

iFrame

Social Commentary

Observations:

1. Supercars Streaming Issues Reported

"Is it possible to host at least one Supercar event without the constant buffering and glitching? Very poor streaming quality for the monthly fees."

"I said at the start, I get no issues with any other streams except the v8s"

""No matter what I do the v8 Supercars always buffers when I cast. It's about about 6-10 times every 60 seconds . The V8s is the only channel that does it and the only real reason I have Kayo, Surely I'm not the only one who experiences it. There is nothing wrong with my internet speed and it only happens when I cast."

"Hey kayo I'm watching the v8s atm and the audio and video are not syncing very well. Is there any way to fix this"

Summary

INCOMING VOLUME ▾

MARKETING ENQUIRIES ▾

INCOMING VOLUME BY CHANNEL ▾

467

-13.2% from last 3 days

401

-19.3% from last 3 days

SERVICE ENQUIRIES ▾

66

73.7% from last 3 days

CHANNEL INCOMING VOLUME ▾

CHANNEL	INCOMING VOLUME
Facebook	294
Twitter	148
Instagram	25

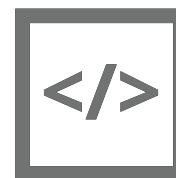
Sentiment

SENTIMENT BY VOLUME ▾

SOCIAL SENTIMENT - TWITTER

LABEL INCOMING VOLUME ▾

LABEL	INCOMING VOLUME
Sentiment - Positive	135
Sentiment - Negative	86



iFrame

Positive Comments

Negative Comments

"Alright alright @kayosports you got me back. Too much sport on to go without ☹️ good to be back"

"May as well just pay for sports on Foxtel. Same games shown as its ESPN and at least you get the college games also. KAYO is rubbish for NBA"

""Kayo sports gives free subscriptions and when you cancel keep charging you. Ripped me off for 6 months then won't talk to you to resolve. ☹️"

"@kayosports do people actually pay for your service? Running speedtests at 90mbps but Kayo is choppy and constantly buffering. I just want to watch Sandown! \$25 a month after trial. What a joke!"

"Kayo Sports Kayo are all warm and fuzzy until you challenge their integrity then they drop you like a hot potato! Disgraceful customer service ☹️"

Sentiment is 90% Positive
(Positive + Neutral)
2% less than previous day

"Kayo Sports why is it Kayo that you only reply to positive comments and never negative ones ? I would of thought it's the negative ones you need to address?"

"Freezes and buffers all day long not worth it"

Commentary

INCOMING VOLUME BY LABEL

LABEL	INCOMING VOLUME
Sport - Cricket	52
Sport - Football	21
Sport - Motorsport	13
Sport - B'Ball	12
Inbound Topic - Foxtel	11
Devices - Chromecast	7
Devices - Samsung	5
Subs - Free Trial	5
Sport - AFL	5
Devices - Smart TV	4

Commentary - Streaming Issues (other)

"@kayosports you stream of tue jets game is playing the Matilda's end game"

"One minute it's in HD. Next minute it's in SD. Then it craps itself altogether. 5th attempt to restart stream and I have success. Zero issues streaming HD from any other service I subscribe to."

"Trying to watch the a-league and your service has completely crashed"

Commentary - Content Enquiries

"Hi guys interested in subscribing to kayo just wonder what your NCAA coverage is like ? More specifically will you be showing the Alabama vs LSU game on Sunday?"

"Hi @kayosports will you be showing tonight's Korea v Cuba @Premier12 baseball game, which is critical to Team Australia's chances? I believe @WBSC has geoblocked the entire tournament to Australian viewers on its own channels"

"Good morning will kayo be showing the Abu Dhabi T10 cricket on the 15th Nov? Thanks"

"Can we get more college football games? Especially those involving the Top 25?"

"@kayosports will any womens international football games be on kayo this weekend? :)"

Commentary: Feedback / Requests

App Requests

"Hi, any updates on when the Kayo App will be ready for Samsung TV. I love Kayo, but I don't want to spend the 200 dollars for Apple TV. At the moment, I'm relying on HDMI from the computer"

"wish you can get the app to get on the new samsung tv thank you kayo"

"Make a PS4 app god damn it @kayosports"

"Hey Kayo, any update on when a Kayo app be coming to LG smart TVs?"

"I'm getting pretty tired of having to run Kayo on my xbox one. through a web browser because you don't offer a Kayo app for my smart TV, or even Xbox one."

"Hi there just curious about NCAA football not the ncaa basketball, Thanks ☺"

"@kayosports any plans to have badminton in your coverage please?"

The browser regularly freezes, and requires me to refresh the page and hit play again. It's causing me to miss important moments during live broadcasts."

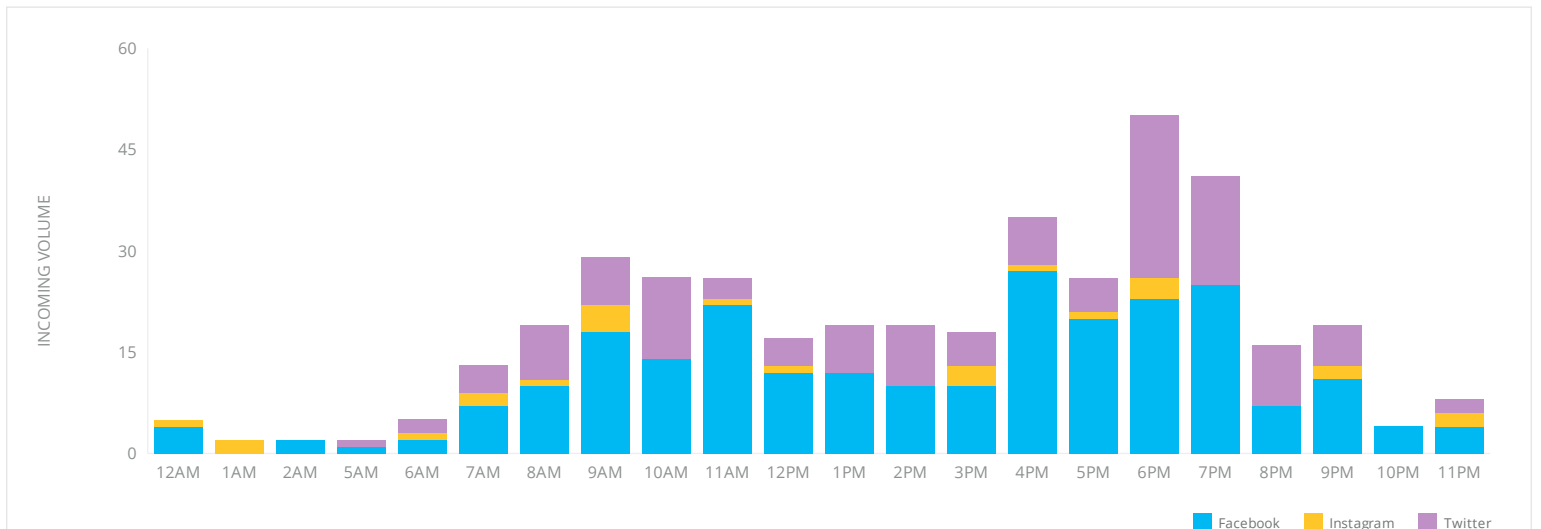
Product Features

"When it works, @Kayosports Key Moments option is a fantastic feature, but lately it's so often been out of synch with the action that it's becoming near useless for me. Anyone else having the same issue?"

"Why don't you have any female avatars? Do you believe women don't play sport and wouldn't possibly be interested in watching sport? Get with the times"

"Hey. Could I please recommend an update to consider: When viewing with a sport in the corner that you can adjust the size of the screen (i.e. click and drag the football in this photo to make the screen bigger) Cheers"

INCOMING VOLUME BY HOUR - MARKETING ENQUIRIES



INCOMING VOLUME BY HOUR - SERVICE ENQUIRIES

INCOMING VOLUME BY HOUR - SERVICE ENQUIRIES

