

# best in test.

For adding something on top in Croatia and reaching an overall score of 924 dots in mobile network benchmarking survey we proudly award this certificate to

## Hrvatski Telekom Croatia

Score 924 out of 1000




Hakan Ekmen  
Global Networks Lead, Comms Industry






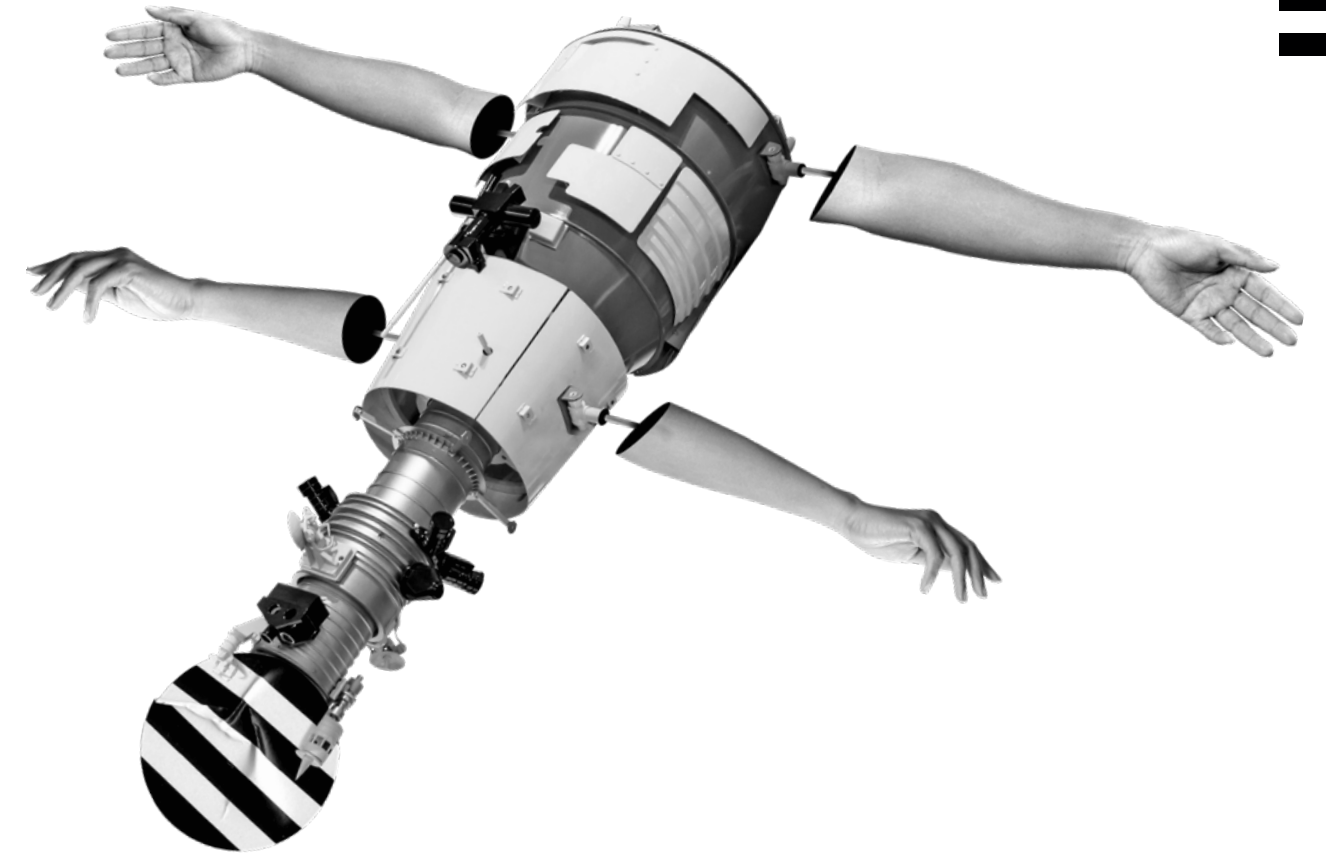
# Report facts

 **101,5 million**  
samples

 **24 weeks,**  
**W33 2023**  
**to W04 2024**  
Data collection  
time period

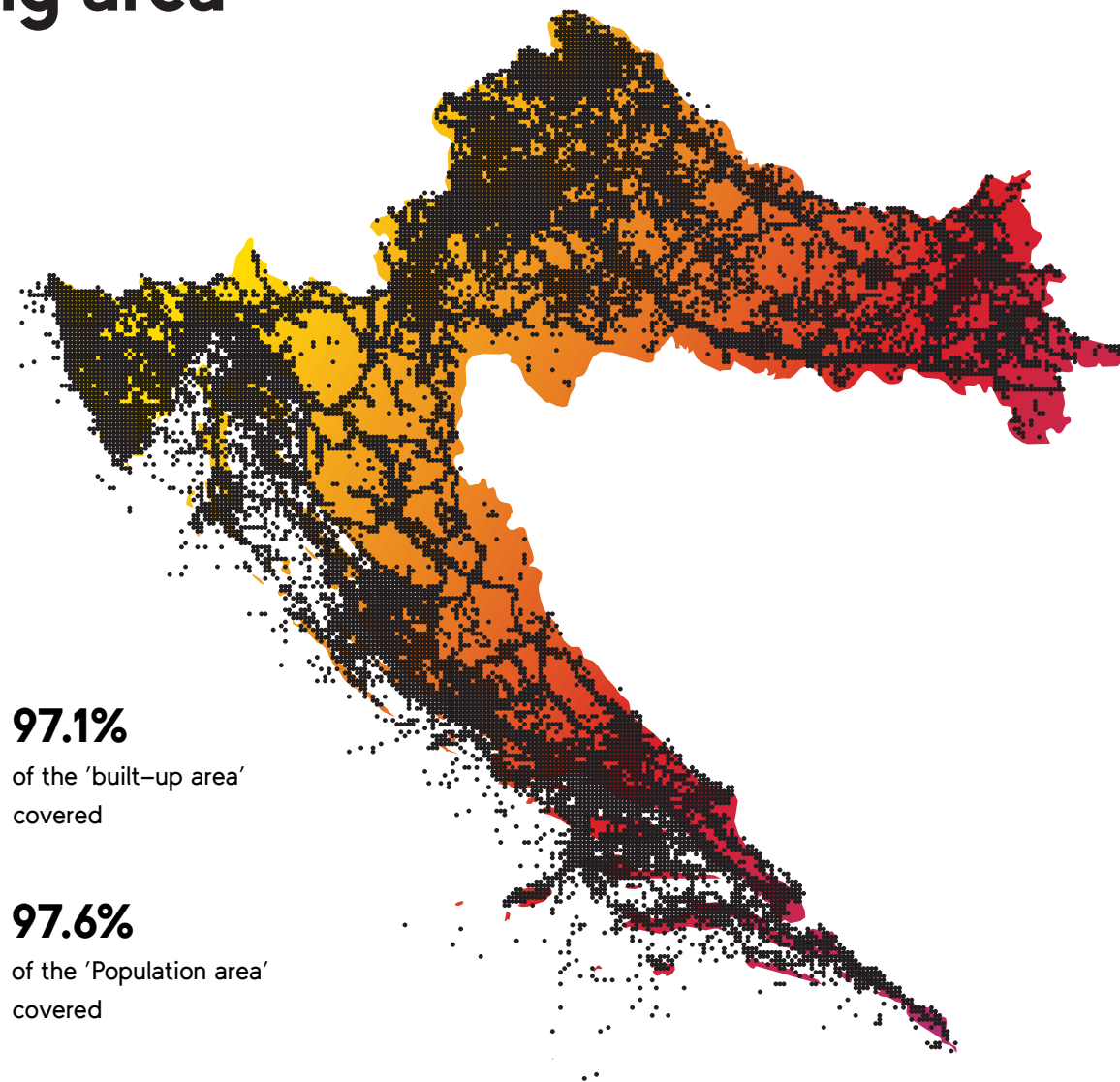
 **11.7 thousand overall**  
**providing samples**  
Users

 **97.1%**  
of the 'built-up area'  
covered  
**97.6%**  
of the 'Population area'  
covered





# Testing area



**97.1%**  
of the 'built-up area'  
covered

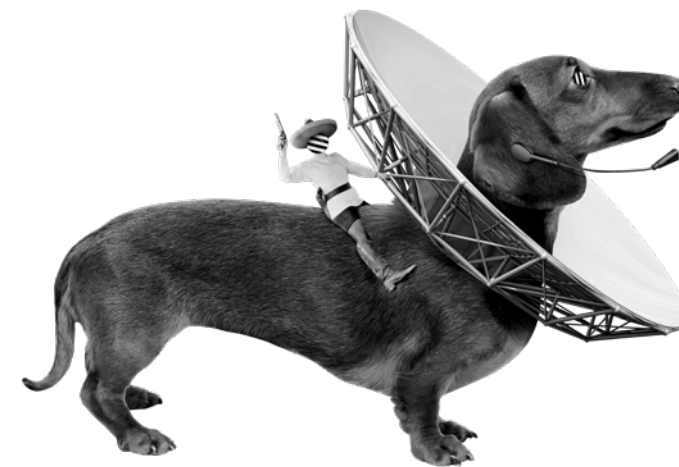


**97.6%**  
of the 'Population area'  
covered



**41,410 km<sup>2</sup>**  
size of tested area

# Claims



**Best in test**  
Hrvatski Telekom

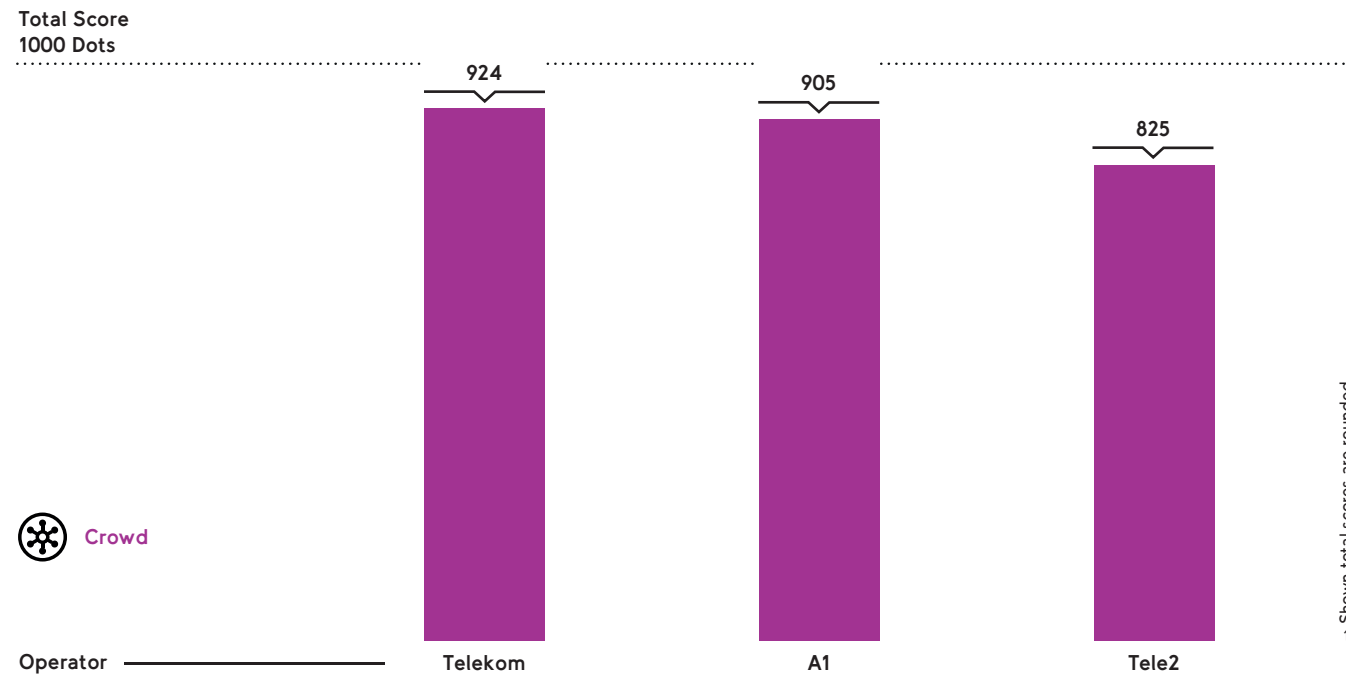
**Best rated broadband coverage**  
Hrvatski Telekom

**Best rated user download speed**  
Hrvatski Telekom



# Score and breakdown

Hrvatski Telekom achieved the highest overall score among competitors 924 dots out of 1000.



Score achieved by the networks under test.

→ Shown total scores are rounded.



Category	max.	Telekom	A1	Tele2
Broadband Coverage	450	414	397	366
Download Speed	300	280	274	272
Latency	200	186	188	188
Voice	50	44	46	0
<b>Total</b>	<b>1000</b>	<b>924</b>	<b>905</b>	<b>826</b>

Shown scores are rounded.



# KPI overview

Category	KPI name	Unit	Telekom	A1	Tele2
Broadband Coverage	Coverage Quality	[%]	97.7	97.5	95.8
	Coverage Reach	[%]	89.0	83.2	66.8
	Time on broadband	[%]	96.6	94.9	96.2
Download Speed	Basic internet class	[%]	96.8	95.4	95.2
	HD video class	[%]	90.2	87.8	85.8
	UHD video class	[%]	29.4	30.3	30.9
Latency	Gaming class	[%]	97.7	97.7	98.1
	OTT voice class	[%]	90.1	93.5	90.2
Voice	HD voice	[%]	91.4	94.2	0.2



# 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.



**umlaut – Part of Accenture**

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