

Status of Mobile Quality and Experience in Belgium

MedUX Insights: Mobile QoE Research Study

Detailed Report – Q4 2025

FINAL REPORT CONFIDENTIAL

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1. Executive Summary

- About this research study
- Mobile QoE Crowdsourcing Overview
- Highlights of the Benchmark
- Key findings

Mobile Crowdsourcing Benchmarking in Belgium with TRUE QoE KPIs



MedUX Insights: Mobile QoE Research Study

At MedUX, we have conducted a pioneering **Quality of Experience (QoE) Benchmark in Belgium**, providing a comprehensive analysis based exclusively on Q4 2025 data. This report presents the findings of a crowdsourcing-based study that measures Mobile QoE across the country during the third quarter of 2025, analyzing both operator performance and overall network behavior nationwide.

This study provides a detailed view of the real Quality of Experience across Belgium, highlighting how users perceive network performance in everyday conditions and revealing differences in service quality among operators and deployment types.

We have leveraged our innovative 5G QoE Crowdsourcing testing solution to benchmark, monitor and improve mobile networks. It aims at improving customer satisfaction by delivering an honest, **independent review that enhances service quality** from the viewpoint of the people who matter most – the users.



Highlights

The mobile network benchmark conducted in Belgium in the fourth quarter of 2025 shows a very close competition for the **"Best Experience"**, with Proximus, Telenet, and Orange all demonstrating high performance across key metrics.

Proximus delivers the best mobile experience in the country, outperforming its competitors with a Quality of Experience (QoE) Score of 3.98, and leading Accessibility (Network Responsiveness) and Data and OTT experience, specially in categories such as Gaming and Social Media experience. **Telenet stands out as the leader for Web Browsing and Streaming experience**, while **Orange Belgium excels in Upload speeds**.



Proximus shows a very solid and consistent performance, achieving the highest overall score in the market:

- **Operator with the highest Total Score (#1)**, establishing itself as the most complete network for the end-user.
- **Leader (#1) in Gaming and Network Responsiveness**, providing the lowest latency for real-time applications.
- **Leader (#1) in Cloud Download**, facilitating the fastest retrieval of heavy files.
- **Co-leader (#1) in Social Media** alongside Orange, demonstrating excellent handling of social media traffic.

QoE Score: 3.98 over 5
Best Experience



Telenet shows exceptional results in Streaming and network stability:

- **Leader (#1) in Web Browsing and Streaming**, providing the smoothest experience for video playback and web navigation.
- **Leader (#1) in Reliability**, positioning itself as the most stable network for continuous connectivity.
- Strong performance in Data & OTT, behind Proximus.

QoE Score: 3.95 over 5



Orange offers a functional and well-balanced experience across all categories.

- **Leader (#1) in Value for Speed**, indicating that customers receive the speeds they expect from their service.
- **Leader (#1) in Cloud Upload**, being the fastest operator for uploading content to the cloud.
- **Co-leader (#1) in Social Media**, sharing the top spot with Proximus.

QoE Score: 3.93 over 5

2. Methodology

- How We Collect and Validate Data
- MedUX QoE Crowdsourcing Methodology
- Quality of Experience - Ranking approach
- KPIs and Metrics overview

MedUX QoE Crowdsourcing Methodology

MedUX delivers a comprehensive and objective view of mobile network experience through a global crowdsourcing methodology. By embedding a lightweight SDK into real mobile applications used by millions, MedUX captures user experience from the end-user perspective, generating reliable insights that support regulatory, operational, and commercial decisions across the telecom sector.

Real-world Data collection

Data is collected through a combination of passive and active measurements, providing a multi-dimensional view of network performance. Active tests are designed to replicate typical user activities — such as web browsing, file downloads, video streaming, or online gaming — and are executed under standardized conditions to ensure comparability across networks and geographies. Crucially, these tests are launched only when the device is idle and connected to a network, ensuring that ongoing user activity does not influence the results or create unrealistic performance scenarios. Passive measurements, on the other hand, capture ongoing network conditions and device behavior without initiating traffic. These include signal strength, type of network connection, cell transitions, and handovers.

Data is collected from a wide array of real-world conditions, covering urban and rural areas, indoor and outdoor environments, and users in motion or stationary. This broad coverage ensures the representativeness and contextual relevance of the collected dataset.

Data validation and processing

To guarantee the integrity and reliability of the dataset, all collected data is subjected to a rigorous, multi-stage validation process.

This begins with the automatic detection and exclusion of anomalous or corrupted samples, followed by the removal of duplicate entries and any data points that fall outside defined temporal and spatial uniqueness thresholds. Particular attention is given to identifying and filtering extreme values in both signal metrics and active test results, which may result from atypical environmental or device-specific anomalies.

Additionally, test results from devices running outdated versions of the operating system are discarded, as these can introduce inconsistencies in performance measurement. These comprehensive quality controls are part of a standardized methodology that aligns with international best practices and ITU-T recommendations, ensuring the consistency, comparability, and technical soundness of MedUX's performance analytics.

MedUX QoE Crowdsourcing Methodology

Representativeness and scale

MedUX's global panel of millions of devices enables a robust and statistically representative view of mobile network performance at national, regional, and operator-specific levels.

The extensive reach of the platform allows for consistent data collection across diverse geographies and user contexts. For each country analyzed, MedUX ensures that the number of samples and users meets the statistical conditions necessary to report with confidence. Specifically, key performance indicators (KPIs) are calculated with a 95% confidence level and a maximum margin of error of $\pm 5\%$, derived from the national-level sample size and distribution.

While this precision may vary for more granular segments, such as regional or technological splits, the methodology ensures that broader national comparisons remain statistically robust and meaningful.

Thanks to the sheer volume, variety, and continuous nature of data acquisition, MedUX delivers near real-time visibility into mobile connectivity trends, enabling stakeholders to make well-informed, evidence-based decisions.

Privacy and data security

User privacy is a foundational principle in MedUX's approach, underpinning every aspect of data collection and processing. At no stage is any personally identifiable information (PII) collected, stored, or analyzed. IP addresses are systematically anonymized or aggregated, and all datasets are pseudonymized to prevent any possibility of user identification, even in cases of large-scale data analysis.

The SDK operates seamlessly in the background, designed to have minimal impact on battery life, data usage, or device performance. It requests only the permissions that are strictly necessary for measurement purposes, following a transparent and consent-based process.

Moreover, MedUX adheres to the highest international standards of data protection, with full compliance to the GDPR and all applicable local regulations. Internal procedures are regularly audited to maintain security, and data is stored and processed using secure infrastructure. This ensures not only compliance, but also builds trust with users and partners by guaranteeing the ethical handling of sensitive network performance data.

Quality of Experience – Ranking approach

Our QoE Scorecard is the tool for facilitating benchmarking and reducing the complexity of service quality and performance improvements. We combine different performance indicators into a synthetic indicator or single Global Score.

Global Score

MOS Combination

Overall Experience Score

Synthetic Experience Indicator

- The Global score is a combination of MOSes from all service categories, weighted based on international best practices and industry experience.

MOS

MOS: MedUX Opinion Score

By service

MOS

- The MOS is an aggregation of several QoS/QoE KPIs for each service category, which allows for a more granular QoE analysis.
- Each MOS is characterized by a Qualifier KPI and one or more Differentiator KPIs.

Qualifiers

Differentiators

KPI aggregation

By Test case

KPIs Aggregation

- KPIs are combined into Qualifier and Differentiator indicators to transform network and service quality indicators into a Experience metrics by Service.

Minimum expected performance

Minimum requirements to define a satisfying customer experience

Performance exceeding basic expectations

Additional performance assessment for tests fulfilling the qualifier criteria

Benchmarking Methodology

With the goal of providing an independent and international benchmarking tool, MedUX developed its own QoE ScoreCard to determine and certify the best provider or operator with respect of the services accessed via mobile networks.

This goal is achieved by executing benchmarking tests that represent a major part of the services used by final customers of mobile networks. The results collected are individually and collectively weighted and aggregated into an overall score.

The service category scoring model and its drill-down capabilities makes it exploitable by different stakeholders, from executive management (CxOs) to more technical departments (engineering and optimization). Thus, providers or operators can improve their networks and services offering a better experience to their customers.

To give transparency and a clear interpretation of the benchmarking results, MedUX publishes a description of the scoring methodology, in line with the current state of the ETSI TR 103 559 V1.2.1

In this context we introduce the following terms, Quality of Service (QoS) and Quality of Experience (QoE):

- QoS: “Totality of characteristics of a telecommunications service that bear on its ability to satisfy stated and implied needs of the user of the service.”
- QoE: “Degree of delight of the user of a service. In the context of communication services, it is influenced by content, network, device, application, user expectations and goals, and context of use.”

MedUX propose a model where technical measurements are transformed into perceptive indicators taking into account the human response to mobile service’s events, improvements and degradations.

For further details about the methodology used please visit our blog [“Assessing customer experiences with an advanced mobile broadband benchmarking methodology”](#)



Quality of Experience – Ranking approach

MedUX benchmarking approach, based on our MedOS (MedUX Opinion Score) and QoE Scorecard, assesses network performance and end-user experience in the 5G Era. We revisit criteria and thresholds once a year to consider best practices but also to reflect technology and industry development.

At MedUX we use the concept of Mean opinion score (MOS) for most of the rankings, which ratings are algorithmically estimated based on test results and KPIs, in line with the current state of the ETSI TR 103 559 V1.2.1 and ITU Recommendation ITU-T P.800.1.

• Top Awards:

- **Overall QoE Score** – a combination of availability, accessibility, speed, streaming, and data and OTT experience results.
- **Reliability** – assesses network consistency across all service categories. A test is considered as not successful if it fails or if does not meet minimum service thresholds.

• Experience Awards:

- **Accessibility** (responsiveness) – how long it takes to access the network. Particularly in 5G it measures how long takes to access the 5G network across all testing categories while taking latency and network responsiveness results into account.
- **Value for Speed** (throughput) - how much data can be transferred. Particularly in 5G it measures how is the network capacity when stressing the line (multi-thread and multi-server stress test with our patented Cloud Speed Test).
 - DL Speed
 - UL Speed
- **Video Streaming experience** - it measures the average video experience for each operator while considering video resolution, video loading time, and stall ratio.
- **Data and OTT experience** - a combination of gaming, web browsing and social networks.

3. Benchmark Score

- Mobile Experience Awards
- Benchmark Score Experience
- Benchmark Categories Services
- Benchmark Categories Services & Tests



Mobile Experience Awards Q4-2025


Using our Crowdsourcing solution, we have analysed millions of data points and mobile network samples across Belgium to evaluate the real customer experience on mobile networks.

Proximus delivers the best mobile experience in the country, outperforming its competitors with a Quality of Experience (QoE) Score of 3.98, and leading Accessibility (Network Responsiveness) and Data and OTT experience, specially in categories such as Gaming and Social Media experience. Telenet stands out as the leader for Web Browsing and Streaming experience, while Orange Belgium excels in Upload speeds.

Top Awards		Experience Awards				
	Best Experience	Reliability	Data & OTT	Streaming Experience	Value for Speed	Accessibility


QoE Scorecard:

- 7,5% - Accessibility
- 25% - Value for Speed
- 25% - Streaming Experience
- 42,50% - Data & OTT



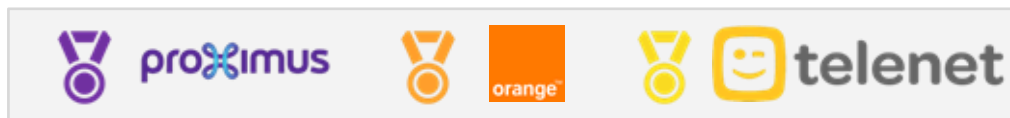
**MOBILE PERFORMANCE
BEST EXPERIENCE**

MOBILE BROADBAND PROVIDER
IN BELGIUM (BE)



Q4 / 2025

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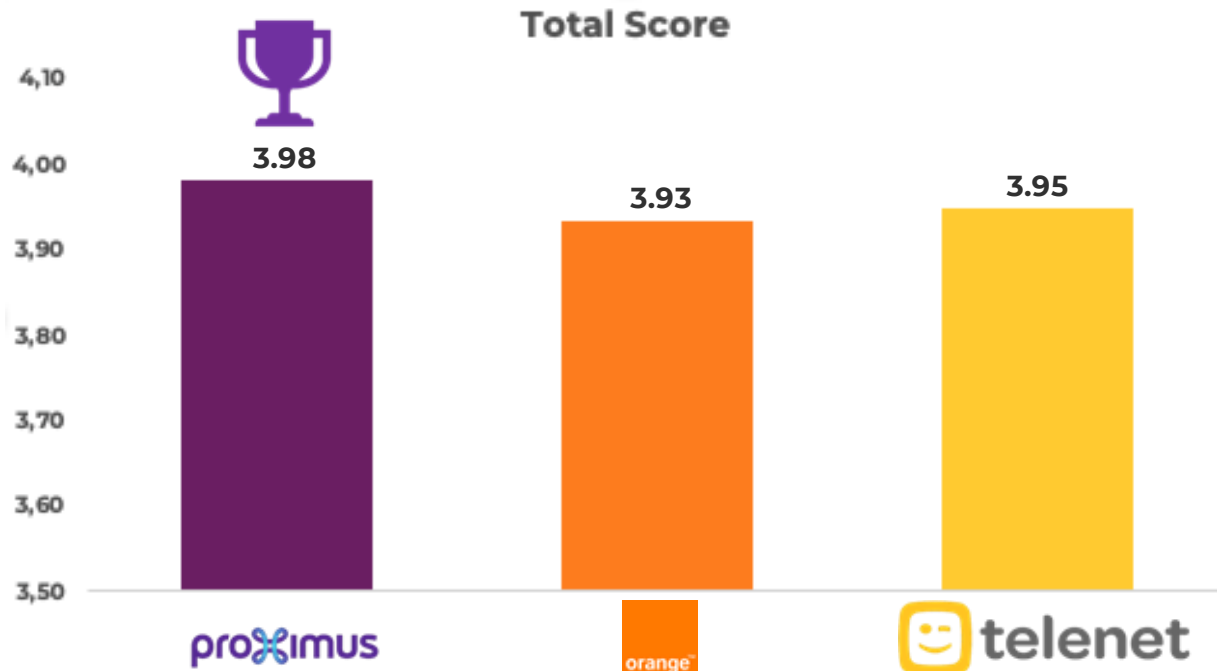
NOTE*: "Co-Best AWARDS" -> Co-leaders (less than 0.5% difference)



Mobile Experience - Q4 2025

Our results show that **Proximus delivers the best overall mobile experience in the country**, outperforming both Orange and Telenet Quality of Experience Score. Telenet delivers the best results in Streaming experience, while Orange leads in Upload Speeds.

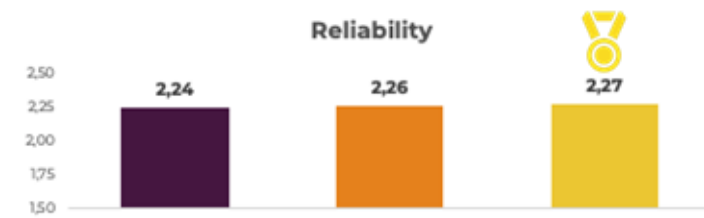
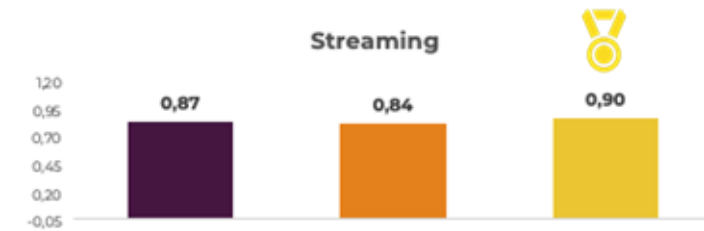
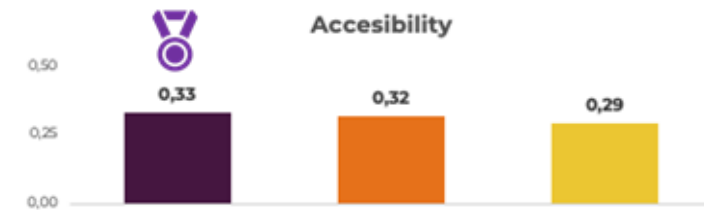
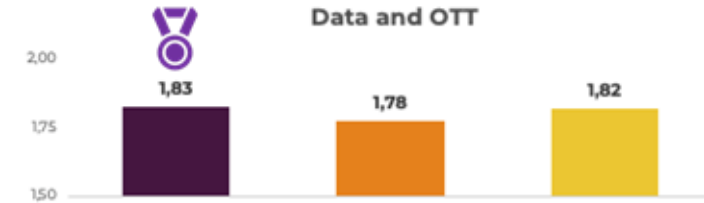
These results highlight Proximus consistent strength across key areas of mobile user experience, with the competitors showing competitive performance in several categories.



Devices
+260k

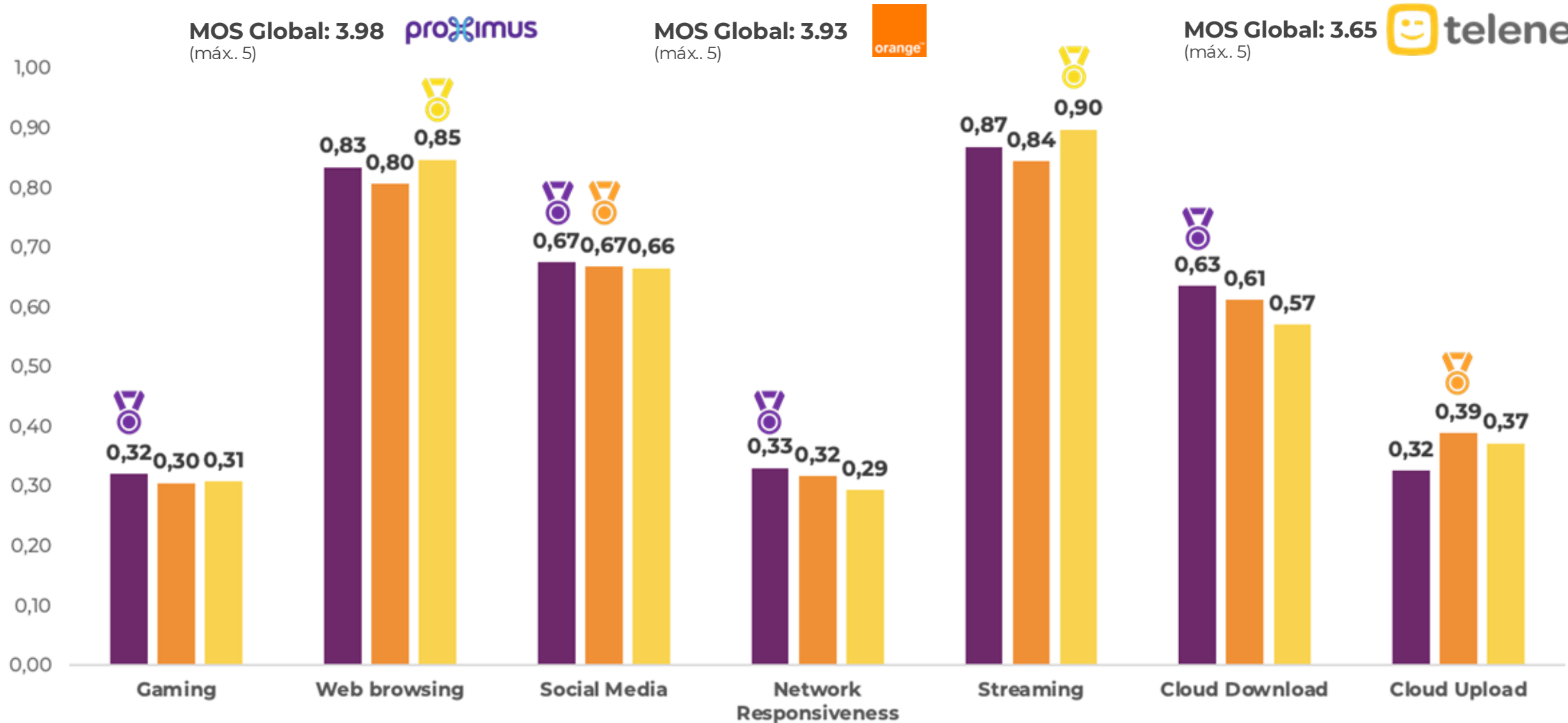
Speed Tests
+570k

QoE Tests
+7300k





Benchmark Experience Score – Service Categories - Q4 2025

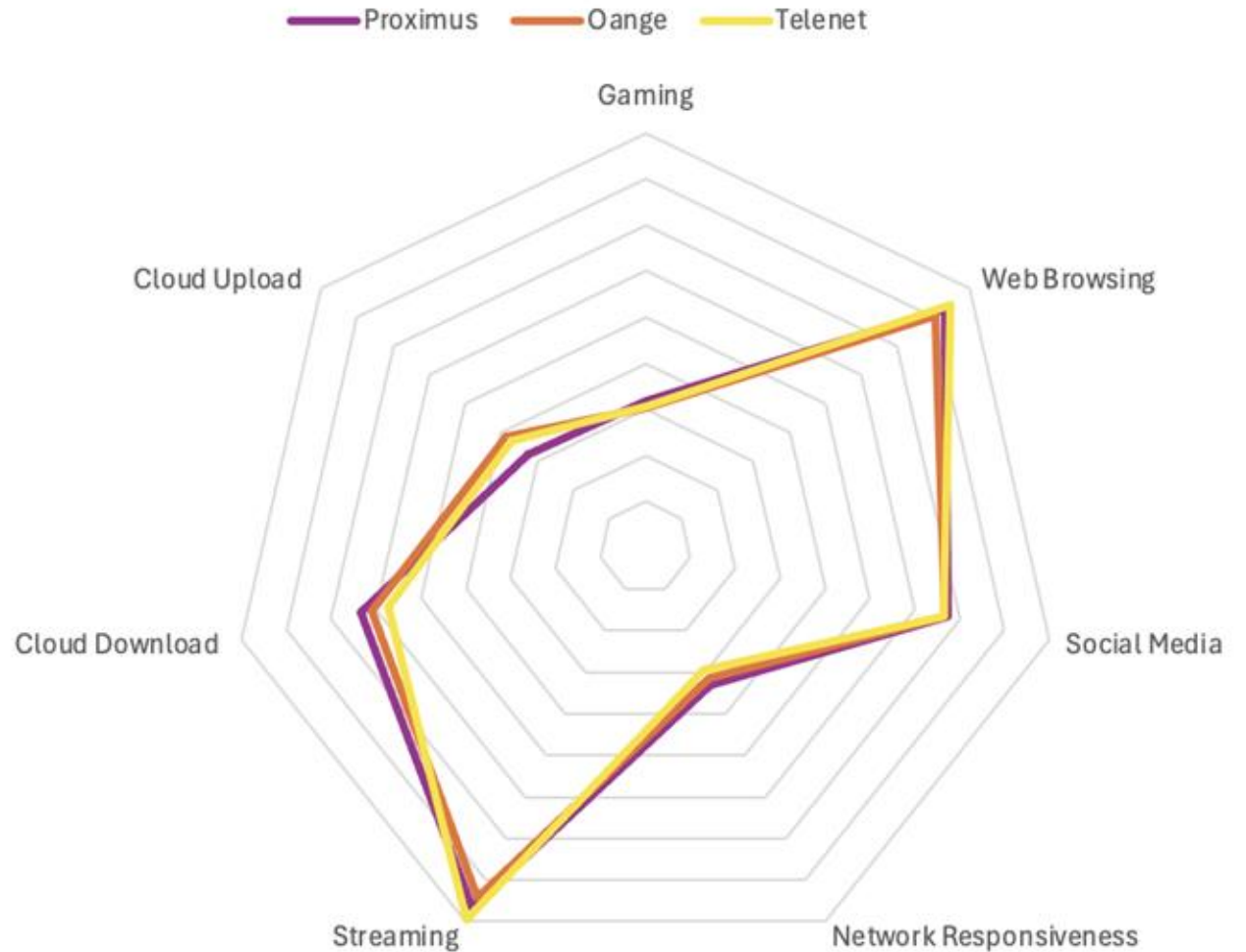




Benchmark Experience Score – Service Categories - Q4 2025



Category	Proximus		Orange		Telenet	
	Value	(%)	Value	(%)	Value	(%)
Accessibility	0,33	87,8%	0,32	84,2%	0,29	78,1%
Network Responsiveness	0,33	87,8%	0,32	84,2%	0,29	78,1%
Data and OTT	1,83	86,0%	1,78	83,6%	1,82	85,5%
Gaming	0,32	85,3%	0,30	81,2%	0,31	81,9%
Social Media Test	0,67	89,8%	0,67	88,9%	0,66	88,6%
Web Browsing Time Test	0,83	83,3%	0,80	80,5%	0,85	84,6%
Value for Speed	0,96	76,7%	1,00	79,9%	0,93	74,5%
Cloud DL	0,63	84,5%	0,61	81,5%	0,57	76,4%
Cloud UL	0,32	65,0%	0,39	77,5%	0,37	74,2%
Streaming	0,87	69,4%	0,84	67,4%	0,90	71,7%
Youtube	0,87	69,4%	0,84	67,4%	0,90	71,7%
Total	3,98	79,6%	3,93	78,6%	3,95	79,0%
Total Reliability	2,24	81,4%	2,26	82,2%	2,27	82,5%





Detailed KPIs

Test	KPI Type	KPI ID	KPI Name	Proximus	Orange	Telenet
Gaming Test	Qualifier	SC501	% of samples w/o errors and RTT < QT2	98,00%	98,03%	98,10%
	Differentiator	SC502	% of samples Jitter < 20 ms	88,03%	82,43%	89,81%
	Differentiator	SC503	AVG Latency (ms)	22,85	27,59	31,93
Web Browsing Time Test	Qualifier	SC601	% of samples w/o errors and Web Browsing Time < QT1	98,51%	98,40%	98,86%
	Differentiator	SC603	% of Sessions AVG TTFB < 600 ms	85,86%	82,65%	85,07%
	Differentiator		% of Sessions AVG DNS Delay < 100 ms	98,22%	96,61%	97,19%
	Differentiator	SC604	AVG WBT (ms)	1.447,46	1.515,18	1.416,32
Social Media Test	Qualifier	SC701	% of samples w/o errors and Session Duration < QT1	98,55%	98,47%	98,44%
	Differentiator	SC702	% of Sessions SD < 6 s	98,23%	98,22%	98,22%
	Differentiator	SC703	AVG TTFB (ms)	411,80	435,85	445,59
Ping Test	Qualifier	SC401	% of samples w/o errors and RTT < QT2	97,88%	97,66%	96,74%
	Differentiator	SC402	% of samples Jitter < 50 ms	94,87%	92,42%	95,93%
	Differentiator	SC403	AVG Latency (ms)	21,42	25,59	30,75
Youtube Test	Qualifier	SC801	% of samples w/o errors and (Startup Delay < QT1 && Total Stall Duration < QT3)	98,15%	97,85%	98,45%
	Differentiator	SC802	AVG Startup Delay (ms)	1.858,99	1.897,43	2.109,25
	Differentiator	SC803	% Playouts Stalls < 1	98,70%	98,56%	99,06%
	Differentiator	SC804	% Playbacks 4K	45,59%	44,61%	42,70%
Medux Cloud SpeedTest DL	Qualifier	SC101	% of samples w/o errors and DL Speed > QT1	99,42%	99,18%	98,95%
	Differentiator	SC102	% of samples > 100 Mbps	34,92%	30,76%	26,99%
	Differentiator	SC103	% of samples > 20 Mbps	83,76%	82,81%	76,18%
	Differentiator	SC104	P90 DL Speed (Mbps)	296,34	277,64	269,65
Medux Cloud SpeedTest UL	Qualifier	SC101	% of samples w/o errors and UL Speed > QT1	95,26%	97,36%	96,77%
	Differentiator	SC102	% of samples > 5 Mbps	80,88%	83,78%	83,48%
	Differentiator	SC103	% of samples > 2 Mbps	92,01%	93,93%	93,84%
	Differentiator	SC104	P90 UL Speed (Mbps)	53,03	50,17	50,65



4. Quality of Service Insights

- QoS operator-level comparisons



Throughput



Scope

The **Speed Test** evaluates the performance of an internet connection by measuring download and upload speeds — providing a reliable view of how fast and responsive the network really is for the end user.

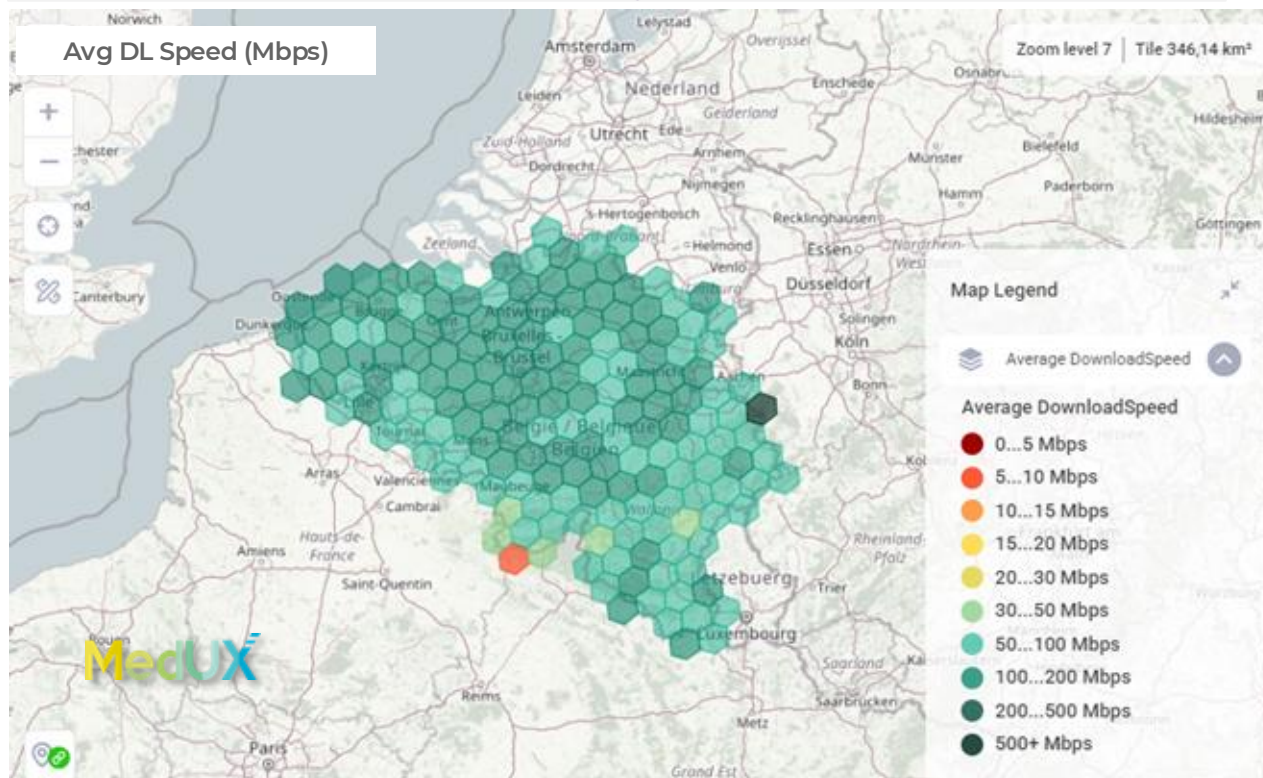
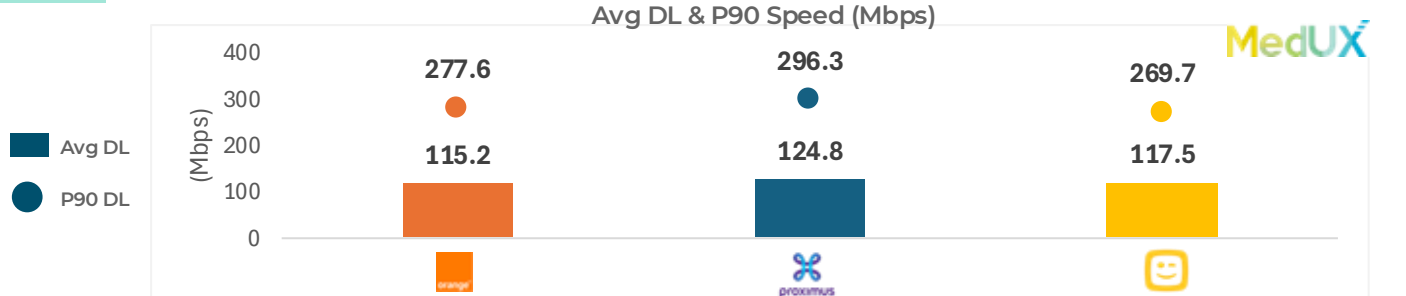


Main Throughput KPIs

Download & Upload Speed



QoS Country-level comparisons | Speed Metrics - Avg DL Speed

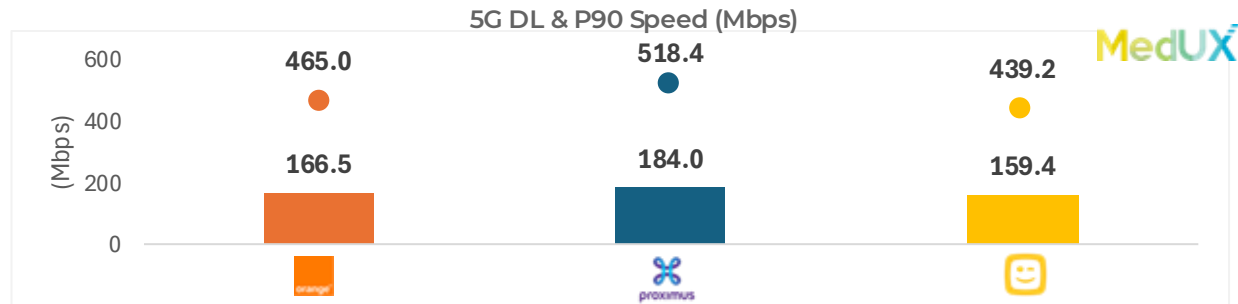


Proximus leads download performance in Belgium, with Orange and Telenet closely competing behind

- **Proximus** records the highest Average Download Speed (124.8 Mbps) and also leads in peak performance with a P90 of 296.3 Mbps, indicating both strong typical speeds and superior top-end capacity
- **Telenet and Orange** deliver competitive average performance, remaining relatively close to the leader but with slightly lower peak P90 values.
- **Average download speeds are broadly consistent across Belgium**, with most regions displaying strong mid-to-high performance levels (100–200+ Mbps).

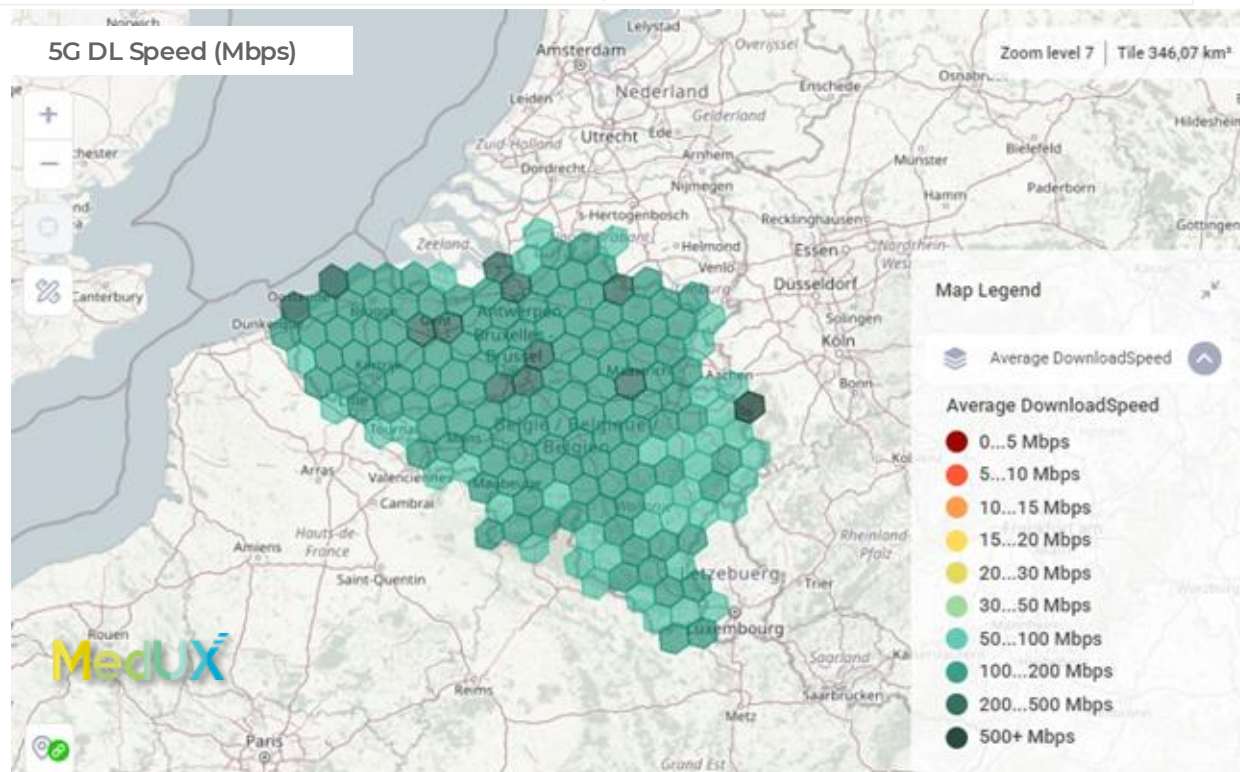


QoS Country-level comparisons | Speed Metrics – 5G DL Speed



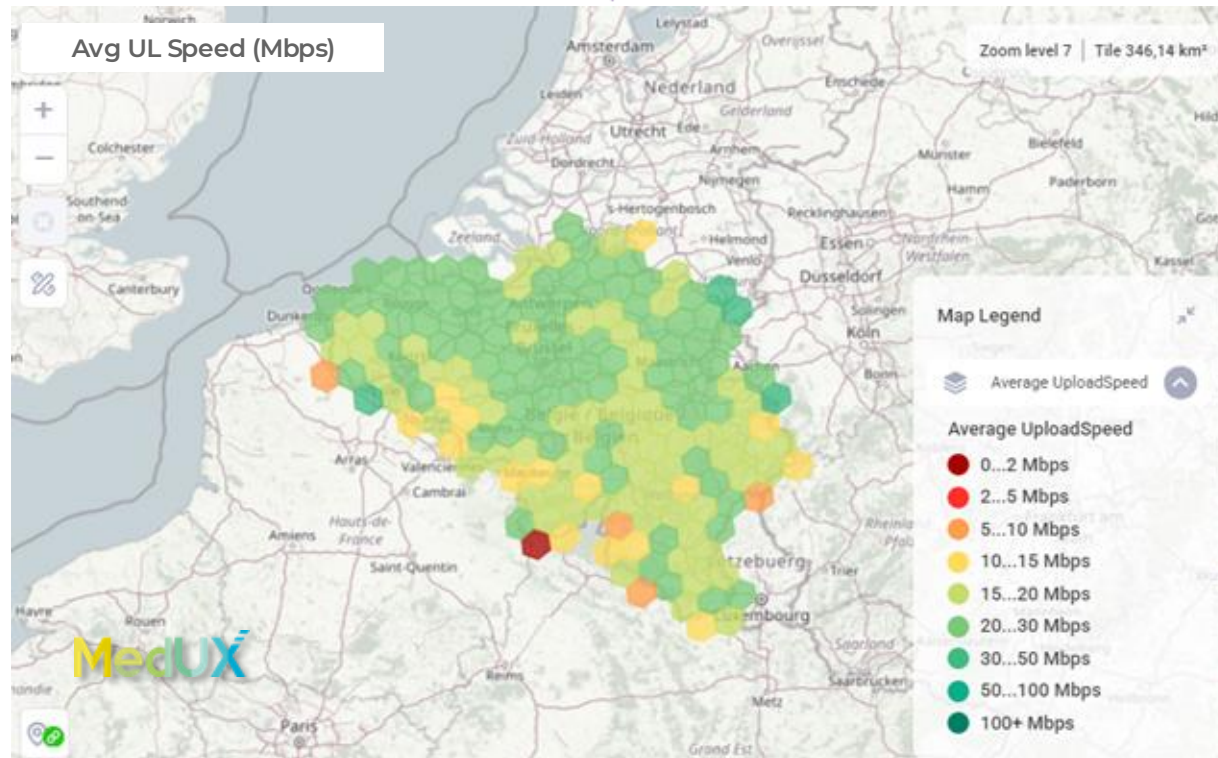
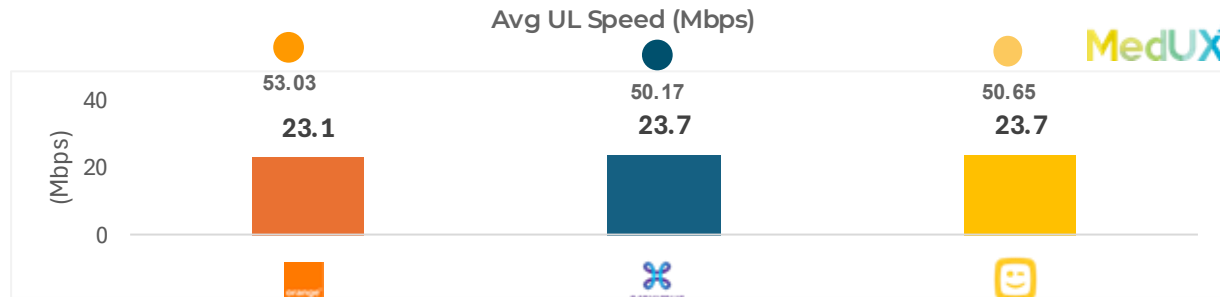
Proximus dominates 5G download performance in Belgium, clearly ahead in both average and peak speeds

- **Proximus leads 5G** performance with the highest Average DL speed (184.0 Mbps) and the strongest peak performance, reaching a P90 of 518.4 Mbps, significantly ahead of competitors.
- **Orange ranks second in 5G peak performance** (P90 465.0 Mbps) with an average speed of 166.5 Mbps, demonstrating solid 5G.
- **Telenet records the lowest 5G Average DL (159.4 Mbps) and P90 (439.2 Mbps)** among the three operators, remaining competitive but showing a wider gap versus the leader in high-performance scenarios.
- **5G download performance is strong and widely distributed across Belgium**, with most regions delivering speeds well above 100 Mbps



QoS Country-level comparisons | Speed Metrics - Avg UL Speed

■ Avg UL
● P90 DL



Upload performance remains tightly clustered across operators in Belgium, with Proximus and Telenet marginally leading

- **Proximus and Telenet jointly lead in Average UL Speed (23.7 Mbps)**, showing nearly identical upload performance nationwide.
- **Orange follows very closely (23.1 Mbps)**, indicating that upload performance differences between operators are minimal and highly competitive.
- **Upload speeds are broadly consistent across Belgium, with most regions delivering between 20–30 Mbps.** Some localized southern and border areas show slightly lower values, but overall national performance appears stable and homogeneous.



Network Responsiveness



Scope

The Network Responsiveness Test measures how quickly and reliably the network reacts to user requests — helping assess the real-time quality of the connection, essential for activities like web browsing, gaming, or video calls.

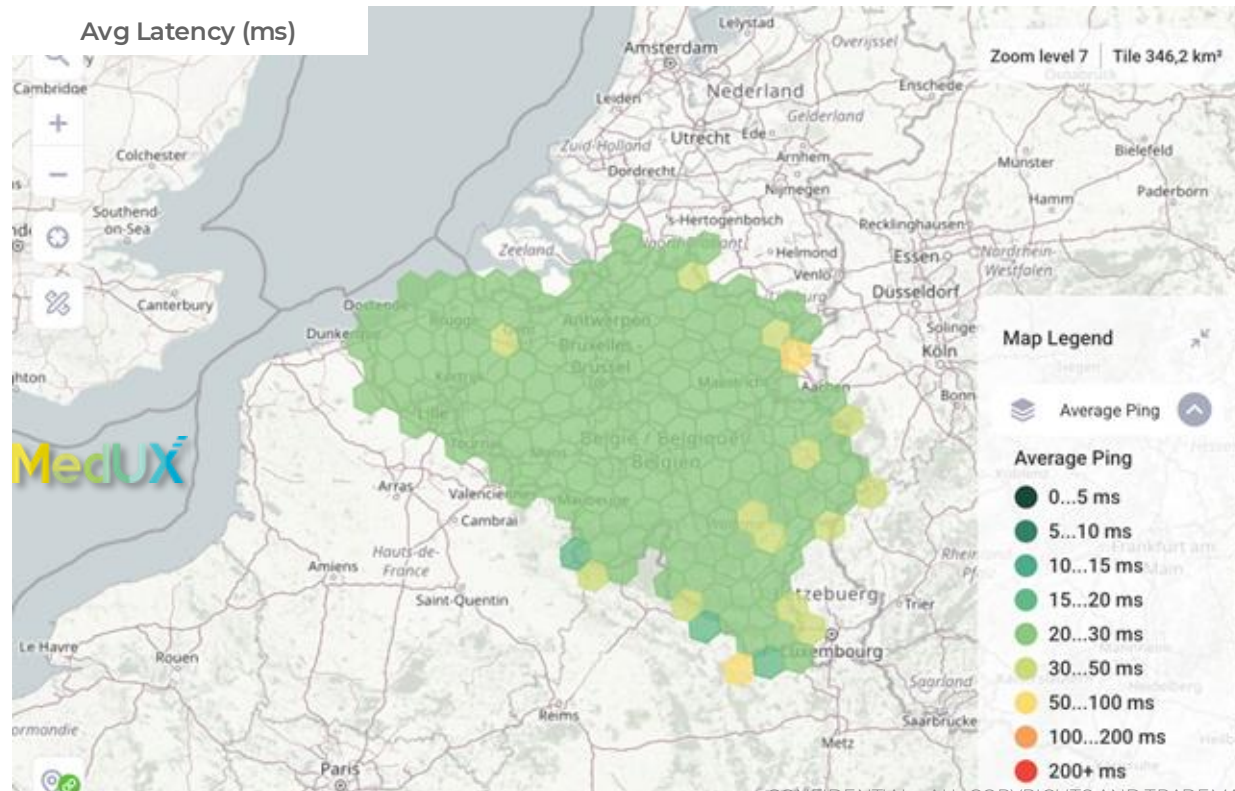
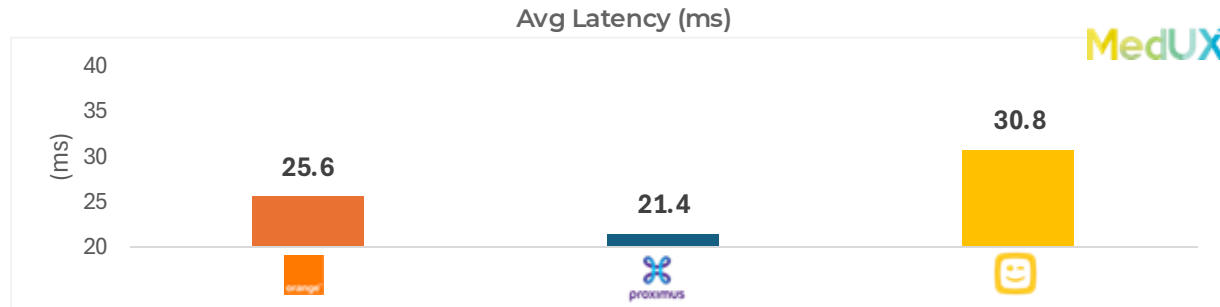


Main Network Responsiveness KPIs

Avg Latency, Jitter & Packet Loss.



QoS Country-level comparisons | Latency Metrics - Avg Latency



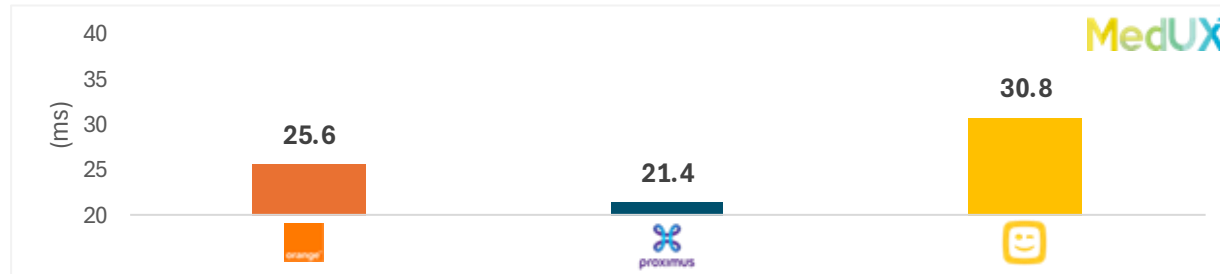
Proximus delivers the lowest latency in Belgium, while Telenet trails behind

- **Proximus achieves the best latency performance (21.4 ms)**, clearly ahead of competitors and positioning itself as the most responsive network in Belgium.
- **Orange records solid performance (25.6 ms)**, remaining competitive but showing a noticeable gap versus the leader.
- **Telenet posts the highest latency (30.8 ms)**, with a significantly higher delay compared to Proximus, which could impact real-time applications such as gaming or video calls.
- **Latency performance is generally stable across Belgium**, with most areas falling within the 15–30 ms range.

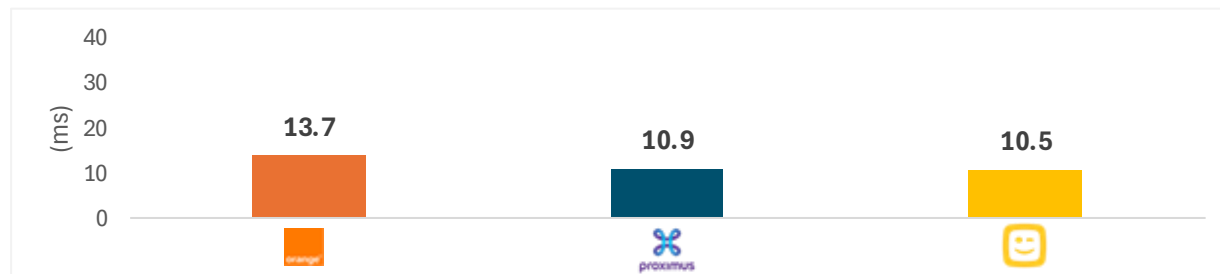


QoS Country-level comparisons | Latency Metrics - Jitter & Packet Loss

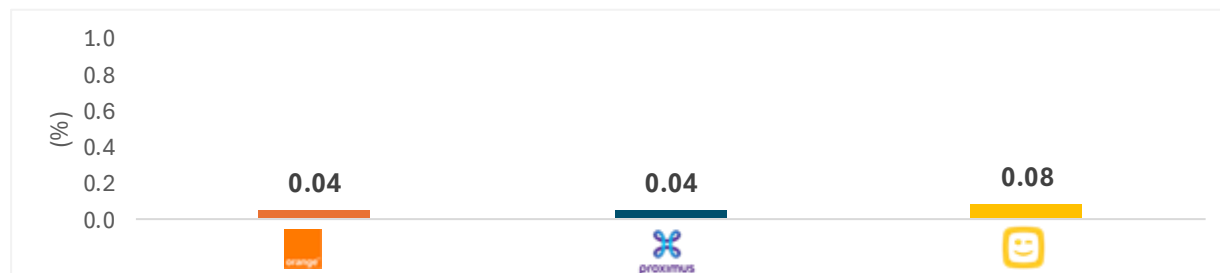
Avg Latency (ms)



Avg Jitter (ms)



Avg Packet Loss (%)

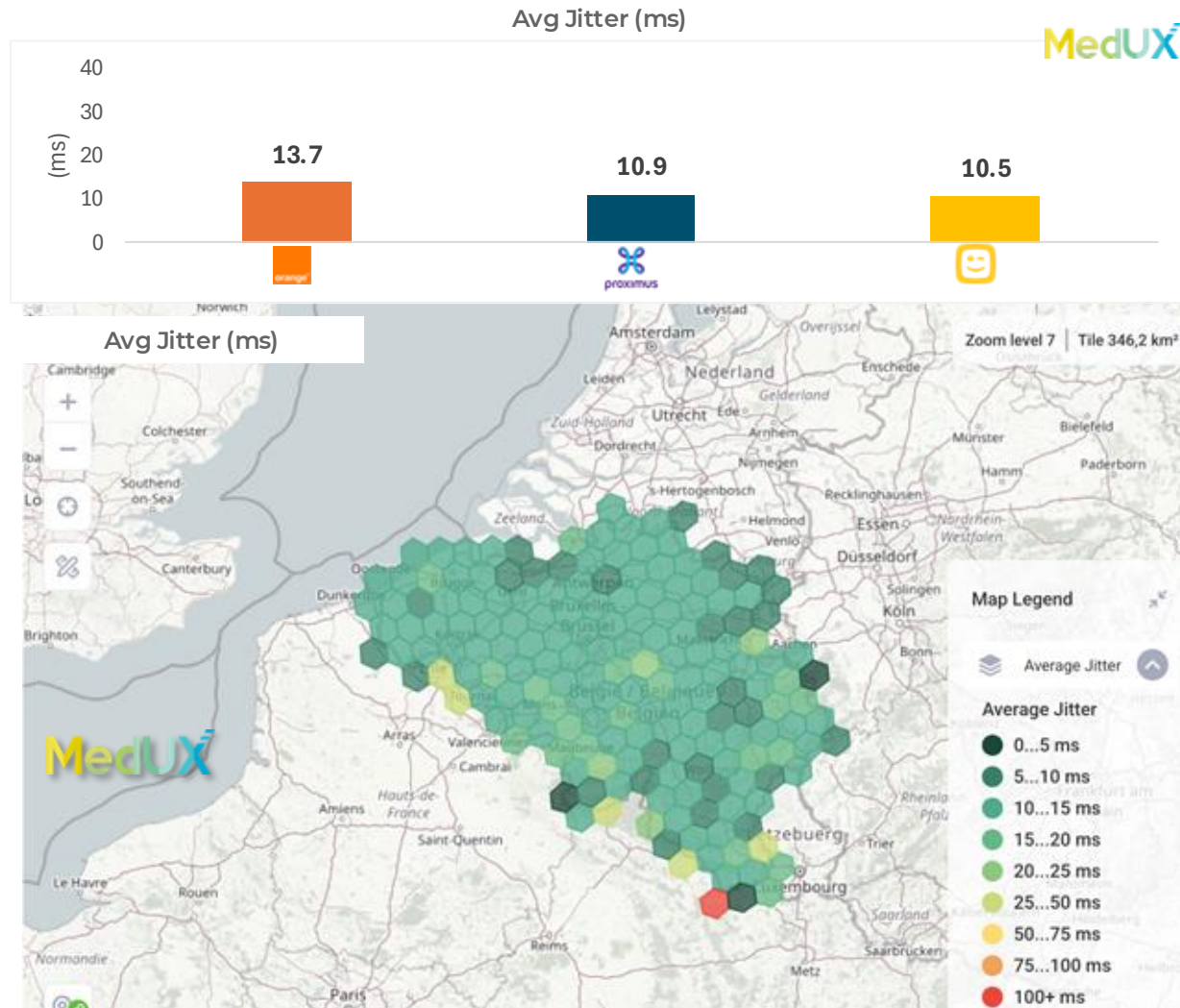


Proximus and Orange deliver the most stable network experience in Belgium, while Telenet shows slightly higher packet loss.

- **Proximus records the lowest latency (21.4 ms) and very low packet loss (0.04%),** confirming strong network responsiveness.
- **Orange shows competitive stability,** with moderate latency (25.6 ms) and equally low packet loss (0.04%), though jitter is slightly higher (13.7 ms) compared to its peers.
- **Telenet reports the lowest jitter (10.5 ms) but the highest packet loss (0.08%) and latency (30.8 ms),** which may slightly impact performance in sensitive applications such as gaming or video conferencing.



QoS Country-level comparisons | Latency Metrics - Jitter

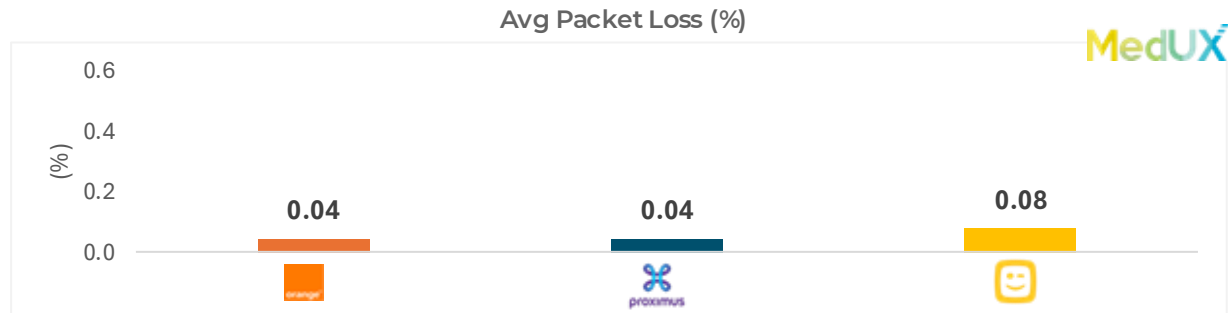


Telenet and Proximus deliver the lowest jitter in Belgium, while Orange shows slightly higher short-term variability

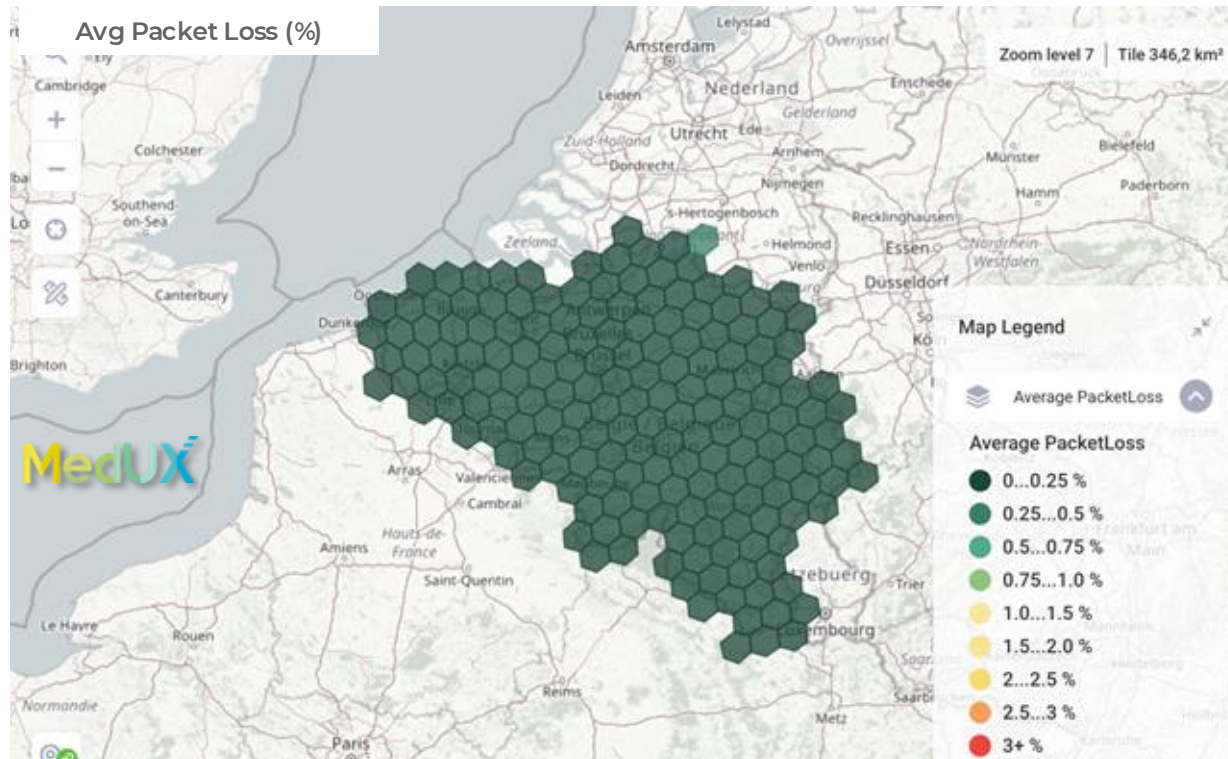
- **Telenet records the lowest average jitter (10.5 ms)**, closely followed by Proximus (10.9 ms) — both indicating strong short-term network stability.
- **Orange shows higher jitter levels (13.7 ms) compared to competitors**, suggesting slightly greater variability in packet delivery timing.
- **Jitter performance appears broadly consistent nationwide**, with most regions clustered in the 5–15 ms range. Only limited localized pockets show elevated jitter values, indicating overall strong network stability across the country.



QoS Country-level comparisons | Latency Metrics - Packet Loss



Orange and Proximus deliver the lowest packet loss in Belgium, while Telenet shows slightly higher levels



- **Orange and Proximus jointly record the lowest packet loss (0.04%),** demonstrating strong transmission reliability and efficient packet delivery.
- **Telenet shows a higher packet loss rate (0.08%),** though still at a very low absolute level, remaining below 0.1% overall.
- **Packet loss is consistently low across Belgium, with most regions showing values below 0.25%.** The map indicates a highly stable nationwide performance.

5. Quality of Experience Insights

- Service performance (streaming, gaming and social media experience)



Streaming Experience



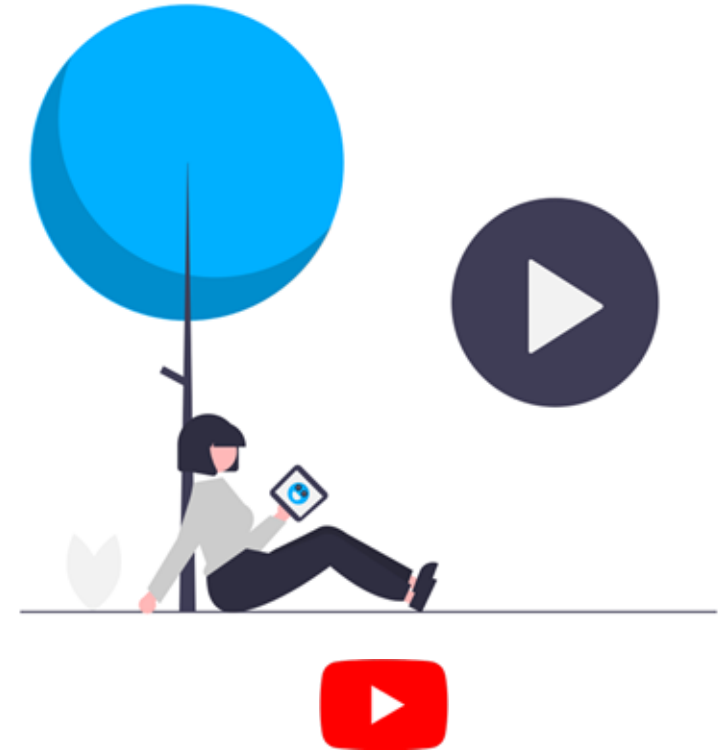
Scope

The Video Streaming Test checks how well video streams are delivered to end-users. We play the requested video stream and evaluate the video playback and exploring the different phases



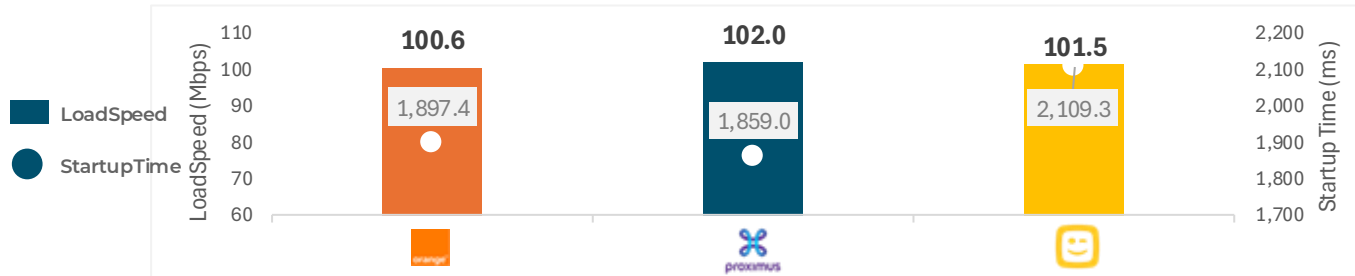
Main Streaming Experience KPIs

Video download speed, Video streaming bitrate, Video startup time, Number of rebuffering events, Video Stalling Ratio or Dominant Streaming Bitrate



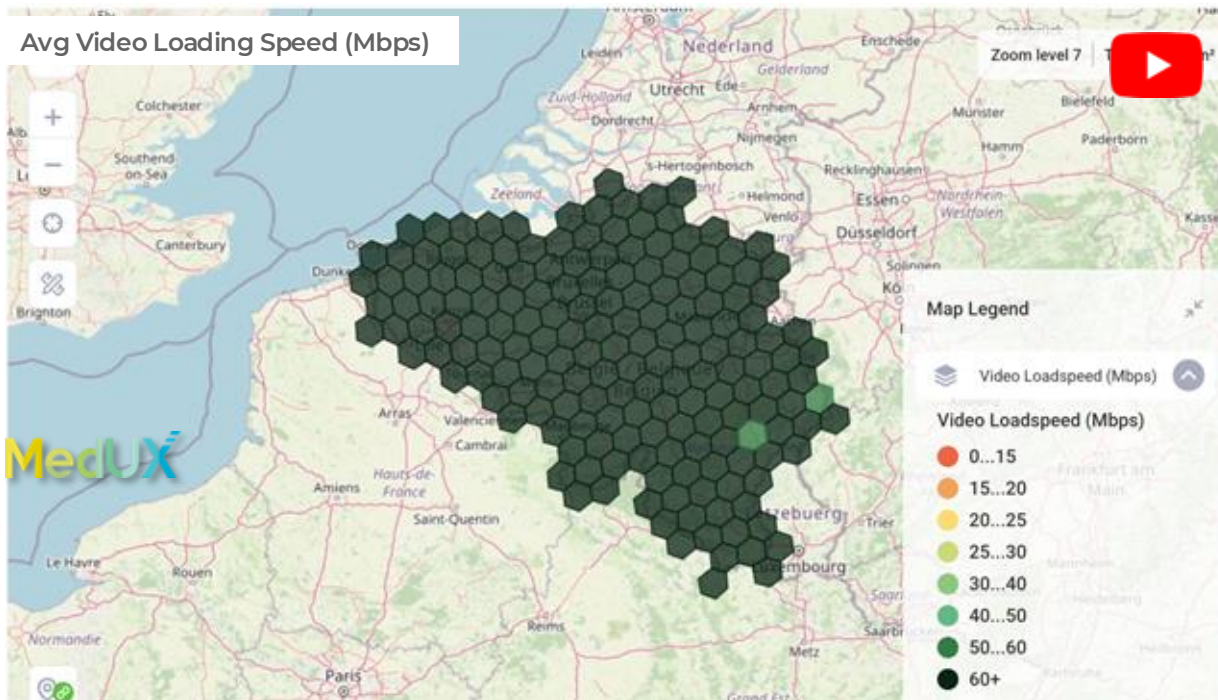
Service performance | Streaming (Loading Speed (Mbps))

Avg Streaming Video Loading Speed (Mbps) vs Startup Time (ms)



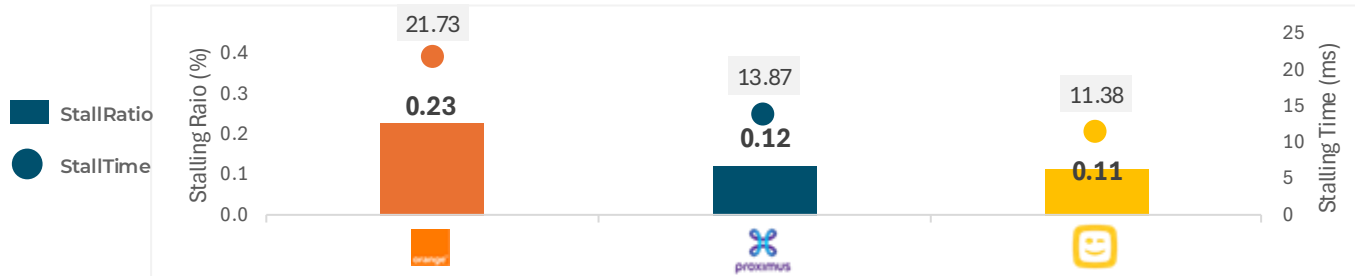
Proximus leads YouTube streaming performance in Belgium, with Orange and Telenet closely aligned

- Proximus records the highest average video loading speed (102.0 Mbps) and also the lowest startup time (1,859 ms), positioning itself as the best overall performer for streaming experience.
- Telenet delivers competitive loading speed (101.5 Mbps) but shows the highest startup time (2,109 ms) among the three operators, which may slightly delay video playback initiation.
- Orange achieves solid performance (100.6 Mbps) with balanced startup time (1,897 ms), remaining very close to Proximus in overall streaming capability.
- Video loading speeds are consistently high across Belgium, with most regions delivering above 60 Mbps, indicating widespread capability for smooth HD and 4K streaming.

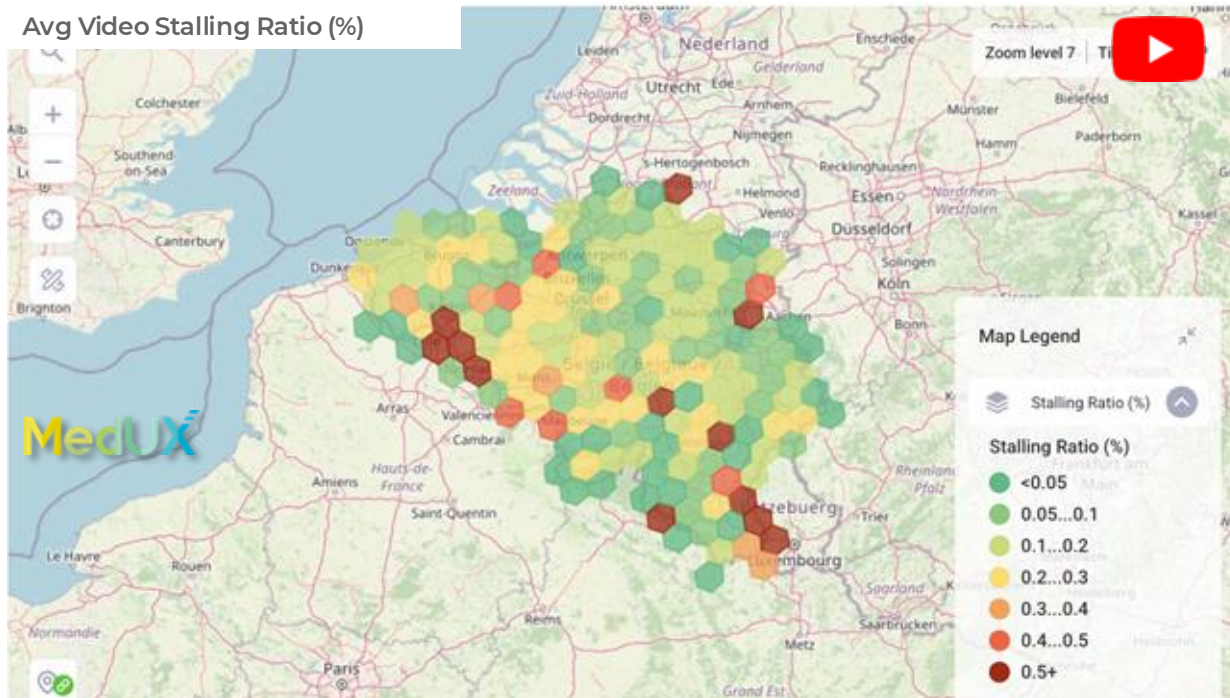


Service performance | Streaming (Stalling Ratio (%))

Avg Streaming Video Stalling Ratio (%) vs Stalling Time (ms)



Avg Video Stalling Ratio (%)



Telenet and Proximus deliver the lowest YouTube stalling levels in Belgium, while Orange shows higher interruption rates

- Telenet records the lowest stalling ratio (0.11%) and the lowest stalling time (11.38 ms), positioning itself as the most stable operator for uninterrupted video playback.
- Proximus closely follows (0.12% stalling ratio, 13.87 ms stalling time), delivering similarly strong streaming stability with minimal buffering impact.
- Orange shows the highest stalling ratio (0.23%) and significantly higher stalling time (21.73 ms), indicating more frequent and longer playback interruptions compared to competitors.
- Stalling ratio shows noticeable regional variability across Belgium.

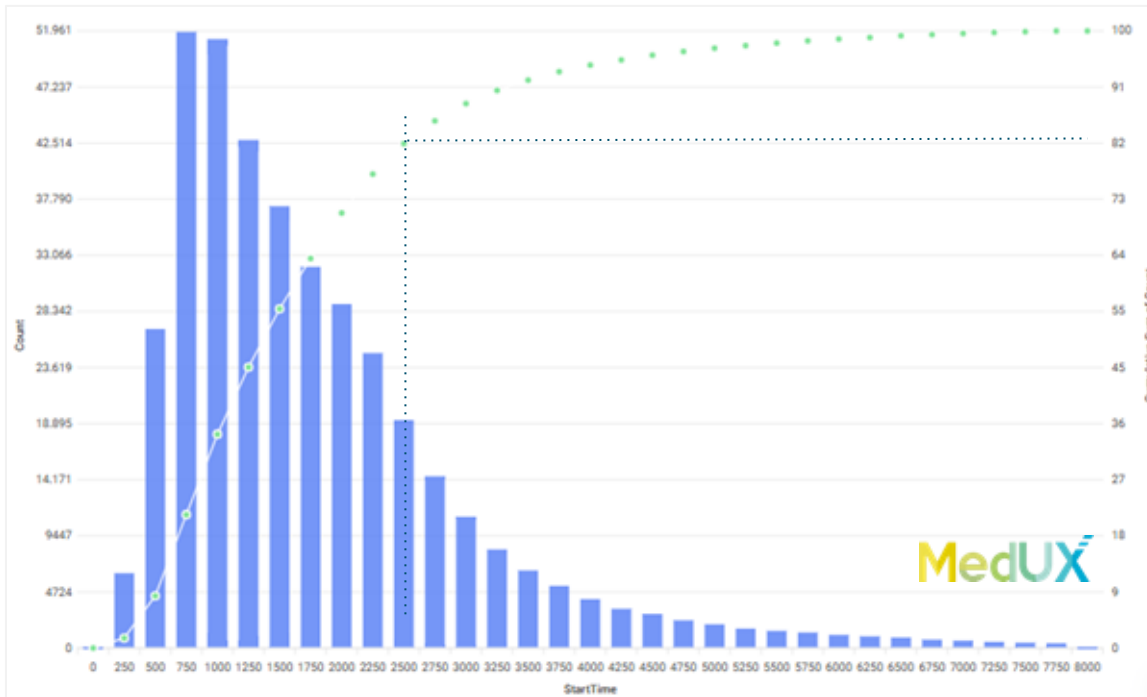


Service performance | Streaming Video Quality Rate

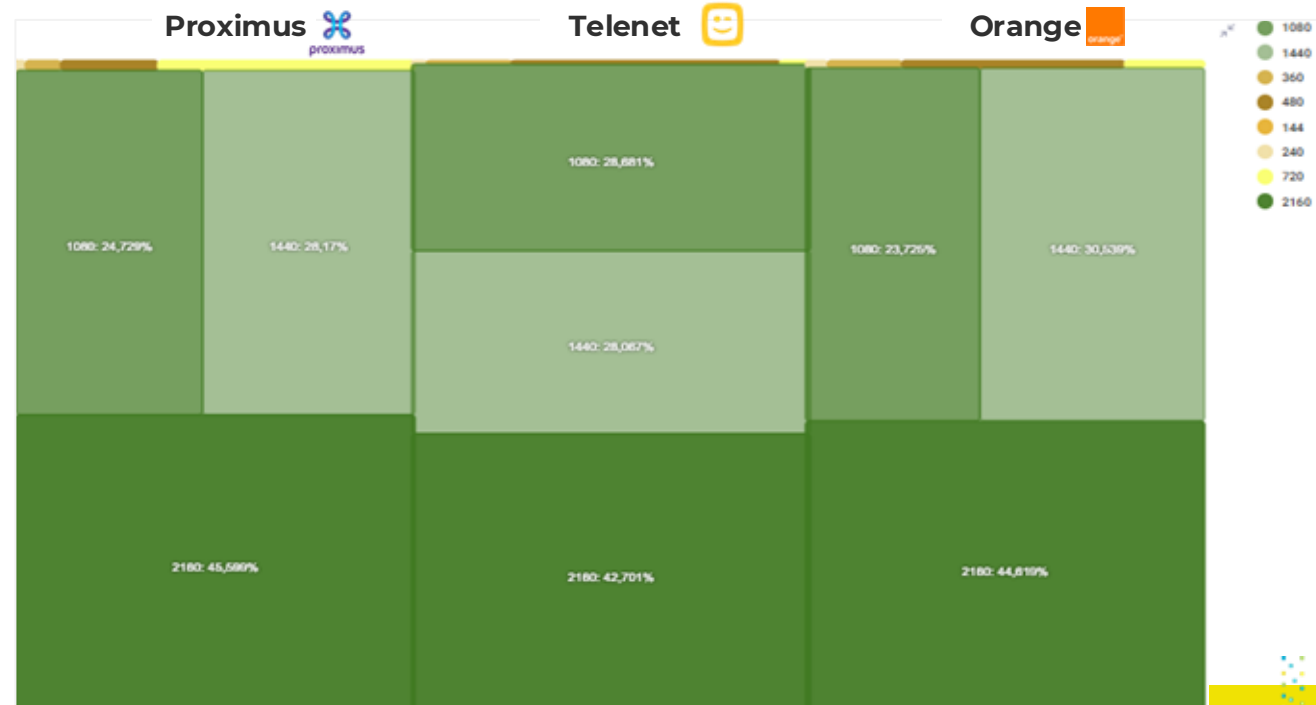
Video start times show strong performance across Belgium, though Ultra HD quality still has room to grow.

- Around 80–85% of streaming sessions start within ~2.5 seconds, confirming a generally fast and smooth playback experience nationwide. Only a limited share of sessions experience longer startup delays.
- High-definition streaming is widely adopted across all operators, with the majority of sessions delivered in HD (1080p) or higher, including a significant share in Ultra HD (42%-45%) — reflecting solid overall video quality performance across Belgium.

Streaming StarTime Histogram



Streaming Dominant Bit Rate by Country





Gaming Experience



Scope

The Gaming Experience Test evaluates how well real-time online games perform by measuring key metrics such as latency, jitter, and packet loss, using some of the most popular gaming destinations like Epic Games and Riot Games.



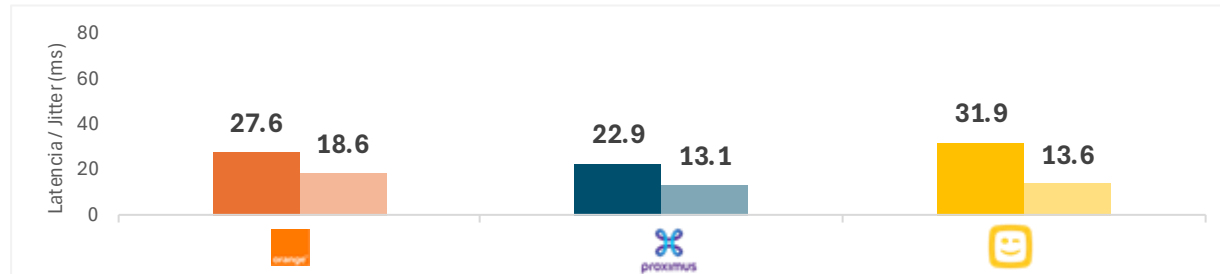
Main Gaming Experience KPIs

latency, jitter, and packet loss



Service Performance | Gaming Latency (ms)

Avg Gaming Latency (ms)



Avg Gaming Latency (ms)



Proximus delivers the best gaming performance in Belgium, with the lowest latency and jitter

- Proximus records the lowest gaming latency (22.9 ms) and the lowest gaming jitter (13.1 ms), positioning itself as the strongest operator for real-time gaming performance.
- Orange shows competitive performance (27.6 ms latency, 18.6 ms jitter), remaining within acceptable levels for online gaming, though clearly behind the leader.
- Telenet posts the highest gaming latency (31.9 ms) and moderate jitter (13.6 ms), which may result in slightly less responsive gameplay compared to competitors.
- Gaming latency remains generally low across Belgium, with most regions delivering sub-50 ms performance, indicating broad nationwide suitability for online gaming.





Social Media Experience



Scope

The Social Media Experience Test measures how quickly and smoothly social media platforms load by analyzing key browsing metrics when accessing popular destinations like Facebook, Instagram, and TikTok.



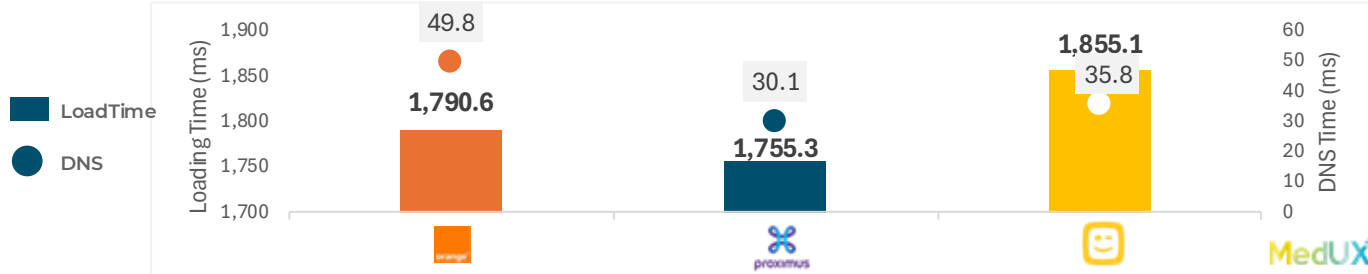
Main Social Media Experience KPIs

Social Media Avg Loading Time, Avg DNS Time, Avg Fully Loaded or Number of Resources.



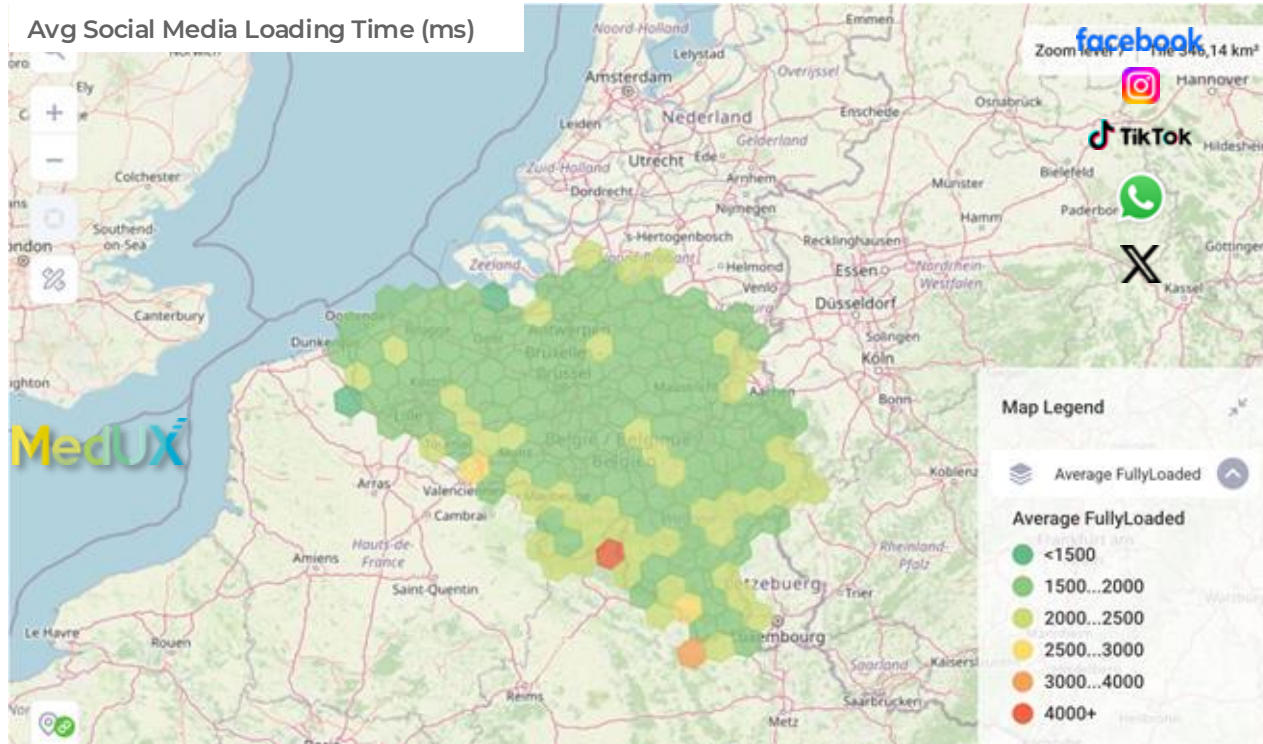
Service Performance | Social Media Loading Time (ms)

Social Media DNS & Loading Time (ms)



Proximus leads social media performance in Belgium, while Telenet shows slower loading times

- Proximus records the lowest average loading time (1,755 ms) and the fastest DNS resolution (30.1 ms), positioning itself as the best performer for social media responsiveness.
- Orange delivers competitive loading performance (1,791 ms), though it shows the highest DNS time (49.8 ms) among the three operators, which may slightly delay initial connection setup.
- Telenet posts the highest loading time (1,855 ms) despite relatively good DNS performance (35.8 ms).
- Social media loading times are generally consistent across Belgium, with most regions delivering full page loads within 1.5–2.5 seconds.



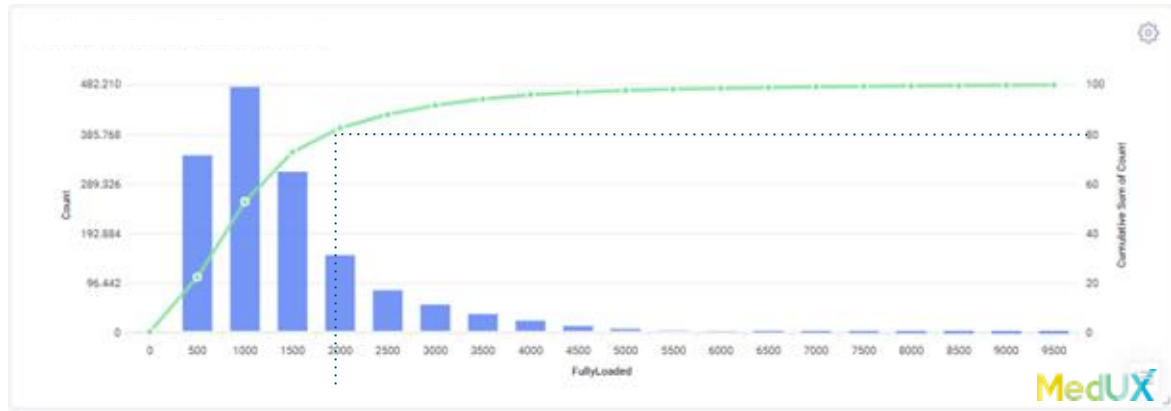
Mobile QoE Crowdsourcing Benchmark in Belgium (Q4 2025)

Service Performance | Social Media KPIs

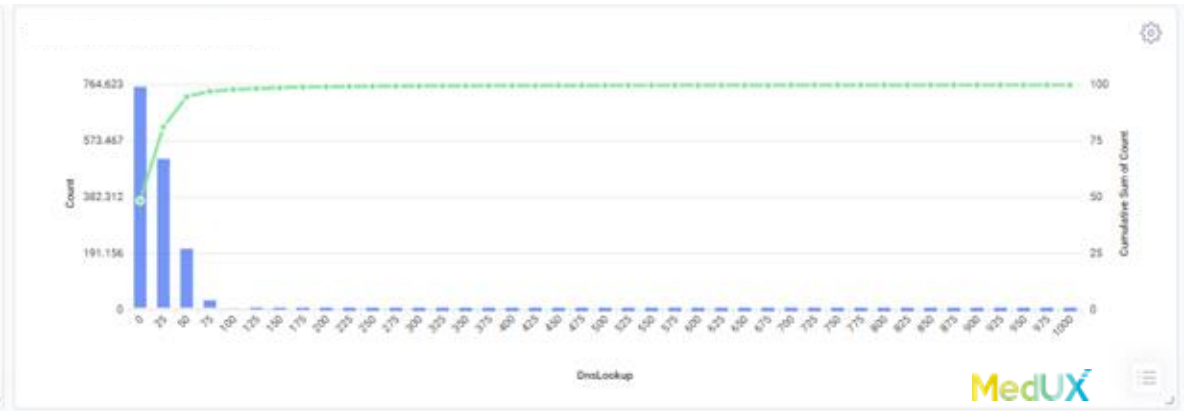
Instagram delivers the best overall social media experience in Belgium

Around one quarter of social media sessions exceeded the 3-second loading threshold, highlighting persistent experience gaps even on modern networks. Instagram loads roughly 35–40% faster than TikTok and clearly outperforms WhatsApp.

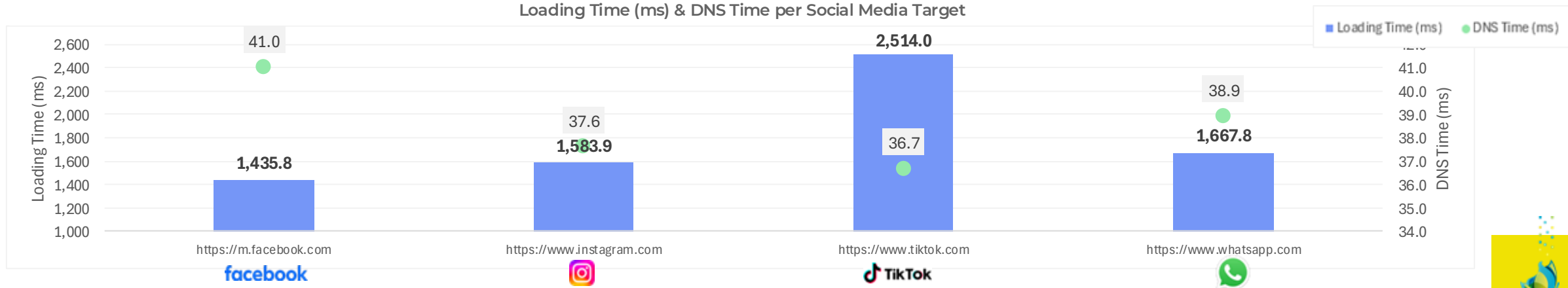
Social Media Loading Time Histogram (ms)



Social Media DNS Time Histogram (ms)

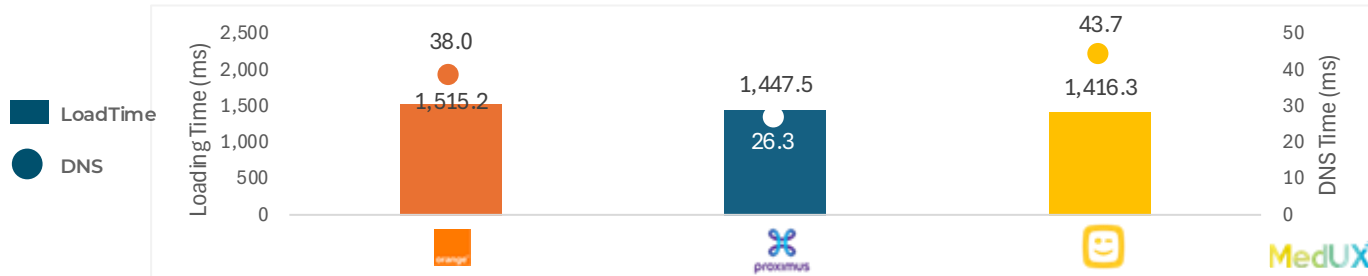


Loading Time (ms) & DNS Time per Social Media Target

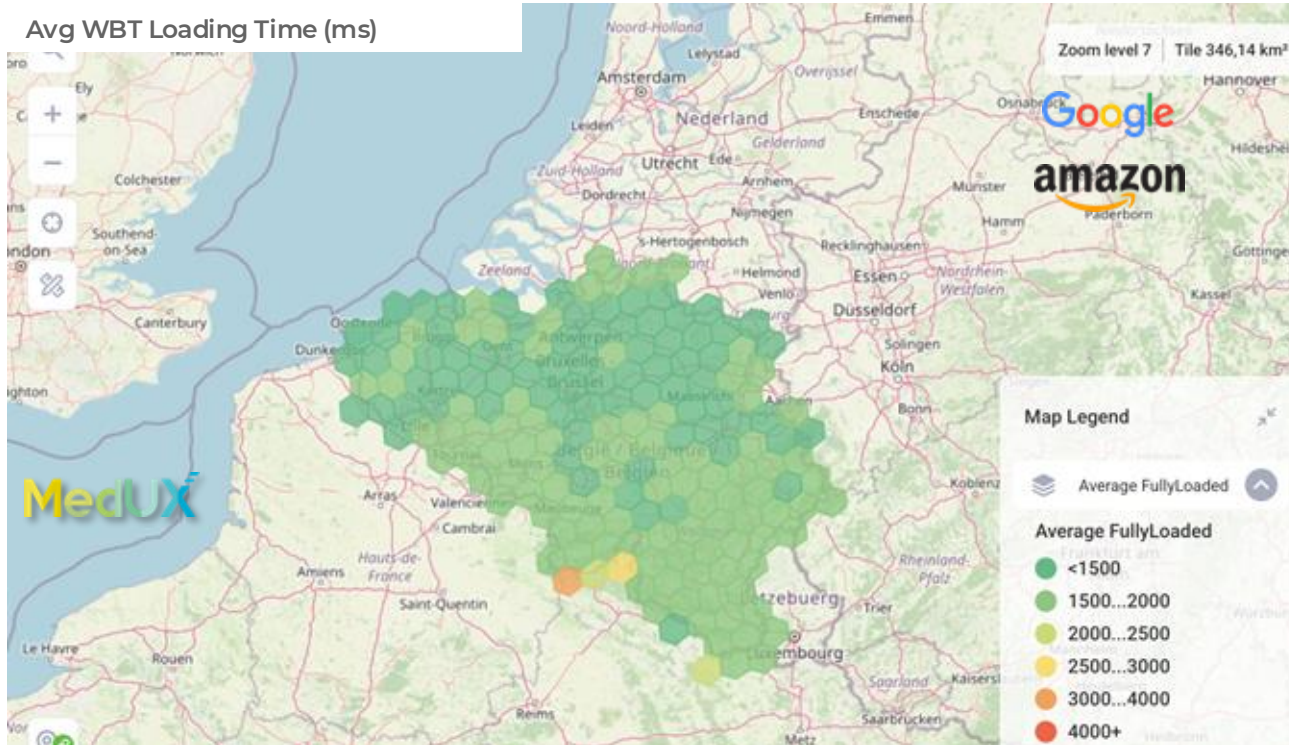


Service Performance | WBT Loading Time (ms)

WBT DNS & Loading Time (ms)



Avg WBT Loading Time (ms)



Web browsing loading times are similar across operators, with differentiation driven by DNS performance

- Average web loading times are very similar across all operators (~1.41-1.51 seconds), indicating a broadly consistent page rendering experience in Belgium.
- The key differentiator lies in DNS resolution times, where Proximus leads clearly (26.3 ms), followed by Orange (38.0 ms), while Telenet shows the highest DNS delay (43.7 ms).
- Web browsing performance remains stable and homogeneous nationwide, with most areas delivering sub-1.5 second loading times and limited regional dispersion.



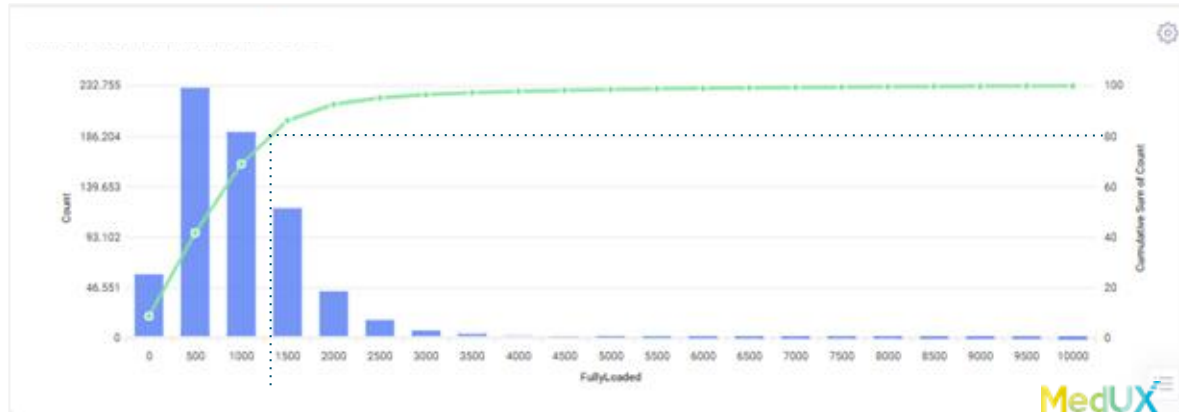
Mobile QoE Crowdsourcing Benchmark in Belgium (Q4 2025)

Service Performance | WBT KPIs

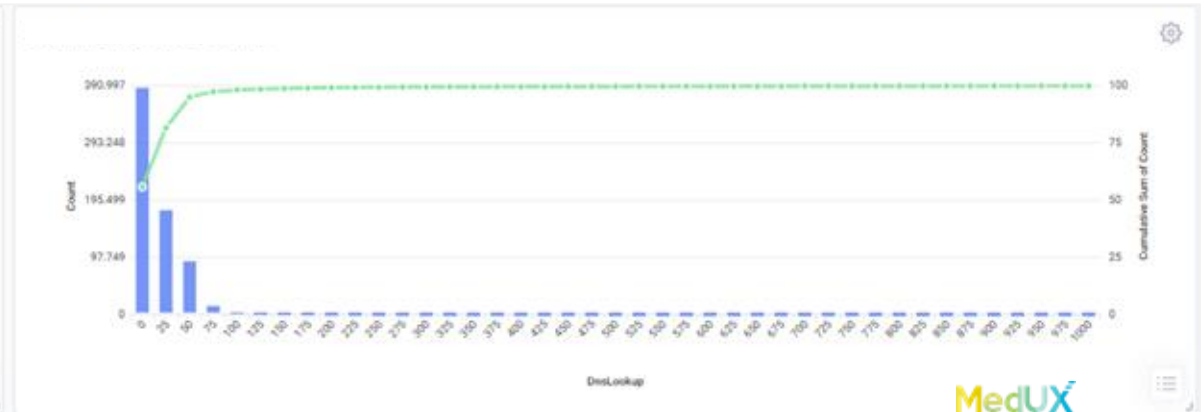
Google offers the best social media experience, with faster loading and DNS times compared to other platforms.

Less than 10% of web browsing sessions exceeded the 3-second loading threshold, indicating a generally smooth and reliable browsing experience across Belgium.

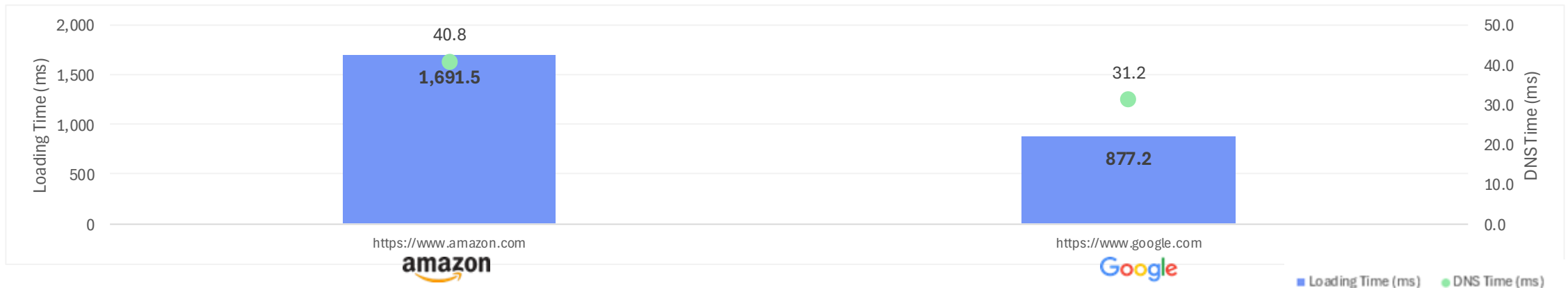
WBT Loading Time Histogram (ms)



WBT DNS Time Histogram (ms)



Loading Time (ms) & DNS Time per Social Media Target



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“What if you could get a unique ecosystem that provides a comprehensive multi-play **one-stop-shop QoE** suite for Telecommunications...

...so that you can get the **network insights** that you need from a **customer perspective**, through the field-data generated by our robots or gathered directly from the end-user’s devices with agents

For example, testing, monitoring and optimizing **network performance**, ensuring **quality and regulatory compliance** to improve the customer’s experiences.

And that’s not all, a group of **specialized professionals** will work closely with your team to ensure we provide the **maximum value** for you with our advanced analytics tools.”



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- Communication service Providers
- Telecom Regulators
- Digital Enterprise

Multi platform

Multi technology

Multi network



Mobile & Home Robots



Agent App



SDK & Crowdsourcing



Advanced Analytics



Fixed



Mobile

WiFi

xDSL

Fiber

FWA

2G

3G

4G

5G



Our solutions

1



5G

Benchmarking

Wholesale control

2



Regulatory compliance

Anomaly Detection

3



Grand scale QoE monitoring

Massive field-data monitoring

4



In-Home performance

CPE performance





Our clients



Communication service Providers

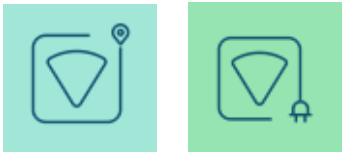


Telecom Regulators



Digital Enterprise

Multiplatform QoE Suite



Mobile & Home Robots

Mobile network monitoring and In-Home QoE measurements from real end-user perspective.



Agent App

Available on iOS, Android and Harmony; supports various QoE measurements.



SDK & Crowdsourcing

QoE insights from real world end users. Collects information on the mobile network.



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QoE Revolution.

Since 2014, MedUX has been revolutionizing networks and services testing from the **customer perspective**. Our figures have not stopped growing.



10.000

Robots

Active testing devices all over the world.



+20 Billions

Of Samples

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+4000M

People

Covered by MedUX deployments.



+50M

Agents

SDK Agents and APPs collecting insights from any device.





Why MedUX?

Global Trusted Partner.

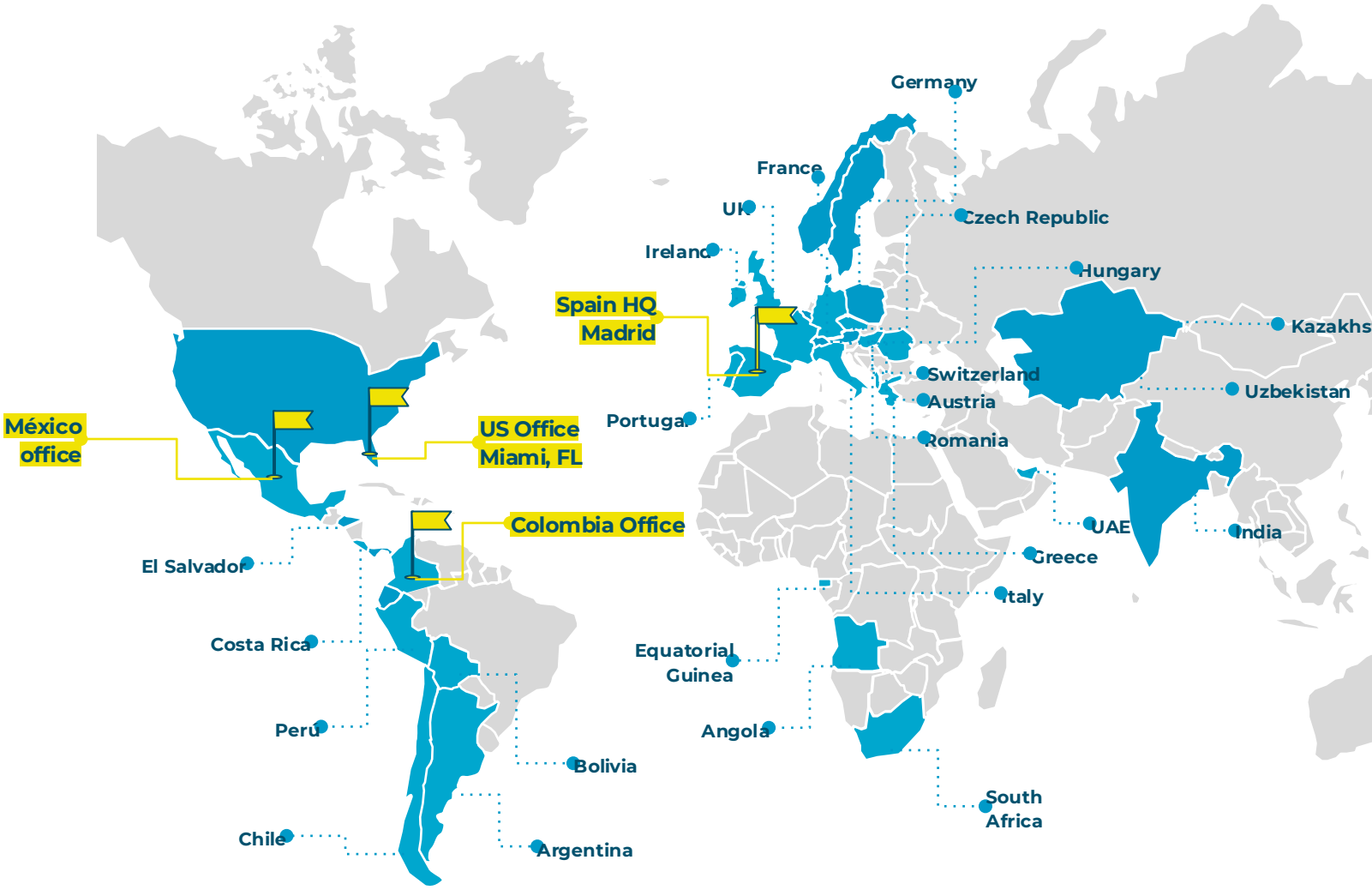
+ 30 Countries

International presence.

Global presence.

Centers of excellence throughout the world.

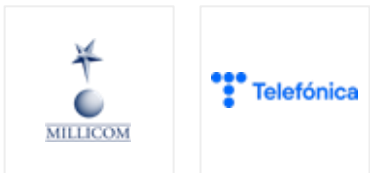
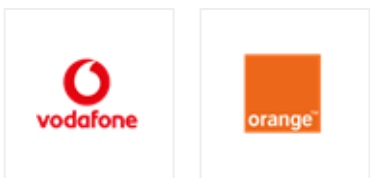
-  **Projects**
-  **Offices**



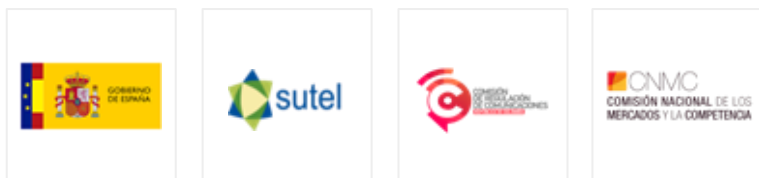


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Global TELCOs



Governments



Other Carriers

