

NET CHECK

Substantiation of London's Best Network claim carried out by NET CHECK

7th April 2026 – 13th April 2026

SUBSTANTIATION OF CLAIMS

Claim:

London's Best Network

SUMMARY

The claim "London's Best Network" achieved by Vodafone is based on NET CHECK's mobile benchmark that was carried out between April 7th and April 13th 2026 across the Greater London Area.

The purpose of the benchmark was to assess the overall performance of the mobile networks in terms of accessibility, reliability, and quality of typical telecommunication services like voice calls, internet browsing, live video streaming, online gaming, online meetings as well as data up- and downloading.

This report is an independent evaluation that compares the network capabilities of four network operators: Vodafone, EE, Three, and O2.

NET CHECK BENCHMARK

NET CHECK was founded in 1999 as a company with the main field of expertise in improving quality of telecommunication networks. In the years to follow, NET CHECK has become a renowned partner of network operators and infrastructure providers for design, construction, operation, and optimisation of mobile and fixed communication networks of all technologies.

As part of the NC Group, NET CHECK is independent of any industry stakeholders. It is also a trusted partner of scientific and government institutions due to its high level of expertise, data quality and security.

To follow its mission to improve the network quality, NET CHECK has developed a number of communication network testing products.

The NET CHECK Benchmark is a testing procedure that measures the performances of different networks. It follows the NET CHECK Methodology, devised for evaluating user experience, and compares the different network operators by creating a ranking.

METHODOLOGY

The NET CHECK Benchmarking methodology strives to provide a precise, unbiased and balanced assessment of network performances. It is based on ETSI (European Telecommunications Standards Institute) standards that were further developed by NET CHECK's experts.

The methodology is updated once a year in accordance with the technology and industry development.

In order to simulate user behavior, NET CHECK performs a series of tests across a geographically representative area using state-of-the-art technology. The measurement sets consist of equipment produced by the market leader Rohde & Schwarz and one of the latest commercially available Android smartphones, Samsung Galaxy S25+. Using commercially available tariffs ensures to reflect the real user experience.

The assessment is based on data collected during a comprehensive series of drive tests. To ensure that the data sample provides a representative and accurate view of the network's overall performance, these drive tests are conducted extensively across the entire region. Testing is carried out during both weekdays and Saturdays to capture a broad range of network conditions and user behaviors, ensuring a thorough evaluation of the network's capabilities.

This approach allows performance measurement of Data and Voice services for all the network operators simultaneously and at the same locations, averts bias and warrants credible comparison.

Voice services are tested in regular calls, WhatsApp calls and data being sent during regular calls. Data services are tested by performing data up- and downloads, web browsing, live video streaming and interactivity testing which simulates online gaming and online meetings. These test activities are repeated throughout the entire duration of the measurements.

The collected data is verified and analyzed to calculate Key Performance Indicators (KPIs). These KPIs form the basis for the ranking and are distinguished in two services: Data services and Voice services.

The maximum ranking for an operator is 1,000 ranking points, where 350 points is the maximum for voice services and 650 points is the maximum for data services.

The assessment criteria and ranking weights are determined exclusively by NET CHECK's experts.

THE RESULTS

Facts from NET CHECK's tests conducted in the Greater London Area in April 2026:

- 33 local government districts covered
- 1,109km driven
- 1,262 test calls performed on average, per operator
- 17,558 speech samples collected on average, per operator
- 14,584 data samples collected on average, per operator

Out of 1,000 possible ranking points, Vodafone achieved the highest ranking with 957.73 total ranking points, EE achieved 951.04 points, Three 904.01 points and O2 910.14 points. As a result, NET CHECK concludes that Vodafone is the best network in London.

Full verification details can be found on the following link: <https://nc-group.net/download/10188/?tmstv=1776957733>

Results from the Mobile Network Benchmark of Greater London executed by NET CHECK between April 7th and April 13th 2026

