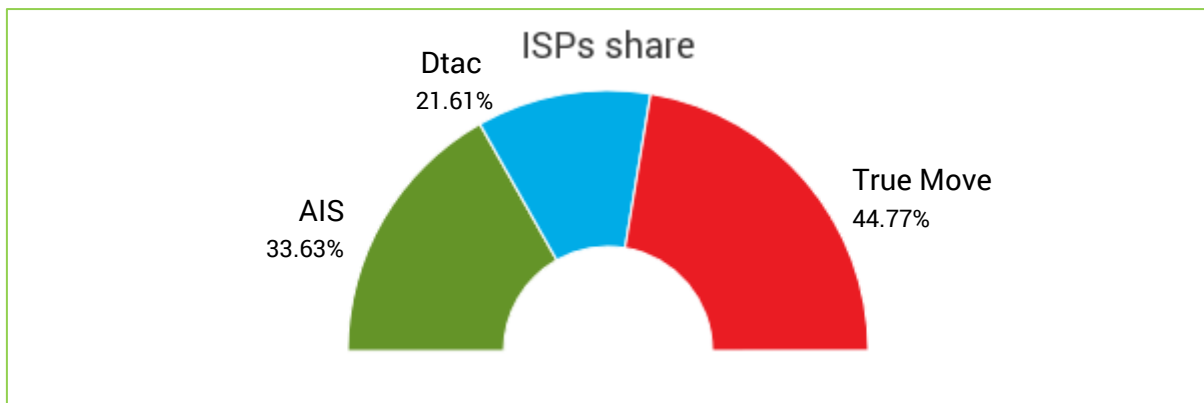
Results from all cell generations taken from tests carried out on 4G-compatible terminals.

### 2.1 Data amount and distribution

The nPerf application allows the user to perform a full test or each test separately. Between January 1, 2018 and June 30, 2018, we counted 551.295 tests, distributed as follows, after filtering:

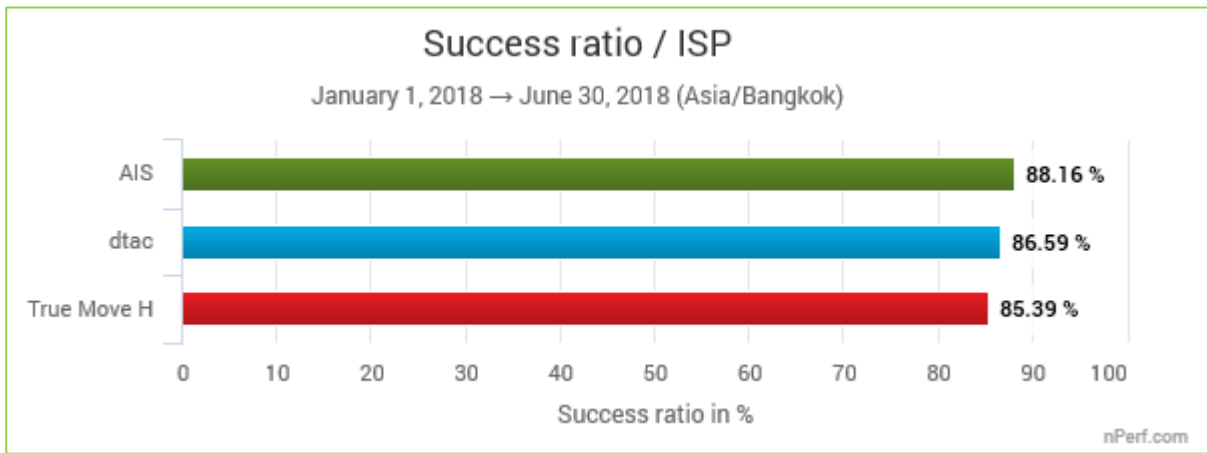
Technology	Speed	Browsing	Streaming
2G/3G/4G	179.653	80.401	70.369

The overall breakdown of the tests per provider is as follows:

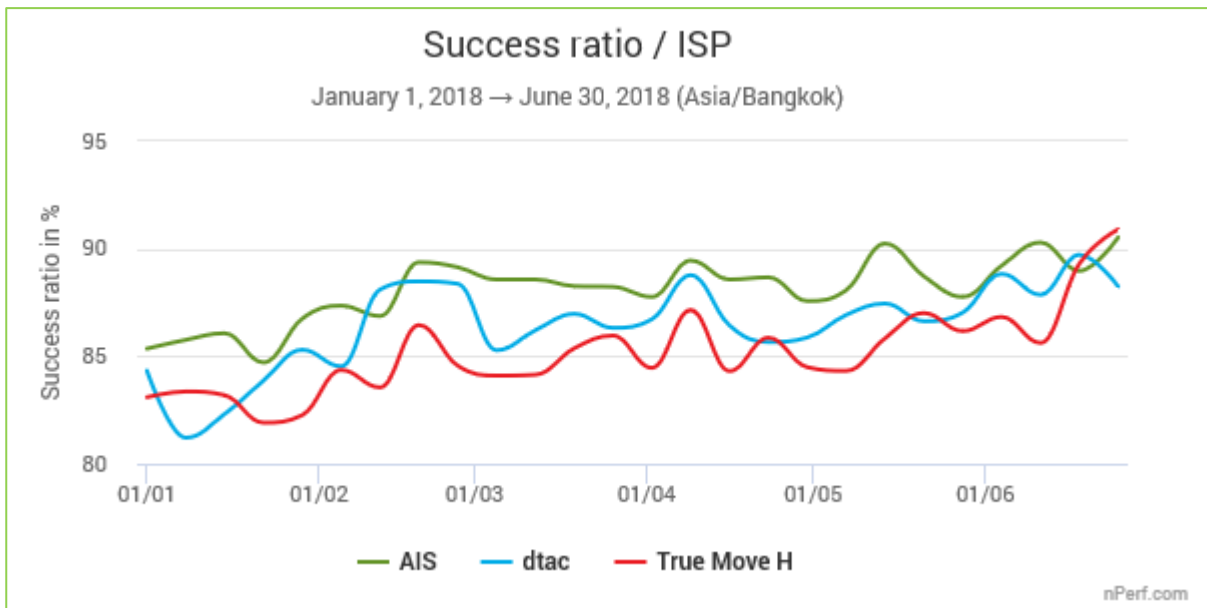


### 2.2 Success rate 2G/3G/4G

The success rate is the number of successful tests compared to the number of tests performed.

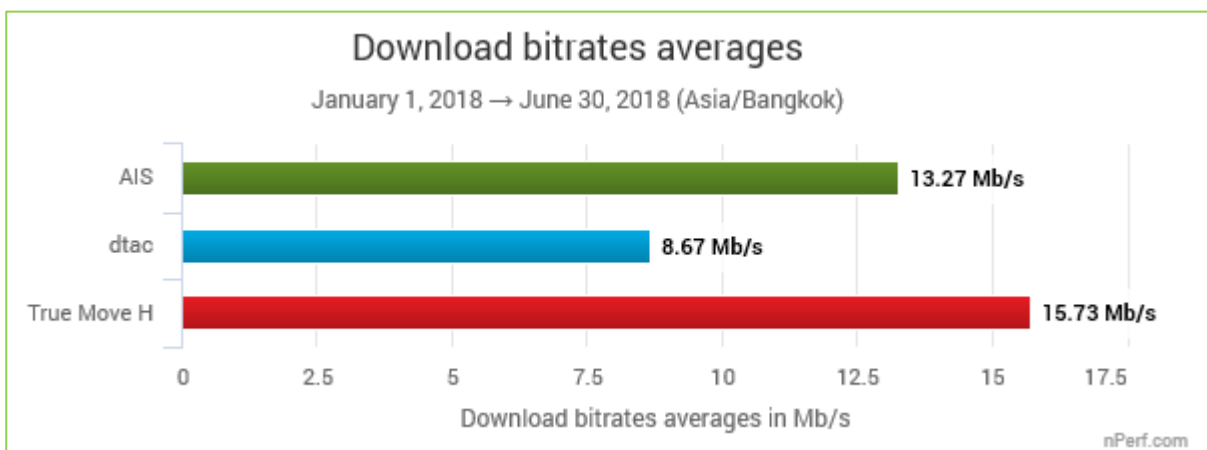


AIS has provided the best average success ratio during the first half of 2018.



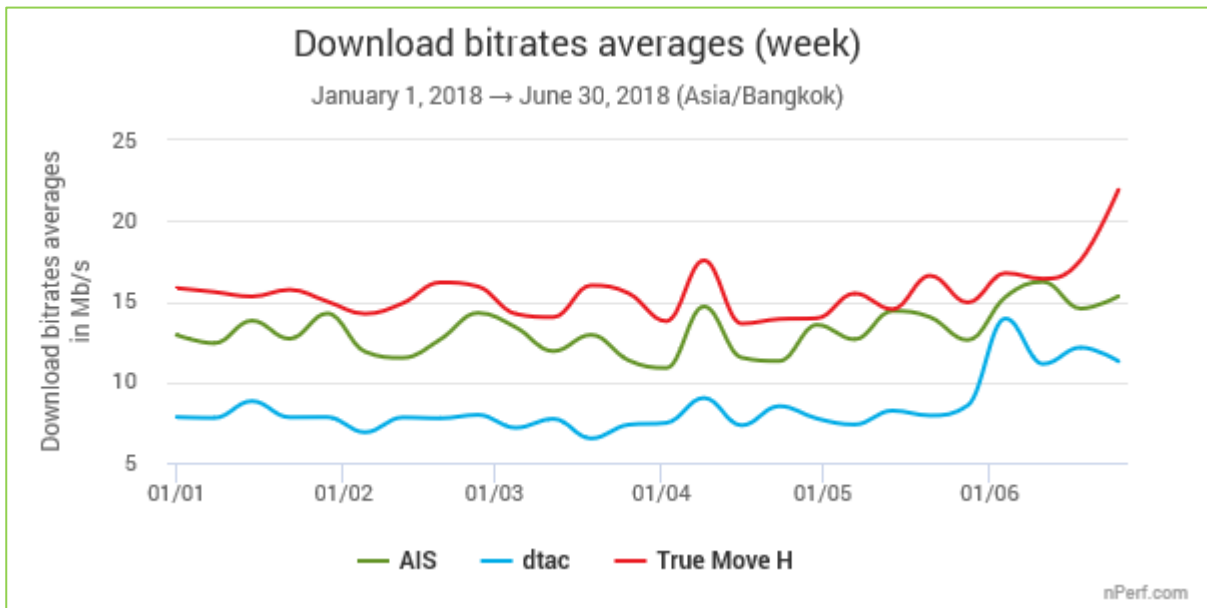
Evolution of the success rate throughout the first semester.

## 2.3 Download speed 2G/3G/4G



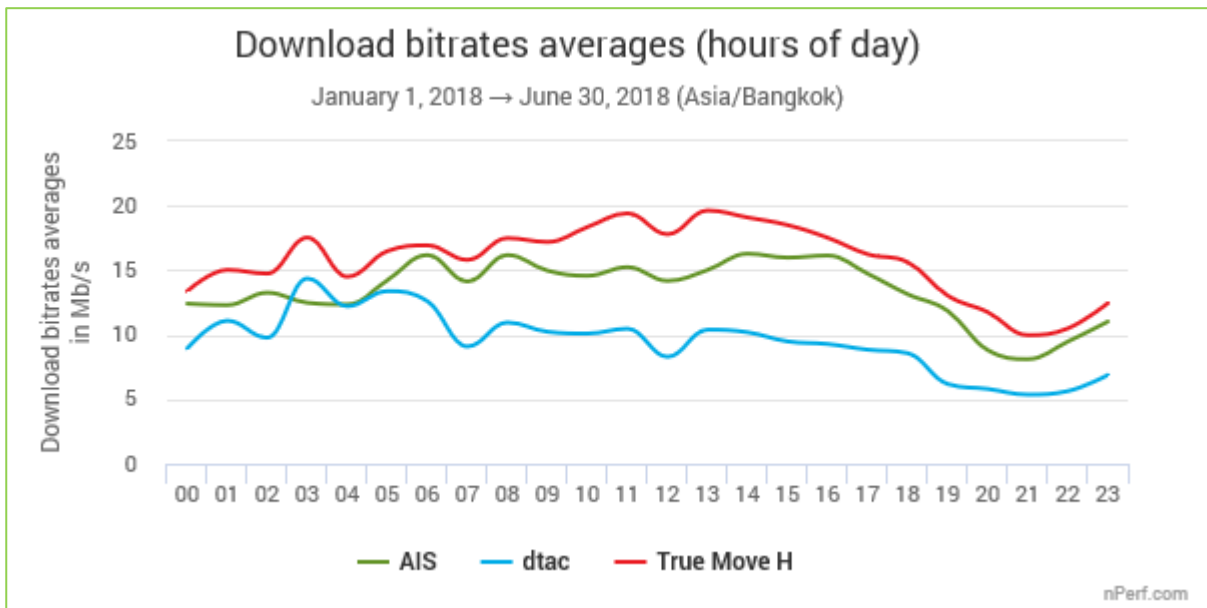
*The highest value is the best.*

**The operator True Move H has provided the best average download speed during the first half of 2018.**



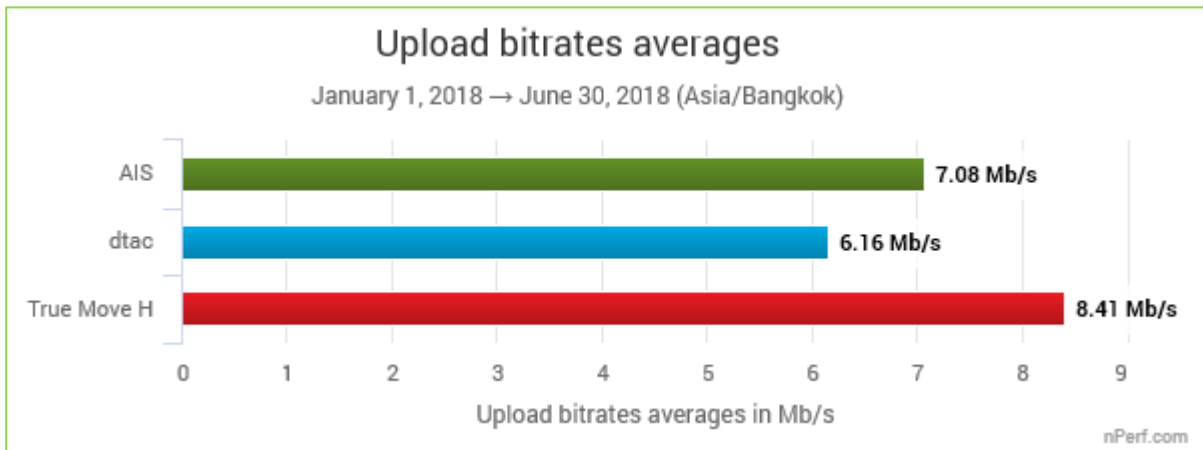
This graph illustrates the ability of providers to maintain a constant download speed during the year, regardless of network load (number of connected clients).

All the operators are quite stable during this period with a growth in June.



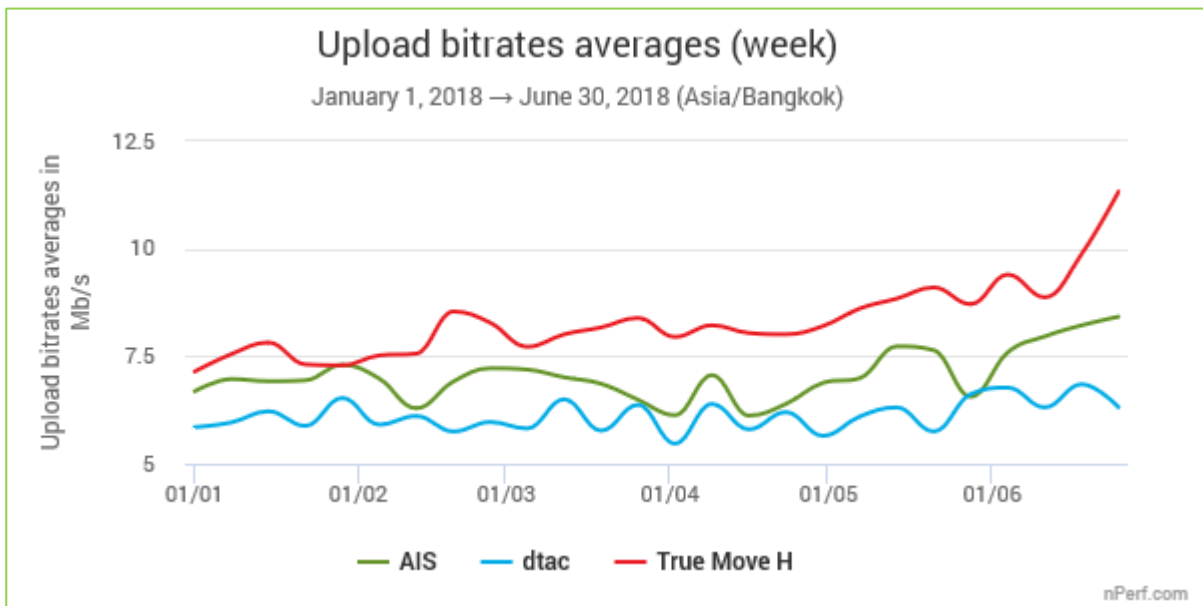
This graph illustrates the ability of providers to ensure a constant download speed throughout the day, regardless of network load (number of connected clients). We note for all operators a significant decline in download speed late in the day.

## 2.4 Upload speed 2G/3G/4G



*The highest value is the best.*

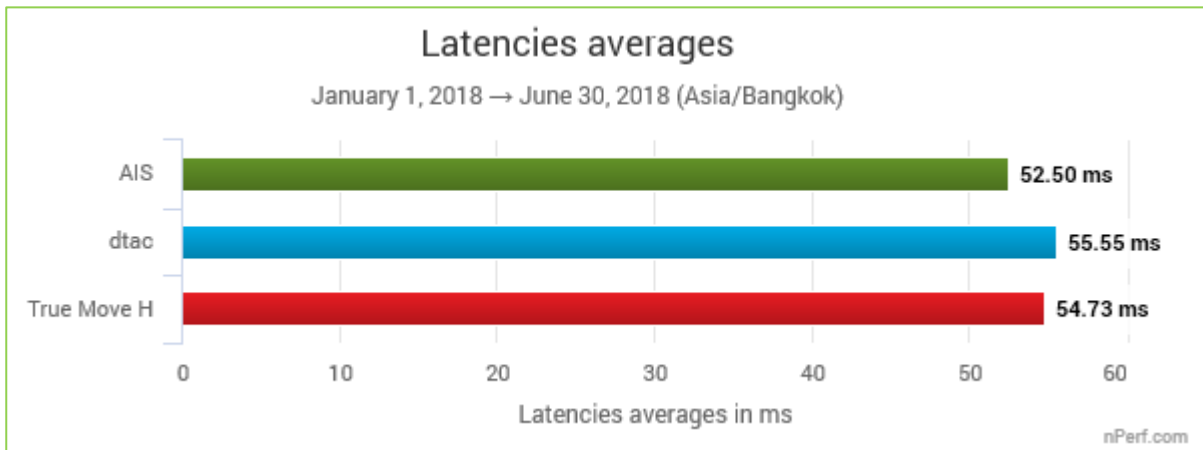
**True Move H has provided the best upload speed in the first half of 2018, as in 2017.**



This graph illustrates the ability of providers to maintain a constant upload speed during the year, regardless of network load (number of connected clients).

As for the downloads, all the operators are quite stable during this period with a growth in June, particularly for True Move.

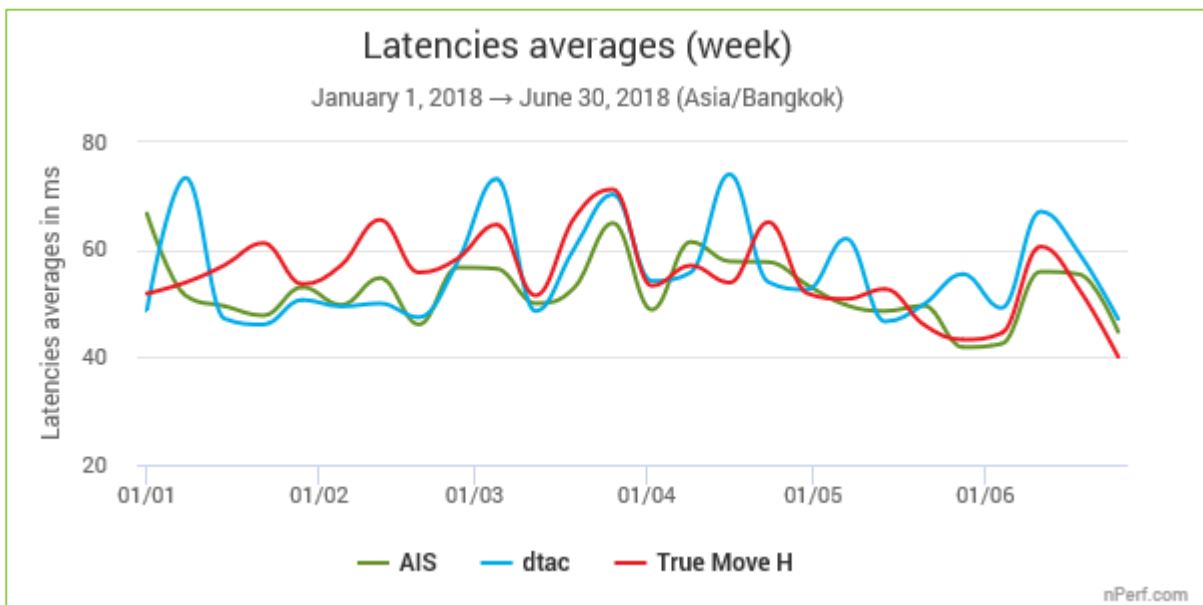
## 2.5 Latency 2G/3G/4G



*The lowest value is the best.*

**AIS has provided the best average latency during the first half of 2018, as in 2017.**

Note that True Move H has improved his latency while AIS stagnates.



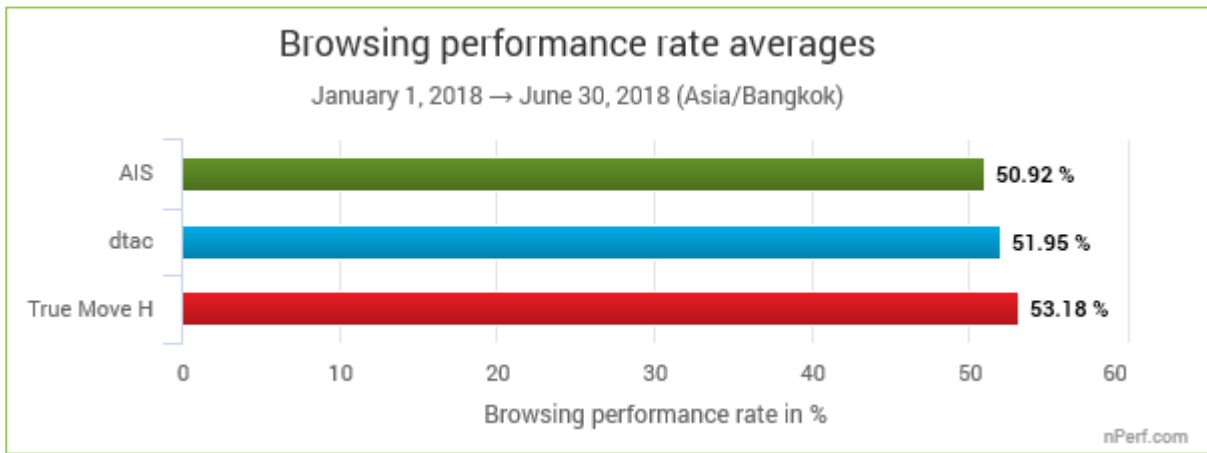
*The lowest value is the best.*

This graph illustrates the ability of providers to maintain a constant latency during the year, regardless of network load (number of connected clients).

## 2.6 Browsing test 2G/3G/4G

Average performance of the loading times of the 5 websites most frequented by Thai Internet users (excluding YouTube).

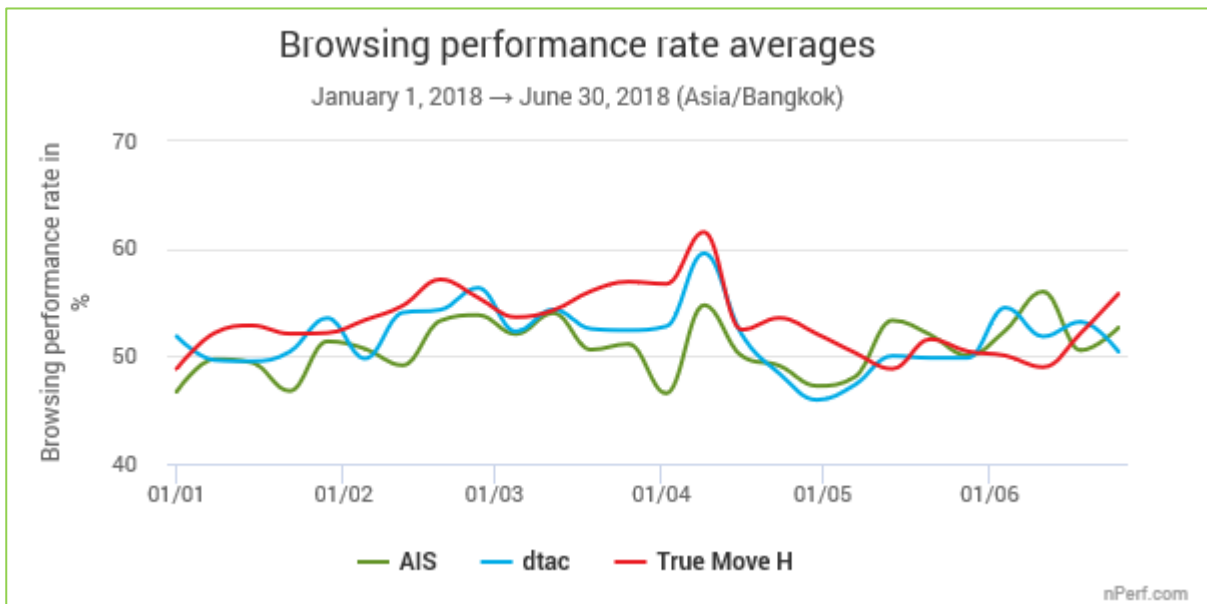




*The highest value is the best.*

**During the first half of 2018, True Move H has proposed the best performance in Internet browsing, as in 2017.**

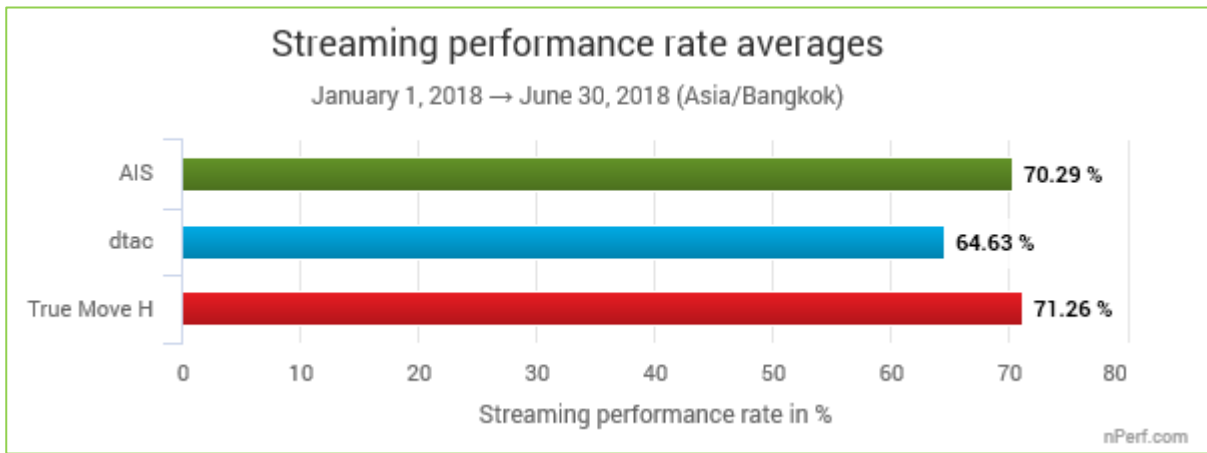
The performance of DTAC is very close to that of True Move while that of AIS is slightly behind.



This graph illustrates the ability of providers to maintain a constant browsing performance during the year, regardless of network load (number of connected clients).

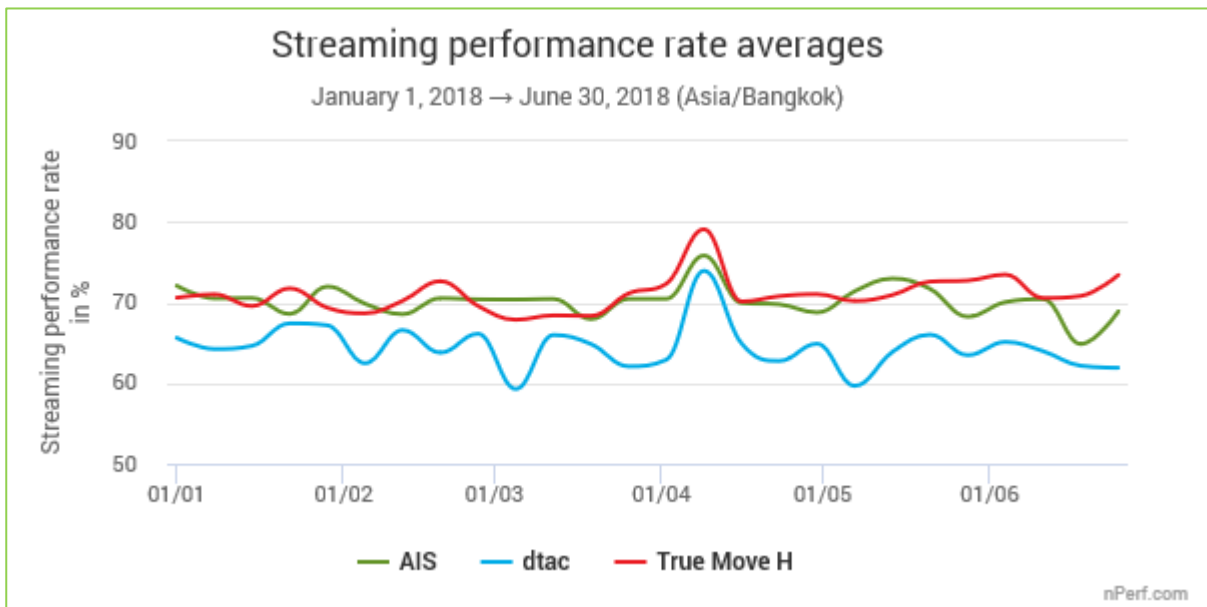
## 2.7 Streaming test 2G/3G/4G

Measuring the quality of watching a video on the YouTube streaming platform.



The highest value is the best.

**True Move H and AIS have proposed the best rate of performance in video streaming during the first half of 2018.**



This graph illustrates the ability of providers to maintain a constant streaming performance during the year, regardless of network load (number of connected clients).

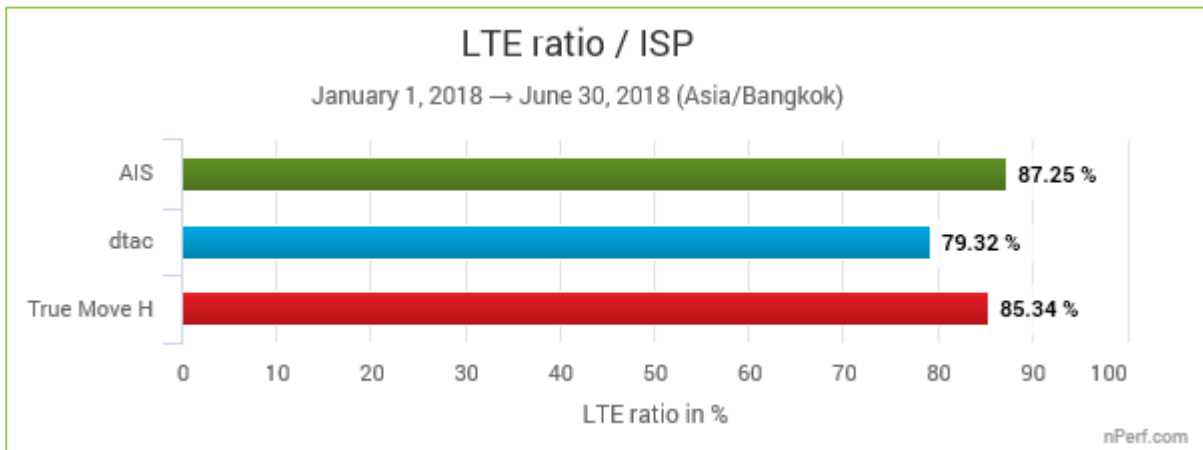
## 2.8 4G connection rate

nPerf data is used to determine the 4G and 4G + connection rates. These indicators are calculated from test data from nPerf applications.

The principle is simple: for each operator, the number of tests performed in 4G or 4G+ on the total number of cellular tests is calculated. For the relevance of the result, all tests carried out on the terminals that do not make it possible to benefit from 4G are excluded beforehand.

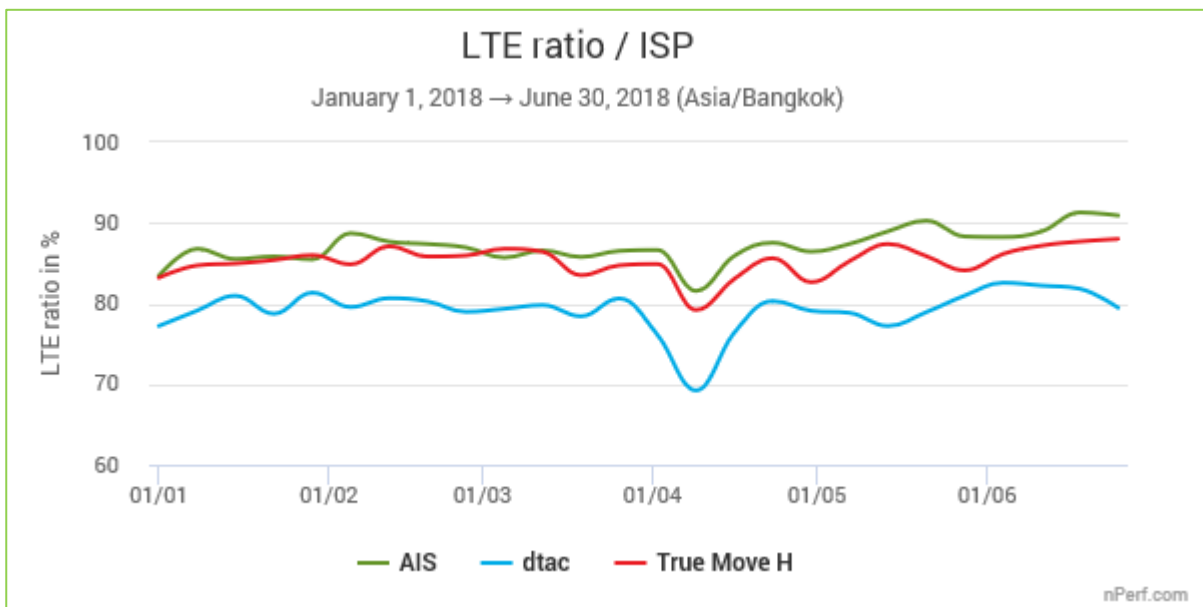
Important note: we do not have the possibility to distinguish commercial offers. As a result, although they are few, users who do not benefit from a 4G plan but who have a 4G mobile are not excluded from the results.

Statistics based on 351,559 tests performed on 4G terminals. List of 4G terminals in annex.



The highest value is the best.

AIS got the best 4G connection rate in the first half of 2018, as in 2017.



This graph illustrates the evolution of the 4G connection rate throughout the year.

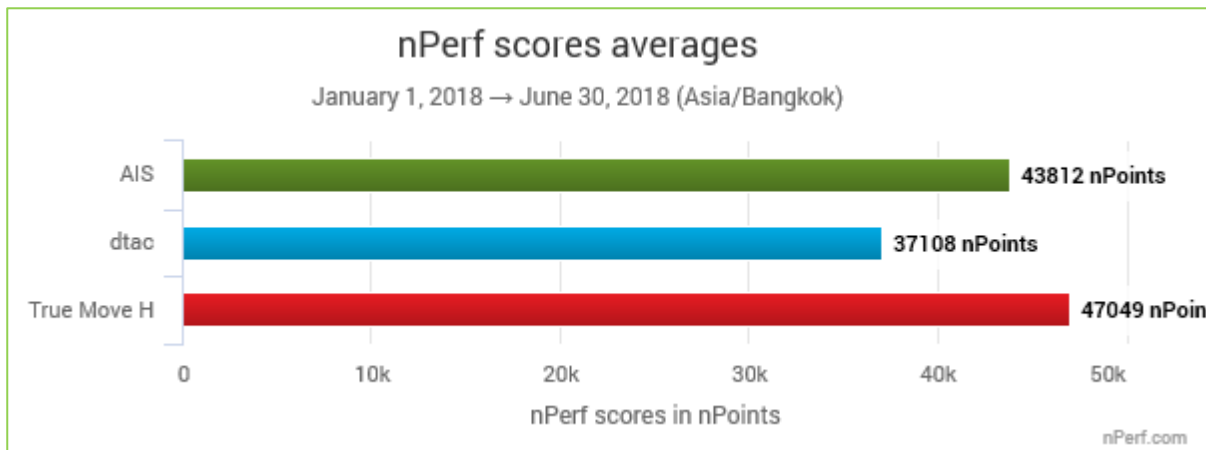
## 2.9 2G/3G/4G nPerf Score

The nPerf score, expressed in nPoints, gives an overall picture of the quality of a connection. It takes into account measured bit rates (2/3 on downloads + 1/3 on uploads), latency and is affected by QoE tests equally (navigation / streaming). The value of the points for the rates and the latency is calculated on a logarithmic scale to better represent the perception that has the user.

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

Please note that the calculation formula for the score has evolved on January 1, 2018, so it is not possible to compare the nperf scores in this publication with those of the barometers for the previous years.

The results below consider all the previous indicators and therefore all the tests carried out. As technologies are grouped together, the proportion of tests in different technologies strongly impacts this global trend. This shows a general ranking of providers for the whole of Thailand.




*The highest value is the best.*

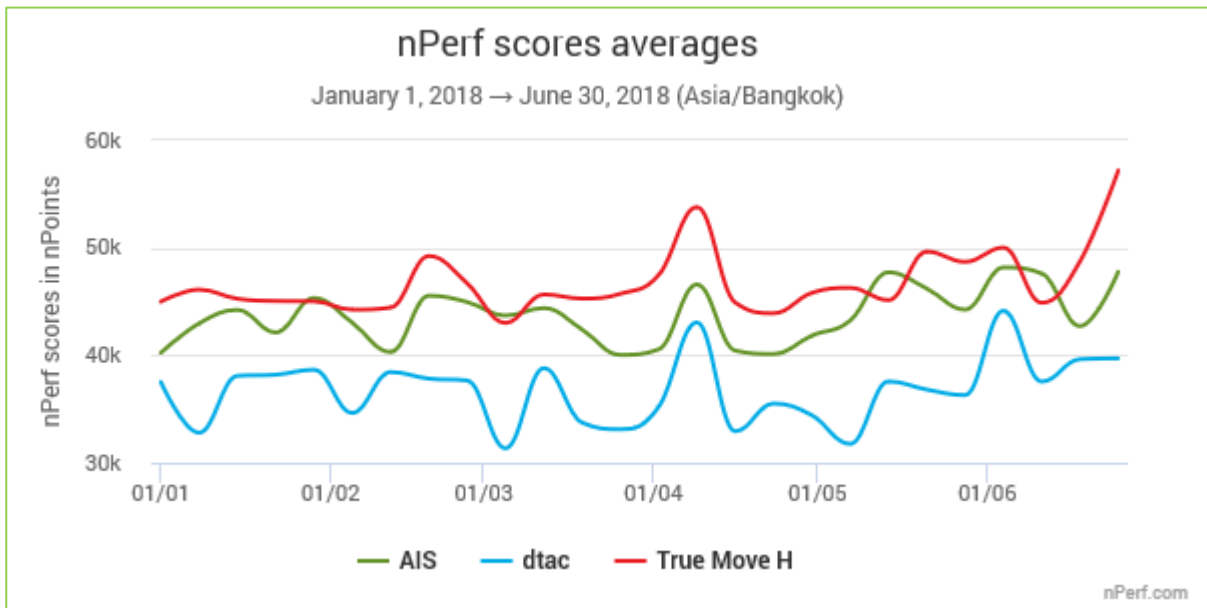


## The best mobile performance in H1 2018:

**True Move H has provided the best mobile Internet services in the first half of 2018.**



Thanks to the nPerf application, find this global indicator directly on your smartphone or tablet via the «  Compare » function at the end of the full test. It is updated in real time over 14 rolling days.



Evolution of the overall average score throughout the first half of 2018.

### 3 You too, participate in the nPerf panel!

To participate in the panel, simply use the nPerf application, available for free on the Apple AppStore for iPhone and iPad, on Google Play for Android devices and on the Windows Store for Windows 10 Mobile phones.

Download the nPerf App	
Android	<a href="http://android.nperf.com/">http://android.nperf.com/</a>
iOS	<a href="http://ios.nperf.com/">http://ios.nperf.com/</a>
Windows Phone	<a href="http://wp.nperf.com/">http://wp.nperf.com/</a>

Also participate in the Fixed Connections Barometer panel by testing your DSL, cable or fiber optic connection at [www.nPerf.com](http://www.nPerf.com) or at <http://speedtest.adslthailand.com/>

### 4 Custom analysis & contact

Do you need further study or want to get the raw data, punctually or automatically, to compile it yourself?

You can contact nPerf via [www.nPerf.com](http://www.nPerf.com) "Contact Us" section or directly from the mobile app.

**Phone contact: +33 482 53 34 11**

**Address: nPerf SAS, 87 rue de Sèze, 69006 LYON, France**

# 5 Annexes

## 5.1 Methodology

### 5.1.1 The panel

nPerf offers a free application for testing the quality of the Internet connection, downloadable on Android, iOS (Apple) and Windows Phone mobile devices.

Everyone is free to use this app to measure the quality of their mobile connection. All users of the nPerf application form the panel of this study.

Thus, the nPerf study is based on the tens of thousands of tests carried out each month exclusively by the operators' end customers., making it the "crowdsourcing" study with the largest panel in Thailand.

### 5.1.2 Definitions and goals

#### 5.1.2.1 Success rate

The success rate of access to a mobile network is calculated by dividing the number of successful attempts by the total number of attempts made.

#### 5.1.2.2 Speed and latency tests

The purpose of the nPerf Speed Test is to measure the maximum capacity of the connection in terms of bit rate and latency.

To achieve this, nPerf simultaneously establishes multiple connections to saturate the bandwidth to accurately measure it.

The speed measurements thus reflect **the maximum capacity** of the connection. This rate may not be representative of the user experience experienced during normal use of the Internet because it is measured only on nPerf servers.

The user experience will be measured by quality of service (QoS) tests.

#### 5.1.2.3 nPerf servers

To ensure maximum user bandwidth at all times, nPerf relies on a network of servers dedicated to this task.

These servers are located with hosts in Thailand and abroad. nPerf has also installed dedicated servers directly at Thai providers AIS and True Move to maximize measurement reliability.

The total bandwidth available for Thailand is greater than 60 Gb/s.

#### 5.1.2.4 The browsing test

The browsing test allows the user to accurately measure the loading time of the 5 websites most frequented by Thai Internet users (YouTube is excluded from this test as it is subject to the following test).

This indicator reflects the quality of navigation perceived by the user. It can however be negatively impacted by the performance of the terminal used, especially if it is old.

It is calculated considering the loading time of the page. A page loaded in 10 seconds or more gets a 0% performance rate and a page loaded instantly gets a performance rate of 100%. For example, a page loaded in 2 seconds will get a performance rate of 80%.

#### 5.1.2.5 YouTube streaming test

The goal of the streaming test is to measure the quality of video viewing on the most popular streaming platform in Thailand and around the world: YouTube.

It operates under conditions similar to the direct use of YouTube and therefore takes into account the quality of the network between the user and the YouTube servers.

It is calculated considering all the time required to load the video (before or during playback). If the ratio between the duration of the video and the overall reading time (reading + loading) tends to 1 then the performance index will tend towards 100%. And conversely, the more the ratio moves away from 1, the more the index will tend towards 0%.

#### 5.1.3 Filtering of test results

The results obtained are subject to automatic and manual checks to avoid duplication and to rule out possible abusive or fraudulent use (massive tests, robots ...). The exclusive nPerf algorithm retains only the relevant tests, thus eliminating biases related to the overrepresentation of certain terminals, users or test locations.

The results are classified by provider. The results for each provider include the tests performed on the partner networks (roaming, pooling).

In order not to introduce any bias related to the capabilities of the terminals, only the tests carried out on the 4G compatible terminals are retained. The exhaustive list is provided in the appendix.

#### 5.1.4 Modification of the methodology in 2018

As of January 1, 2018, the formula for calculating the nPerf score evolves to better represent the user's feeling. The new formula considers latency and gives more importance to upload and user experience (browsing, streaming). This new formula is only applied to tests carried out from January 1, 2018.

The new scores thus calculated are not comparable with those for previous years.

## 5.2 Complete list of 4G terminals selected for H1 2018

Samsung Galaxy S4 LTE, Samsung Galaxy S3 LTE, LG Nexus 5, Samsung Galaxy Note 3 LTE, Sony Xperia SP, Sony Xperia Z1, Samsung Galaxy Mega 6.3 LTE, HTC One M7, Samsung Galaxy Note II LTE, Sony Xperia Z, Samsung Galaxy Express, HTC One mini, Samsung Galaxy S4 LTE+, Samsung Galaxy S4 Mini LTE, LG G2, Samsung Galaxy Note LTE 10.1, Samsung Galaxy Tab 3 10.1 LTE, HTC One X+, Bouygues Telecom Ulytm 4, LG Optimus G, HTC One SV, Asus Nexus 7, Samsung Galaxy S4 LTE (Google), Sony Xperia Z Ultra, Samsung Galaxy S4 Active, LG Optimus True HD, HTC Desire 601, Samsung Galaxy Ace 3 LTE, Samsung Galaxy S4 LTE Advanced, Samsung Galaxy Note II LTE, Alcatel One Touch Idol S, Samsung Galaxy Note II LTE, Bouygues Telecom BS501, Sony Xperia V, Samsung Galaxy Note II LTE, LG Optimus F6, HTC One max, Apple iPhone 5, Apple iPhone 5S, Apple iPhone 5C, Apple iPad Air, Apple iPad mini 2, Apple iPad 4, Nokia Lumia 920, Nokia Lumia 925, Nokia Lumia 1020, Nokia Lumia 820, Nokia Lumia 625, Nokia Lumia 1520, Nokia Lumia 1320, Sony Xperia Z1 Compact, Huawei Ascend G740, Samsung Galaxy S5, Sony Xperia Z2, HTC One M8, HTC One VX, Motorola Moto X, RIM BlackBerry Z10, LG G3, Nokia Lumia 930, Motorola Moto G 4G, Nokia Lumia 635, Sony Xperia M2, HTC One mini 2, HTC Desire 610, Alcatel One Touch Idol 2 S, Samsung Galaxy S5 LTE-A, HTC Desire 816, Samsung Galaxy S5 LTE-A, ZTE Grand S Flex, Apple iPhone 6, Apple iPhone 6+, Sony Xperia Z3, Sony Xperia Z3 Compact, Samsung Galaxy Alpha LTE-A, Samsung Galaxy Alpha LTE, Samsung Galaxy Note 4 LTE, Samsung Galaxy Note 4 LTE-A, Motorola Moto X 2014, OnePlus One, Motorola Nexus 6, Apple iPad Air 2, Apple iPad mini 3, Wiko WAX LTE, Samsung Galaxy Core LTE, Samsung Galaxy S5 mini, Samsung Galaxy Note 3 Lite, Samsung Galaxy S4 VE, Wiko Rainbow 4G, Archos 50 Helium 4G, Archos 50b Helium 4G, Archos 45 Helium 4G, Archos 45b Helium 4G, Samsung Galaxy Grand II LTE, Nokia Lumia 735, Nokia Lumia 830, Nokia Lumia 822, Nokia Lumia 928, Nokia Lumia 636, Motorola Droid Turbo, Samsung Galaxy Note Edge, Samsung Galaxy S5 Active, Huawei Ascend Mate 7, Huawei Honor 6, Huawei Ascend G620s, Samsung Galaxy Ace Style LTE, Meizu MX4, Meizu MX4 Pro, Sony Xperia E3, Sony Xperia T3, Wiko Birdy, Wiko Highway 4G, Samsung Galaxy S6, Samsung Galaxy S6 Edge, HTC One M9, Asus Zenfone 2, Samsung Galaxy Grand Prime, Archos 50 Diamond, LG G3 S, Samsung Galaxy A3, Samsung Galaxy Tab 4 10.1" LTE, Samsung Galaxy Tab S 10.5" LTE, Samsung Galaxy Core Prime, Samsung Galaxy A5, Wiko Ridge Fab 4G, Wiko Ridge 4G, Motorola Moto G2, Microsoft Lumia 640 XL LTE Dual SIM, Huawei Ascend G7, OnePlus Two, Apple iPhone 6s, Apple iPhone 6s+, Samsung Galaxy Note 5, Samsung Galaxy J2, Samsung Galaxy J7, Samsung Galaxy J5, Samsung Galaxy J1 Ace, Samsung Galaxy A8, Motorola Moto X Style, Motorola Moto X Pure Edition, Motorola Moto G3, Samsung Galaxy S6 Edge+, Sony Xperia Z3+, LG G4, Huawei Honor 7, LG Nexus 5X, Huawei Nexus 6P, Hisense Andromax R, Hisense PureShot+, Hisense PureShot, Huawei P8lite, Huawei P8, Sony Xperia Z5 Cat6, Sony Xperia M4 Aqua Dual, Sony Xperia Z5 Compact Cat6, Sony Xperia M4 Aqua, Sony Xperia M2 Aqua, Sony Xperia C5, Sony Xperia E4g, Samsung Grand Prime VE, Samsung Galaxy S5 Neo, Samsung Galaxy A7, Samsung Galaxy Tab S 8.4" LTE, Alcatel One Touch Idol 3 5.5", Alcatel One Touch Idol 3 4.7", Alcatel One Touch Pop 2 Premium, Orange Nura, Alcatel One Touch Pop S7, Lenovo A7000, Lenovo A6000, Xiaomi Redmi Note 2, Xiaomi Redmi Note 3, Xiaomi Mi 4i, Xiaomi Mi 4, Microsoft Lumia 950, Microsoft Lumia 950 XL, Samsung Galaxy S7, Samsung Galaxy S7 Edge, Wiko Tommy 4G, LG G Flex 2, Apple iPad mini 4, Apple iPad Pro 10", Apple iPad Pro 13", Apple iPhone SE, Wiko Fever, Motorola Moto X Play, OnePlus X, Microsoft Lumia 640 LTE, Microsoft Lumia 640 LTE Dual SIM, Microsoft Lumia 550 LTE, Microsoft Lumia 1330, Microsoft Lumia 650, Microsoft Lumia 650 Dual SIM, Microsoft Lumia 640 XL LTE, Microsoft Lumia 638, Nokia Lumia 929, Smartfren Andromax E2, Samsung Galaxy A5 2016, Huawei Honor 4X, Samsung Galaxy A3 2016, Huawei Honor 5X, Huawei Ascend Mate 8, Sony Xperia Z5 Premium, Sony Xperia X, LG G5, LG V10, Samsung Galaxy A7 2016, Apple iPhone 7, Apple iPhone 7+, Sony Xperia X Performance, Samsung Galaxy Note 7, OnePlus 3, Huawei Y560, Samsung Galaxy Tab A 9.7" LTE, Motorola Moto G4, Asus Zenfone 5, Huawei P9, Huawei P9 Lite, Huawei Honor 5C, LeEco Le Max 2 X820, BlackBerry Priv, Motorola Moto E2, Motorola Moto E3, Motorola Moto Maxx, Samsung Galaxy J3, Asus Zenfone Max, Xiaomi Redmi 3, Xiaomi Mi 5, HTC 10, Huawei Honor 8, Lenovo Vibe K5, Smartfren Andromax Q, Smartfren Andromax R2, Xiaomi Redmi 3s, Lenovo Vibe K4 Note, LG K10, Meizu M2 Note, Samsung Galaxy A9 Pro, Xiaomi Mi Max, Sony Xperia XZ, Motorola Moto G4 Play, Huawei P9 Plus, Huawei Mate 9, Wiko Pulp 4G, Meizu M3 Note, Samsung Galaxy J7 Prime, Samsung Galaxy J2 Prime, Samsung Galaxy Tab A 10.1" LTE, Samsung Galaxy Tab S2 9.7" LTE, Samsung Galaxy Xcover 3, Oppo F1s, Oppo A37, Oppo F1, Oppo F1 Plus, Oppo A33, Xiaomi Redmi Note 4, Xiaomi Redmi Note 4X, Xiaomi Redmi 4, Xiaomi Redmi 4a, Xiaomi Redmi 4X, Asus Zenfone 3 Max, Asus Zenfone 3, Asus Zenfone Go LTE, Asus Zenfone 3 Deluxe, Motorola Moto Z Play, Motorola Moto Z, Motorola Moto X Force, Alcatel Flash Plus 2, Vivo V3Max, Vivo V3, Smartfren Andromax A, Smartfren Andromax E2 Plus, Smartfren Andromax L, Wiko U Feel, Huawei Y6 II, Huawei Mate S, Huawei Honor 6X, Huawei G8, Huawei P8 Lite 2017, Lenovo A2010, Lenovo Vibe P1m, Lenovo Vibe K5 Note, Lenovo P70, Sony Xperia E5, Sony Xperia XA, Sony Xperia X Compact, LG V20, LG X power, LG K8, LG Magna, Google Pixel, Google Pixel XL, OnePlus 3T, Samsung Galaxy S8, Samsung Galaxy S8+, Sony Xperia XZ Premium, Samsung Galaxy A7 2017, Samsung Galaxy A3 2017, Samsung Galaxy J5 Prime, Samsung Galaxy Grand Prime Plus, Samsung Galaxy Tab S2 9.7" VE, Samsung Galaxy Tab A 7" LTE, Samsung Galaxy Tab S2 8.0" LTE, Samsung Galaxy Tab S2 8.0" VE, Motorola Moto G5, Motorola Moto G5 Plus, Huawei P10, Huawei P10 Lite, Huawei P10 Plus, Huawei Mediapad M3 LTE, Huawei Nova, Huawei Mate 9 Pro, Huawei Y5II, ZTE Axon 7, Lenovo P2, Lenovo C2, Lenovo K6, Lenovo Vibe K6 Note, Xiaomi Mi 5s, Xiaomi Redmi 3X, Xiaomi Mi 5s Plus, Asus Zenfone Go ZB500KL, Xiaomi Redmi 2, Xiaomi Redmi Pro, LG G4 Stylus, LG G5 SE, Meizu M3s, Apple iPhone 8, Apple iPhone 8+, Apple iPhone X, ZTE V9820, Samsung Galaxy S8 Active, OnePlus 5, LG G6, Oppo A57, Oppo A39, Samsung Galaxy Note 8, Samsung Galaxy J7 Pro, True SMART 4G Octa 5.5, Huawei Mate 10 Pro, OnePlus 5T, Samsung Galaxy J5 2017, HTC U11, HTC U11 Life, HTC U11+, Motorola Z2 Play, Sony Xperia XZ1, Sony Xperia XZ1 Compact, Google Pixel 2, Google Pixel 2 XL, Samsung Galaxy A5 2017, Xiaomi Mi A1, Motorola Moto G5S Plus, Motorola Moto G5S, Motorola Moto E4 Plus, Motorola Moto E4, Motorola Moto X4, Xiaomi Redmi Note 5A, Xiaomi Mi Max 2, Xiaomi Mi 6, Xiaomi Mi Mix 2, Xiaomi Redmi 5A, Xiaomi Redmi Note 5, Huawei Honor 9, Huawei Mate 10 Lite, Huawei Honor 8 Pro, Huawei Honor 7X, Huawei Honor View 10, Asus Zenfone 4 Max, Asus Zenfone Live, Asus Zenfone 2 Laser, Vivo 1606, Vivo V5s, Vivo V5 Lite, Vivo V7, Vivo Y55s, Vivo Y55L, Samsung Galaxy J7 Nxt, Samsung Galaxy A8 2018, Samsung Galaxy S9+, Samsung Galaxy S9, Samsung Galaxy Note FE, Samsung Galaxy C9 Pro, Samsung Galaxy J3 2017, Samsung Galaxy C7 2017, Samsung Galaxy Tab S3 9.7" LTE, ZTE Blade Q Lux, Oppo F5, Oppo F3, Oppo A71, Oppo R9s, LG X power2, LG Q6, LG X style, Vivo V5 Plus, Wiko U Feel Lite, Lenovo Vibe P1 Turbo, Vivo V7+, Lenovo Vibe C, Sony Xperia XA1 2CA, Sony Xperia XA1, Sony Xperia XA1 Ultra, Motorola Moto C Plus, OnePlus 6, Huawei P20 Pro, Huawei P20, Huawei P20 Lite, Huawei P Smart, Huawei Honor 10, Nokia 7 Plus, Nokia 8, Samsung Galaxy A8+ 2018, Wiko Wim Lite, Wiko Wim, Xiaomi Mi Mix 2S, Xiaomi Mi Note 2, Sony Xperia XZ2, Sony Xperia XA2 Ultra, Sony Xperia XA2, Sony Xperia XZ2 Compact, Oppo F7, Oppo A71 2018, Oppo A83, Oppo F3 Plus, Oppo F5 Youth, Oppo R9s Plus, Asus Zenfone Max Plus M1, Asus Zenfone 4 Selfie, Asus Zenfone Go, Asus Zenfone 4, Huawei Honor 7i, Huawei Honor 9 Lite, Huawei Honor 9 2018, Huawei Y7 Prime, Huawei Y7, Huawei Y5 2017, Nokia 6, Nokia 5, Nokia 3, Xiaomi Redmi Note 5 Pro, Xiaomi Redmi 5, Xiaomi Mi Note 3, Essential PH-1, LG V30, ZTE Blade A452, Vivo V9, Vivo Y51, Vivo V9 Youth, Vivo Y65, Sony Xperia L1, Samsung Galaxy J2 2016, Samsung Galaxy J2 Pro 2018, Samsung Galaxy Xcover 4, Samsung Galaxy J7 Max, True SMART 4G MAX 5.0, True SMART 4G MAX 5.5, True SMART 4G MAX 4.0, True SMART 4G M1 Plus, True SMART MAX 4.0 PLUS, Bittium Tough Mobile, Telma NAVTECH 4GEN, Vivo Y69, Advan S5E, Advan i5C, Infinix X573B, Motorola Moto C