



 SPEEDTEST

ekahau

Downdetector^D

RootMetrics

Comparative Assessment of Network QoS/QoE Highlights

Advanced Analytics Services

Agenda

1. Quality of Service (QoS) Assessment
2. National Throughput and Latency
3. Quality of Experience (QoE): Web Browsing
4. Quality of Experience (QoE): Video Streaming
5. Nigeria Geographical View
6. Main States DL Throughput

Quality of Service (QoS) Assessment

Performance is Location-Dependent

Data indicates that performance levels, while varying by provider, are **highly dependent on geographic location** across the country.

The Digital Divide

A persistent and significant quality gap exists between urban centers and rural areas, highlighting ongoing challenges in infrastructure investment and reach.

Focus is Shifting from Speed to Responsiveness

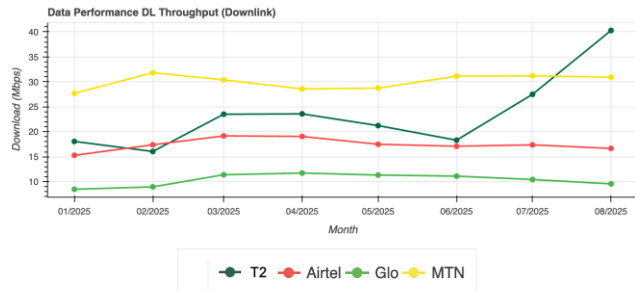
Improving latency (lag) and reducing jitter (stutter) are the most critical technical challenges for all operators

User Experience is on the Line

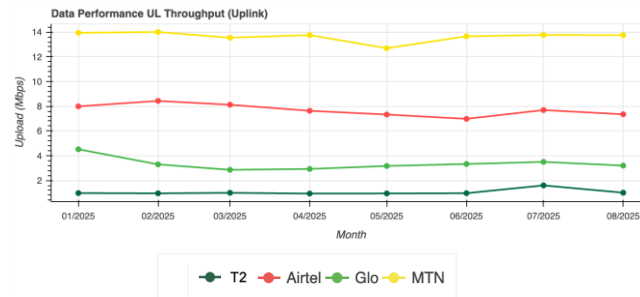
Poor performance in rural area directly compromises modern applications like video conferencing, cloud gaming, and VoIP, impacting customer satisfaction and future readiness

National Throughput and Latency

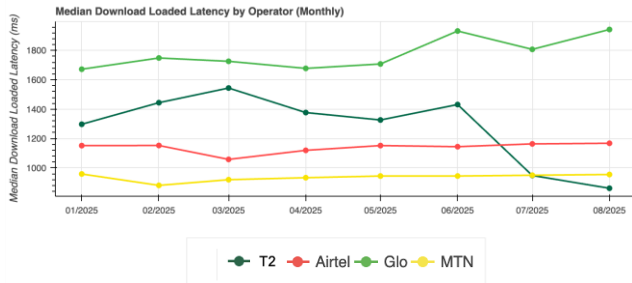
How fast you receive data: affects streaming, browsing, and downloading. **HIGHER** is better



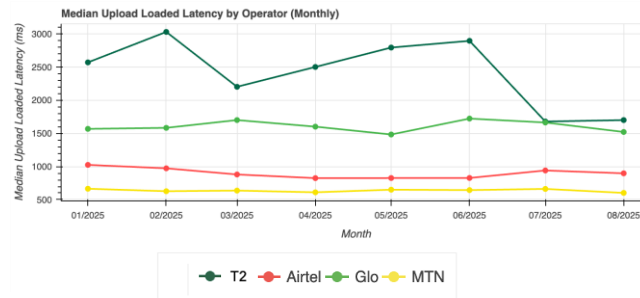
How fast you send data: affects streaming, browsing, and downloading. **HIGHER** is better



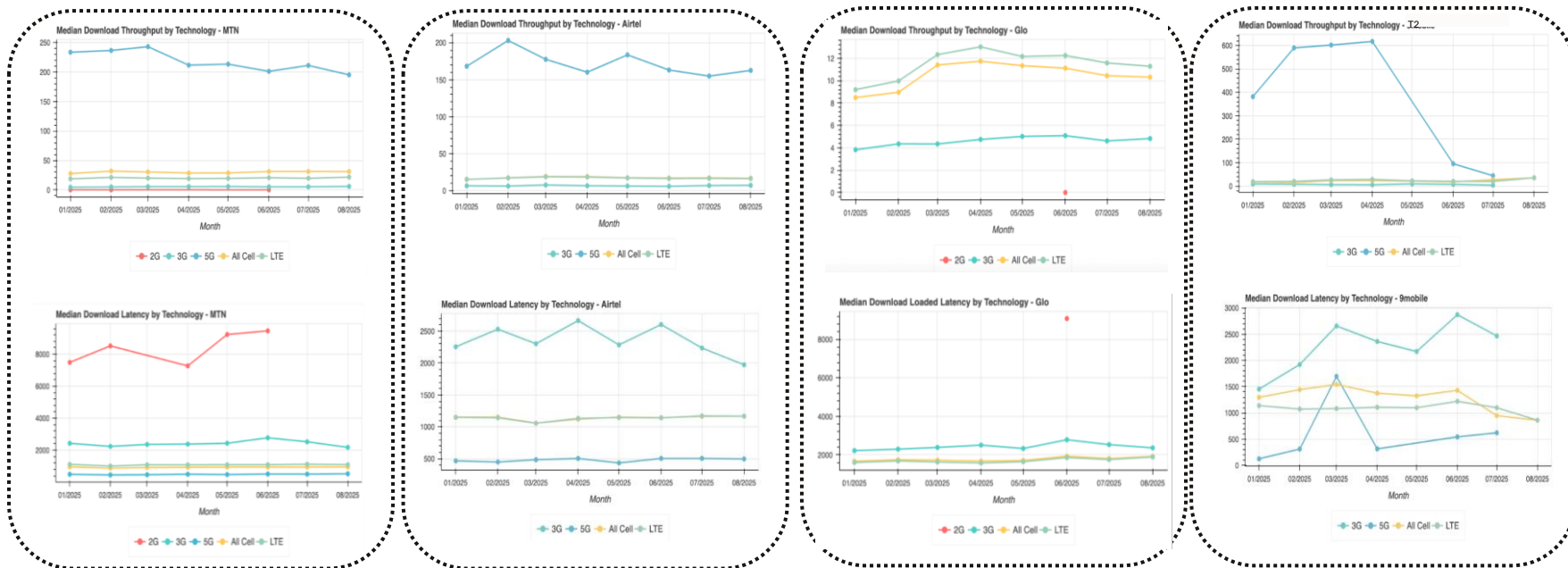
The delay before a website or app starts responding when the network is busy (snappiness), **LOWER** is better



The lag or delay in real-time apps (video calls, gaming) while you are sending data. **LOWER** is better



Operator Specific Assessment



The data clearly demonstrates that the adoption of newer technologies offers a significant boost to network performance, reinforcing the NCC's commitment to continually push operators toward modernization and service enhancement.

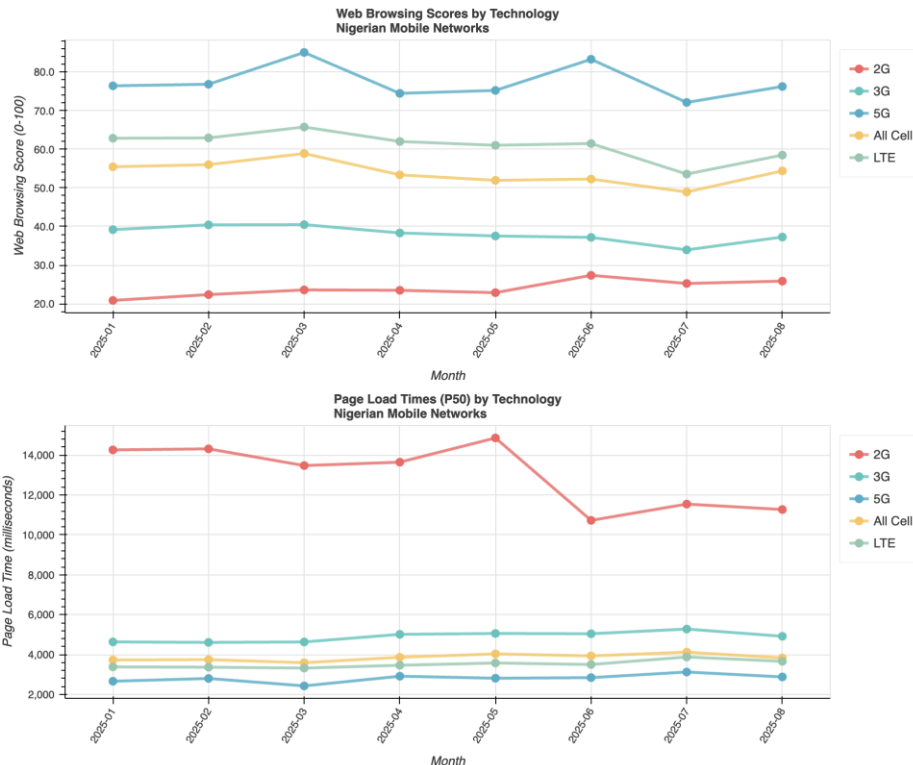
Quality of Experience (QoE): Web Browsing

4G is the Current Backbone

For the vast majority of Nigerians, the quality of their online experience is directly tied to the performance and availability of 4G (LTE) networks.

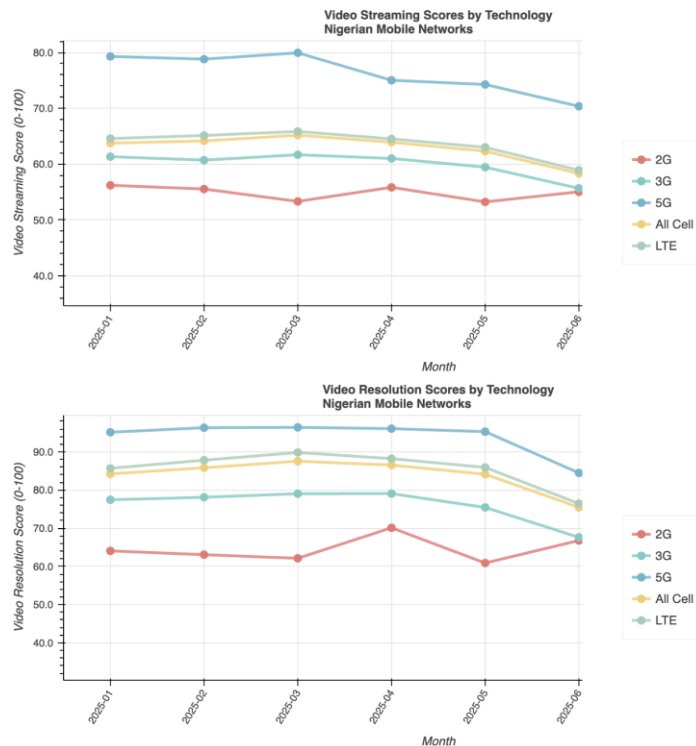
5G: Future, Not the Present

5G offers a significant leap in capability, expending its availability will make Nigerian benefiting from better connectivity experience.



* **Web Browsing Score** measures how fast and smoothly you can load websites.
HIGHER is better

Quality of Experience (QoE): Video Streaming



* **Video Streaming Score** Measures the overall quality of watching online video.
HIGHER is better

4G is the Workhorse for Video

An acceptable video streaming experience in Nigeria is currently possible almost exclusively on the 4G network.

While 5G offers the promise of a premium, high-fidelity experience, its limited availability means its influence in the national average remains limited.

Quality of Experience (QoE): Video Streaming

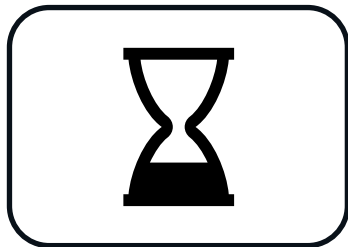
Current Streaming Experience: Key Limitations

The national experience continues to be influenced by legacy technologies, leading to some noticeable limitations:

- **Start-up Delay:** Videos typically take 5–6 seconds to begin playing.
- **Quality Constraints:** Streaming is often limited to SD (480p) or basic HD (720p).
- **Interruptions:** Around 1 in 4 sessions may experience buffering or stalling.

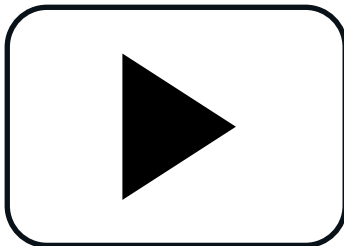
Ongoing efforts to expand 4G & 5G availability will certainly ensure better video Streaming Experience

Video Start Time



5-6 seconds to start

Typical Quality



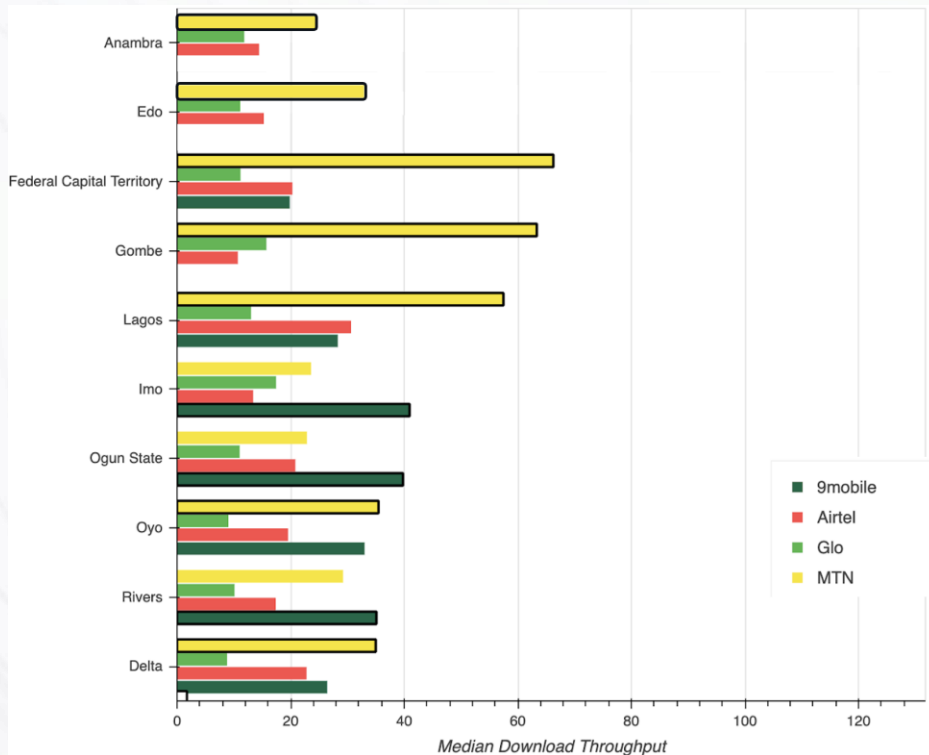
SD (480p) or basic
HD (720p)

Buffering & Stalls



~25% of the time

Main States DL Throughput



This chart presents a competitive benchmark of Download Throughput (DL) speeds across Nigeria's major States. It highlights which operators deliver the fastest download speeds in the country's highest-demand areas.

Observing these regional performance differences supports **informed consumer choice** and encourages operators to boost their investment in **network modernization**

Thank You