

# Spotlight: Hong Kong

Hybrid workers have high demands of Internet infrastructure in the market, with over 4 in 5 seeking improvements



More than 8 in 10 (81%) hybrid workers think Internet services must get dramatically better if their mode of work is to be fully supported in future. This compares to 72% of workers overall who believe the same.

The Hong Kong Government launched a subsidy scheme in 2018 to extend fibre-based networks to small settlements and outlying islands, covering 235 villages. The goal for this scheme is to expand the telecommunications services, such as 5G and Wi-Fi, to remote areas by 2026, and support the smart city development of Hong Kong.

Service providers have launched commercial 5G services since April 2020 in Hong Kong. Within a year, subscription to 5G services already exceeded one million.

## Coverage for all

A majority of Hong Kong workers envisage a future of affordability issues for the market's citizens: 69% say access to affordable and reliable broadband will become a major problem for people. Almost 2 in 3 (65%) state low-income families find the cost of connecting particularly difficult.

Workers have strong views on a range of aspects of online infrastructure. Nearly three-quarters (73%) think secure connection to fast and reliable Internet in public places, regardless of location, should be universal.

Nearly three-quarters of respondents (72%) indicate a desire to accelerate plans to make high-speed, reliable Internet available for everyone in the market.

## Key takeaways



**81%** of hybrid workers claim their roles can only be fully supported with dramatic improvements in service



**72%** say accelerating plans to create better connectivity across the market is vital



**60%** of workers expect their Internet use to increase or stay the same in the year ahead



**88%** of respondents actively use their broadband at home for four hours or more each day

Nearly 6 in 10 (59%) respondents say three or more people simultaneously use the Internet in their household. With more than 4 in 10 (45%) also revealing they connect at home to work or run their own business, the need for a reliable and fast service is apparent.

While 6 in 10 (60%) expect their Internet use to increase or stay the same in the year ahead, fewer than half (41%) plan to upgrade their service in the next 12 months.

### Better working world

While the cost of connecting is front of mind for the majority of Hong Kong's workers, they're also under no illusions about the need to have accessible and secure services.

Nearly half (48%) of respondents say they were unable to access critical services such as online medical appointments, online education, social care and utility services during lockdown, due to an unreliable broadband connection.

Additionally, more than half (53%) are willing to pay more for a safer broadband Internet connection, including 65% of workers doing their entire job remotely and 58% of hybrid workers.

## Home broadband usage patterns anticipated over the next 12 months

