



Fixed-wireless access consumer satisfaction: consumer survey



Oliver Bruff

About this report

This report uses the results of our consumer survey to provide an analysis of the adoption and satisfaction of fixed-wireless access (FWA) in Europe, North America, Asia-Pacific and South Africa.

The survey was conducted in association with Dynata between July 2023 and August 2023. The survey groups were chosen to be representative of the internet-using population in the above-mentioned regions. We set quotas on age, gender and geographical spread to that effect. There were at least 1000 respondents per country.

KEY QUESTIONS ANSWERED IN THIS REPORT

- What is the take-up of FWA in different countries?
- What are the Net Promoter Scores (NPSs) for different technologies?
- How satisfied are consumers with technologies':
 - prices
 - speeds
 - reliability

GEOGRAPHICAL COVERAGE

Western Europe (WE):

- France
- Germany
- Ireland
- Italy
- Norway
- Spain
- Sweden
- UK

North America (NA):

- Canada
- USA

Central and Eastern Europe (CEE):

- Poland
- Turkey

Sub-Saharan Africa (SSA):

- South Africa

Emerging Asia-Pacific (EMAP):

- Malaysia

Developed Asia-Pacific (DVAP):

- Australia
- New Zealand

WHO SHOULD READ THIS REPORT

- Operator-based strategy executives and marketing managers who are interested in understanding consumer satisfaction.



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Executive summary





FWA take-up and consumer satisfaction

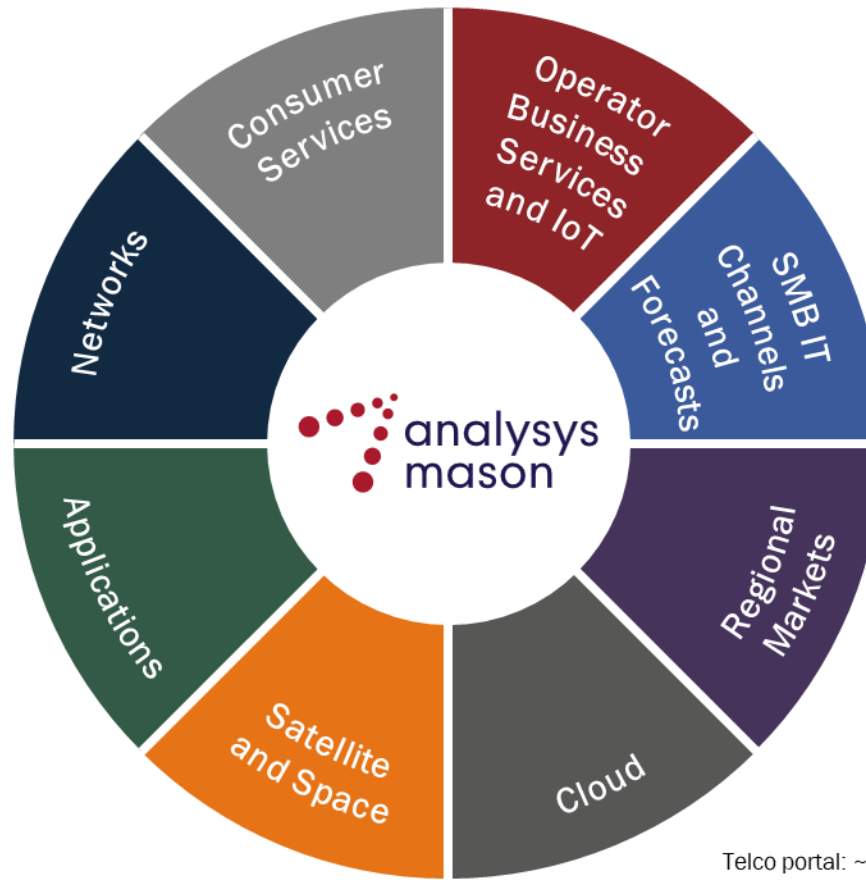
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Methodology and panel information

About the author and Analysys Mason

Our research services

- 
Consumer Services
 Fixed Broadband Services
 Mobile Services
 Fixed-Mobile Convergence
 Smart Devices
 Future Comms
 Video, Gaming and Entertainment
- 
Networks
 Next-Generation Wireless Networks
 Wireless Infrastructure Strategies
 Fibre Infrastructure Strategies
 Operator Investment Strategies
 Telecoms Strategy and Forecast
 Transport Network Strategies
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Applications
 Network Automation and Orchestration
 Customer Engagement
 Monetisation Platforms
 Digital Experience
 Automated Assurance
 Service Design and Orchestration
 Telecoms Software Market Shares
- 
Satellite and Space
 Satellite Strategies for Telcos
 Satellite Capacity
 Satellite Infrastructure
 Satellite Mobility



Operator Business Services and IoT

- Enterprise Services
- SME Services
- IoT Services
- Private Networks
- Cyber Security



SMB IT Channels and Forecasts

- SMB Technology Forecaster



Regional Markets

- Global Telecoms Data and Financial KPIs
- Americas
- Asia-Pacific
- Middle East and Africa
- European Core Forecasts
- European Telecoms Market Matrix
- European Country Reports



Cloud

- Cloud Infrastructure Strategies
- Data, AI and Development Platforms
- Edge and Media Platforms
- Multi-Cloud Networking



DataHub

- Forecast data for 80 countries



Telco portal: ~2800 forecast and ~320 historical metrics
 SMB Technology Forecaster portal: ~120 000 forecast metrics

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