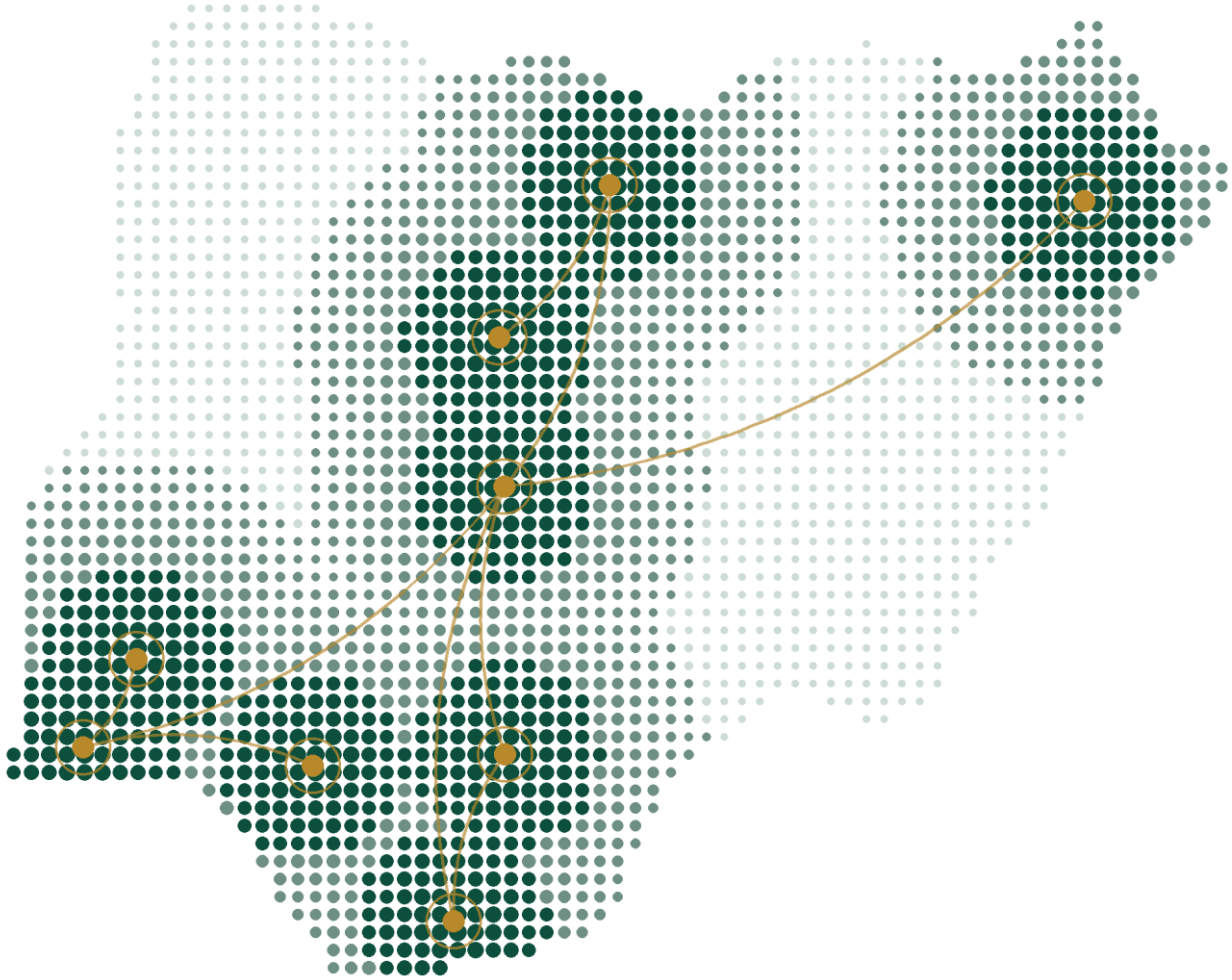
Nigerian Communications Commission
Network Improvement Programme



Comparative Assessment of QoS/QoE

Q3 2026 Public Report | Data: January 2025 – August 2026

02

CONTENTS

This report compares the technical quality (QoS) and user experience (QoE) of Nigeria's mobile operators.

What this report covers

03 Key findings at a glance

04 Speed Score by operator

05 National speed and stability

06 Experience: urban vs. rural

07 State highlights

08 Recommendations

Source: Speedtest® by Ookla® crowdsourced data, analysed by Ookla Advanced Analytics Services for the NCC.

03

AT A GLANCE

No operator leads on every measure and location, and the urban–rural picture depends on the service.

Every operator improved its Speed Score. MTN remains the benchmark.

50.8

MTN Speed Score, the highest nationally (48.7 in February)

+7.8

points gained by Glo, the largest improvement

+32%

urban download advantage over rural areas (35.02 vs. 26.44 Mbps)

52.7 vs 47.0

real-time readiness is higher in rural than urban areas

Source: Speedtest® by Ookla® crowdsourced data, analysed by Ookla Advanced Analytics Services for the NCC.

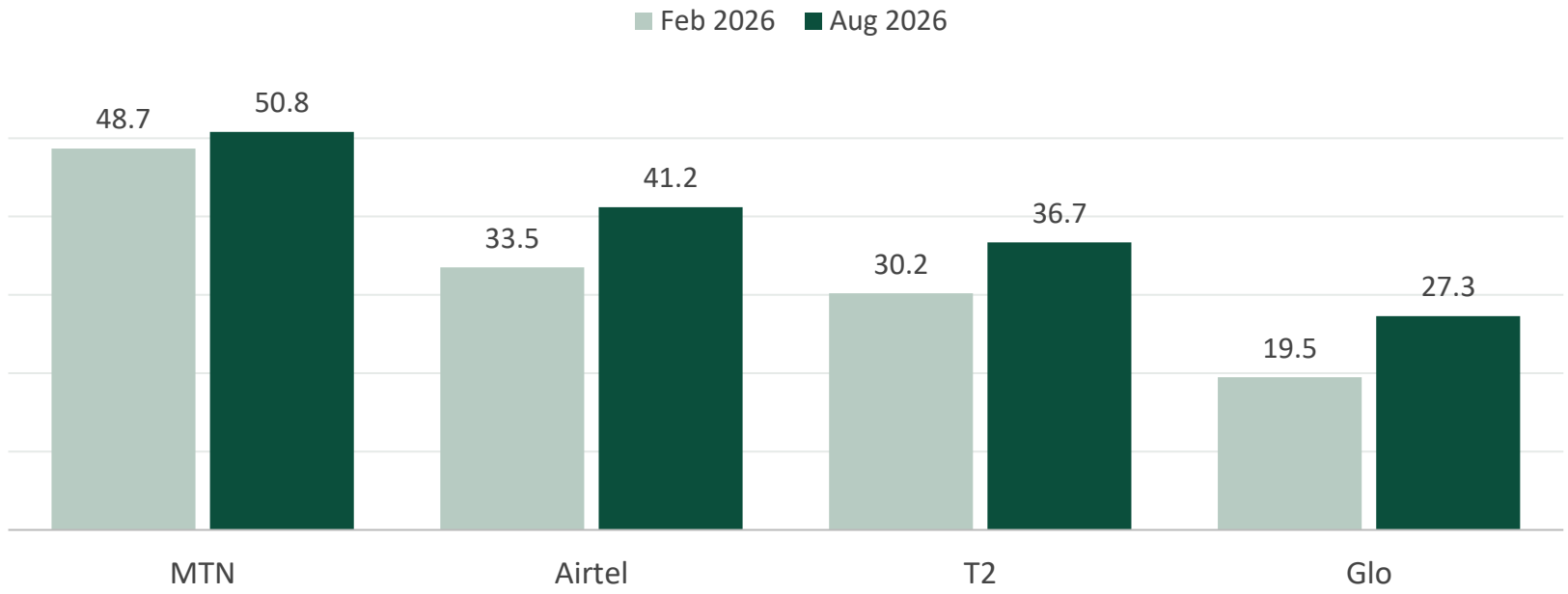
04

SPEED SCORE

Airtel and Glo improved most, narrowing the gap to MTN.

All four operators raised their Speed Score

Speed Score by operator



- **By state,** MTN leads in most states; T2 leads in Gombe, Kebbi, Katsina and Benue, and Glo leads in Taraba.

Source: Speedtest® by Ookla® crowdsourced data, analysed by Ookla Advanced Analytics Services for the NCC.

05

SPEED AND STABILITY

T2's very low upload speed is its clearest weakness. Glo has the most room to improve.

MTN and T2 lead on download; MTN is the most stable

Operator	Download (Mbps)	Upload (Mbps)	Jitter (ms)
MTN	21.76	13.54	11.3
T2	21.24	1.03	12.1
Airtel	18.03	7.98	12.9
Glo	10.45	3.41	16.1

T2 has the lowest download latency under load; MTN has the lowest upload latency under load.

Source: Speedtest® by Ookla® crowdsourced data, analysed by Ookla Advanced Analytics Services for the NCC.

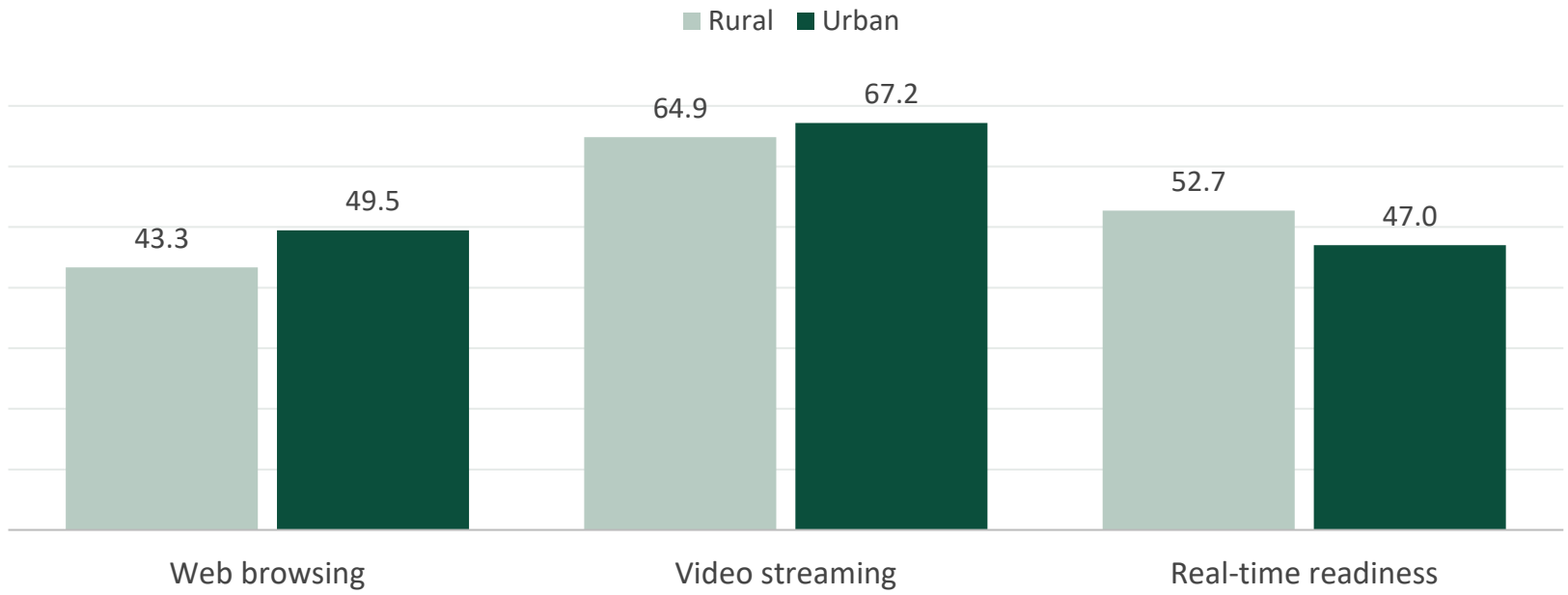
06

EXPERIENCE

The urban–rural gap is not uniform: it depends on the service being used.

Urban areas lead on browsing; rural areas lead on real-time services

Experience score (higher is better)



- **Leaders.** MTN leads web browsing (62.11) and video streaming; T2 has the highest national real-time readiness score (42.91).

Source: Speedtest® by Ookla® crowdsourced data, analysed by Ookla Advanced Analytics Services for the NCC.

07

STATE HIGHLIGHTS

Some operators achieve strong local results even where their national averages are lower.

Performance varies widely from state to state

- **Highest Speed Scores.** Lagos (48.78), Delta (46.20) and the FCT (44.66).
- **Lowest Speed Scores.** Kogi, Ekiti, Ebonyi, Nasarawa, Niger, Borno and Osun all score below 36.
- **Fastest downloads.** Lagos (22.42 Mbps), Delta (20.35) and Edo (20.02) lead; Osun (9.38) and Ondo (10.18) trail.
- **Most stable.** Akwa Ibom (10.9 ms), Cross River (11.0 ms) and Lagos (11.3 ms) record the lowest jitter.

Source: Speedtest® by Ookla® crowdsourced data, analysed by Ookla Advanced Analytics Services for the NCC.

08

RECOMMENDATIONS

Measure quality on several indicators and target the places that need it most.

Protecting the user experience

- **Look beyond speed.** Track latency, jitter and latency under load alongside throughput, as fast downloads do not guarantee a good real-time experience.
- **Target local gaps.** Use state and local-area results to focus investment where several indicators are weak.
- **Modernise the network.** Accelerate the phase-out of 2G and 3G and refarm spectrum toward 4G and 5G.
- **Share infrastructure.** Encourage infrastructure sharing to reduce regional gaps and improve rural coverage.

Source: Speedtest® by Ookla® crowdsourced data, analysed by Ookla Advanced Analytics Services for the NCC.

About this report

This summary is based on the NCC Advanced Analytics report “Comparative assessment of network QoS/QoE” (Q3 2026), prepared by Ookla Advanced Analytics Services under the Network Improvement Programme.

Results come from crowdsourced, user-initiated Speedtest® measurements (January 2025 – August 2026). They indicate typical user experience and are not a measure of total network capacity or coverage.

Areas, operators or devices with too few valid tests are excluded or flagged. Comparisons refer to the previous public report (Q1 2026).

Thank you