

# Substantiation of speed, reliability, and 5G claims across multiple UK metros - H2 2022

**SUBSTANTIATION OF CLAIMS**

**Last Reviewed: 25/01/2023**

**Claims:**

**Speed, reliability, and 5G comparisons between EE and competitors in the following metros:**

- *Belfast*
- *Birmingham*
- *Bristol*
- *Cardiff*
- *Coventry*
- *Edinburgh*
- *Glasgow*
- *Hull*
- *Leeds and Bradford*
- *Leicester*
- *Liverpool*
- *London*
- *Manchester*
- *Newcastle*
- *Nottingham*
- *Sheffield*

Substantiation of metro performance claims

	Fastest Overall	Most Reliable	Best 5G	Most 5G Coverage
<b>Belfast</b>	✓	✓	✓	✓
<b>Birmingham</b>	✓	Tied		
<b>Bristol</b>	✓	Tied		
<b>Cardiff</b>	✓	Tied	✓	✓
<b>Coventry</b>	✓	Tied		
<b>Edinburgh</b>	✓	Tied		
<b>Glasgow</b>	✓	Tied		
<b>Leeds</b>	✓	✓		
<b>Leicester</b>	✓	✓		
<b>Liverpool</b>	✓	Tied		
<b>London</b>	✓	✓	✓	
<b>Manchester</b>	✓	Tied	✓	Tied
<b>Newcastle</b>	✓	Tied		
<b>Nottingham</b>	✓	Tied		
<b>Sheffield</b>	✓	Tied	Tied	
<b>Hull</b>	Tied			

✓	Outright Winner
Tied	Joint Winner

## Summary

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EE's claim to be the most reliable and/or be fastest and/or have the best 5G/ most 5G coverage across the above metro areas is based on RootMetrics' extensive testing, which assesses reliability across a wide variety of call, text, and data tests using the latest devices and a geographically representative methodology. Metro-level test results are provided below for easy comparison of operator performance.

## **RootMetrics Awards**

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RootMetrics, an independent mobile analytics firm, publishes a series of reports, titled the UK RootScore® Report (the “RootScore Report”). The RootScore Report ranks the UK’s four major mobile network operators (“MNOs”) on a number of performance metrics, including “Network Reliability”, “Network Speed”, “Data Performance”, “Network Accessibility”, “Call Performance” and “Text Performance”. The report also ranks MNOs on “Overall Performance”.

In addition to testing across the nations, RootMetrics extensively tests 16 of the largest metropolitan areas (Eurostat ‘Large Urban Zones’ [LUZs]) within the UK. To provide objectivity, the boundaries of the areas we test for our RootScore Reports are defined by governments and official agencies—not by RootMetrics.

## **Why are these results robust?**

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RootMetrics uses scientific methodologies to design tests, measure activities, and collect data about mobile network performance that are representative of a consumer’s mobile experience within a given market. RootMetrics then employs statistical techniques to verify and validate the results. This approach ensures all operators are measured on a level playing field, removes unintentional bias, and allows RootMetrics to provide actual, in-the-field data that confirms or challenges performance numbers that are otherwise only theoretical or based on ideal conditions. Weighting and stratification methods ensure that test data correctly represents the overall national population distribution.

We measure network reliability, accessibility, and speed performance across the activities that consumers use their smartphones for on a daily basis, like browsing webpages, using apps, making calls, and sending texts. Our methodology is designed to ensure that our tests measure performance across a wide range of real-world situations that consumers experience while using their smartphones on a daily basis. For example: we collect samples during periods of high and low congestion; we measure performance across variations in speed, from standing still to driving on the highway; and we perform tests whether coverage is poor or excellent or somewhere in between. We test each network head-to-head in these situations to make comparisons easy and assure all networks are measured on a level playing field.

Methodological Facts from RootMetrics’ UK tests conducted between July and December 2022:

- 635,207 tests performed
- 23,384 miles driven
- 4 nations visited
- 16 of the largest metropolitan areas (Eurostat ‘Large Urban Zones’ [LUZs]) included

## Reliability and downlink testing

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The RootMetrics Network Reliability category provides a holistic look at reliability performance across data, call, and text testing. The reliability category addresses the two questions most fundamental to a reliable mobile experience for consumers: can I access the network and can I then stay connected to complete my intended task?

To answer these critical questions, RootMetrics assesses performance across the following key areas:

	Reliability
Call	<ul style="list-style-type: none"><li>• Mobile-to-mobile blocked outgoing call</li><li>• Mobile-to-mobile dropped outgoing call</li></ul>
Data	<ul style="list-style-type: none"><li>• Lite data (web/app) access success</li><li>• Lite data (web/app) task success</li><li>• Lite data (web/app) secure access success</li><li>• Lite data (web/app) secure task success</li><li>• Download/upload access success</li><li>• Download/upload task success</li></ul>
Text	<ul style="list-style-type: none"><li>• Intra/inter-network text send failure rate</li><li>• Intra/inter-network text receive failure rate</li></ul>

To evaluate downlink throughput performance, the RootMetrics testing application attempts to open and maintain 4 simultaneous HTTP connections to measure the total bytes transferred during the test period. Downlink throughput speed is measured during this testing.

## Speed and reliability comparisons

The tables below provides key H2 2022 scoring and download throughput comparisons across metros in which EE has made reliability or speed claims. Links to associated RootScore Reports are as follows:

[Belfast RootScore® Report Oct 2022](#)

[Birmingham RootScore® Report Dec 2022](#)

[Bristol RootScore® Report Aug 2022](#)

[Cardiff RootScore® Report Oct 2022](#)

[Coventry RootScore® Report July 2022](#)

[Edinburgh RootScore® Report Sep 2022](#)

[Glasgow RootScore® Report Sep 2022](#)

[Hull RootScore® Report Dec 2022](#)

[Leeds RootScore® Report Sep 2022](#)

[Leicester RootScore® Report Nov 2022](#)

[Liverpool RootScore® Report Nov 2022](#)

[London RootScore® Report Oct 2022](#)

[Manchester RootScore® Report Nov 2022](#)

[Newcastle RootScore® Report Dec 2022](#)

[Nottingham RootScore® Report July 2022](#)

[Sheffield RootScore® Report Aug 2022](#)

Market	EE Reliability RootScore	O2 Reliability RootScore	Three Reliability RootScore	Vodafone Reliability RootScore
<b>Belfast</b>	99.43	96.53	97.02	97.01
<b>Birmingham</b>	98.63	95.38	98.33	98
<b>Bristol</b>	98.02	92.9	97.68	96.6
<b>Cardiff</b>	96.87	95.72	97.28	97.75
<b>Coventry</b>	99.79	98.98	98.56	99.42
<b>Edinburgh</b>	97.83	96.94	97.39	97.72
<b>Glasgow</b>	98.86	97.23	97.85	99
<b>Hull</b>	94.91	92.31	95.44	97.06
<b>Leeds</b>	99.11	95.97	97.92	97.94
<b>Leicester</b>	99.51	98.2	98.54	98.88
<b>Liverpool</b>	98.82	95.94	98.07	98.16
<b>London</b>	98.1	94.99	94.89	96.07
<b>Manchester</b>	99.07	96.41	98.29	98.59

Substantiation of metro performance claims				
<b>Newcastle</b>	99.05	96.98	97.5	98.67
<b>Nottingham</b>	98.91	97.54	97.87	98.09
<b>Sheffield</b>	98.83	95.12	96.2	97.97

<b>Market</b>	<b>EE median download speed (Mbps)</b>	<b>O2 median download speed (Mbps)</b>	<b>Three median download speed (Mbps)</b>	<b>Vodafone median download speed (Mbps)</b>
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<b>Belfast</b>	94.7	24.39	29.79	46.82
<b>Birmingham</b>	106.9	17.67	62.62	55.71
<b>Bristol</b>	82	9.33	30.54	47.29
<b>Cardiff</b>	80.43	16.54	44.22	34.22
<b>Coventry</b>	80.66	27.61	41.58	23.91
<b>Edinburgh</b>	72.58	20.49	42.37	23.34
<b>Glasgow</b>	74.19	6.88	40.7	36.07
<b>Leeds</b>	82.69	22.31	31.45	35.71
<b>Leicester</b>	69.94	16.37	50.68	24.47
<b>Liverpool</b>	101.91	29.11	89.52	29.54
<b>London</b>	99.34	30.29	61.54	59.13
<b>Manchester</b>	68.42	24.72	26.44	32.12
<b>Newcastle</b>	89.51	13.99	40.85	46.58
<b>Nottingham</b>	67.94	32.41	44.34	28.54
<b>Sheffield</b>	80.93	17.84	76.74	22.15

## **Best 5G Network & 5G Coverage in Metros from RootMetrics**

### **Context and current ecosystem overview**

In parallel with the changes consumers are experiencing due to the Covid-19 pandemic, innovative technology teams around the world are releasing emerging technologies which will change the shape of communication interaction. For instance, Ofcom released a report on the 14<sup>th</sup> January 2021<sup>1</sup> shining a light on some of these emerging technologies, along with expectations of the type of network performance evolution that is required to support them in the real-life environment in the near term and longer-term futures.

To further understand what consumers and business users expect from connectivity and these evolving mobile networks, RootMetrics undertook a User Perception Survey in October 2020. The framework was designed to help us understand consumer and enterprise decision-maker perceptions on future purchasing decisions. With 3,000 responses, the data indicated that both consumer and enterprise identified availability of 5G service and data throughput speeds as important factors influencing their next purchase.

5G offers a bright future, but 5G today is first and foremost beginning to address enhanced mobile broadband (eMBB) use cases. These eMBB usage scenarios will come with new application areas and requirements in addition to existing mobile broadband applications for improved performance and an increasingly seamless user experience.

In particular, a smartphone customer needs high levels of 5G availability to provide seamless coverage, with a much-improved user data rate compared with existing data rates. Hotspot use cases also exist, typically in an area with high user density; for these scenarios, very high traffic capacity is needed, the requirement for mobility is low, and the user data rate is higher than that of wide area coverage.

During these initial phases of 5G rollout, the end user will benefit from faster access to media content whilst on the go, resulting in an enhancement of data rates compared to 4G technology and an improved quality of experience, with content size no longer a barrier to access high quality content. Streaming video experiences, for instance, will have less buffering and content starting instantly.

<sup>1</sup> [https://www.ofcom.org.uk/data/assets/pdf\\_file/0011/211115/report-emerging-technologies.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0011/211115/report-emerging-technologies.pdf)



## Ranking methodology

The RootMetrics 5G scoring framework is designed to measure progress towards the 5G standards outlined in IMT-2020, focusing on metrics that are most important to consumer experience and use case application.

To provide an objective view of 5G performance, RootMetrics reviewed a variety of publications and sources in determining what metrics should be evaluated, as well as what performance thresholds should be considered. In addition to the IMT-2020 5G standards, RootMetrics compared recommended performance thresholds for a 5G use case (cloud gaming) and reviewed consumer survey results to better understand expectations from users. Taken together, this multi-faceted approach helped delineate what KPIs are most important while also providing key benchmarks for network comparisons.

## Defining what constitutes a 5G experience and the importance of 5G availability

*A consumer's 5G experience is built out of a combination of two broad pillars: 1) the network performance delivered while on 5G and 2) how often those 5G networks are actually available.*

Assuring that both elements of this 5G equation are considered is especially critical during this growth phase of 5G rollouts and as networks continue to mature. Performance metrics are important but viewing performance without also factoring in availability can create a skewed picture of the 5G experience. After all, an amazing 5G speed only matters to consumers if they can actually access the network consistently.

To that end, the RootMetrics 5G scoring framework first considers how well each network performs across key 5G KPIs (covering speed, reliability, and latency) and then uses the percentage of tests on 5G (availability) as a multiplier. This approach creates a balance that provides a clearer picture into the consumer's 5G experience. It rewards operators that offer the best combination of performance plus availability, while mitigating the impact of an operator excelling in *only* performance or *only* availability.

- An operator with fantastic performance but low availability will have its score impacted negatively by low availability (since, again, if a consumer cannot access the network, that performance is moot).
- Conversely, an operator with high availability but low performance will have its score impacted negatively by its weaker speed, reliability, or latency KPIs.
- An operator cannot score highly by focusing on performance across only a small area or on wide availability at the expense of stronger performance.
  - This type of mitigation is especially important as different spectrum bands of 5G become available: some spectrum favours broad coverage and some spectrum leads to faster speeds. A true 5G experience must consider both elements, not one at the expense of the other.
- Consumers are thus able to see which operator provides the best overall combination of performance plus availability.

## Selection of performance metrics

Much of the conversation around 5G focuses on the potential for extremely fast speeds. A March 2020 survey<sup>2</sup> supports the idea that download speeds are at the top of consumers' minds when thinking about 5G. For this reason, RootMetrics weights speeds slightly higher than reliability and latency when evaluating networks.

While speed might be the first thing consumers think of when it comes to 5G, use cases including mobile gaming, augmented or virtual reality, and connected vehicles will also rely on 5G's promise of near-perfect reliability and low latencies.

To capture fully these consumer expectations and use case needs, the following metrics are considered when RootMetrics evaluates 5G networks:

- Download Throughput 5th Percentile (Speed)
- Download Throughput Median (Speed)
- Lite Data Secure Access Speed (Latency)
- Lite Data Secure Access Success (Reliability)
- Lite Data Secure Task Success (Reliability)

Each of these categories is then scored based upon the performance thresholds defined below.

## Evaluating availability

5G availability is determined based upon the number of tests RootMetrics recorded on 5G compared to other network technologies:

- Percent of tests on 5G (Availability)

As mentioned above, availability functions as a multiplier within the RootMetrics framework. Once the above performance metrics have been evaluated and the corresponding performance score for each category calculated, 5G availability rates are then factored in as a weighting factor as described above.

The equation is simple and straightforward: the performance of an operator is multiplied by the percentage of tests RootMetrics recorded on 5G.

## Performance Thresholds

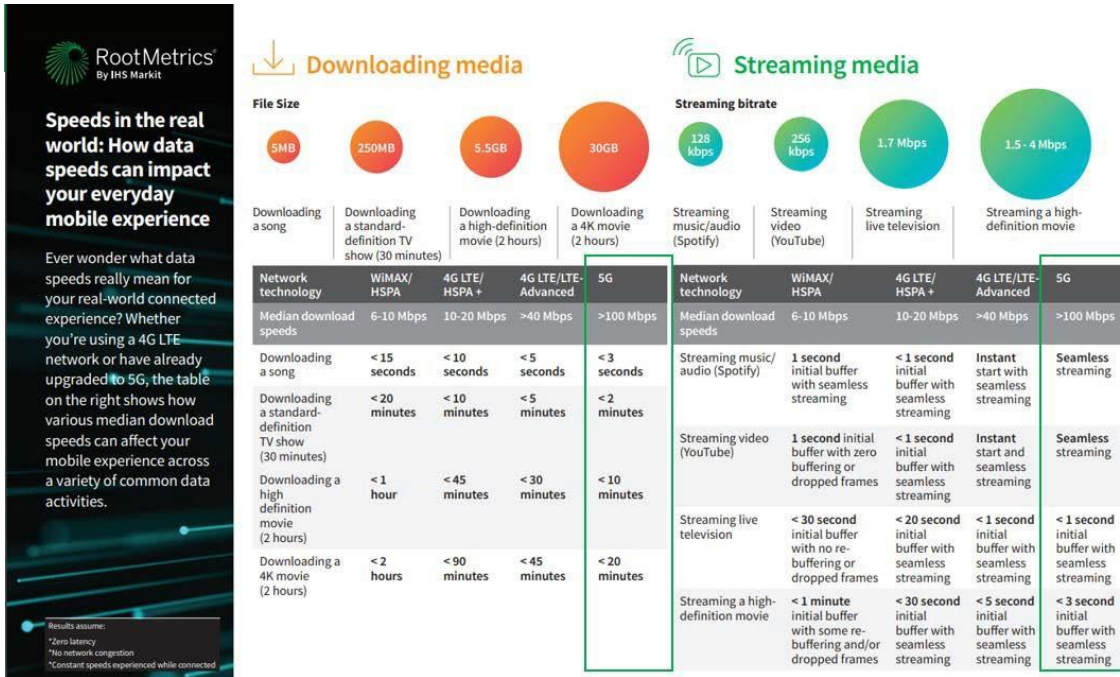
The expectation is that 5G technology will move towards ubiquity over the next couple of years. As networks expand and mature, RootMetrics expects performance to continue to improve. When evaluating 5G performance, RootMetrics has therefore taken into consideration key guidelines from IMT-2020<sup>3</sup>, including:

<sup>2</sup> <https://www.ansys.com/-/media/ansys/corporate/resourcelibrary/brochure/ansys-5g-survey-infographic.pdf?la=en&hash=4A18E71A92731D76D4B52763E46CAC0AC5391A93>

<sup>3</sup> <https://www.itu.int/en/ITU-R/study-groups/rsg5/rwp5d/imt-2020/Documents/060R1e.pdf> and [https://www.itu.int/en/ITU-R/study-groups/rsg5/rwp5d/imt-2020/Documents/S01-1\\_Requirements%20for%20IMT-2020\\_Rev.pdf](https://www.itu.int/en/ITU-R/study-groups/rsg5/rwp5d/imt-2020/Documents/S01-1_Requirements%20for%20IMT-2020_Rev.pdf)

- User experienced data rate of 100 Mbps downlink
- Control plane latency of 20ms or less
- 99.9999% reliability

Thresholds for download throughput metrics in the 5G rating are based on the expectation of eventually achieving 100 Mbps at the 5th percentile for download throughput, and more generally the expectation that 5G speeds will be in the hundreds of Mbps (with peak speeds much higher than that). The 100 Mbps mark matches with 5G-specific applications, such as the minimum throughput needed for entry-level VR experience as shown in the recent Ofcom report<sup>4</sup>. This threshold also maps to what RootMetrics has publicised<sup>5</sup>, including information that shows consumers how these 5G speeds will impact typical mobile behaviour.



The lower threshold used for the 5<sup>th</sup> percentile metric was determined by reviewing recommendations associated with mobile cloud gaming as a representative 5G use case. Research across Xbox<sup>6</sup>, Google Stadia<sup>7</sup>, and others suggests that a minimum speed of 10 Mbps is required to assure a smooth consumer experience for SD gaming. To provide opportunity for further differentiation of

<sup>4</sup> [https://www.ofcom.org.uk/data/assets/pdf\\_file/0011/211115/report-emerging-technologies.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0011/211115/report-emerging-technologies.pdf)

<sup>5</sup> <https://www.rootmetrics.com/en-US/content/speeds-in-the-real-world-infographic>

<sup>6</sup>

<https://support.xbox.com/en-US/help/games-apps/cloud-gaming/about-cloud-gaming#about-cellular-gameplay>

<sup>7</sup> <https://support.google.com/stadia/answer/9607891?hl=en>

networks, a second threshold of 30 Mbps was established and represents a minimum speed needed to support more intensive performance needs for multi-player and/or HD games.

Thresholds for the latency measure of lite data secure access speed, are targeted towards the sub 20ms goal outlined in IMT-2020 with the interim step at a half a star tied to current expectations for latency for smooth performance on mobile gaming platforms. Here too RootMetrics reviewed typical use case latency requirements. Current recommendations from Xbox, for instance, suggest a latency of less than 60ms is required for smooth game play experience. In short, both independent recommendations—the ideal sub 20ms from IMT-2020 and the more achievable 60ms threshold from gaming recommendations—are captured within the RootMetrics star rating framework.

The reliability expectations in IMT-2020 are near perfect at 99.9999%. To account for the early stage of 5G and in acknowledgement that few consumers will have practical impacts from a slightly lower reliability in current use cases the threshold for the reliability metrics was set at 99.5% - still an impressive value when compared to network performance as a whole.

### **National aggregation**

As of 2022, 5G rollout in the UK has been primarily concentrated in the metro areas. Due to the relative lack of 5G seen in national drive route testing, the national rollup calculation for 5G metrics includes only testing from RootMetrics' Metro testing across UK's top 16 metros. All 5G data tests from across the 16 metros are used to calculate the national level metrics. There is no weight applied in this aggregation.

**5G Coverage Metro Claims**

<b>Market</b>	<b>EE 5G% coverage</b>	<b>O2 5G% coverage</b>	<b>Three 5G% coverage</b>	<b>Vodafone 5G% coverage</b>
<b>Belfast</b>	45.70%	41.30%	23.90%	25.20%
<b>Birmingham</b>	29.70%	44.70%	63.20%	50.30%
<b>Bristol</b>	41.90%	24.30%	33.40%	54.40%
<b>Cardiff</b>	53.20%	32.40%	48.00%	43.90%
<b>Coventry</b>	11.70%	34.20%	35.20%	9.40%
<b>Edinburgh</b>	33.00%	55.60%	42.70%	19.10%
<b>Glasgow</b>	42.30%	21.20%	50.20%	32.40%
<b>Leeds</b>	40.80%	42.40%	52.40%	23.50%
<b>Leicester</b>	24.70%	58.60%	59.70%	12.20%
<b>Liverpool</b>	50.00%	49.40%	50.70%	59.20%
<b>London</b>	47.80%	48.80%	42.80%	47.70%
<b>Manchester</b>	58.30%	40.00%	57.60%	57.70%
<b>Newcastle</b>	38.49%	55.38%	43.08%	17.00%
<b>Nottingham</b>	21.40%	18.70%	59.20%	9.00%
<b>Sheffield</b>	39.20%	29.90%	47.60%	14.30%
<b>Hull</b>	29.30%	33.40%	42.70%	28.50%

## Best 5G Metro Claims

### Belfast

carrier	dsd_task_speed	dsd_task_s_peed_05p	ldrs_access_s_peed	ldrs_access_s_success	ldrs_task_success	availability	overall
EE	182.67	20.95	54.5	99.89%	99.97%	54.50%	<b>49.23</b>
O2	124.69	9.95	43	99.79%	99.56%	37.72%	31.57
Three	165.62	11.09	42.5	99.15%	99.90%	27.52%	23.36
Vodafone	143.03	11.47	58	99.89%	99.90%	31.30%	26.74

### Cardiff

carrier	dsd_task_speed	dsd_task_s_peed_05p	ldrs_access_s_peed	ldrs_access_s_success	ldrs_task_success	availability	overall
EE	137.34	24.41	55	99.80%	99.92%	57.49%	<b>51.12</b>
O2	100.56	17.05	45	99.54%	99.99%	39.43%	33.36
Three	234.98	13.07	36.5	99.84%	99.77%	49.01%	44.37
Vodafone	90.29	6.68	60	99.73%	99.65%	48.57%	35.69

### London

carrier	dsd_task_speed	dsd_task_s_peed_05p	ldrs_access_s_peed	ldrs_access_s_success	ldrs_task_success	availability	overall
EE	126.56	14.39	50	99.66%	99.79%	44.02%	<b>37.93</b>
O2	53.21	5.79	59	99.86%	99.80%	44.59%	28.42
Three	131.82	5.52	34	99.78%	99.68%	37.26%	30.24
Vodafone	83.38	4.88	65.75	99.54%	99.52%	43.87%	29.76

### Manchester

carrier	dsd_task_speed	dsd_task_s_peed_05p	ldrs_access_s_peed	ldrs_access_s_success	ldrs_task_success	availability	overall
EE	134.14	18.38	50	99.92%	99.97%	57.14%	<b>50.80</b>
O2	89.31	4.69	44	99.65%	99.53%	43.32%	31.17
Three	208.53	7.45	48	99.78%	98.81%	51.03%	40.26
Vodafone	88.05	7.95	68.5	99.83%	99.62%	58.01%	42.83

### Sheffield - Tie

carrier	dsd_task_speed	dsd_task_s_peed_05p	ldrs_access_s_peed	ldrs_access_s_success	ldrs_task_success	availability	overall
EE	143.55	27.35	75	99.49%	99.94%	48.09%	<b>41.43</b>
O2	75.55	7.11	40.5	99.65%	99.97%	32.59%	24.03
Three	160.00	15.47	46	99.49%	99.57%	46.73%	<b>40.82</b>
Vodafone	125.45	9.29	52	99.17%	99.96%	13.91%	11.16

## Rating Framework and quick metric summary for Best 5G Metro

**Availability:** 5G availability is the gateway for consumers to access enhanced mobile network experience promised by this new technology and acts as a multiplier of the other performance metrics within the RootMetrics framework.

**5<sup>th</sup> percentile:** 5<sup>th</sup> Percentile speeds experienced on 5G provide a measure of minimum performance required to provide access great media content quickly or great gaming experiences on the go.

**Median download throughput:** Median download speeds > 100Mbps provide consumers faster access to higher quality media on the go, enable enterprise organisations to work from anywhere, and deliver enhanced mobile broadband to consumers in the home who may not have access to fixed broadband.

**LDRS and latency:** Improved latency enables quicker responses and lag-free applications and sets the stage for future 5G use cases such as autonomous cars and more.

**Reliability:** A consistent user experience requires high access reliability to connect to the service and task reliability to receive the necessary data to operate the service.