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High cost main reason for low Internet subscription



Minister of Communications YB Pehin Dato Hj Abdullah (R) delivers his keynote as Chief Executive of AITI Hj Yahkup Hj Menudin looks on during the World Telecommunication & Information Society Day 2014 at The Empire [Hotel](#) & Country Club in Jerudong yesterday. Picture: BT/Md Asdeny Yakub

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BANDAR SERI BEGAWAN

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HIGH costs remain the leading reason households do not have [Internet access](#), a survey from Authority of Info-Communications Technology Industry (AITI) found.

Based on interviews with 8,007 people last year, the AITI found that 1,155 people responded that lack of affordability prevented them from subscribing to Internet services.

About 37 per cent or 2,962 of the respondents did not have Internet access. This was a three per cent decrease from the first report into Bruneian households' use of ICT conducted in 2010.

AITI released the 2013 findings during the World Telecommunication and Information Society Day event yesterday.

However, the [research](#) found that there was a decrease in complaints of high cost of Internet access from 46 per cent in 2010 to 39 last year.

The report showed that [more](#) than half of the respondents found fixed broadband expensive in Brunei, while 47 per cent said having a mobile broadband was expensive.

Only one per cent of the interviewees had thought the fees of having a fixed broadband was cheap.

According to the report, the number of people who were dissatisfied with the quality of Internet services had risen from 17 per cent in 2010 to 27 per cent three years later.

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A total of 4,323 people felt that the Internet quality had either been poor or fair, while about 60 per cent felt the same way regarding [mobile broadband](#).

It was previously reported that Brunei was one of the most expensive places in ASEAN for telecommunication tariffs. The Global Information Technology Report also stated that Brunei's [broadband Internet](#) tariffs were one of the worst fares in the region, averaging US\$81.20 a month.

In the household ICT survey, 13 per cent of the households also stated that lack of knowledge or skills was another reason for not having Internet, while three per cent said they had concerns over their safety and [security](#).

According to the report, 10 per cent of the households were living in areas without Internet access.

Minister of Communications Yang Berhormat Pehin Orang Kaya Hamzah Pahlawan Dato Seri Setia Hj Abdullah Begawan Mudim Dato Paduka Hj Bakar said there was a 121 per cent increase in mobile phone penetration in Brunei.

Speaking during the World Telecommunication & Information Society Day event, he said "some individuals may have two phones while there is a potential of some people who may not own a phone or some who will own three phones".

Based on the AITI report, Internet use via mobile phones had increased from 38 per cent in 2010 to 50 per cent last year.

It also showed that there were more people using the Internet in various other locations such as at their place of education, which rose by two per cent, and places with mobile access device had surged by 12 per cent.

The survey, the second one conducted by AITI, covered all four districts with a sample size of more than 8,000 individuals aged five to 75.

The Brunei Times

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