



Social Commentary

Observations:

1. Streaming issues encountered (more comments below)

"Are you guys currently dealing with tech issues? My kayo will not load the home screen and makes my computer have a fit whenever I try to use it" - Jarrod Harding

"@kayosports Why isn't the Warriors game not in HD? Can't tell from the photo but the other games are so much clearer. <https://t.co/OAq5uRsGJ1>" - D

2. Some comments regarding being charged during the free trial

"So free trial huh? How come you took a dollar from my account anyway? It's only 1 dollar but that's not the point." - Ian Suckling

"Kayo Sports you said start your 14 day free trial and you end up charging me more then \$25 dollars wtf" - Mele Maeli Foaga

Summary

INCOMING VOLUME ▾

MARKETING ENQUIRIES ▾

INCOMING VOLUME BY CHANNEL ▾

2.1K

483.7% from last 3 days

1.9K

548.3% from last 3 days

SERVICE ENQUIRIES ▾

151

235.6% from last 3 days

CHANNEL

INCOMING VOLUME ▾

Facebook

1,907

Twitter

144

Instagram

56

Sentiment

SENTIMENT BY VOLUME ▾

LABEL INCOMING VOLUME ▾

Sentiment - Positive

528

Sentiment - Negative

222

SOCIAL SENTIMENT - TWITTER

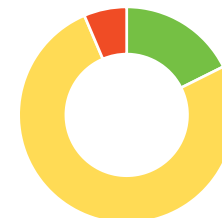
Sentiment

7 DAYS (duration)

Mon, Aug 12, 2019 12:41 AM - Mon, Aug 19, 2019 12:41 AM GMT+0000 (GMT)

Tweet type: original, reply, quote

SENTIMENT



18% POSITIVE
76% NEUTRAL
6% NEGATIVE

Positive Comments

"Great app way better then fox sports"

"too bad i've had to use my free trial (and the wife's) already! Sucks being a tight arse"

"Zero lag for me, even when Mrs has Netflix going on another tv. Will depend on your internet connection though, I'm just on standard nbn and no dramas"

"Kayo is a life saver!! Up the Eagles"

"Watching the #BledisloeCup on @kayosports while in my studio giving it a good make over for my Saturday night" <https://t.co/0Ue9Udys6v> - Ashleigh O'Donnell

"To Kayo Big Thank you for to you Showing Tonight's NBL1 Championship Game of Men's & Women's" - Tony Bibic

Negative Comments

"Your company is an absolute fucking disgrace. Itunes told me to get the money off you, you tell me to get it off itunes." - Danny Gray

"@kayosports @Telstra long buffering a fact of life when 2 crap companies combine. A match made in mediocrity. #telstranbn #kayofail <https://t.co/0q5LJOxGcG>" - Boujee Mo

"Watching #BoomersCanada on replay @SBSOnDemand Actual World Cup only on #Foxtel and @kayosports Beware, not all games will be shown on #Kayo As with Wimbledon, didn't show finals. You get what you pay for @ \$25 monthly. <https://t.co/x4SovKZDhc>"

"Telstra live app for the win.. Go fuck yourself, Kayo and Ch 7"

"Kayo Sports you said start your 14 day free trial and you end up charging me more then \$25 dollars wtf" - Mele Maeli Foaga

Sentiment is 94% Positive
(Positive + Neutral)

+3% previous day

"I've never had shit picture on Kayo"

"Hooked on Kayo sports, a lot cheaper than subscribing to Foxtel. That's a win for me.☑️" - Beltana Mata

"How good is @kayosports? Watching the end of the Tigers game and the start of the Giants game at the same time <https://t.co/hTHRw7RAWm>" - Craig

"Kayo Sports both teams showed that Championship mentality, great game to watch on Kayo today the grand final will be epic!"

"Ok I have had Kayo for about 6 month now really happy with all the content, one thing I don't get is Optus and Netflix no matter what your download speed you always get hd picture, with Kayo it really struggles to stay consistent and I am on NBN and get good download speed. I'm guess the app is really poorly made correct me if I'm wrong." - Adam Schwereb

"But it is delayed. It's 15-30 seconds delayed. So you can't check your AFL Fantasy Apps because the scores are updated quicker on the app."

"so sick of this bullshit kayo and foxtel taking all the gd sports off tv channels aussies love there football and rugby so why shud we have to pay to watch it we pay to surport our aussie sports and the clubs"

"@kayosports again no post match vision from the @westernbulldogs game, we pay a premium why do we miss out on the post match interviews and club song ??"

Commentary

📍 INCOMING VOLUME BY LABEL ▼

LABEL	INCOMING VOLUME ▼
Sport - NFL	160
Sport - NRL	134
Sport - AFL	77
Inbound Topic - Foxtel	53
Sport - B'Ball	23
Subs - Free Trial	18
Devices - Chromecast	13
Devices - Samsung	12

Commentary - Streaming Issues Reported

"Kayo still can't get through a full game in Chrome without crashing. I know I've logged bugs about this, and complained multiple times here on Twitter, but I'm not sure what else to do to get you guys to stop ignoring this." - Stu Leslie

"Is your app down?" - Luke Patterson

"It would be great if I could watch the footy without constant buffering and freezing! Only Kayo does this, all of my other streaming services work fine." - Natalie Ann

"So the sane issue is happening this week. For the record I haven't been able to watch a wallaby game in full without it pausing. After following all your suggestions and recommendations. Will you offer a refund or is this the standard level of service?" - Michael Ellenor

"Kyle Foster Well that shut everyone up about your computer !! ☹️ I did the free trail and had the same issue with my Samsung Note 1!" - David Gjergjevisa

"I agree there may be some incompatible hardware/software issues that are causing the creahes and I've been through that with support, but no other video streaming service crashes my Chrome browser like kayo" - Kyle Foster

"Hi guys, having trouble connecting through out chrome cast. This is what keeps coming up. Have tried all troubleshooting and nothing is working. Are you able to assist please?" - Kate Eichler

"Why does the service keep dropping out, the internet connection is A1 but won't pick up the game☹️ frustrating" - Prue Hazelwood

"Watched the Carlton/st kilda game today it was that pixelated and terrible reception of it? Why would that be the case and how can I fix it or do I just not bother with kayo again?" - Travis Galbraith

"Whats with your piece of shit Streaming Service. Cuts in and out all the fucking time. After today's UFC 241 I'm unsubscribing ya'll ain't getting my Dollerydoos cunts. And if you're blaming my internet

Commentary - Mentions of Devices

"Ok thanks so the Samsung app is coming soon?"

"But still no samsung TV app"

"Hi Kayo, Do you have any news on when you will have an app developed for the Hisense TV VIDAA operating system?"

"and no plans on a Hisense app as yet?"

"Is an app for Xbox coming anytime soon?"

"when are you going to bring out an app for the ps4???? Listening to Ch.9's rubbish broadcast is painful"

"Any updates on the kayo app for ps4 etc?"

"Hey Kayo, are you guys making an app for playstation and xbox at all?"

"Please make a kayo app on the playstation store"

"I like the feature but can't seem to get multi view to cast to the tv? Single screen casting is ok," - Dave Wilson

"No app available for Samsung Smart TV otherwise I might get it"

"I think it may be an internet connection problem, not to worry. Is Kay potentially going to have a play store app at some stage?"

"Hey there, Promises were made for PS4 and smart TV apps to be liv in early 2019 It's now pretty late into the year and wondering if it's coming soon?"

Commentary - Feedback/Requests

"Hey will the app have ufc on this weekend? And also the massive ufc event on oct 6 , surprised you don't advertise it."

"Does Kayo sports stream Turkish Super League football games? Cheers"

"do you guys stream Suncorp Super Netball?"

"Kayo Sports yep, you've sort of proved my point , it say 9 games of the Bundesliga and no mention of teams. I'd gladly pay the full amount to just watch my fave Bundesliga team live and recorded on demand for any game Im not able to see live."

"Kayo Sports ok thanks, it wasn't issues with the steam it was the quality of the broadcast streaming. Why change from fox footy to channel 7 for the broadcast?" - Steve Hetherington

"How can you try and advertise this when the NFL network is doing all pre season games free? Kayo is trash. It's just the sports channels from Foxtel with some second grade shit thrown in to fill it out."

"@MB09997790 @SBSOnDemand @kayosports @SBS @kayosports is cheap version of #Foxtel for mobile devices. @SBS is an excellent public broadcaster with limited rights to international sport. Foxtel has limited rights to NBA, MLB & Tennis. Unless we earn top \$\$\$ we learn to follow football & cricket, both shown free to air."

"How about next time you make an app that's good for more then the latest windows program. Most people won't be running Windows 10."

"Hi there. Could you please let me know how I can find Retro Rugby League games through the Kayo website? I've seen some of them linked occasionally as recommended videos when watching the NRL, but I can't actually find a category for them." - Chris Foster

service provider it's not the problem." - Mikaere Panzerjäger Hodges

"With the stream freezing so often it would be quicker to watch the delayed telecast." - Jason Millar

"@Sutto2606 "Something went wrong, we are looking into it" is all I've had all day with your app on my Sony Bravia TV???" - [Redacted] BulldogCentral [Redacted]

"@kayosports your app is rubbish. Any chance of actually creating something user friendly? Bloody awful."

"Hi got bad coverage on streaming via Chromecast Carlton vs Saint Kilda afl game" - Dylan Jones

"watching in browser instead app. fail." - Logan James

"The picture and sound don't sync on Kayo when you Chromecast. Screw that." - Eoghan Harron



"Hi, Kayo team! Signed up last week for the 14 day trial purely to see Forest vs Leeds game and was delighted to see you're showing another one of their games this evening. Is there any way of knowing how many other Nottingham Forest games will be broadcast via your service this year? As that will determine how long I'm subscribed for. Enjoying the service so far, thank you!"

"Does anyone know why is there a 30 second delay with Kayo" - Gill Tobias

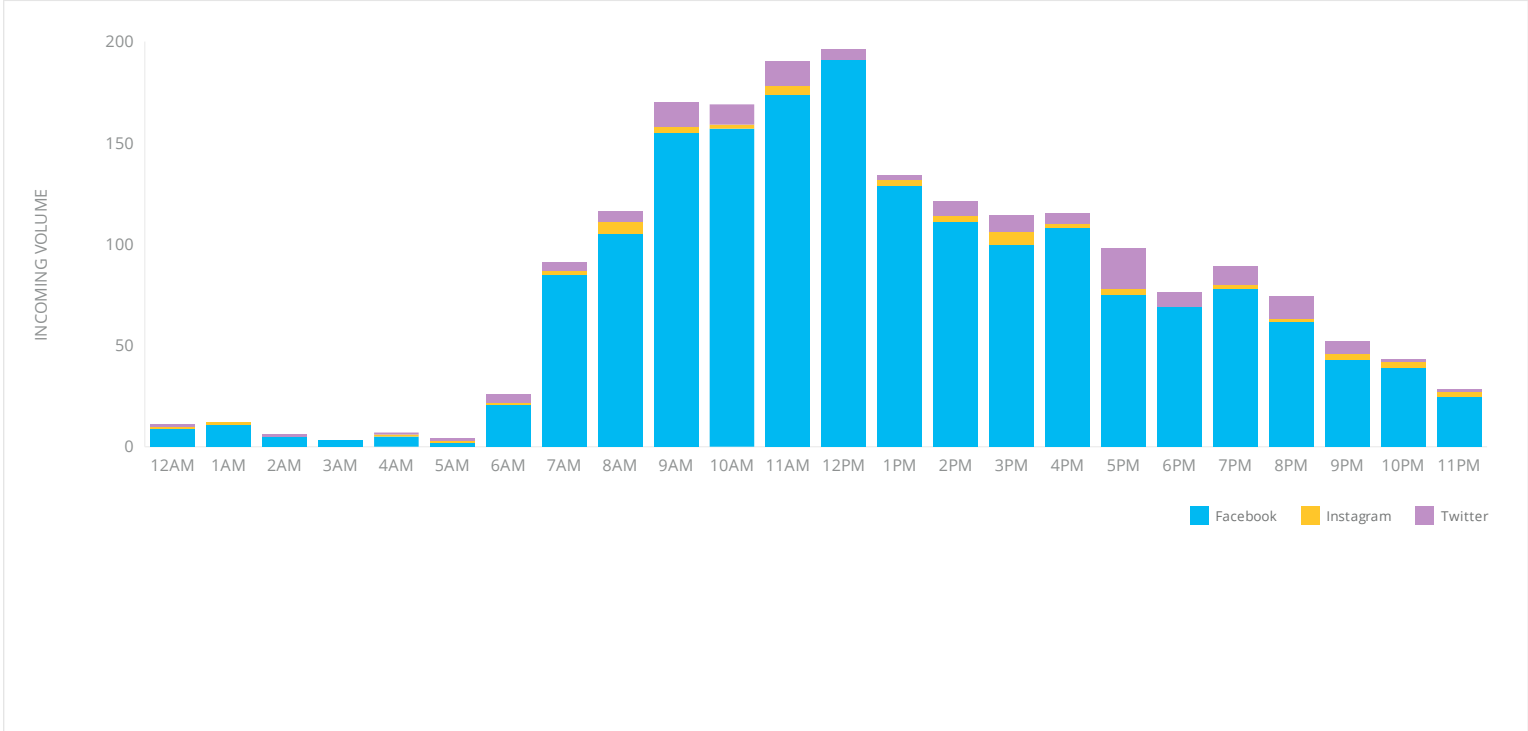
"I like the feature but can't seem to get multi view to cast to the tv? Single screen casting is ok" - Dave Wilson

"How about every afl game live no add breaks come on kayo lift you're game."

"Same reason I got rid of bein sports. Kayo is just showing bein sports program. I want to see the team I like and not just shirty baycrap and dortcrap or even worse slack04 , I don't mind paying if I can see the full Bundesliga"

"Tried it and not impressed... 3 nfl games a week... poor form"

📍 INCOMING VOLUME BY HOUR - MARKETING ENQUIRIES ▾



📍 INCOMING VOLUME BY HOUR - SERVICE ENQUIRIES ▾

