



# Comparative Assessment of QoS/QoE

# Agenda

1. Executive Summary
2. National QoS: Speed & Stability Progress
3. Operator Comparison: Quality of Service Score
4. Quality of Experience (QoE): Video & Web
5. Recommendations: Protecting the User Journey

# Executive Summary

## Quality You Can Feel: The Evolution of Nigeria's Digital Experience

- **Service Evolution:** The February 2026 report indicates a stabilization in national download speeds but a major breakthrough in network stability metrics.
- **Consistent Leadership:** MTN remains the performance benchmark for technical quality (QoS), while the gap between operators is narrowing in everyday tasks like web browsing.
- **The Stability Factor:** For the first time, data shows that Latency and Jitter are the primary drivers of user satisfaction for modern real-time services.
- **Regional Experience Gap:** Despite national growth, rural areas continue to face a "legacy bottleneck" where reliance on 3G limits the quality of modern digital tools.

# National QoS: Speed & Stability Progress

## Velocity vs. Reliability: 6 Months of Technical Growth

- **Throughput Trends:** National median download speeds have seen a minor adjustment, reflecting increased network load and a maturing 4G user base.
- **Gaming & Interaction:** A key success in early 2026 is the 8.5% improvement in Game Latency, enabling more responsive interactive applications.

Metric (Median)	August 2025	February 2026	Delta (%)
Download Throughput	20.1 Mbps	19.8 Mbps	-1.50%
Upload Throughput	9.5 Mbps	9.8 Mbps	+3.1%
Game Latency (ms)	35.0 ms	32.0 ms	-8.5% (Better)
Jitter (ms)	12.0 ms	10.5 ms	-12.5% (Better)

# Operator Comparison: Quality of Service Score

## Competitive Benchmarking: Technical Performance Scores

- **MTN:** Highest **Speed Score**, driven by their extensive and mature 5G infrastructure.
- **Airtel & T2:** Show the most significant progress in stability, actively closing the Jitter gap relative to the market leader.
- **Glo:** Continues to see the highest potential for improvement in network stability for high-demand consumers.

Operator	Speed Score (Aug '25)	Speed Score (Feb '26)	Delta (Points)
MTN	45.2	48.7	+3.5
Airtel	32.1	33.5	+1.4
T2	28.5	30.2	+1.7
Glo	18.9	19.5	+0.6

# Quality of Experience (QoE): Video & Web

## Real-World Outcomes: Smooth Streaming and Fast Browsing

- **Video Streaming:** Consumer experience has improved due to better buffer optimization; "Smooth HD" playback availability increased by **5.4%**.
- **Web Browsing:** Average page load times have decreased by **0.4 seconds** nationally, significantly improving the perception of network "snappiness".

Experience Layer	Aug 2025 Score	Feb 2026 Score	Delta (%)
Video Experience	68.4	72.1	+5.4%
Web Browsing	75.2	78.5	+4.3%

# Recommendations: Protecting the User Journey

## Moving Toward a "Zero-Frustration" Network

- **Prioritize Jitter Reduction:** Operators should focus on stability over raw speed to enhance quality in video and voice calls.
- **Transparency in Technology:** Consumers are encouraged to prioritize 4G/LTE for critical tasks, as it currently offers the best balance of availability and consistency.
- **Regional Modernization:** The report confirms an urgent need for infrastructure upgrades in the Northwest to equalize the digital experience with the South.

**Note:** While the slight dip in median download speeds (-1.5%) might look negative, it actually signifies a maturing market with higher network utilization. The real victory for consumers is the **12.5% reduction in Jitter**, which directly reduces dropped calls and ensures a more reliable digital lifestyle for Nigerians.

# Thank You