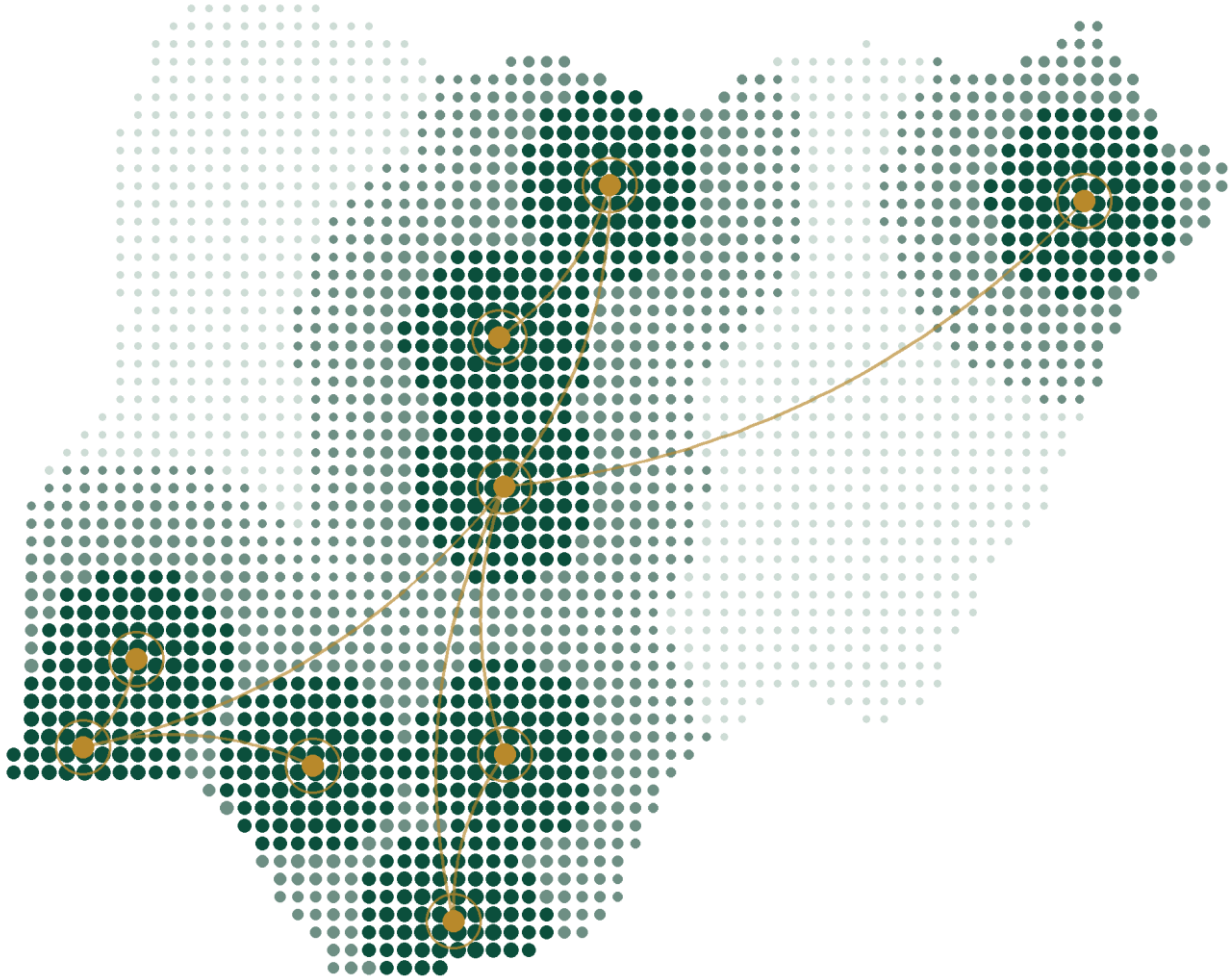
**Nigerian Communications Commission**
Network Improvement Programme



# Network Performance

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

02

CONTENTS

*This report links measured network quality with the experience and views of users.*

# What this report covers


03 Key findings at a glance

04 How operators compare

05 Customer sentiment

06 5G use in Lagos and Abuja

07 5G use by operator

08 What it means


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

# 03

AT A GLANCE

*MTN keeps the strongest overall profile, but no operator leads on every measure or in every state.*

# 5G use has grown in Lagos and Abuja, but customer sentiment remains negative.

**52%**

of 5G-capable device activity in Abuja now runs on 5G (31% in February)

**44%**

of 5G-capable device activity in Lagos now runs on 5G (28% in February)

**1,031**

Lagos areas rated high or critical priority for 5G improvement

**4 of 4**

operators still hold a negative Net Promoter Score

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

04

OPERATOR COMPARISON

*Leadership depends on the measure: MTN leads on speed and stability, T2 on real-time readiness.*

# Each operator has clear strengths and weaknesses

| Operator | Trend since Feb 2026 | Key characteristic |
|---|---|---|
| **MTN** | Sustained leadership | Highest speeds; lowest jitter |
| **Airtel** | Steady | Competitive video streaming |
| **T2** | Mixed but competitive | Strong downloads; weak uplink |
| **Glo** | Persistent bottlenecks | Lower speeds; strong in some states |

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

05

CUSTOMER SENTIMENT

*Dissatisfaction is linked more to network availability and access to 5G than to peak download speed.*

# Customer sentiment slipped for every operator

| Operator | NPS Feb 2026 | NPS Aug 2026 | Rank Aug 2026 |
|---|---|---|---|
| **MTN** | -0.26 | -0.28 | 1 |
| **Glo** | -0.22 | -0.30 | 2 |
| **T2*** | -0.22 | -0.38 | 3 |
| **Airtel** | -0.36 | -0.40 | 4 |

*Net Promoter Score = % promoters minus % detractors. *T2 result based on only 13 responses.*

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

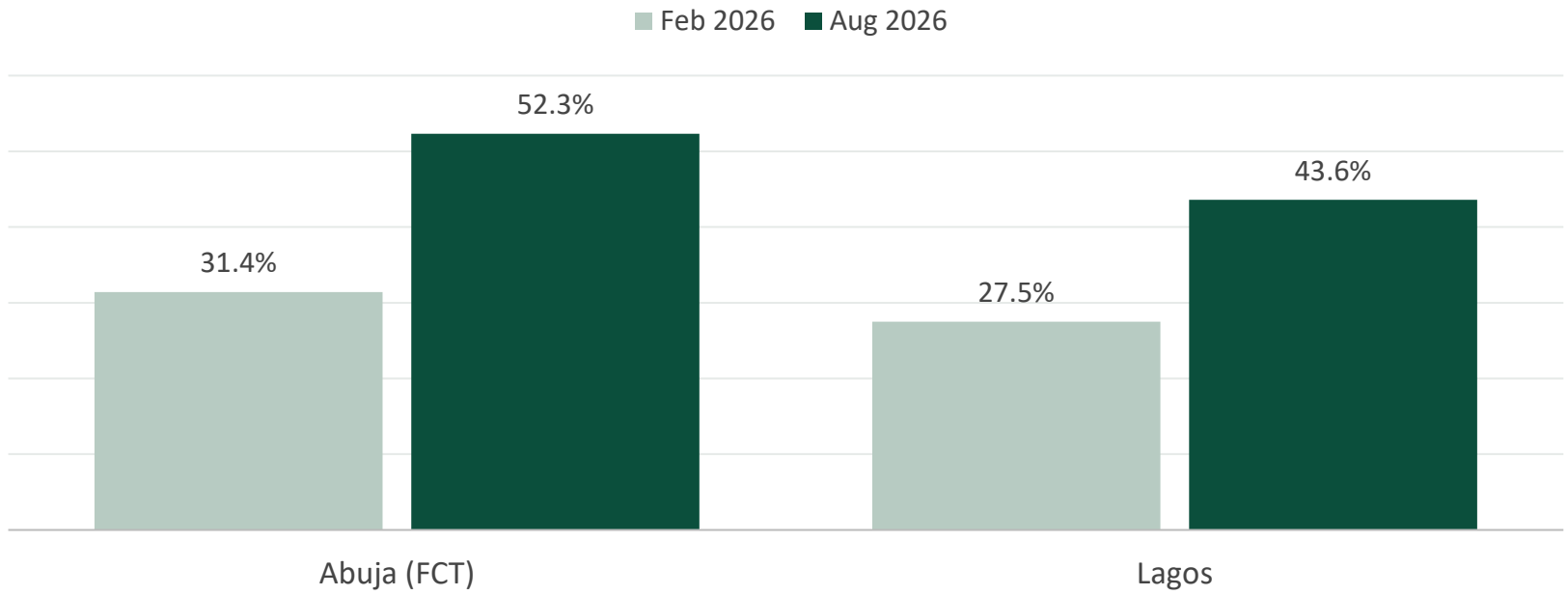
06

5G IN MAJOR CITIES

*About half of capable-device activity still happens without 5G, so the gap remains large.*

# More 5G-capable devices are now connecting on 5G

Share of 5G-capable device activity on 5G (%)




- **Priority areas** include civic and cultural centres, busy mixed residential–business districts, and transport and airport corridors.

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

NCC + OOKLA

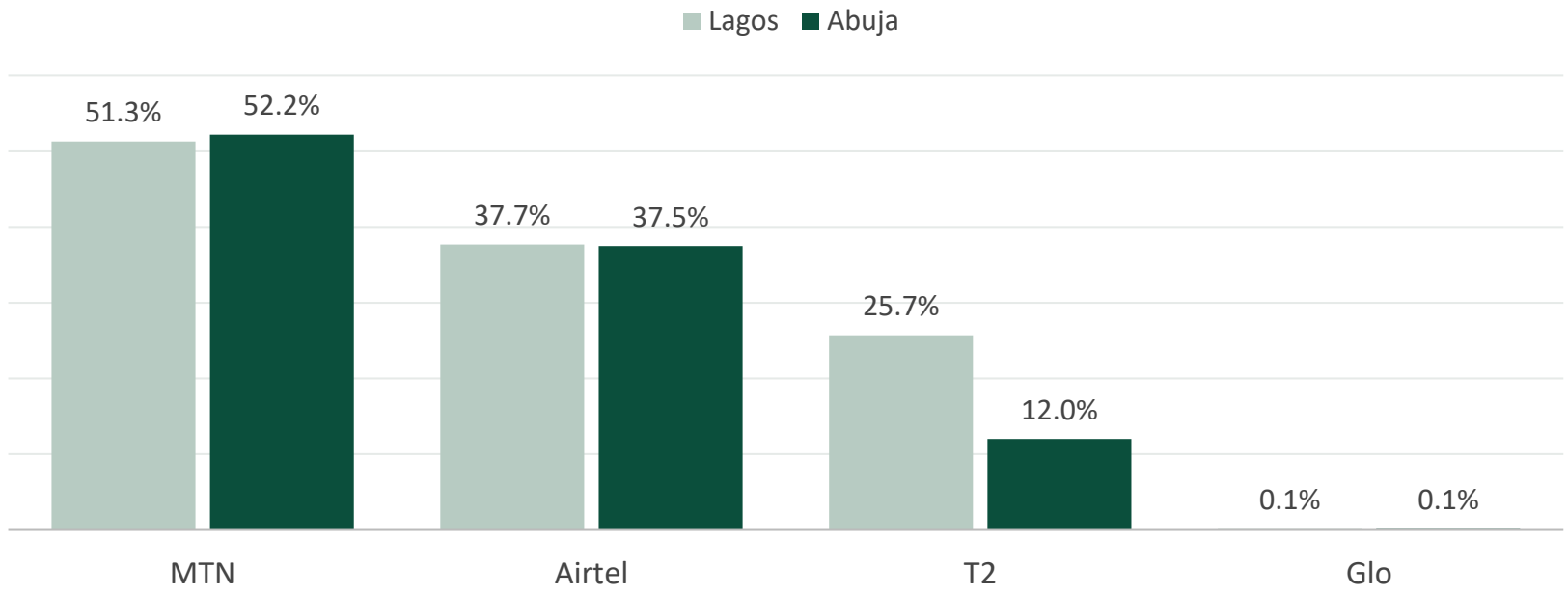
07

5G BY OPERATOR

*All operators have room to convert more device readiness into actual 5G use.*

# MTN leads 5G use in both cities; Glo shows almost none

Share of 5G-capable device activity on 5G, August 2026 (%)




- **T2** results are based on a small number of measurements.

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

08

WHAT IT MEANS

*Targeted upgrades where several weaknesses overlap will do the most for users.*

# Quality is more than speed

- **Beyond speed.** Latency, jitter, browsing, streaming and real-time readiness all shape how users experience the network.
- **Critical clusters.** 1,031 areas in Lagos and 287 in Abuja are rated high or critical priority for 5G, where device demand and coverage gaps overlap.
- **Mixed urban–rural picture.** Urban areas lead on download speed (19.7 vs. 17.8 Mbps), but real-time readiness is higher in rural areas.
- **Technology upgrades.** LTE enhancement and selective 5G expansion remain the main path to a more consistent experience.

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 “Network performance” (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