

Internet service provider (ISP) questionnaire

Please fill in the below form by placing an X in the appropriate box

1. Which internet service provider do you use?

ISP	Answer
WebAfrica (Fibre)	X
Telkom (Fibre)	
Rain (LTE)	
MTN (LTE)	

2. Are you satisfied with the current speed?

Yes	No
X	

3. Do you get the advertised speed?

Yes	No
X	

4. Are the rates fair/affordable?

Yes	No
X	

5. Are you satisfied with the customer service?

Yes	No
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6. Would you recommend this ISP to others?

Yes	No
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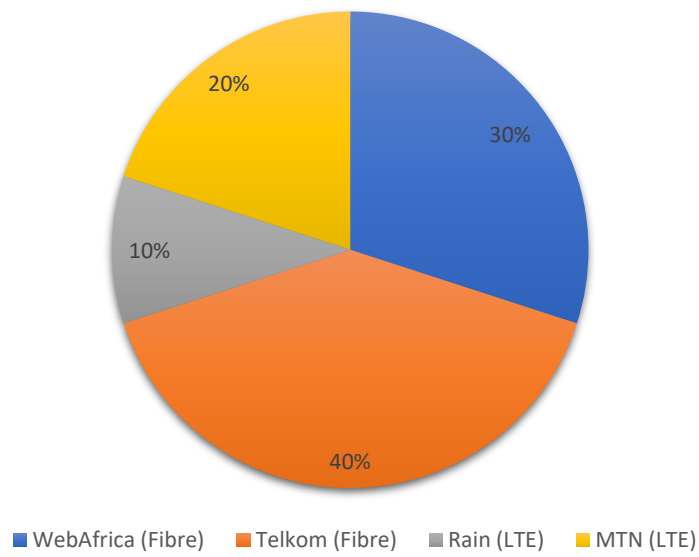
5. Are you satisfied with the customer service?

Yes	No
	X

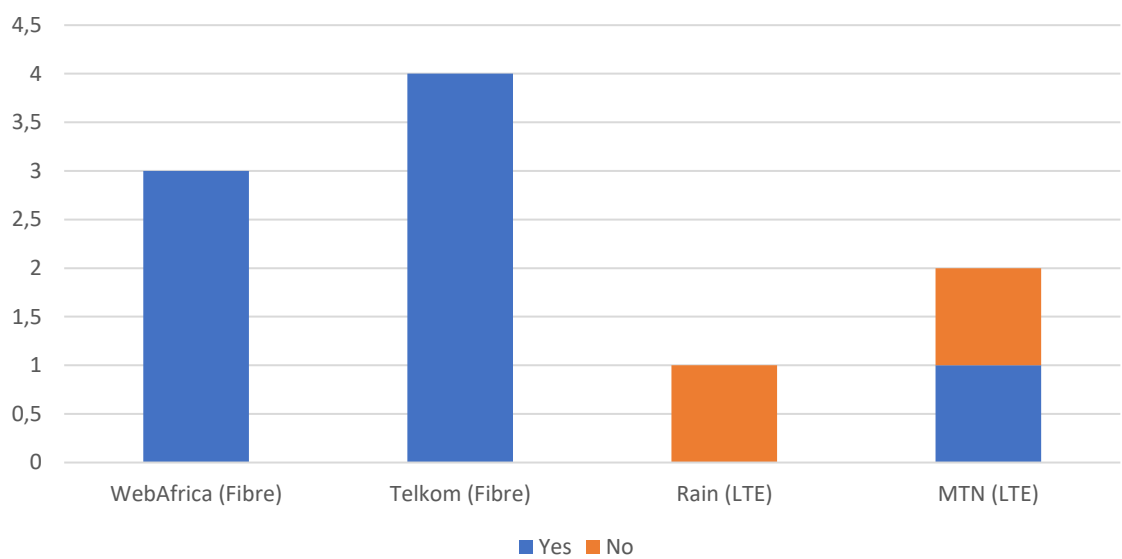
6. Would you recommend this ISP to others?

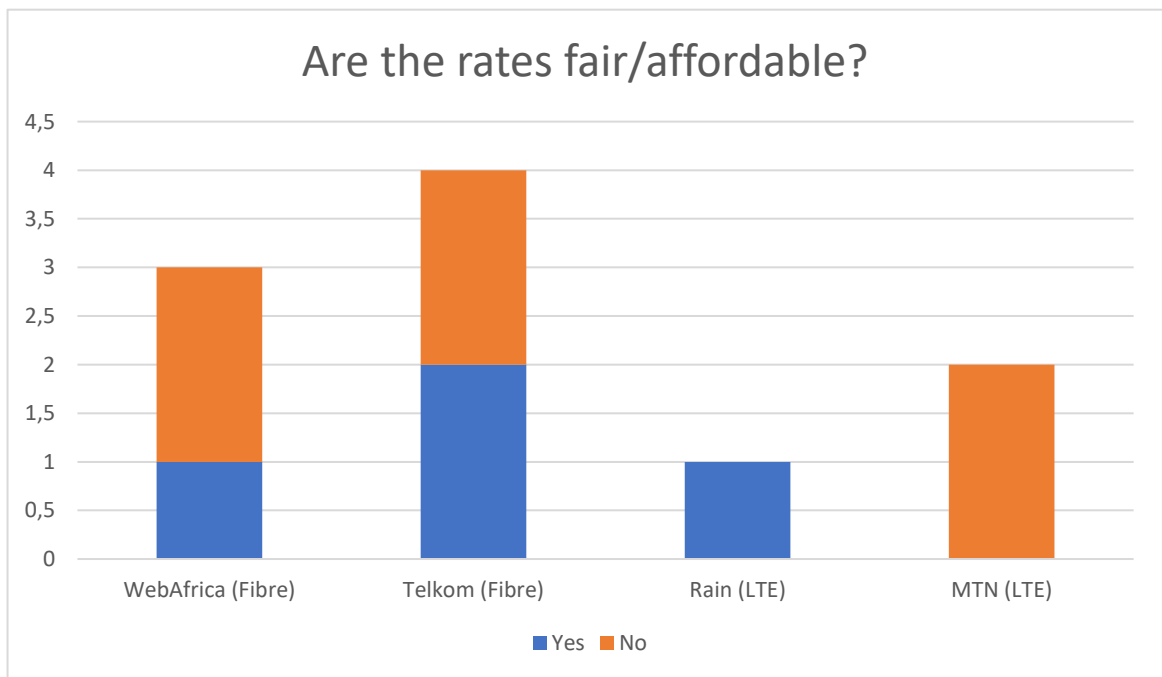
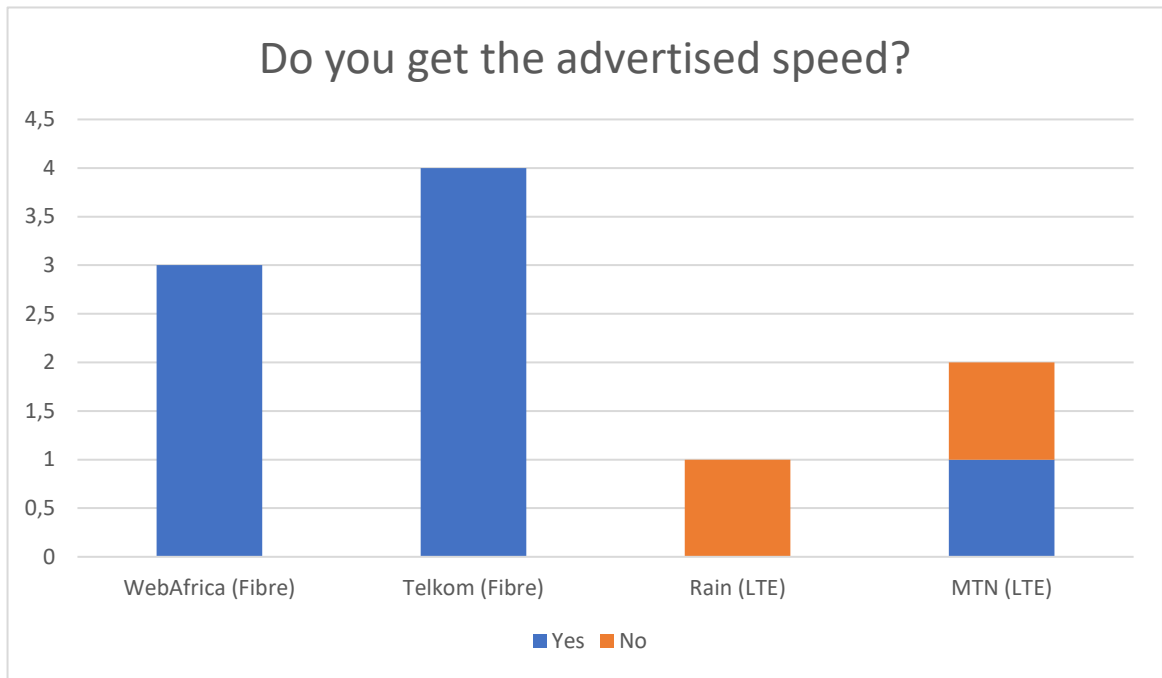
Yes	No
	X

Users for each ISP

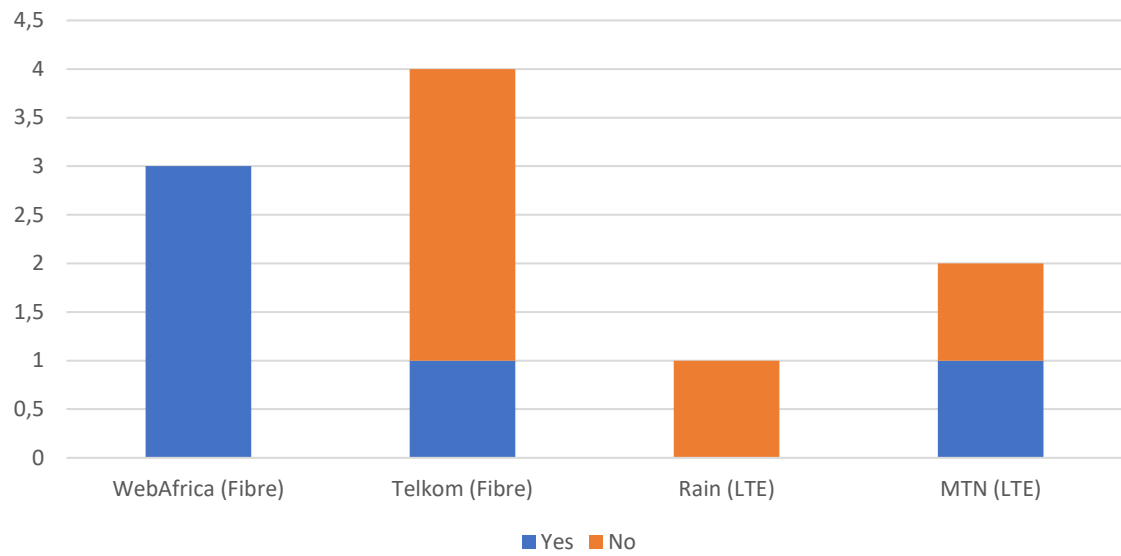


Are you satisfied with the current speed?

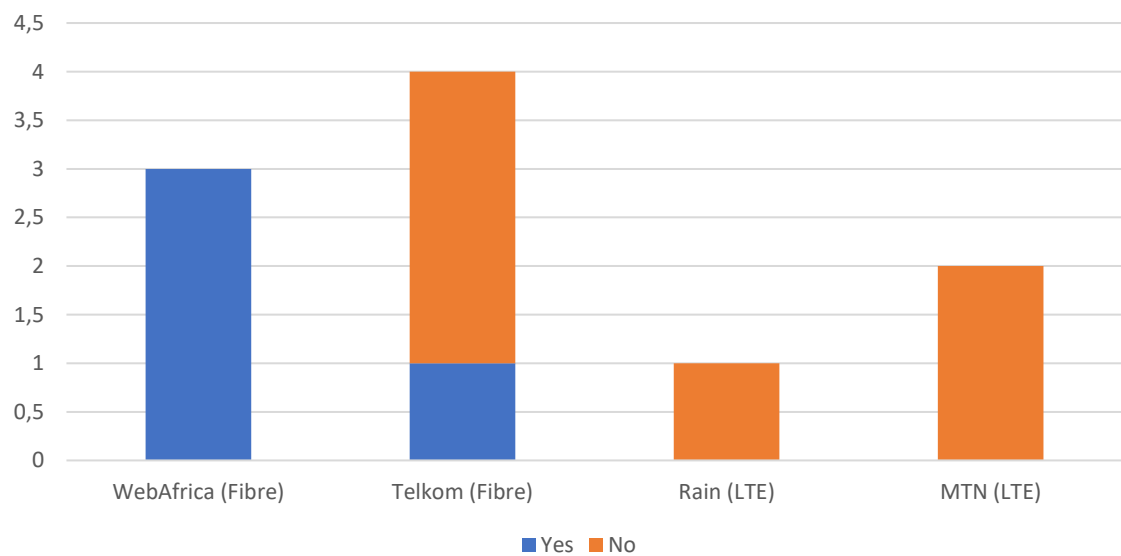




Are you satisfied with customer service?



Would you recommend this ISP to others?



Conclusion of research:

Given the recent rollout of fibre support in my area, it comes as no surprise that the majority of questioned users (70%, made up of Telkom and WebAfrica users) have switched to fibre, considering LTE was the only other option prior to this. It is a known fact that fibre internet is faster, more stable and more affordable than LTE internet, this explains some of my results. All fibre users were satisfied with their speed and all received their respective advertised speeds, this was not the case with the LTE users, where only one user was satisfied with their speed and only one received their advertised speed. This can be attributed to the general instability of LTE internet as opposed to fibre. Most users found their rates were too high, this is most likely due to the fact that internet access in South Africa is generally expensive, and fibre is still relatively new (given the recent mass rollout). Despite most users using Telkom, they weren't satisfied with the customer service from them. They are known for having bad customer service, this most likely is because they are the largest telecommunications company in the country and thus their resources are stretched more than others. The single Rain (LTE) user reported bad customer service as well, this is most likely because Rain is a relatively small and new company and they may be lacking resources as well. Unsurprisingly, no LTE users would recommend their internet to others, with fibre being better in basically every way, it makes sense for people to move to an ISP that offers fibre. Most Telkom fibre users would not recommend their ISP to others either, this most likely is due to the overall slow and less helpful customer service provided.