

best in test.

For adding something on top in the UK and reaching an overall score of 938 dots in fixed broadband benchmarking survey we proudly award this certificate to

Virgin Media UK

Score 938 out of 1000



Hakan Ekmen
Chief Executive Officer Telecommunication



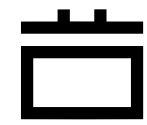



Report facts

umlaut tested and measured the performance of fixed broadband services in the UK. Focusing on the real user experience, we tested the categories Download Speed, Upload Speed, Latency and Stability.

For this report crowdsourced performance data has been collected and evaluated in 24 weeks from CW36 2022 until CW07 2023. We collected 112 million samples from 597.027 lines.

 **112 million**
samples


 **CW36 2022**
to CW07 2023
measurement
window


 **597.027**
number of lines




Claims



 **Best in test**
Virgin Media

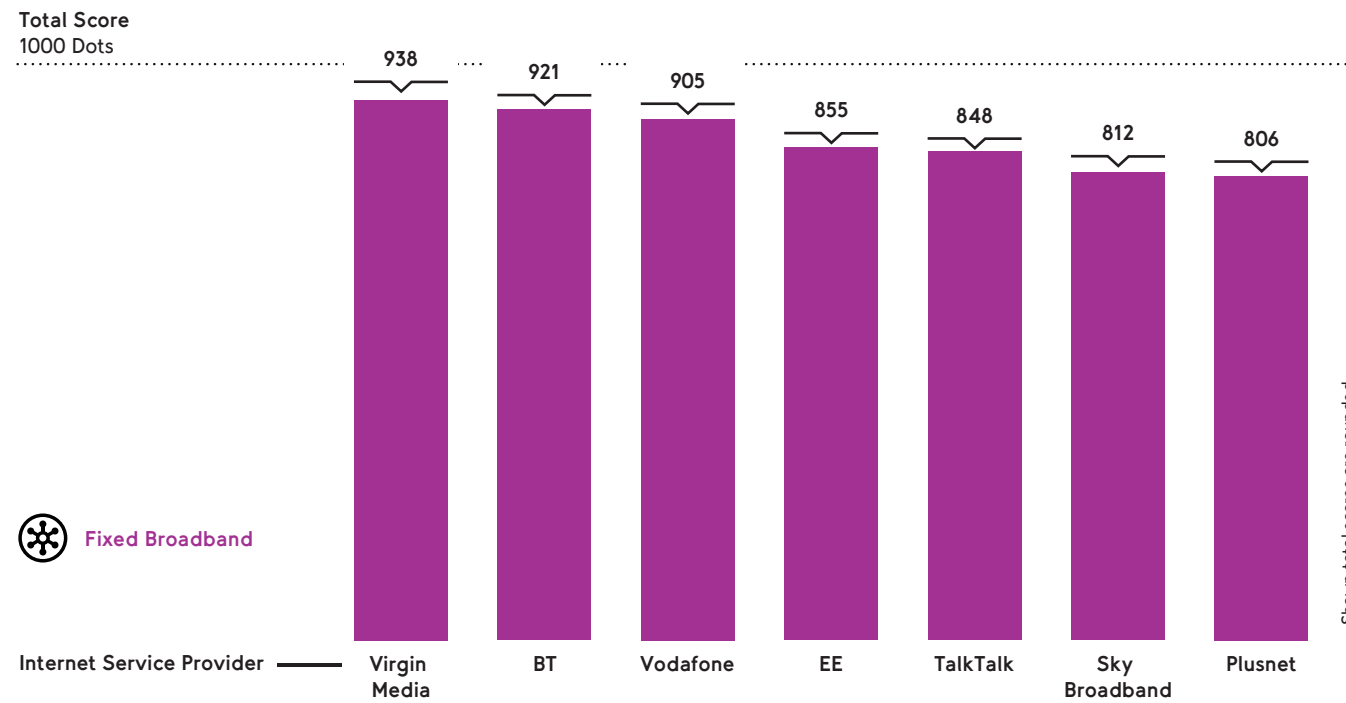
 **Best rated user download speed**
Virgin Media

 **Best rated user upload speed**
Virgin Media



Score and breakdown

Virgin Media achieved the highest overall score among competitors with 938 dots out of 1000.



Score achieved by the networks under test.



Service	max.	Virgin Media	BT	Vodafone	EE	TalkTalk	Sky Broadband	Plusnet
Download Speed Active	375,00	366	342	334	317	307	310	292
Download Speed Passive	100,00	95	96	94	95	93	90	94
Upload Speed Active	175,00	160	159	156	129	122	104	110
Upload Speed Passive	50,00	45	44	44	40	43	38	40
Latency	250,00	223	232	228	226	234	223	222
Stability	50,00	48	48	48	48	48	48	48



KPI overview

Speed, Latency and Stability

Download Speed KPIs		Unit	Virgin Media	BT	Vodafone	EE	TalkTalk	Sky Broadband	Plusnet
Download Speed Active	AVG Datarate	[Mbit/s]	131.2	59.3	56.4	44.3	39.9	40.7	36.0
	P10 Datarate	[Mbit/s]	21.6	14.6	14.2	10.3	8.8	9.2	7.9
	P90 Datarate	[Mbit/s]	284.3	110.2	86.0	75.4	71.7	73.2	69.7
Download Speed Passive	DL HD Video class	[%]	90.5	90.7	89.5	90.3	88.9	85.5	89.4
	DL Hispeed class	[%]	11.3	13.4	12.8	12.7	12.2	10.5	11.8
	DL UHD Video class	[%]	43.9	46.3	43.1	44.7	40.6	37.1	42.5
Upload Speed KPIs									
Upload Speed Active	AVG Datarate	[Mbit/s]	23.0	22.4	24.8	14.4	14.3	13.3	11.8
	P10 Datarate	[Mbit/s]	6.6	5.7	5.1	2.2	1.9	1.3	1.6
	P90 Datarate	[Mbit/s]	38.7	35.0	27.5	22.9	23.1	19.8	20.1
Upload Speed Passive	UL Basic Internet class	[%]	41.3	39.5	41.0	38.6	40.6	38.5	42.3
	UL HD Video class	[%]	29.1	25.2	21.6	19.1	21.5	17.2	16.5
Latency KPIs									
Latency	Egoshooter class	[%]	55.9	59.5	57.4	58.4	62.8	50.7	52.9
	Gaming class	[%]	96.7	95.7	93.9	93.6	94.2	93.5	93.8
	ULL class	[%]	0.9	14.1	12.7	9.5	18.6	8.6	5.7
Stability KPIs									
Stability	Transaction success	[%]	98.4	98.2	98.4	98.2	98.0	97.9	97.7

Measurement values achieved by the ISPs under test.

Methodology

As the de-facto industry standard, umlaut's benchmarking methodology focuses on customer-perceived network quality and covers a wide range of mobile and fixed broadband services.

For the collection of crowd-data used for this certification report, we have integrated a background diagnosis processes into thousands of diverse Android apps. If one of these applications is installed on the end-user's phone, data collection takes place 24/7, 365 days a year. We focus on the user experience. Our data collection is compliant with the GDPR, since we do not include any personal user data. This unique crowdsourcing technology allows us to collect data about real-world experience wherever and whenever customers use their smartphones to consume data services or place phone calls.

The umlaut benchmarking framework is based on a unified measurement method for true international comparability combined with the umlaut-Score approach. Our top priority is to fairly and transparently assess the global development of networks, push their quality and performance with our benchmarks and ultimately achieve improvements for every customer.



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