

Audit Report

Fixed Broadband Albania, 2023





Foreword




umlaut has tested the quality of the leading Fixed Line Networks in the Albanian market and took a detailed look into the Fixed Broadband performance of each operator.


The company is headquartered in Aachen, Germany and is a world leader in mobile network testing and benchmarking.




Report facts

umlaut tested and measured the performance of the leading fixed broadband service providers in Albania. Focusing on the real user experience, we tested the reliability of fixed broadband services based on the categories of download speed, upload speed, latency and stability.

 **5,71 million**
samples

 **8.961**
number of lines

For this report crowdsourced performance data collected over 24 weeks from 29.08.2022 to 11.02.2023 was evaluated. We collected 5,71 million samples from 8.961 lines.

 **CW35 2022
to CW06 2023**
measurement
window



Methodology

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

For the collection of crowd-data used for this audit 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 collect 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.

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.



Reliability

Total Score
573 Dots



Operator Vodafone Abissnet sh.a. ALBtelecom



→ Shown total scores are rounded.

Reliability score.



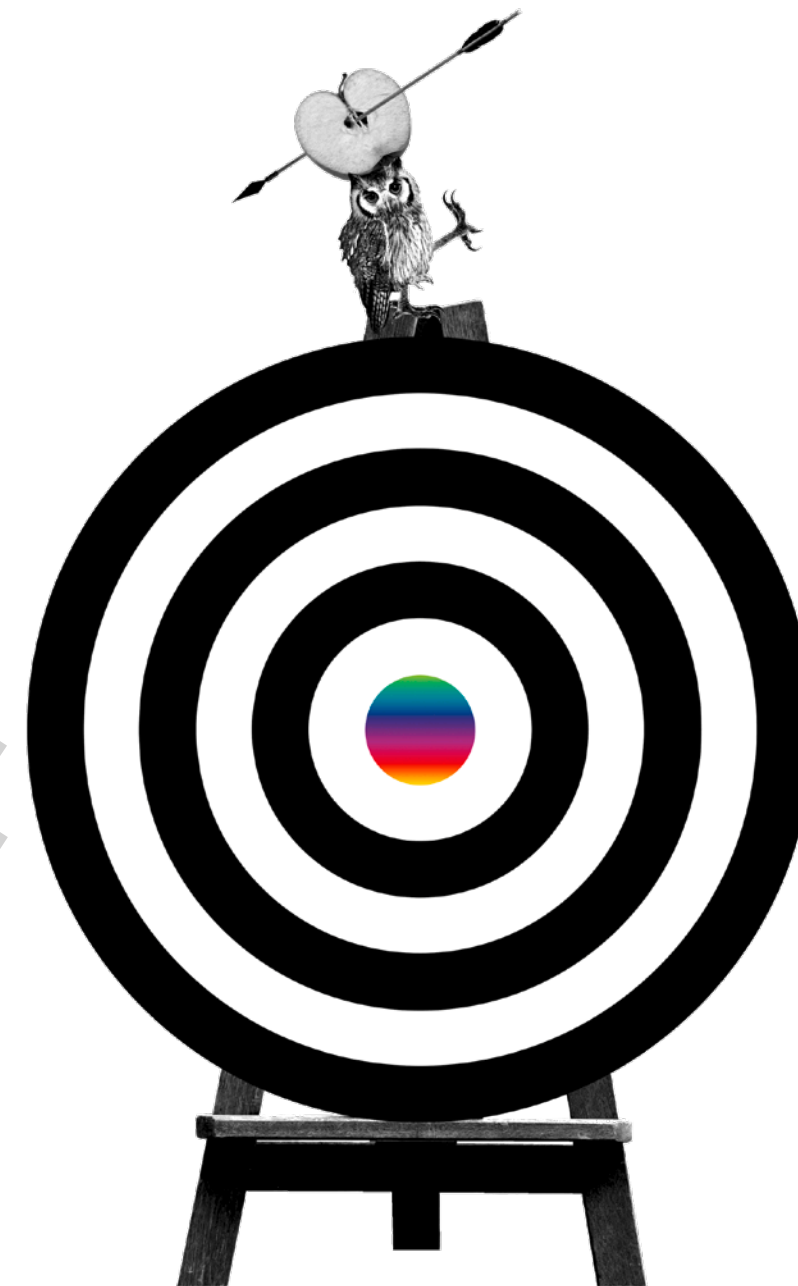
Per Service — Reliability Reliability Score

	Service Category	max	Vodafone	Abissnet sh.a.	ALBtelecom
Reliability	DL speed active	206	160	166	105
	DL speed passive	55	51	46	48
	UL speed active	96	88	87	37
	UL speed passive	28	14	7	11
	Latency	138	125	127	101
	Stability	50	46	44	47

Reliability score per service category. Shown scores are rounded.

Key takeaways

- || Vodafone Albania shows the highest overall Reliability score with 483 out of 573 points in the nationwide measurements.





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