

Frequently Asked Questions - Mobile Broadband Quality of Service Study

When are you doing the draw for the phone?

We will be doing a draw at the end of July. Only those who run the application until July 2013 are eligible to win the Smart phone.

How much data does the speed test app use?

The app can be configured to set your monthly data plan limit (scroll down the list when you sign up or in the “Configure” screen to find the nearest applicable value). We respect your data usage limits and we have endeavored to limit the tests to use no more than a reasonable amount of data per month.

Do I have to use my phone on 3G only? What if I'm on a WiFi network?

No, you can use your phone as you would normally would on 3G and/or WiFi. Our speed tests will measure the speed and the connectivity type so you can see the speeds on 3G vs WiFi.

Will I be able to see the data?

Our goal is to make the data set publicly available once we have finished the study. We take care to anonymise all the data so that no individual or device can be identified from their speed tests.

How long does each test last?

Each test lasts between 10-15 seconds so as not to disrupt your connectivity.

Is this study restricted to South Africa only?

No, the study is not restricted only to South Africa. Users from other African countries are welcome to download the application and to test their mobile broadband speed. The data will be published together with South African data.