

Audit Report

Greece, 2026





Foreword

umlaut has tested the quality of the Mobile Networks in the Greece market and took a detailed look into the performance of each operator. The report is a cumilation of 4 years of testing, from 2023 to 2026. The company is headquartered in Aachen, Germany and is a world leader in mobile network testing and benchmarking.



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 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 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.



Measurement Overview – 2023

	Voice	Conversational App	Data
Device	Samsung Galaxy S21+	Samsung Galaxy S21+	Samsung Galaxy S22+
Test Cases	<ul style="list-style-type: none"> Device capabilities depending on firmware British English speech sample (super wideband) 100KB HTTP traffic injection 15s Opt D Call Setup Timeout 	<ul style="list-style-type: none"> Generic Voice conversational app channel Device capabilities depending on firmware British English speech sample (super wideband) 	<ul style="list-style-type: none"> Device capabilities depending on firmware CDN usage for file transfer tasks Multi-socket (5 sockets) New Usecase: Interactivity testing (eGaming) 9x Live Pages total YouTube v16 & new KPIs
Mobility & Route Types	Drivetest & Walktest 50–70% in Cities, 10–25% in Towns and 10–40% on Roads		
Samples	10,934 Voice Samples		81,490 Data Samples
Dates	Crowd Data : 24 Weeks Assessment : CW42 2022 – CW13 2023 Drive Test : 3/2/2023–4/1/2023		



Measurement Overview – 2024

	Voice	Conversational App	Data
Device	Samsung Galaxy S23+	Samsung Galaxy S23+	Samsung Galaxy S23+
Test Cases	<ul style="list-style-type: none"> Device capabilities depending on firmware British English speech sample (super wideband) 100KB HTTP traffic injection 15s Opt D Call Setup Timeout 	<ul style="list-style-type: none"> Conversational App Testing Preferred: umlaut-hosted SIP server Device capabilities depending on firmware British English speech sample (super wideband) 	<ul style="list-style-type: none"> Device capabilities depending on firmware CDN usage for file transfer tasks Multi-socket (5 sockets) Interactivity testing (eGaming) 8x Web Pages total + ETSI reference page YouTube V17 (API)
Mobility & Route Types	Drivetest & Walktest 50–70% in Cities, 10–25% in Towns and 10–40% on Roads		
Samples	12,485 Voice Samples		90,727 Data Samples
Dates	Crowd Data : 24 Weeks Assessment : CW40 2023 – CW11 2024 Drive Test : 2/21/2024–3/19/2024		



Measurement Overview – 2025

	Voice	Conversational App	Data
Device	Samsung Galaxy S23+	Samsung Galaxy S23+	Samsung Galaxy S23+
Test Cases	<ul style="list-style-type: none"> Device capabilities depending on firmware British English speech sample (super wideband) 100KB HTTP traffic injection 15s Opt D Call Setup Timeout 	<ul style="list-style-type: none"> umlaut-hosted SIP server Device capabilities depending on firmware British English speech sample (super wideband) Reduced Time between PDP refreshes (more frequent re-selection of packet gateway) 	<ul style="list-style-type: none"> Device capabilities depending on firmware CDN usage for file transfer tasks Multi-socket (5 sockets) Interactivity testing (eGaming, Video Chat HD) 8x Web Pages total + ETSI reference page + New Static Page YouTube iFrame-API
Mobility & Route Types	Drivetest & Walktest 50–70% in Cities, 10–25% in Towns and 10–40% on Roads		
Samples	12,063 Voice Samples		104,857 Data Samples
Dates	Crowd Data : 24 Weeks Assessment : CW43 2024 – CW14 2025 Drive Test : 3/11/2025–4/7/2025		



Measurement Overview – 2026

	Voice	Conversational App	Data
Device	Samsung Galaxy S24 Ultra	Samsung Galaxy S24 Ultra	Samsung Galaxy S24 Ultra
Test Cases	<ul style="list-style-type: none"> Device capabilities depending on firmware British English speech sample (super wideband) 100KB HTTP traffic injection 15s Opt D Call Setup Timeout 1h between PDP refreshes 	<ul style="list-style-type: none"> Conversational App Testing umlaut-hosted SIP server Device capabilities depending on firmware British English speech sample (super wideband) 1h between PDP refreshes Device capabilities depending on firmware 	<ul style="list-style-type: none"> CDN usage for file transfer tasks Multi-socket (5 sockets) Interactivity testing (eGaming, Video Chat HD) 8x Live Web Pages total + ETSI reference page + umlaut reference page YouTube iFrame-API (see Video selection) 1h between PDP refreshes
Mobility & Route Types	Drivetest & Walktest 50–70% in Cities, 10–25% in Towns and 10–40% on Roads		No. of Cities : 14 No. of Walktest Cities: 4 No. of Towns : 19
Samples	12,185 Voice Samples		125,659 Data Samples
Dates	Crowd Data : 24 Weeks Assessment : CW42 2025 – CW13 2026 Drive Test : 3/3/2026–3/26/2026		



Testing area – 2023

Driving Route

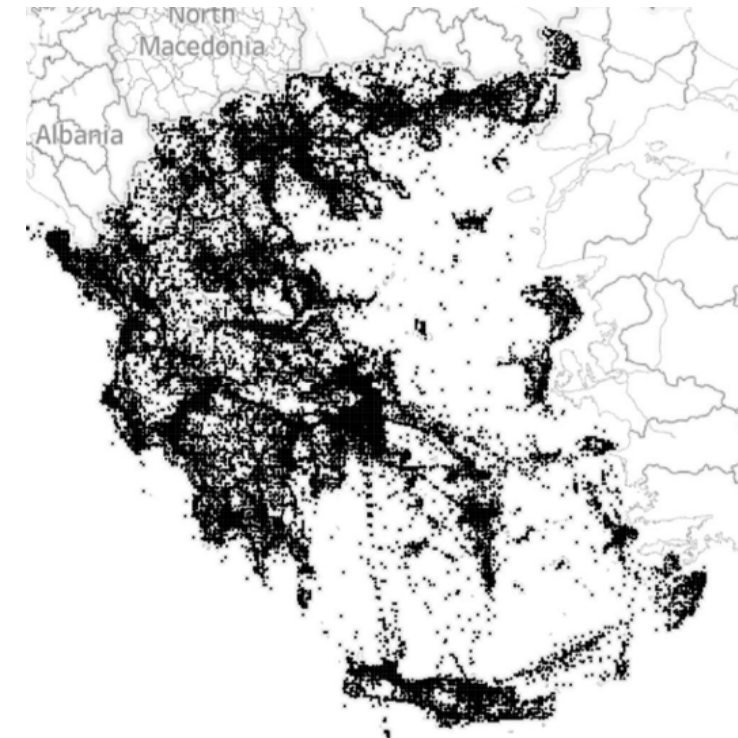


48.6%
of population measured



6,119 km
measuring distance

Crowdsourcing based test area



90.4%
of the 'Built-up area'
covered



~87,000 km²
size of tested area

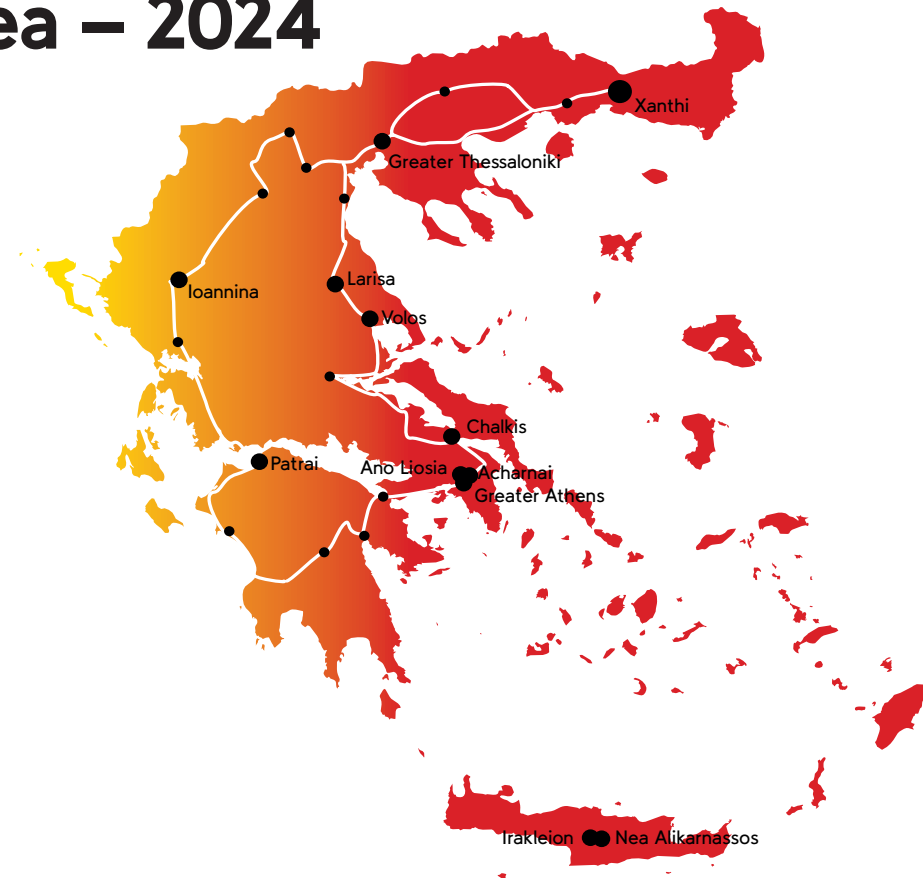


~90%
of the 'Population area'
covered



Testing area – 2024

Driving Route

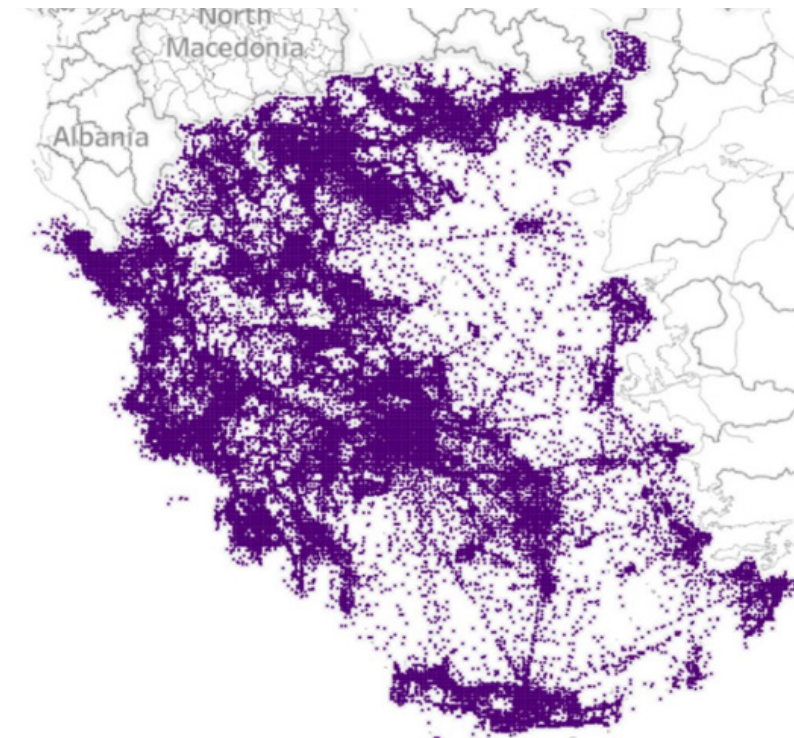


50%
of population measured



6,614 km
measuring distance

Crowdsourcing based test area



93.5%
of the 'Built-up area'
covered



~104,000 km²
size of tested area

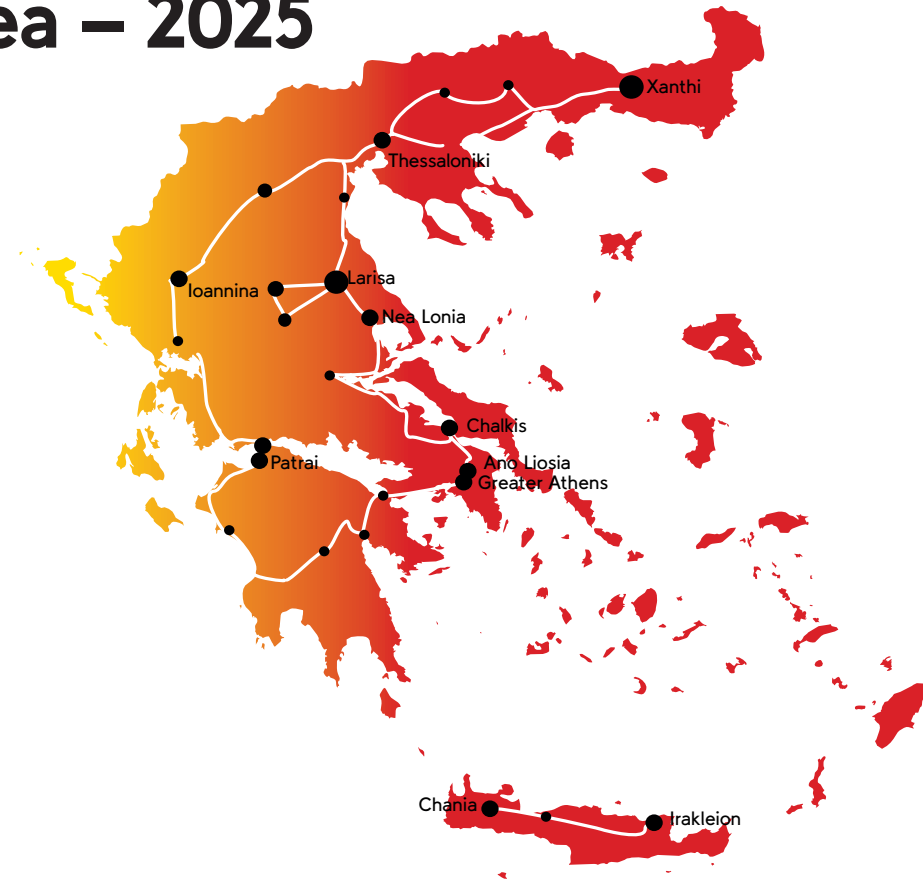


~97%
of the 'Population area'
covered



Testing area – 2025

Driving Route

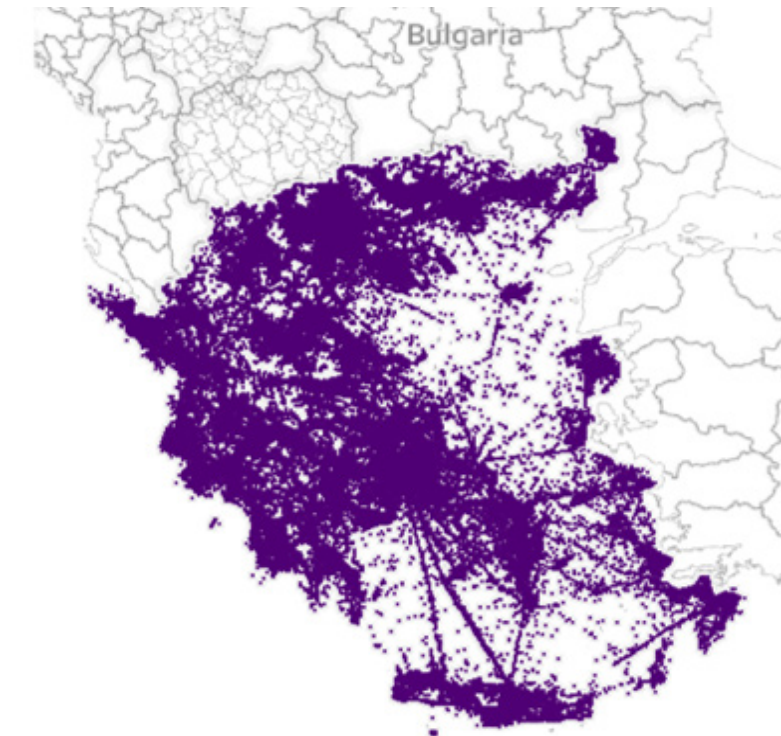


51.8%
of population measured



6,857 km
measuring distance

Crowdsourcing based test area



~93.8%
of the 'Built-up area'
covered



~109,000 km²
size of tested area

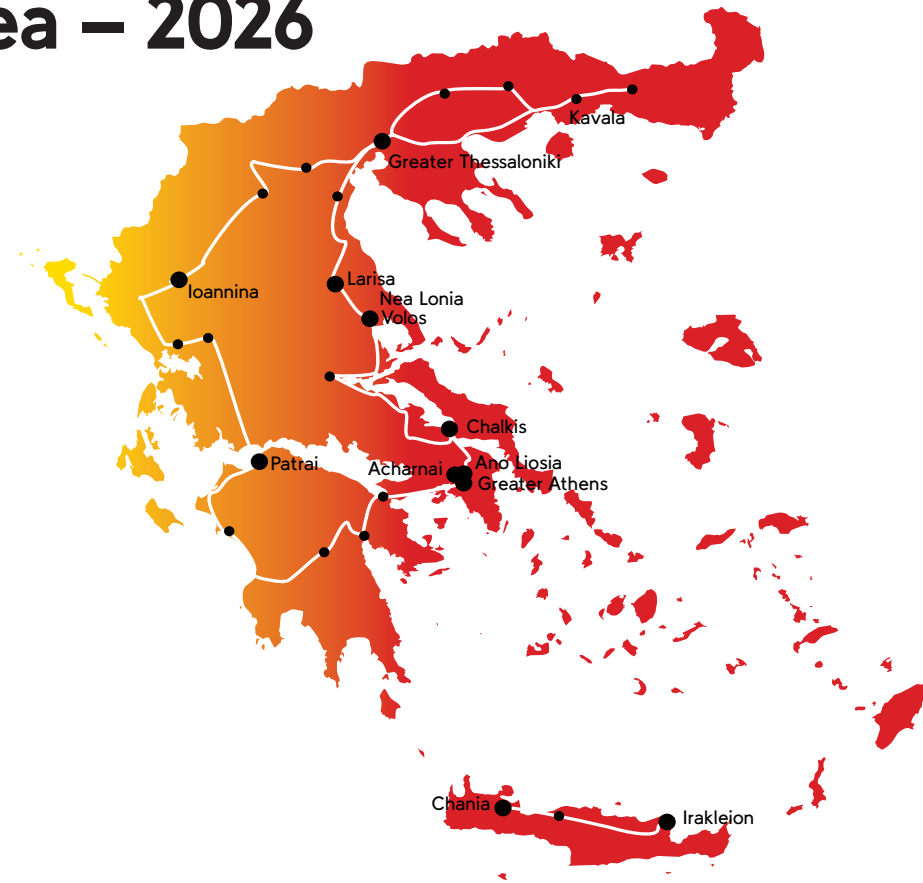


~98%
of the 'Population area'
covered



Testing area – 2026

Driving Route



51.5%
of population measured



6,695 km
measuring distance

Crowdsourcing based test area



99.3%
of the 'Built-up area'
covered



115,586 km²
size of tested area



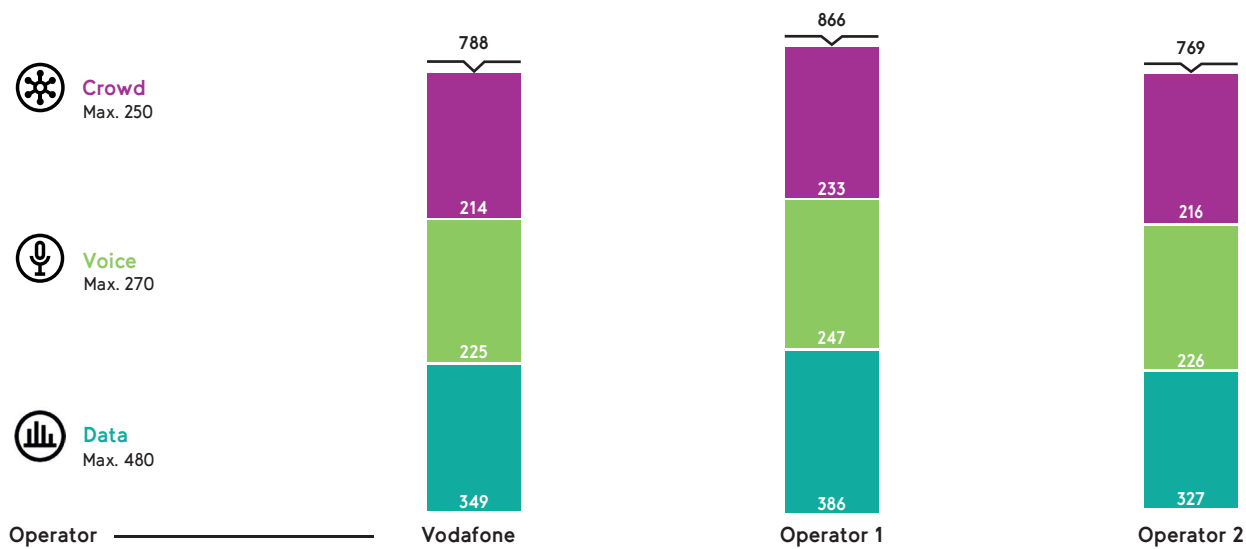
~99.7%
of the 'Population area'
covered



Nationwide – Score Overview

2023

Total Score
1000 Dots



→ Shown total scores are rounded.

Overall score considering Crowdsourcing, Voice and Data.

Total Scores

2023		Vodafone	Operator 1	Operator 2
Crowd	max. 250	214	233	216
Broadband Coverage	100	88%	95%	87%
Download speed (Service Category)	50	88%	90%	89%
Upload speed (Service Category)	50	86%	93%	89%
Download Speed (Data Rates)	13	78%	92%	83%
Latency	13	58%	91%	66%
Voice	13	91%	92%	80%
Stability	13	88%	94%	90%
Voice	max. 270	225	247	226
Cities drive test	122	82%	90%	83%
Cities walk test	41	91%	95%	96%
Towns drive test	54	91%	96%	91%
Roads drive test	54	71%	86%	69%
Data	max. 480	349	386	327
Cities drive test	216	75%	79%	70%
Cities walk test	72	82%	86%	82%
Towns drive test	96	66%	76%	58%
Roads drive test	96	68%	83%	64%
Total	1000	788	866	769

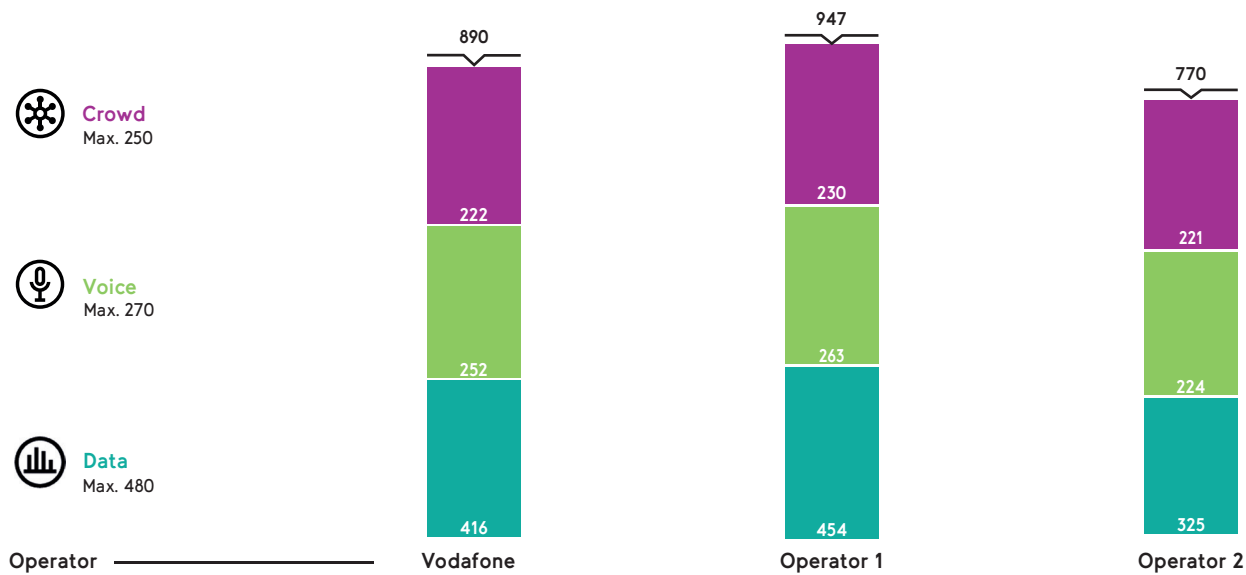
Shown scores are rounded.



Nationwide – Score Overview

2024

Total Score
1000 Dots



→ Shown total scores are rounded.

Overall score considering Crowdsourcing, Voice and Data.

Total Scores

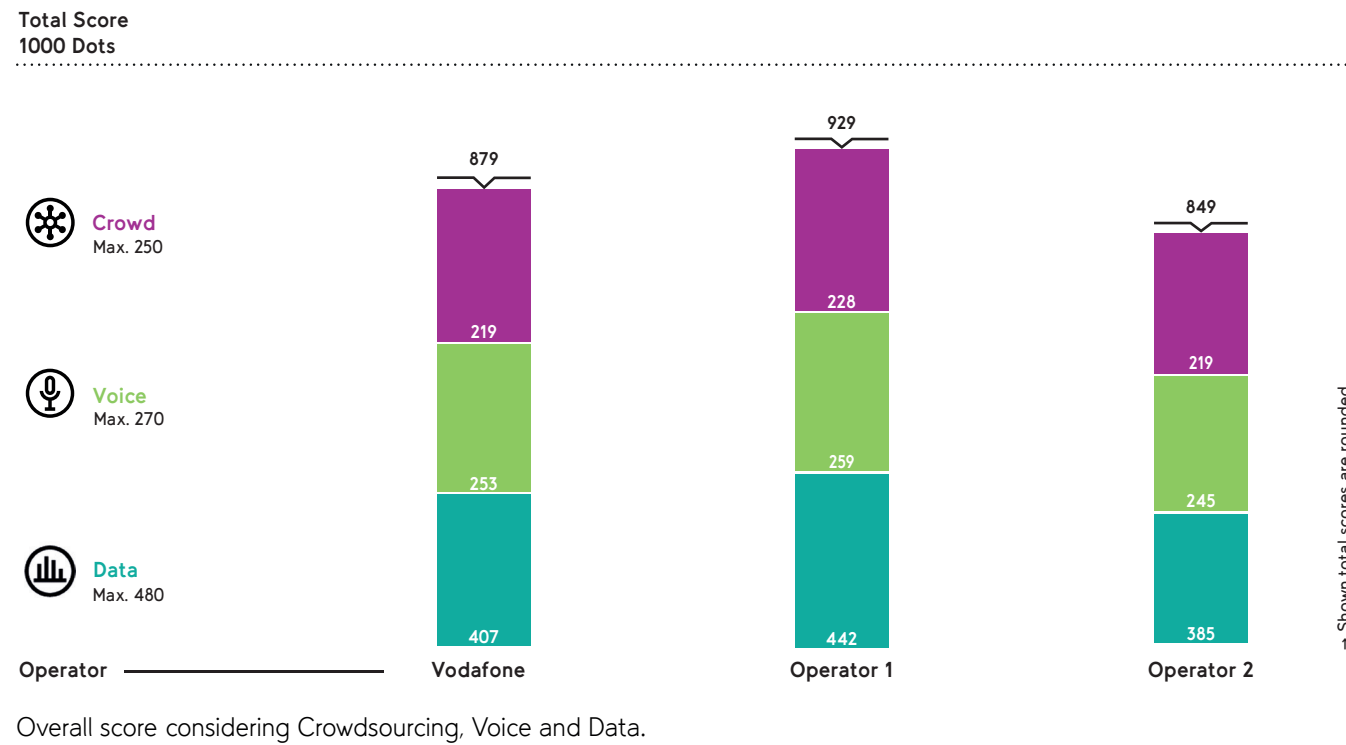
2024		Vodafone	Operator 1	Operator 2
Crowd	max. 250	222	230	221
Broadband Coverage	112	90%	94%	87%
Download Speed	75	89%	91%	90%
Upload Speed	0	0%	0%	0%
Latency	50	87%	90%	90%
Voice	13	88%	92%	86%
Stability	0	0%	0%	0%
Voice	max. 270	252	263	224
Cities drive test	122	94%	97%	79%
Cities walk test	41	100%	100%	95%
Towns drive test	54	96%	100%	90%
Roads drive test	54	84%	94%	76%
Data	max. 480	416	454	325
Cities drive test	216	86%	93%	65%
Cities walk test	72	94%	98%	82%
Towns drive test	96	83%	96%	62%
Roads drive test	96	86%	95%	70%
Total	1000	890	947	770

Shown scores are rounded.



Nationwide – Score Overview

2025



Total Scores

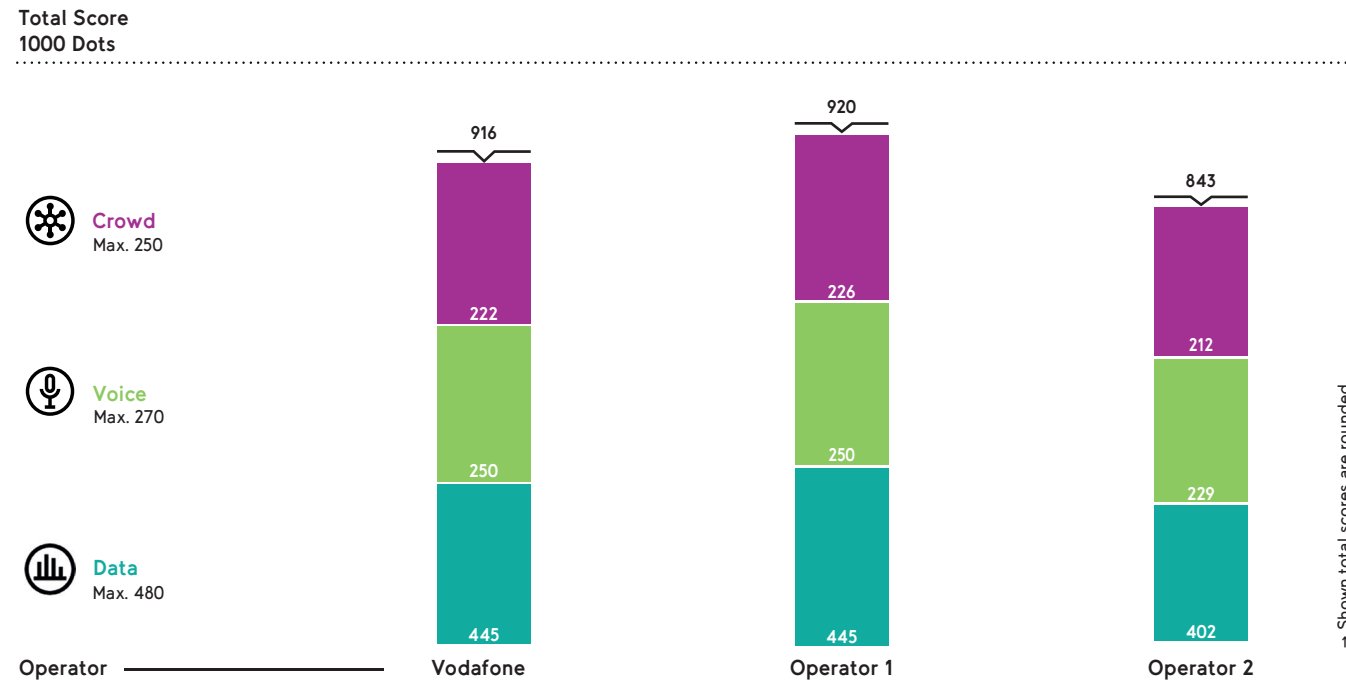
2025		Vodafone	Operator 1	Operator 2
Crowd	max. 250	219	228	219
Broadband Coverage	100	90%	94%	90%
Download Speed	19	85%	93%	86%
Upload Speed	19	91%	90%	84%
Latency	50	83%	83%	84%
Voice	10	91%	95%	92%
Stability	15	94%	95%	94%
Voice	max. 270	253	259	245
Cities drive test	122	92%	94%	90%
Cities walk test	41	98%	99%	96%
Towns drive test	54	97%	99%	90%
Roads drive test	54	89%	95%	88%
Data	max. 480	407	442	385
Cities drive test	216	85%	91%	80%
Cities walk test	72	88%	94%	82%
Towns drive test	96	81%	93%	78%
Roads drive test	96	85%	93%	82%
Total	1000	879	929	849

Shown scores are rounded.



Nationwide – Score Overview

2026



Overall score considering Crowdsourcing, Voice and Data.

→ Shown total scores are rounded.

Total Scores

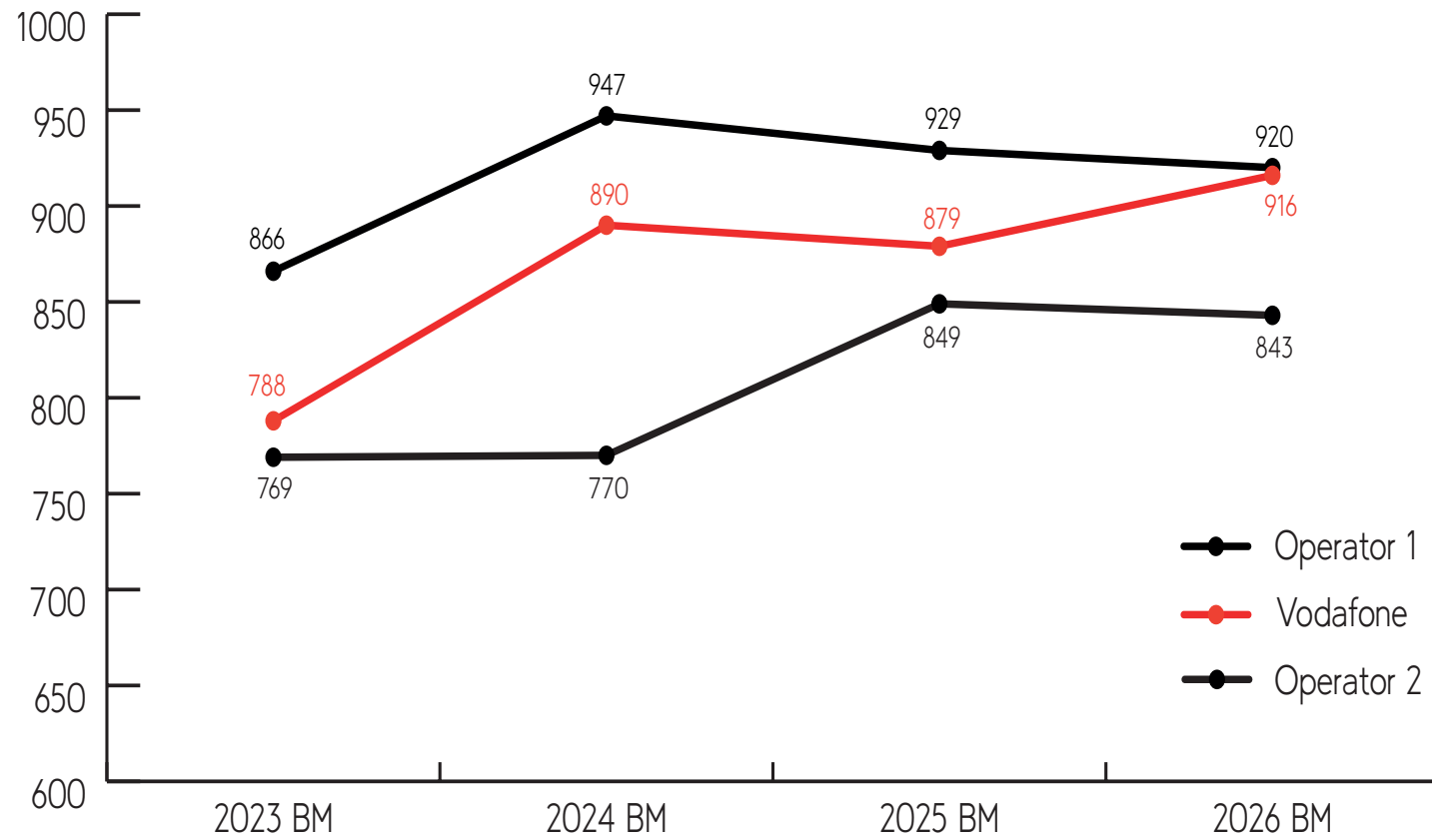
2026		Vodafone	Operator 1	Operator 2
Crowd	max. 250	222	226	212
Broadband Coverage	100	90%	92%	85%
Download speed (Service Category)	19	90%	95%	90%
Upload speed (Service Category)	19	76%	74%	67%
Download Speed (Data Rates)	19	79%	92%	79%
Upload Speed (Data Rates)	19	91%	88%	84%
Latency	50	88%	88%	87%
Voice	10	96%	96%	93%
Stability	15	96%	96%	95%
Voice	max. 270	250	250	229
Cities drive test	122	90%	90%	84%
Cities walk test	41	99%	96%	89%
Towns drive test	54	94%	96%	83%
Roads drive test	54	93%	91%	86%
Data	max. 480	444	445	402
Cities drive test	216	93%	92%	85%
Cities walk test	72	92%	93%	86%
Towns drive test	96	92%	94%	78%
Roads drive test	96	93%	94%	86%
Total	1000	916	920	843

Shown scores are rounded.



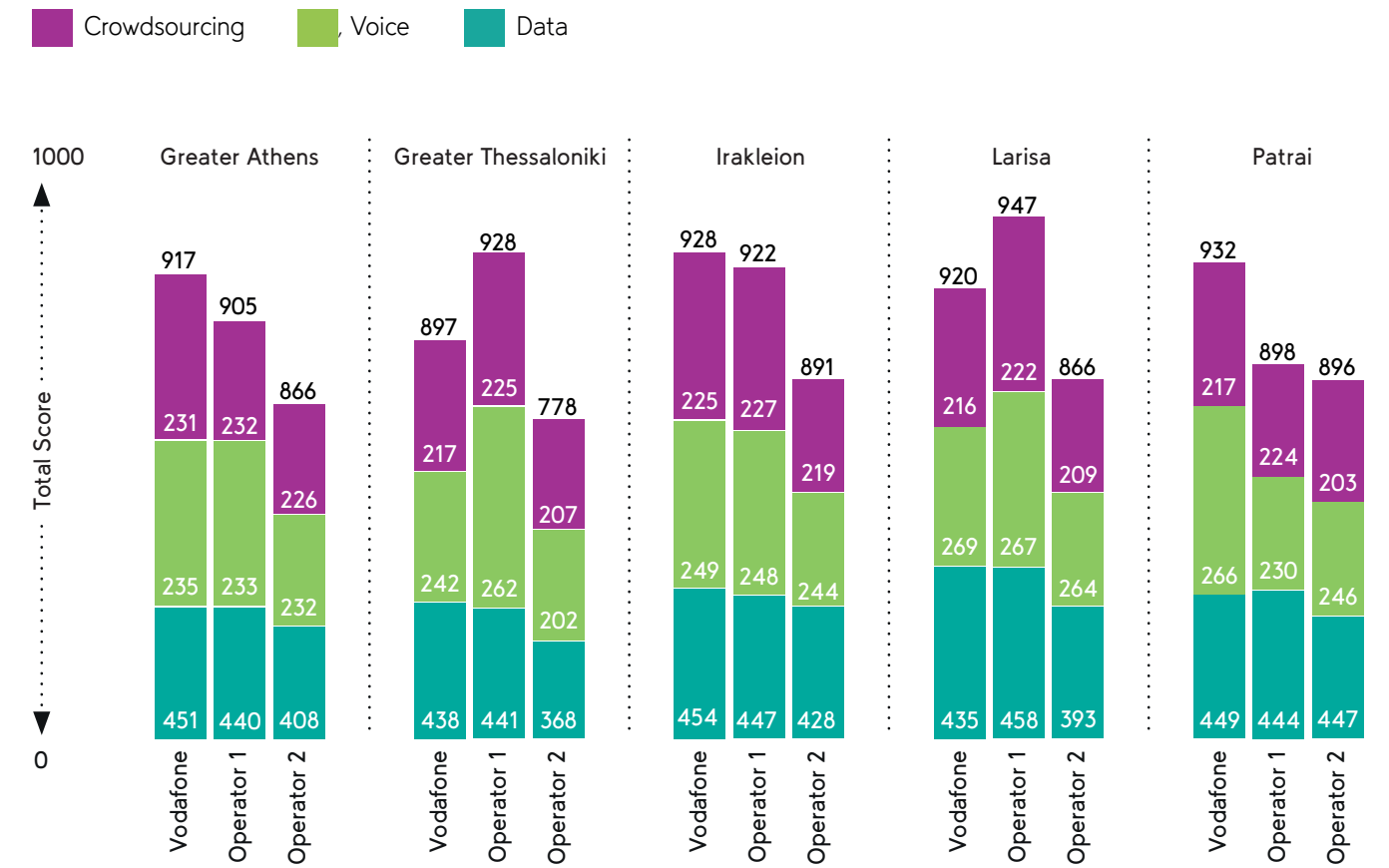
Total Score — Trend Overview

Overall results from year 2023 to 2026



Locations — Score Overview

Overall results combined technology of 2026 campaign

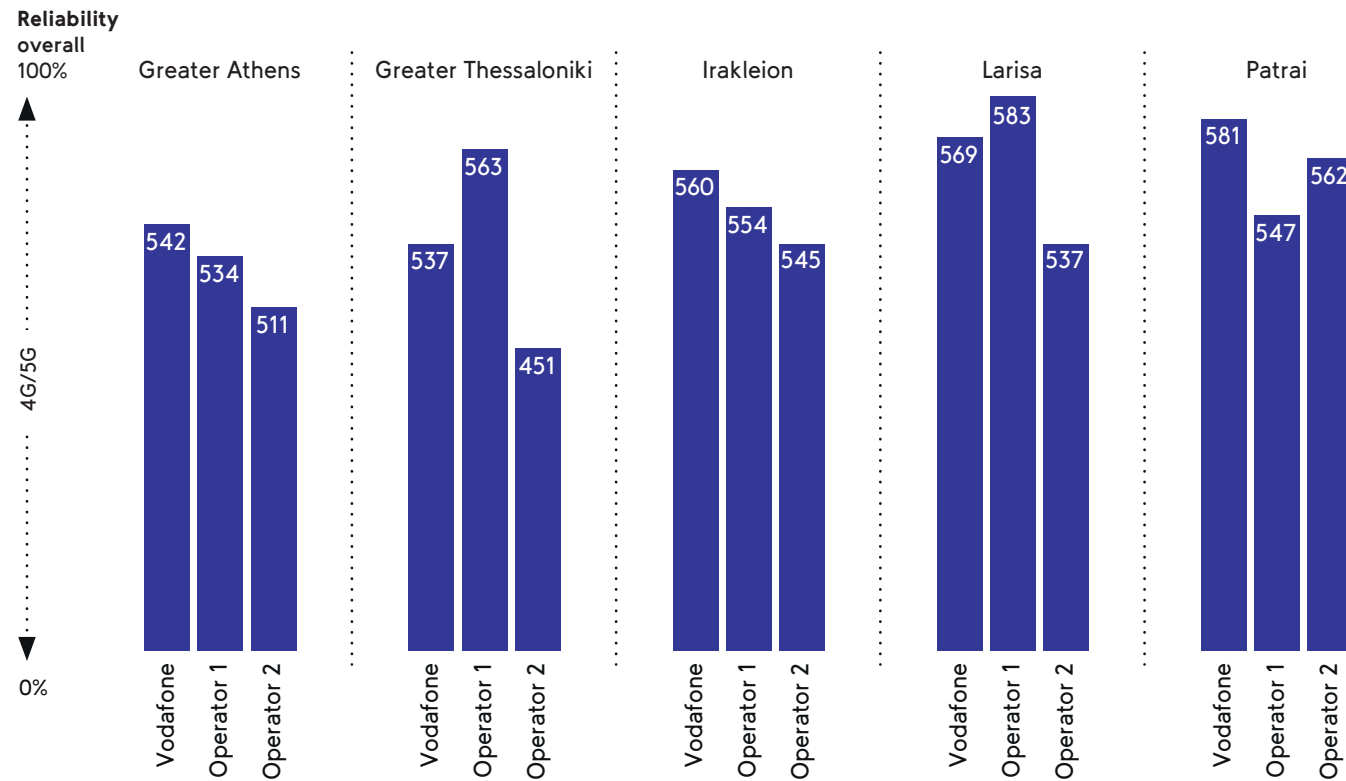


Achieved score for 5G capable device only for the measured KPIs according to umlauts methodology.



Reliability

Overall reliability combined technology of 2026 campaign



The graphs show the overall session reliability of the mobile networks for data as achievement level in percent according to umlauts methodology for 5G capable device only.

Key takeaways

- Vodafone shows biggest score improvement in mentioned timeline (2023–2026)
- Vodafone with highest overall score in Greater Athens, Irakleion & Patrai in 2026 campaign





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