

Lessons from Measuring Internet Performance in Sarawak

PIMF Indonesia

12th Feb. 2026

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Organizers



CONNECTING THE UNCONNECTED

PRIVATE SECTOR EFFORTS AND POLICY LESSONS FROM THE ASIA- PACIFIC REGION

Challenges and opportunities in efforts to build inclusion into the region's vision for a digital economy and connected society

 **September 13**

 **4:30 pm SGT**
8:30 am UTC

Contact us isha@cis-india.org info@dmmap-community.org tech@asiafoundation.org

“... high-level macro-statistics, such as GSMA’s 96% claim, consistently **overestimate mobile broadband coverage** and fail to reflect true user experience.”



IDECS25
INTERNATIONAL DIGITAL ECONOMY
CONFERENCE SARAWAK

Foundation of Connectivity

Over **90%**
Internet Coverage
in Sarawak's
Populated Areas

Connectivity bridges
opportunity

Expansion through rural
fibre, towers & satellite links

92.6%
internet coverage (as of today)

IDEDEC

“Never believe that one number on its own can be meaningful. If you are offered one number, always ask for at least one more. Something to compare it with.”

Hans Rosling



New Mandatory Standards For Quality Of Service Effective Aug 1, Says MCMC

OFFICIAL PORTAL
MINISTRY OF COMMUNICATIONS

HOME / PUBLIC / NEWS / NEW MANDATORY STANDARDS FOR QUALITY OF SERVICE EFFECTIVE AUG 1, SAYS MCMC

New Mandatory Standards For Quality Of Service Effective Aug 1, Says MCMC

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KUALA LUMPUR, July 5 -- The Malaysian Communications and Multimedia Commission (MCMC) today announced that the new Mandatory Standards for Quality of Service (MSQoS) will be effective Aug 1, 2021.

In a statement, MCMC said it will encompass new minimum standards, especially for customer service, while three existing MSQoS standards are renewed to enhance the minimum service quality standards for telecommunication networks.

“Customer protection is a priority for MCMC in telecommunication services. MSQoS is one of the main instruments used for monitoring to ensure users in the country have quality telecommunication services,” the commission said.

Meanwhile, the new MSQoS was prepared through a Public Inquiry conducted from April 8 to June 4, 2021.

Subsequently, MCMC has issued the Final Report on Public Inquiry in accordance with Section 65 of the Communications and Multimedia Act 1998, which encompasses MSQoS Customer Service (new), MSQoS Wireless Broadband; MSQoS Fixed Line Broadband; and MSQoS Public Cellular Service.

“The new MSQoS will enable customers to ensure that their complaints are resolved and that they experience satisfactory services for both fixed line and wireless broadband,” it said.

--BERNAMA

Government Agency Quick Access Contact Us

Mandatory Standards For Quality Of Service (MSQoS) by Malaysian Communications and Multimedia Commission (MCMC)

Key Quality Indicators (KQI)	Mandatory Threshold
Download Throughput	≥ 10 Mbps
*Upload Throughput	≥ 1.3 Mbps
Latency	≤ 100 ms
Packet Loss	≤ 0.5%

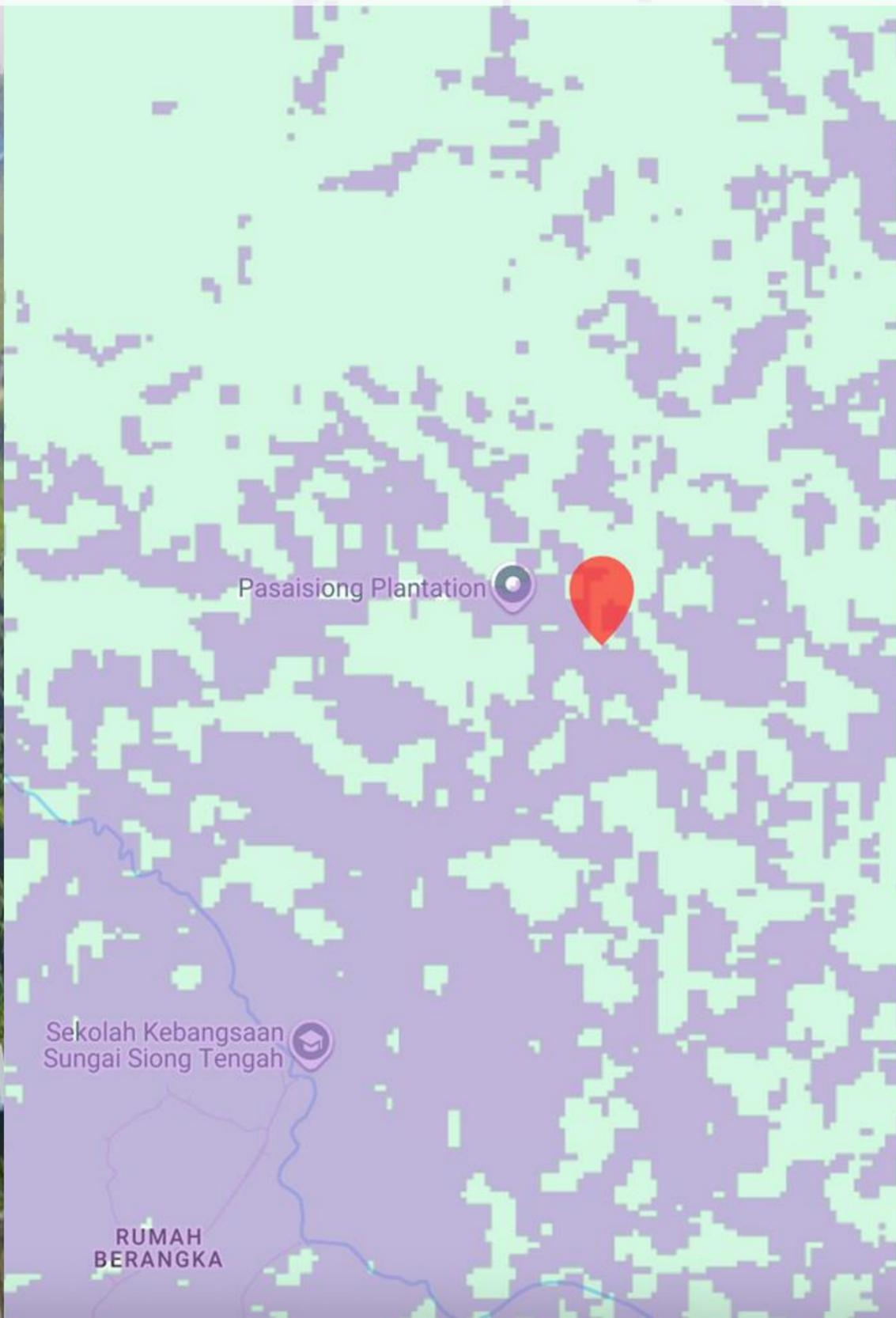
* Upload Throughput was not part of the MSQoS report till 2022

Sources: [Malaysian Communications and Multimedia Commission \(MCMC\) – Public Inquiry Report on MSQoS & New Mandatory Standards For Quality Of Service Effective Aug 1, Says MCMC](#)

Monitoring



Mapping and Visualization



Access to Data



1 An open-sourced myspeed.site platform



Test Your Internet Speed

Begin



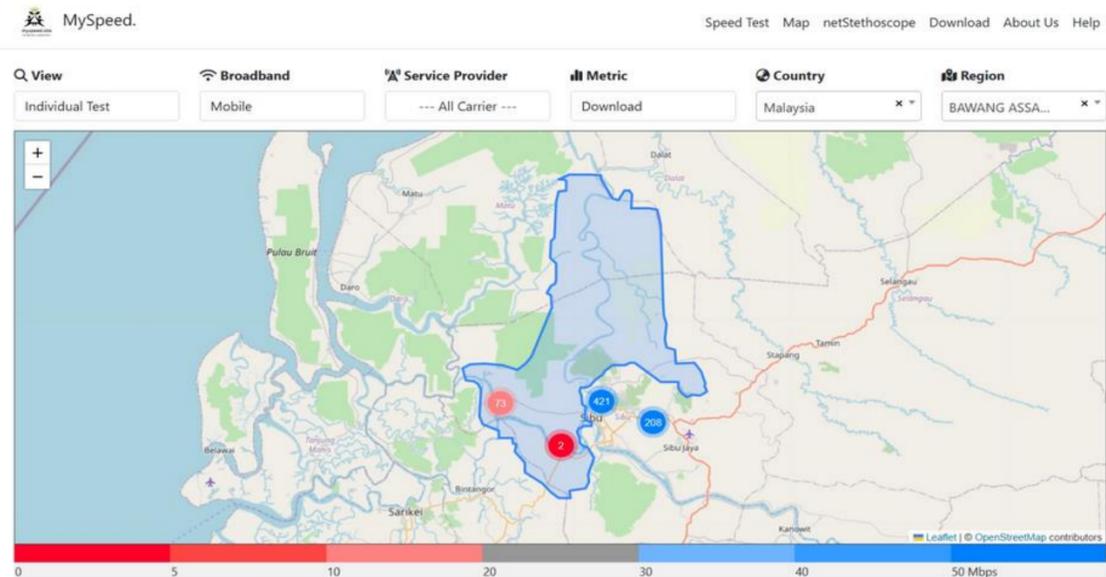
Live Network Monitoring Explore netStethoscope

Interactive Coverage & Performance Map Enhanced GIS Map

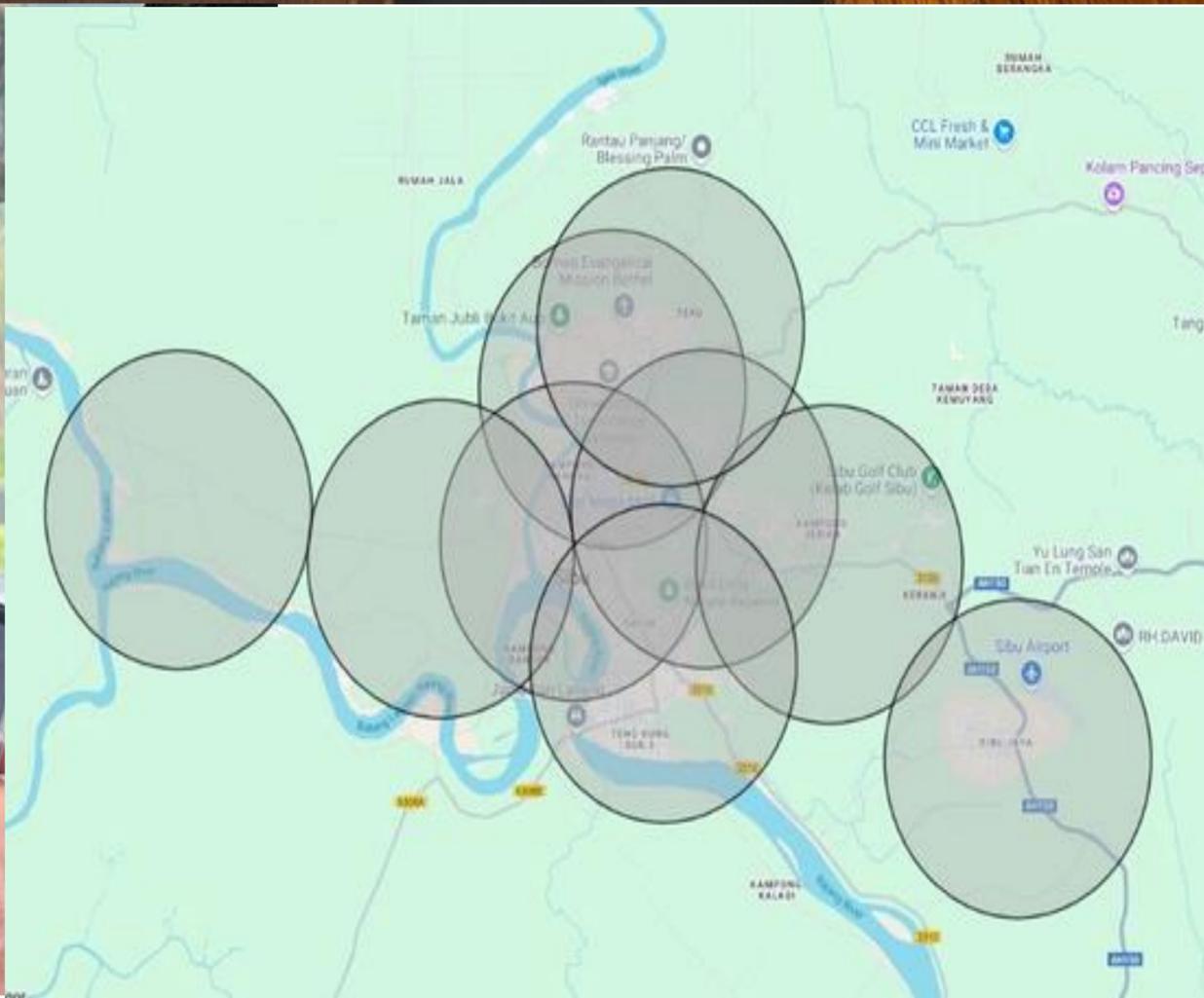
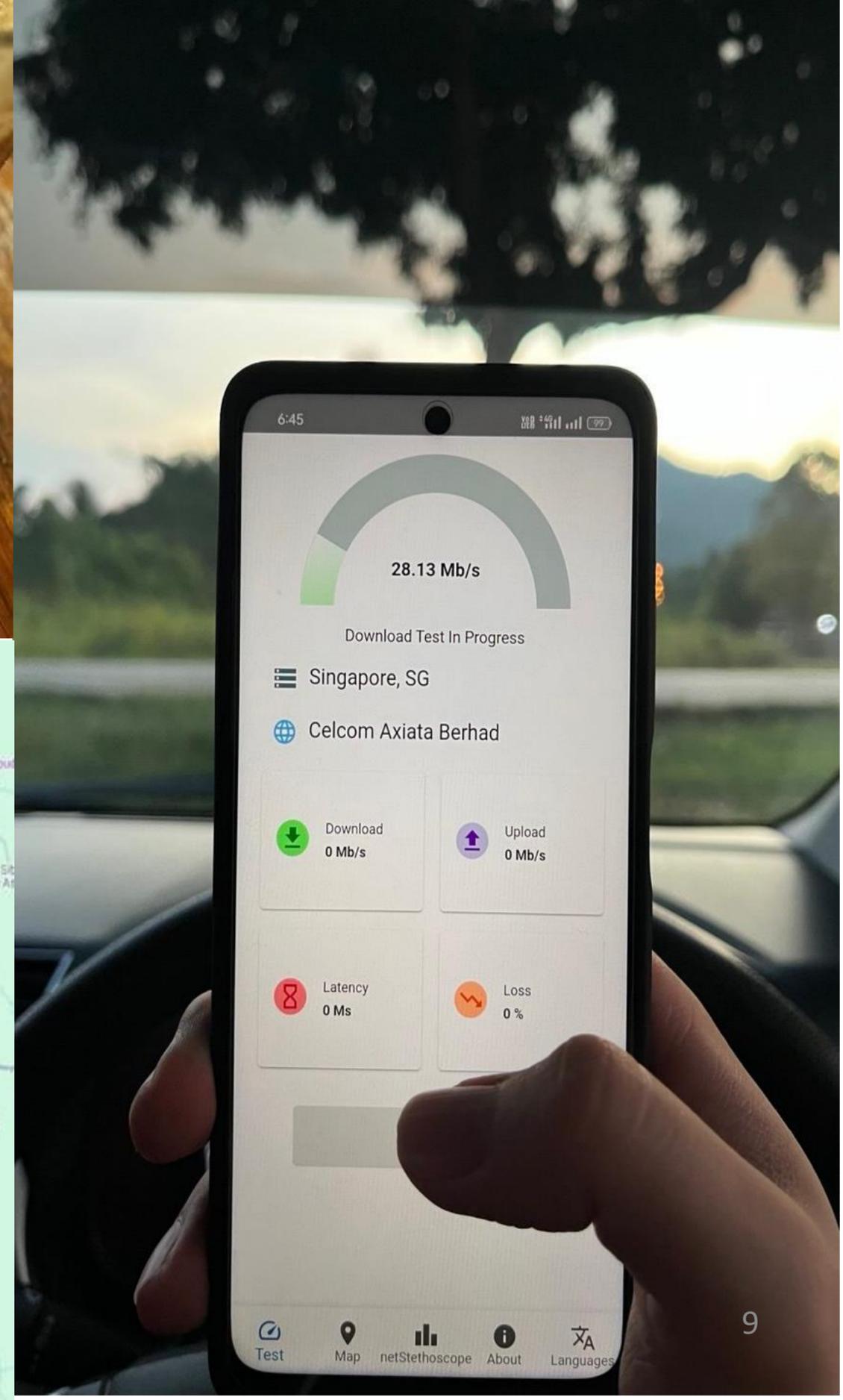
3 netStethoscope (IoT) device for real-time network monitoring and community-driven data collection



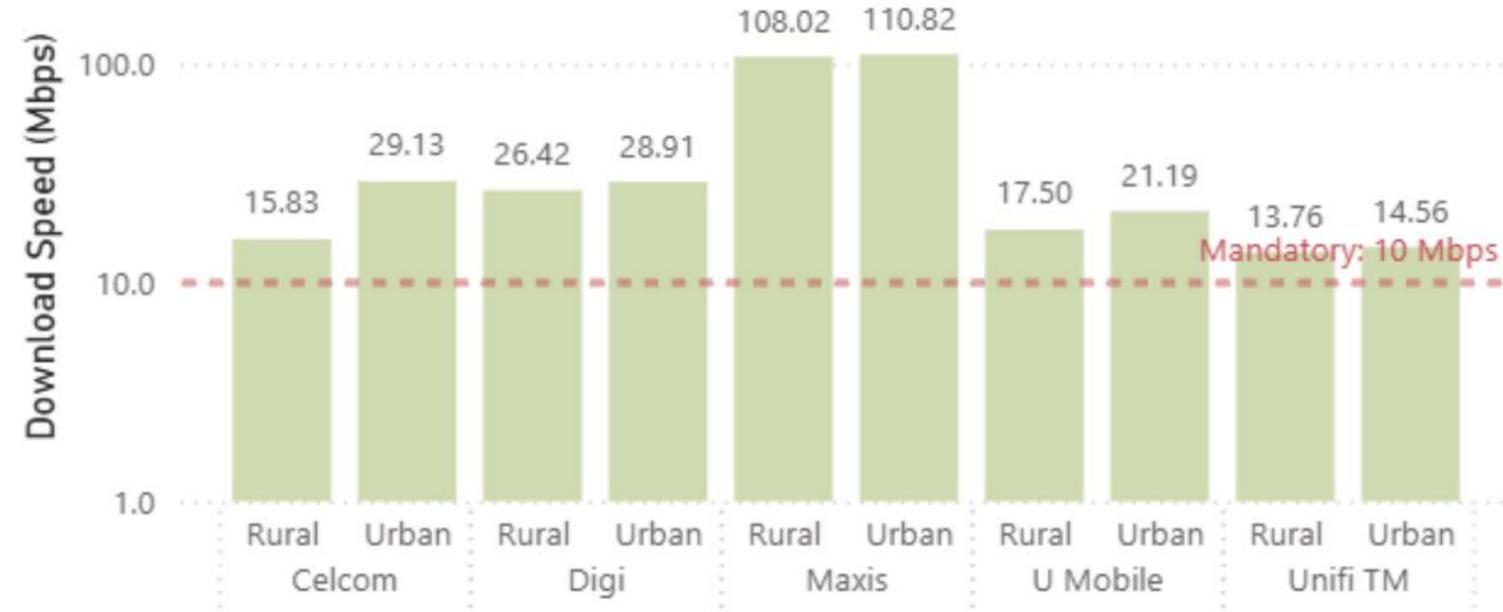
2 Integrated real-time speed test data with interactive GIS maps



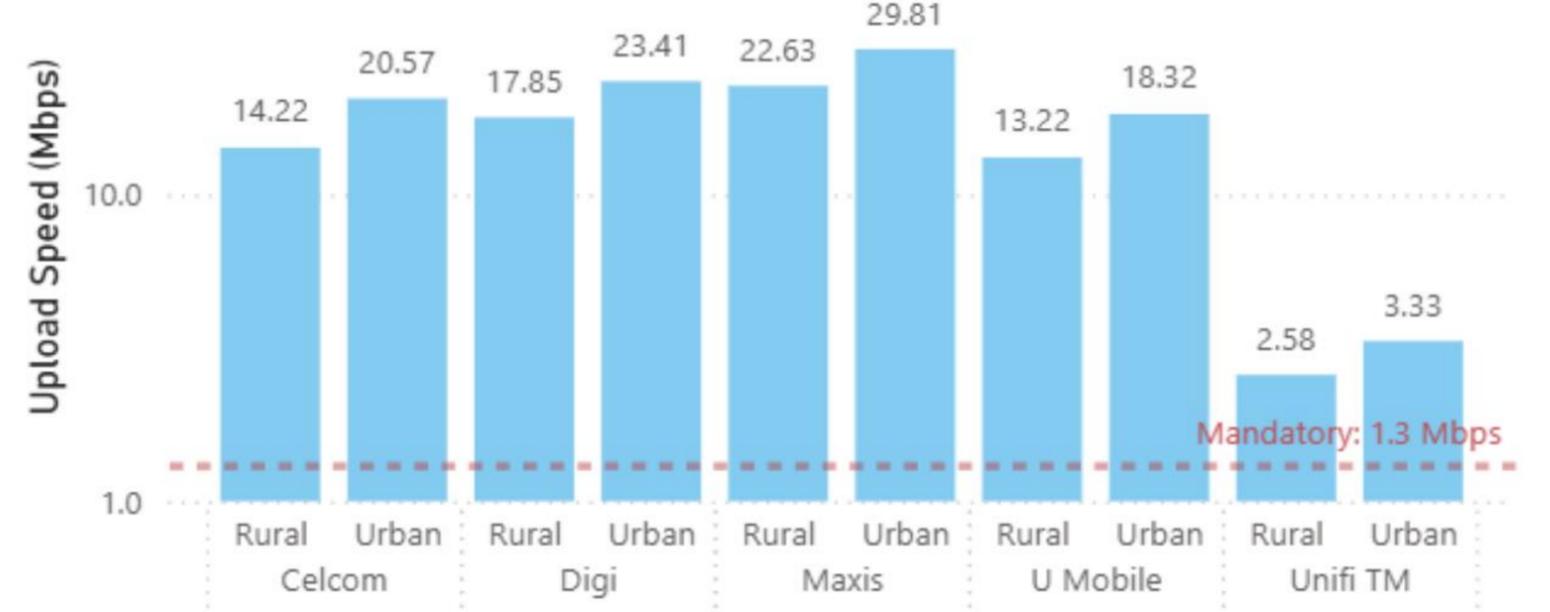
Total 3542 Tests Run in "myspeed.site"



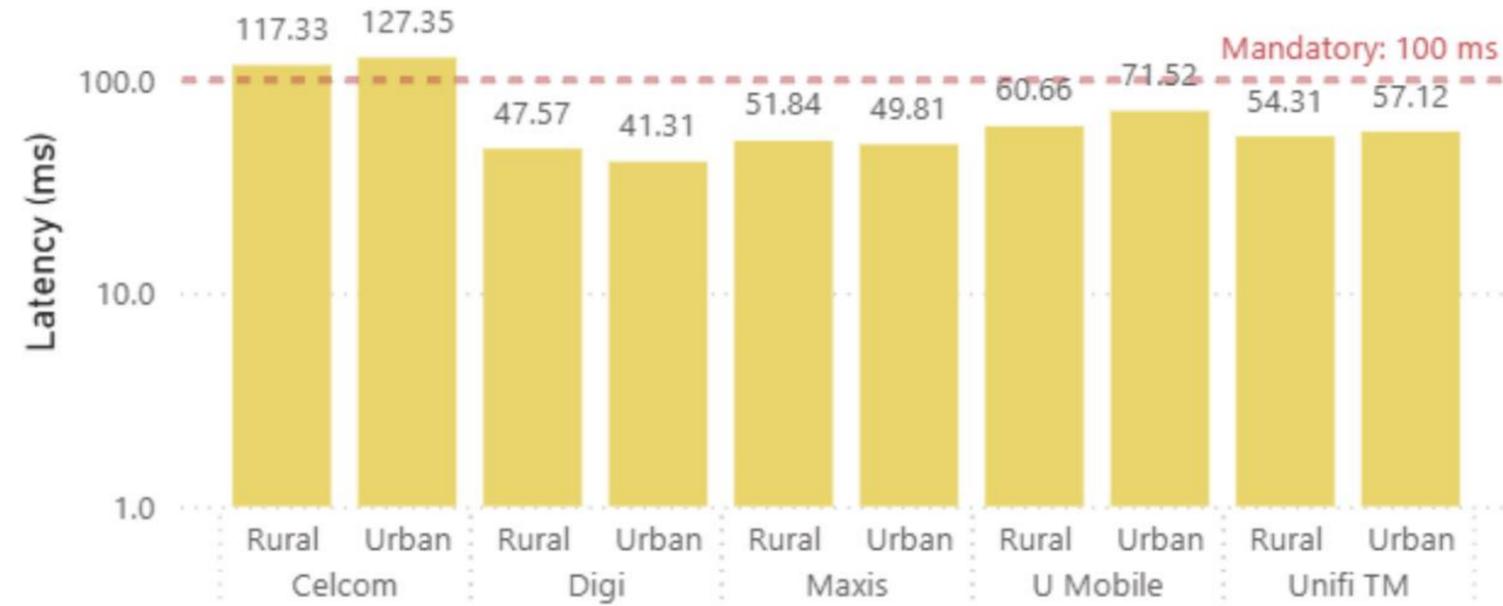
Average of Download by Carrier and Category



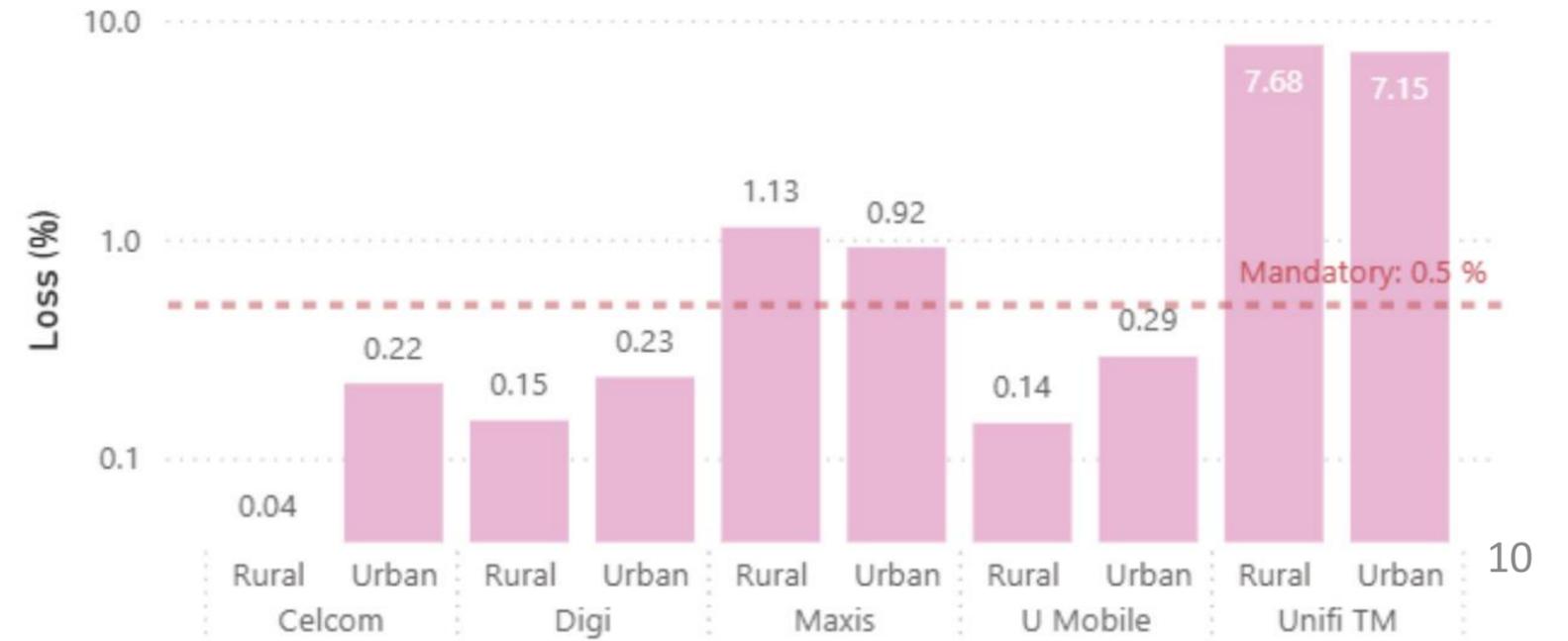
Average of Upload by Carrier and Category



Average of Latency by Carrier and Category

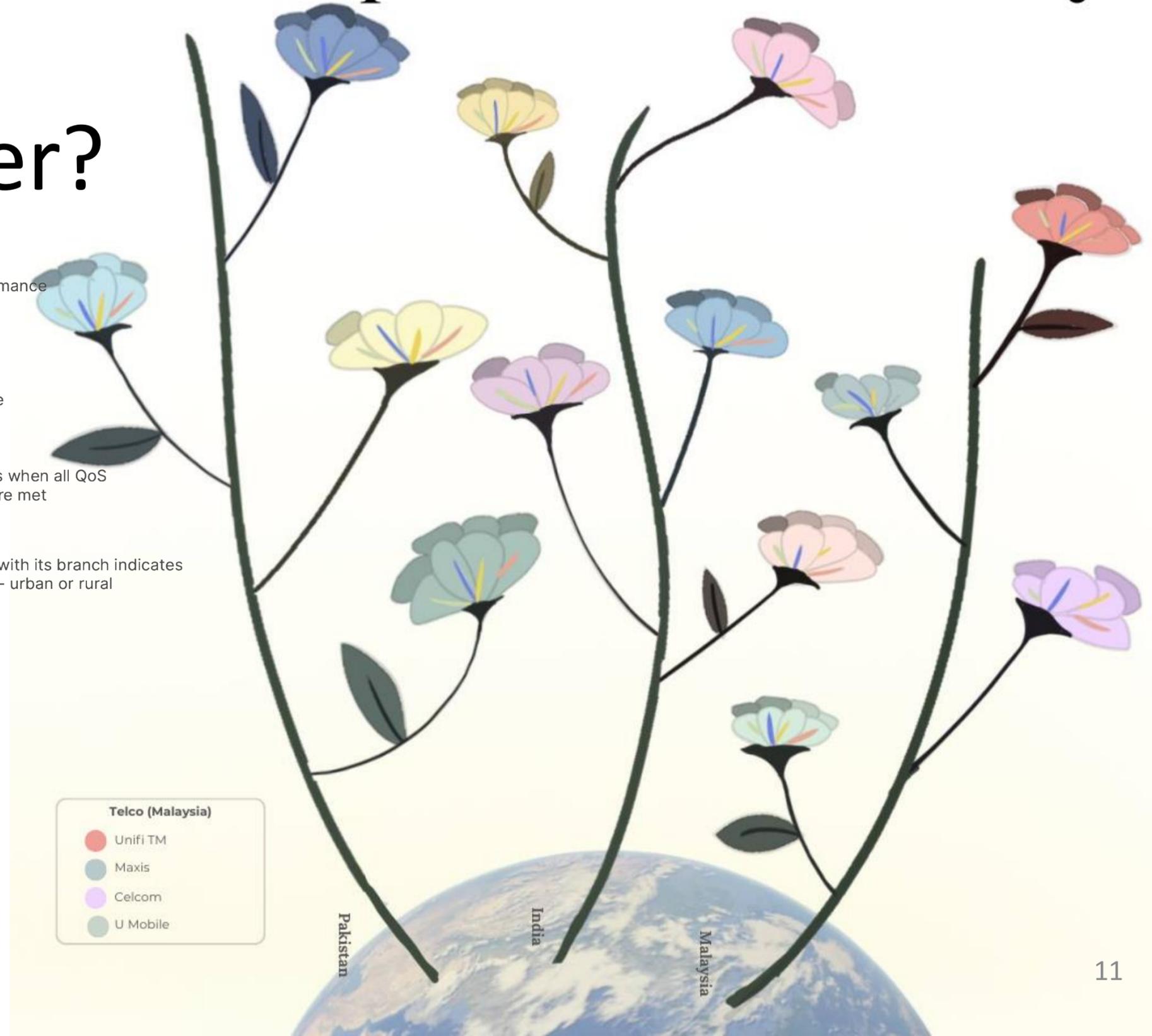
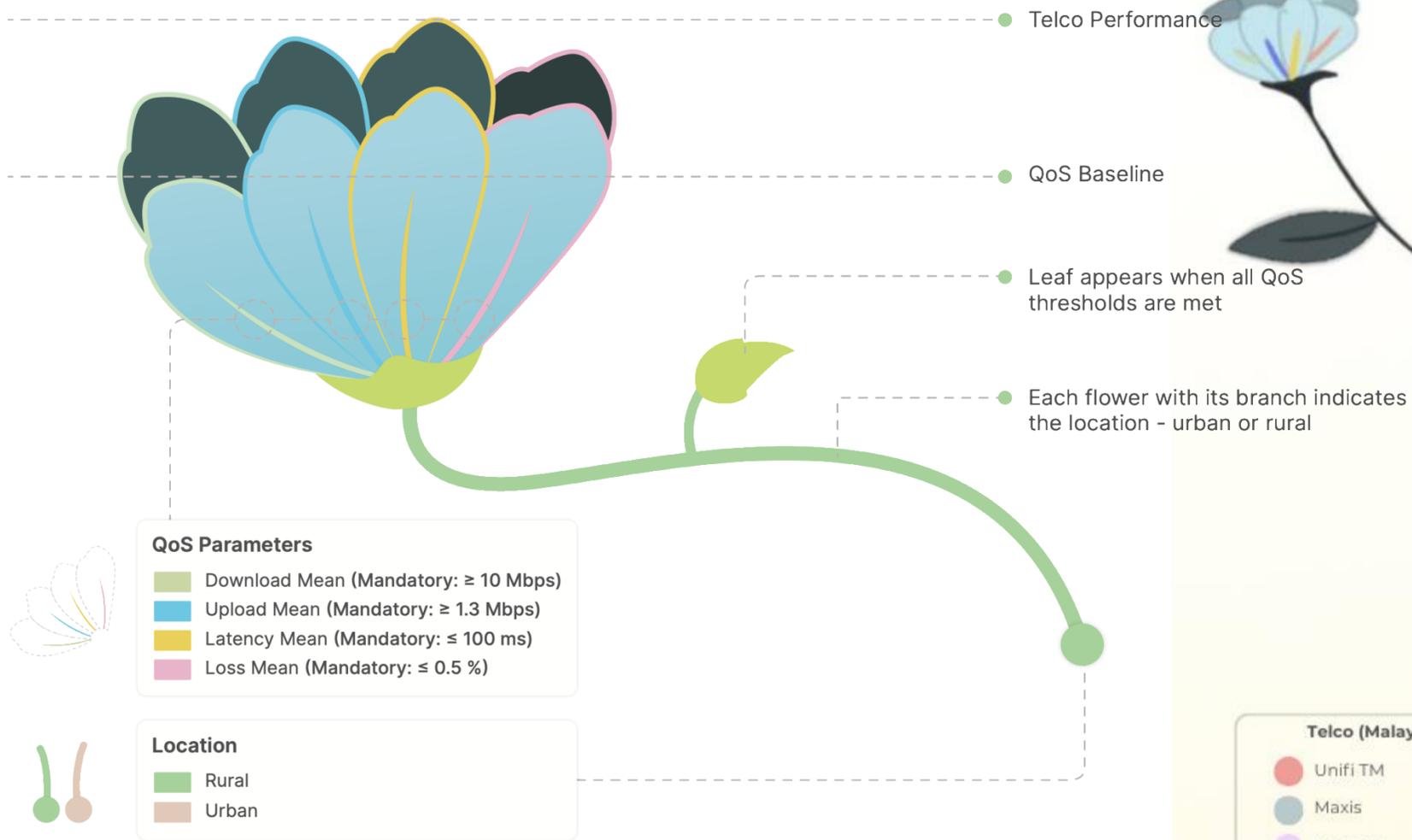


Average of Loss by Carrier and Category



A Bouquet of Connectivity

How to read the Flower?





Myspeed.site

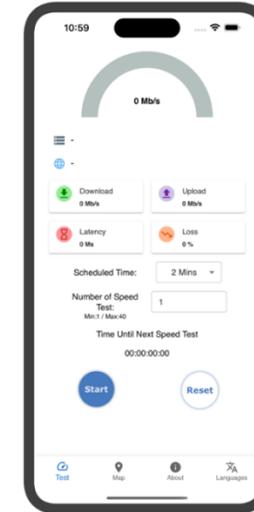
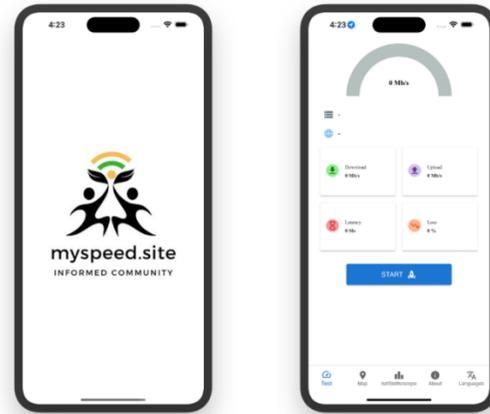


MySpeed Mobile

MySpeed is an app that utilises Network Diagnostic Tool (NDT).
Start Your Speed Test Now By Downloading Our App!

App Store

Google Play



MySpeed Auto

Automated speed testing application that runs tests in the background to provide continuous network performance monitoring.

App Store

Google Play

[General Results Download](#) [Region-Specific Download](#)

Download All Test Results

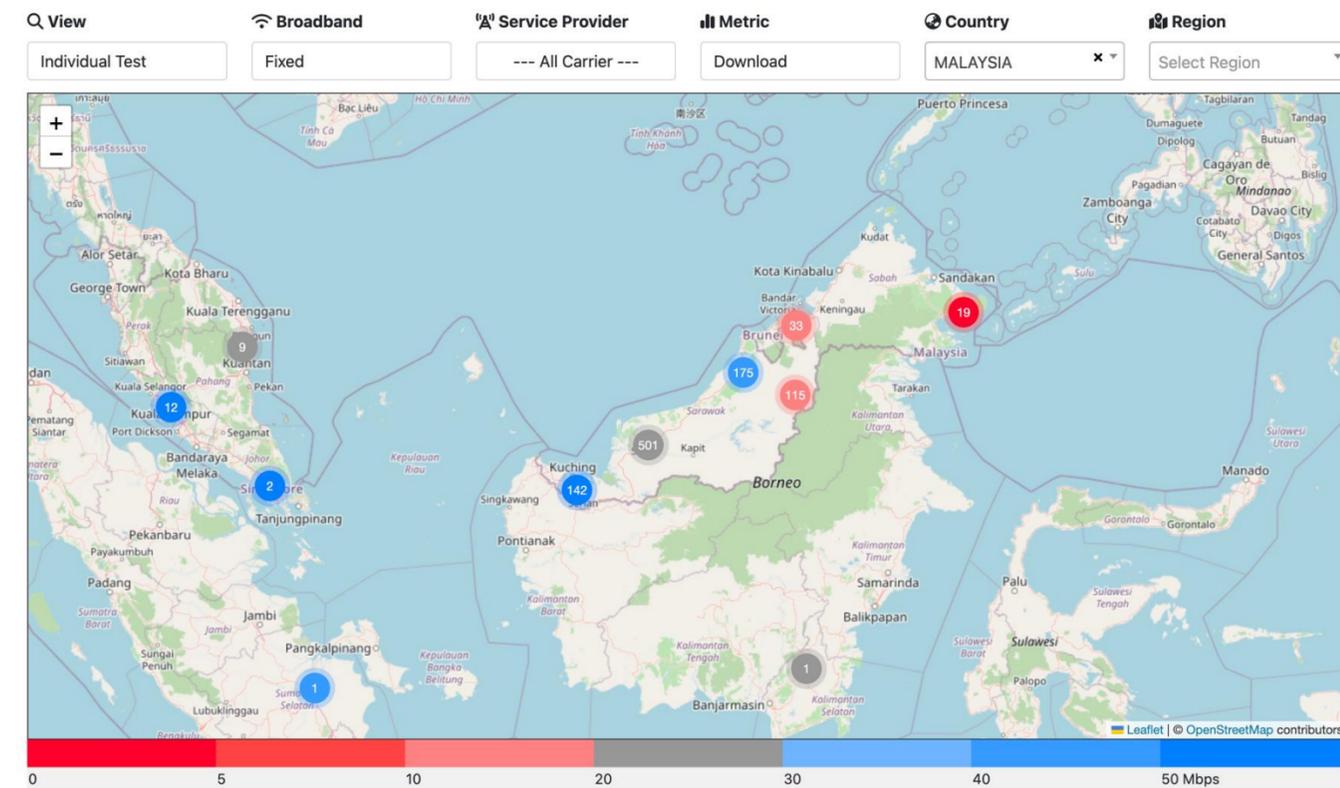
Download comprehensive speed test data for all regions within your specified date range.

Date Range

2026-02-11

Download All Results

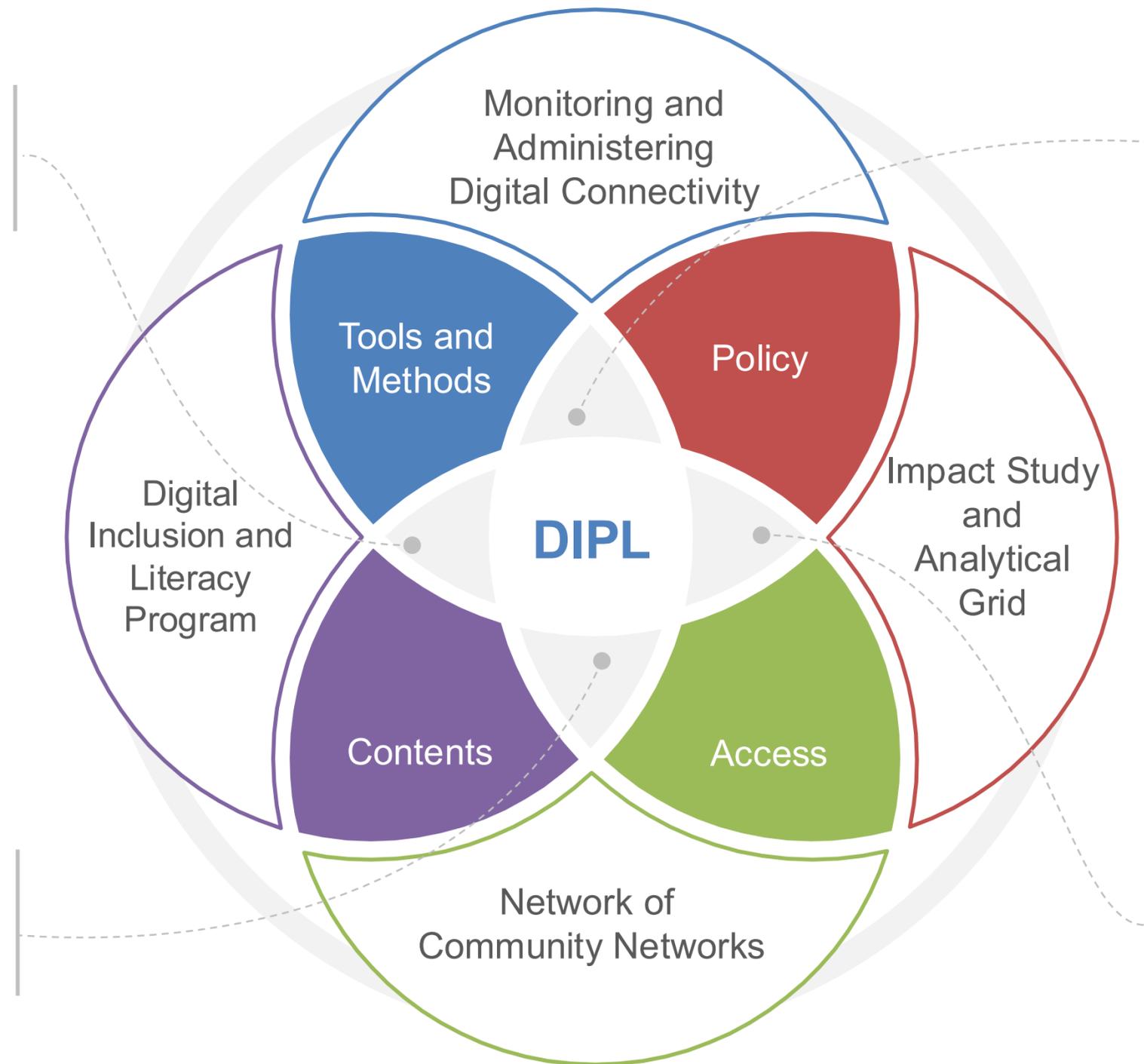
Note: This downloads all speed test data within the selected date range. For region-specific data, use the Region-Specific Download tab.



Digital Inclusion Policy Literacy Program

POLICY. ACCESS. CONTENTS AND TOOLS (PACT)

- QoS monitoring and reporting tools for communities
- Understanding and administering digital infrastructure



- Identifying gaps in policies and programs
- Developing decision support digital tools for policy implementation and monitoring

- Literacy programs on consumer laws and regulations (access to internet as utility)
- Consumers capacity building on right-based approaches

- Establishing models Community Networks as Use-Cases
- Establishing community co-operatives for digital rights (Accessibility, Affordability and Availability)

Acknowledgment



An aerial view of a city skyline at dusk, featuring several prominent skyscrapers and a dense urban landscape. The sky is a mix of soft orange and blue tones. The text "Thank you" is overlaid in the center in a bold, dark blue font.

Thank you