

best in test.

For adding something on top in Brazil and reaching an overall score of 762 dots in mobile network benchmarking survey we proudly award this certificate to

Vivo Brazil

Score 762 out of 1000



Hakan Ekmen
Global Networks Lead, Comms Industry






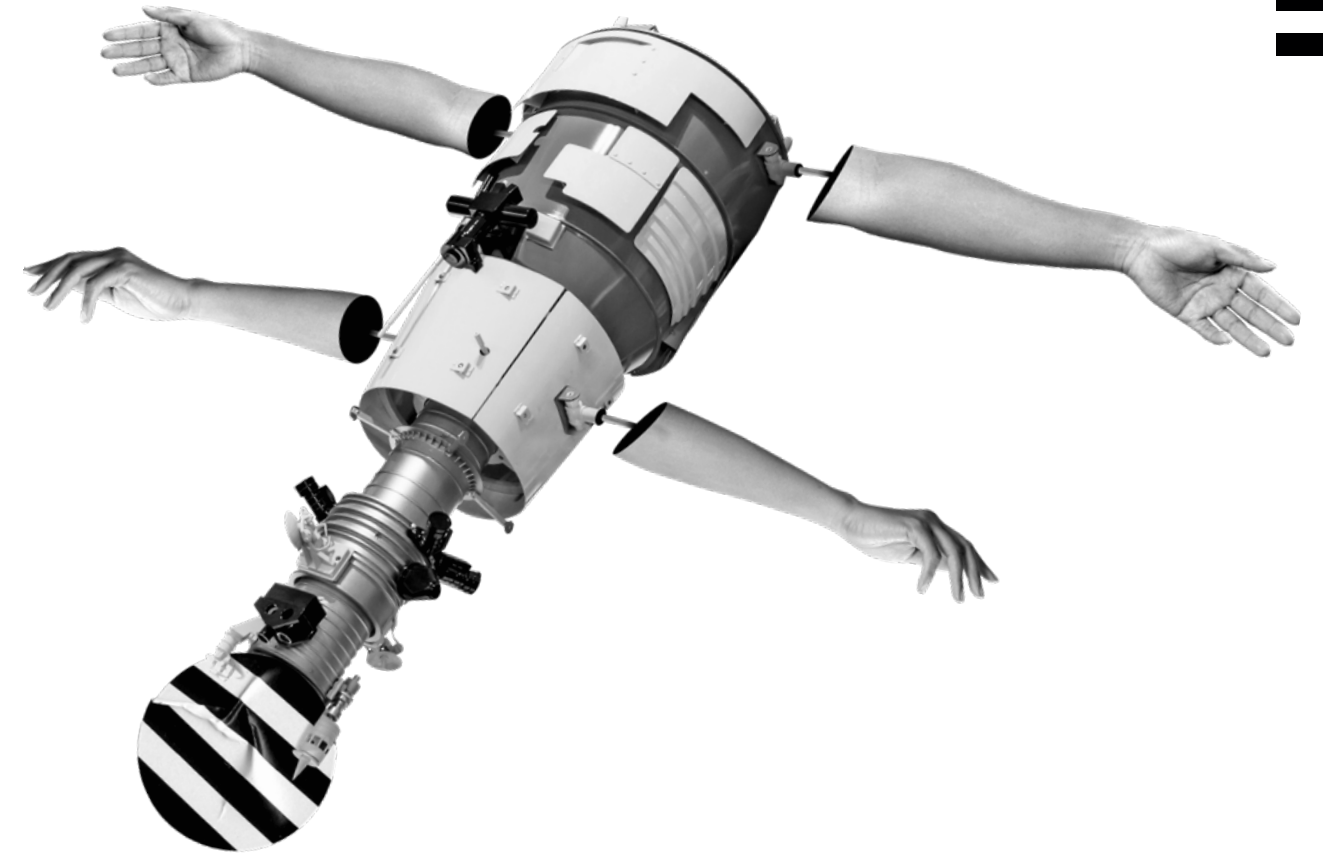
Report facts

 **5.9 billion**
samples

 **24 weeks,**
W38 2023
to W09 2024
Data collection
time period

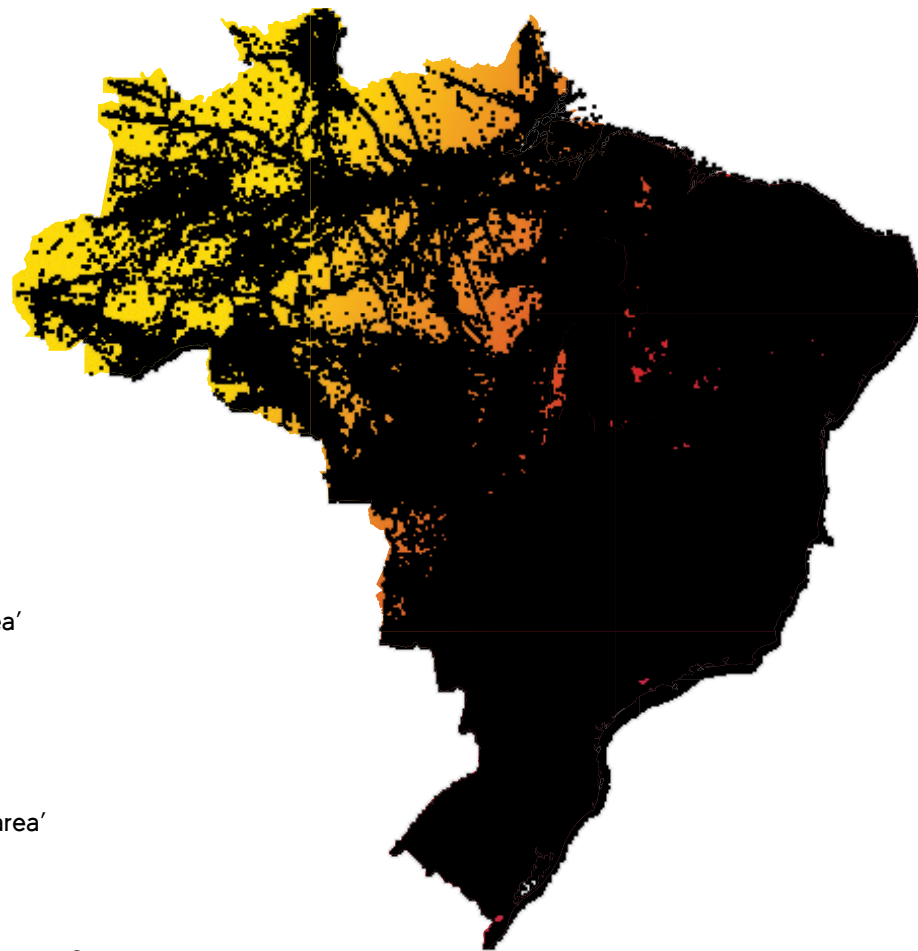
 **43.5 thousand overall**
providing samples
Users

 **98.6%**
of the 'built-up area'
covered
98.8%
of the 'Population area'
covered





Testing area



98.6 %
of the 'built-up area'
covered



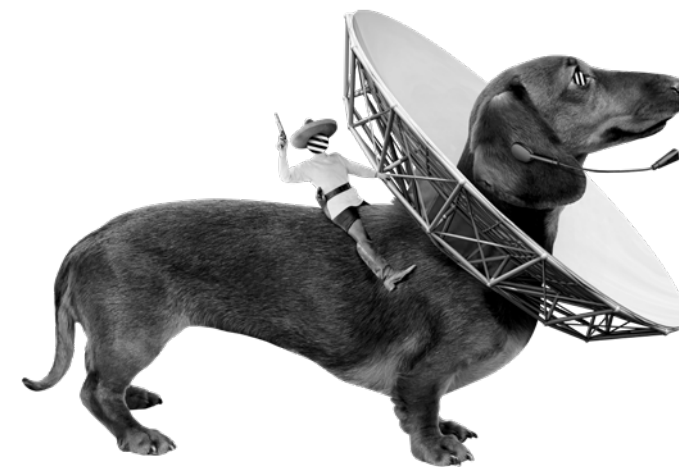
98.8 %
of the 'Population area'
covered




3,662,027 km²
size of tested area


● tested area

Claims







Best in test
Vivo Brazil



Best rated user download speed
Vivo Brazil



Best rated user upload speed
Vivo Brazil



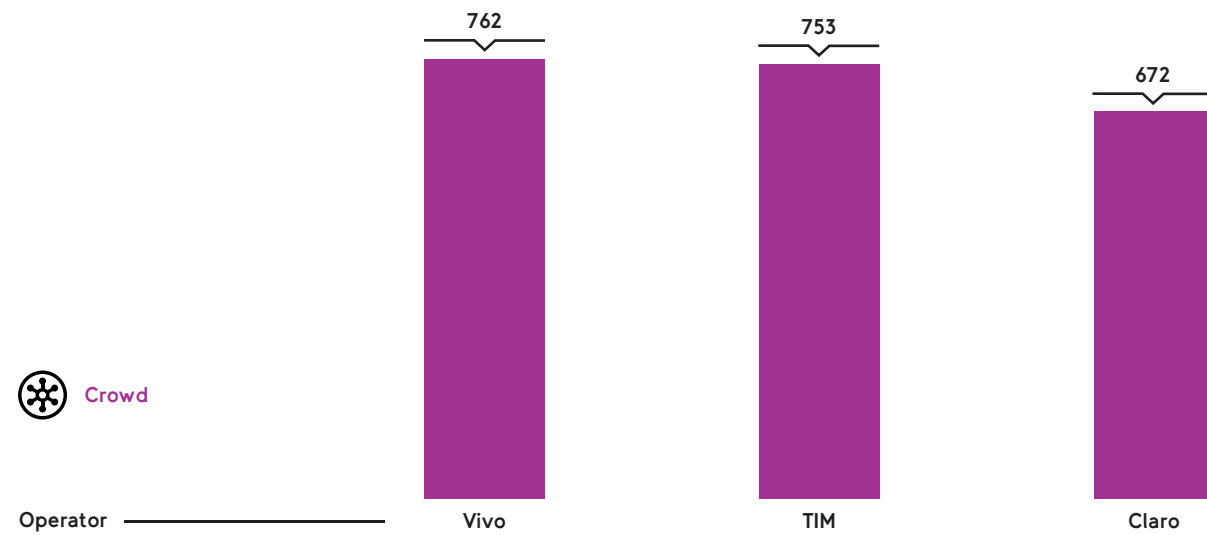
Best rated latency
Vivo Brazil



Score and breakdown

Vivo Brazil achieved the highest overall score among competitors with 762 dots out of 1000.

Total Score
1000 Dots



Operator _____
Score achieved by the networks under test.

→ Shown total scores are rounded.



Category	max.	Vivo	TIM	Claro
Broadband Coverage	400	301	302	265
Download Speed	225	181	180	177
Upload Speed	75	64	55	63
Latency	200	133	131	120
Voice	45	36	36	0
Stability	55	47	49	47
Total	1000	762	753	672

Shown scores are rounded.



KPI overview

Category	KPI name	Unit	Vivo	TIM	Claro
Broadband Coverage	Coverage Quality	[%]	81.5	81.7	75.7
	Coverage Reach	[%]	86.7	83.4	83.3
	Time on broadband	[%]	89.6	91.2	84.0
Download Speed	Basic internet class	[%]	94.1	94.6	93.7
	HD video class	[%]	83.9	83.8	79.8
	UHD video class	[%]	24.2	24.2	22.1
Latency	Gaming class	[%]	60.7	64.2	56.9
	OTT voice class	[%]	92.8	91.0	90.5
Voice	HD voice	[%]	88.4	88.1	3.7
Download Speed Active	P10 data rate	[Mbit/s]	3.9	3.3	3.5
	P90 data rate	[Mbit/s]	77.7	77.0	81.6
	AVG data rate	[Mbit/s]	40.1	42.7	41.4
Upload Speed Active	P10 data rate	[Mbit/s]	2.2	1.7	2.1
	P90 data rate	[Mbit/s]	38.5	33.2	40.4
	AVG data rate	[Mbit/s]	17.3	15.0	18.1
Stability	Transaction success	[%]	85.8	88.9	85.1



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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