

Spotlight: Vietnam

Future economic growth, access to critical services and educating citizens depend on faster installation of better networks, according to workers across the country



Access to fast, reliable Internet services is key to the country's future economic growth according to 87% of workers in Vietnam.

Three-quarters (75%) of them also state access to affordable and stable broadband is becoming a major issue for the population. Around two-thirds (67%) also feel affordability of connecting is a particular issue for low-income households.

While 67% would like to upgrade their broadband in the next year, more than 1 in 7 (15%) claim it would be too expensive for them to do so. More than 4 in 10 (41%) expect their household's Internet usage to

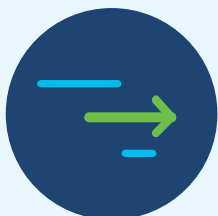
completely change during the next year, compared to during the pandemic, as they return to the office and to educational settings.

Upgrade demands

Demand is high: at present, more than three-quarters (79%) of workers claim three or more people are online in their home at the same time, with households active for an average of more than 9.5 hours per day.

As a total of more than 6 in 10 (61%) say they work from home or run their business via their domestic connection, the race is on to secure better Internet services.

Key takeaways



83% say accelerating plans to create better connectivity across the country is vital



87% of workers in Vietnam say good connectivity is vital to propel future economic growth



More than 6 in 10 respondents log on at home to work or run their own business



79% of respondents say three or more members of their household use the same Internet connection at the same time throughout the day

Against this backdrop, 83% of workers in Vietnam would like improvements to Internet infrastructure accelerated.

Policymakers can point to an upgrade program published in response to demand. The Government is digitising public services and also rolling out widespread 5G.

Internet subscriptions continue to rise, with 18.8 million fixed and close to 71 million mobile broadband subscriptions accounted for in 2021.

Some 85% of respondents think everyone should be able to access secure, fast and reliable Internet in all public places and when on the move, regardless of their location.

Internet for all

More than 8 in 10 (82%) state fast, reliable Internet is critical to developing and maintaining a well-educated and informed population, and 83% say the reliability and quality of their Internet connection is important to them.

Additionally, 3 in 4 (75%) 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.

Home broadband usage patterns anticipated over the next 12 months

