



Ofcom

Mobile Matters

Using crowdsourced data to assess how the UK's mobile networks are performing

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Overview

Mobile networks play a vital role in everyday life, enabling people to access work and leisure content on the move and stay connected with friends and family.

Our Mobile Matters reports provide an independent view of how well the UK's mobile networks are performing, based on the connectivity and service quality that consumers experience in daily life. It offers a comparative assessment across networks, technologies and geographies.

The report forms part of Ofcom's wider programme of work to understand and improve the quality of experience of UK mobile users. Other outputs include Ofcom's mobile checker tool, [Map Your Mobile](#), our [Connected Nations reports](#) and the June 2026 [Connectivity you can count on](#) discussion paper.¹

We measure everyday mobile performance

Mobile Matters uses crowdsourced data provided by Opensignal, which is collected from tests carried out as thousands of people across the UK use their mobile phones during daily activities. Because the data is collected where people live, work and travel, it provides a real-world view of how well mobile networks support day-to-day use in the places where they use their phones.

The analysis draws on over 225 million datapoints from tests conducted between August 2025 and July 2026. The sample broadly reflects the UK population and operator market shares, and is large enough to ensure the robustness of the findings. See the separate [Methodology document](#) for more detail. Data is only collected where there is mobile connectivity, meaning the analysis provides an assessment of network performance in areas where there is coverage. Information on UK mobile coverage is available in Ofcom's [Connected Nations](#) reports and our [Map Your Mobile](#) checker.

How we define good mobile performance

This year's report contains new analysis which uses Ofcom's *good mobile performance score* to assess how well the UK's mobile networks are performing, which, as explained in our [Connectivity you can count on](#) discussion paper, is the same as used in our [Map Your Mobile](#) checker tool. In this report, we look at good performance scores at both national and local authority district levels, giving a wider view of network performance than the postcode-district information available through [Map Your Mobile](#).

Ofcom's definition of what constitutes good performance in a mobile network connection is set out in the [Connectivity you can count on](#) discussion paper. It uses three thresholds: at least 5Mbit/s download speed; at least 1.5 Mbit/s upload speed; and one-way latency of no more than 50 milliseconds.² We have proposed a benchmark that for an area to be categorised as having good

¹ Responses to this discussion paper closed on 29 July and will be used in our work to improve mobile connectivity in the UK. An update will be shared in early 2027; see landing page [Mobile connectivity you can count on](#).

² The speed measurements used to calculate the good performance score are taken from the results of small file transfer tests similar to those also used to derive the time to download and time to upload metrics included in this report. Latency is calculated as half the Round-Trip Time (RTT/2), which approximates the one-way delay for a data packet to travel from a mobile device to a server. The calculation uses the minimum measured RTT across 100 UDP packets.

performance, at least 90% of measurements must meet this standard. See the Overall mobile network performance section below for more information.

Aligning with the good mobile performance standard

As in previous Mobile Matters reports, we set out the individual performance metrics that determine the mobile user experience, and use them to help explain how differences in user experience may be driven by the availability of different mobile technologies.

However, in a change from previous reports, where possible we have updated our analysis of these metrics to align with the good performance standard methodology (as set out in our [Connectivity you can count on](#) discussion paper). As part of alignment:

- Tests collected from certain mobile virtual network operator (MVNO) customers are included in our analysis, and are attributed to the relevant host network where we compare performance across networks;
- We have also included the results of tests run on Apple iOS devices in our analysis in addition to those run on Android phones (although iOS only accounted for c. 1.5% of tests);³ and
- Throughout this report our analysis is based on 12 months of data⁴ (unlike previous reports, which used data covering six months).

These changes mean that the figures in this report are not directly comparable with those published in previous reports. To enable year-on-year trend analysis, we have recalculated figures for August 2024 to July 2025 (which we refer to as 2024/25) where the underlying test set-up allowed us to.⁵ However, factors other than network performance may result in changes in our crowdsourced data over time, and year-on-year comparisons should be interpreted with caution.

Developments to consider when reading our results

The UK's mobile landscape continues to evolve, with significant network upgrades and developments underway. The table below highlights key changes in the mobile sector since our 2025 report, and what they may mean for users.

³ Our analysis of video streaming success rates continues to exclude iOS measurements.

⁴ The most recent data in this report (labelled 2025/26) relates to the period August 2025 to July 2026, and where we make year-on-year comparisons, we compare it with test results captured from August 2024 to July 2025, which are labelled 2024/25.

⁵ We have not included 2024/25 figures for Time to Upload a 1 MB file, as changes to Opensignal's test means that it is not possible to make year-on-year comparisons. Further details are set out in the separate [Methodology document](#).

Figure 1: Key developments in the UK mobile sector

Topic	Details	Implications for mobile users
3G switch-off and legacy network retirement	Mobile network operators (MNOs) began retiring 3G services in 2023 and completed the process in early 2026. MNOs have also announced the future retirement of 2G services, with some planning to start switching off their 2G networks in 2029. ⁶	The retirement of legacy networks allows spectrum bands to be reused to support more advanced 4G and 5G services, helping improve network capacity, coverage and performance.
5G standalone (5G SA) rollout	MNOs have continued to expand their coverage of 5G standalone (5G SA), a newer form of 5G technology deployed alongside existing 5G non-standalone (5G NSA) services. As of 2026, predicted coverage outside UK homes and business premises ranges between 49% and 85% across the three mobile networks that have deployed 5G SA. ⁷	We present separate data for 5G SA and 5G NSA connections in this report, 5G NSA currently being more widely available than 5G SA. As 2G and 3G networks are retired, operators are expected to continue expanding 5G SA, 5G NSA and 4G coverage.
Vodafone-Three merger	Vodafone UK and Three UK completed their merger in May 2025, creating VodafoneThree. Their networks are presented separately in the analysis within this report as they are not yet fully combined. ⁸	Devices used by Vodafone and Three mobile customers will be able to access both networks over time as they merge.
Shared Rural Network (SRN)	Rural mobile infrastructure upgrades have continued under the Shared Rural Network (SRN) programme. MNOs have met their 2024 obligation to provide good quality coverage across 88% of the UK landmass and have further commitments to meet by 2027. ⁹	Continued SRN investment is expected to further improve mobile coverage and the user experience in rural areas, particularly in locations that have historically lacked reliable mobile service.

Source: Ofcom.

Using our interactive data

This report is accompanied by the following outputs:

- **For industry, stakeholders and policymakers:** an [interactive report](#) with charts and maps, together with technical and statistical methodologies and a glossary of terms; and
- **For consumers:** guidance on how to improve their mobile experience.

⁶ [Switching off the UK's 2G and 3G mobile networks: what you need to know.](#)

⁷ [Connected Nations update: Spring 2026.](#) The coverage figures we have provided here refer to our “High Confidence” level which reflect the likelihood of on-the-ground coverage for consumers. Please refer to page 12 of the [CN2025 Methodology annex for a definition of this level.](#)

⁸ [VodafoneThree Annual Progress Report](#), June 2026.

⁹ [Ofcom: Connected Nations UK Report 2025](#), *Update on the Shared Rural Network* Page 38.

What we have found – in brief

- **On average, a mobile connection meeting our good performance thresholds for connection speeds and response time was achieved 81% of the time.** This was below our proposed benchmark that a connection meeting these thresholds (that should deliver a strong overall user experience) ought to be met 90% of the time. The average performance score over 5G (92%) was above the proposed threshold performance, suggesting that performance scores will increase over time as 5G availability and use grows.
- **There was wide variation in mobile performance among the UK's local authority districts.** Our analysis indicates that none of the 360 UK local authority districts included in our analysis¹⁰ met Ofcom's proposed benchmark of 90% of mobile connections meeting or exceeding all of our proposed good performance score connectivity thresholds.¹¹ There was a 20pp difference between the lowest and highest recorded local authority district performance scores, which ranged from 68% in West Devon to 88% in Watford.
- **There were also variations in mobile network quality across the UK nations.** At a UK-level, none of the mobile networks met Ofcom's proposed 90% benchmark. This was also the case in each of the nations, where performance overall (i.e. across all networks) was strongest in England (with an average performance score of 82%), followed by Northern Ireland (81%); scores in Scotland (79%) and Wales (76%) were below the 81% UK average.
- **EE delivered the strongest performance among the four UK networks,** having the highest overall performance score (85%) and the highest scores in all the nations except Northern Ireland, where Vodafone came out top. O2 showed the lowest performance scores in three of the four nations, and the lowest overall UK score, at 77%. O2 also had the greatest variation in performance scores across the nations (from 65% in Wales to 80% in Northern Ireland), while EE was the most consistent (from 82% in Northern Ireland and Wales to 85% in England).
- **Urban areas had higher performance scores than rural areas in every nation.** At UK level, the average urban performance score (82%) was 7pp higher than the rural average (75%), with the largest urban/rural differences occurring in England (9pp) and Northern Ireland (6pp), compared to 5pp in Scotland and 4pp in Wales. Performance scores in selected inner-city areas, including inner London areas, were higher than average but still below the proposed 90% benchmark, ranging from 81% in Bristol and Edinburgh to 86% in London.
- **Performance differences were driven by access to the faster connectivity offered by 5G.** Users in all four nations experienced similar success rates when it came to making a data connection and streaming video reliably. However, differences in 5G access contributed to variations in performance between the nations and urban and rural areas, as 5G generally delivered better performance than 4G across download, upload and latency measures. Urban users also tended to benefit from faster connections than those using the same mobile technology in rural areas.

¹⁰ Isles of Scilly was excluded from our analysis due to insufficient test results.

¹¹ Our good performance score uses 5 Mbit/s file download transfer rate, 1.5 Mbit/s file upload transfer rate, and 50ms one way latency (response time) thresholds to indicate the likelihood of a user being able to join a mobile network and receive connectivity capable of supporting the everyday use of apps and services. We have proposed a benchmark that people in the UK should be able to receive such connectivity at least nine times out of ten.

- **The average 4G performance score (78%) was significantly lower than those for 5G SA and 5G NSA connections (both 92%).** Across all three technologies, lower performance scores tended to be due to connections failing to meet the minimum good performance file upload and download transfer rate thresholds of 1.5 Mbit/s and 5 Mbit/s respectively,¹² rather than them having a response time (latency) that exceeded the 50-millisecond threshold.
- **4G continued to be the most frequently used mobile technology across the UK,** despite continued growth in the availability of 5G. 4G accounted for 75% of data connection attempts in England and in Northern Ireland, 78% in Scotland and 82% in Wales. This means users in Wales may be more exposed to the relatively slower performance typically associated with 4G compared to 5G.

¹² The connection speed measurements used to calculate the good performance score are taken from the results of small file transfer tests the same as those also used to calculate the time to download and time to upload metrics included in this report. These are different to the timed tests used to derive the download and upload speed distributions which we also present in this report. See page 13 for more detail.

Overall mobile network performance scores

Customers expect to be able to undertake everyday activities on their mobile phones – such as web browsing, messaging, using social media, video calling and video streaming – and receive a consistent user-experience when doing so. However, this is not always the case, and there are differences in performance between networks, technologies and locations.

Ofcom carried out qualitative research in 2025 on [consumer experiences and understanding of mobile network quality](#). We found most participants were satisfied with their mobile network quality and felt it was typically good enough, working when and where they needed it most of the time. However, issues with network performance were experienced, and network quality was noted to be variable in certain locations, such as on public transport, in rural areas and busy public buildings and spaces (such as shopping centres and stadiums), and in known not-spots in their local areas.¹³

What good mobile performance looks like

Ofcom has defined what constitutes a good, reliable mobile experience based on the performance required to deliver a strong overall user experience for apps and services people routinely access on their smartphones while on the move, such as streaming video on YouTube and Netflix, or making video calls. Good performance is defined as connectivity providing:

- A download speed of at least 5 Mbit/s;¹⁴
- An upload speed of at least 1.5 Mbit/s;¹⁵ and
- Latency (response time) of no more than 50 milliseconds one way.¹⁶

These measurement thresholds are combined with data connection success rates to generate the Map Your Mobile good performance score. For example, a performance score of 80% for a specific area means that a user in that location can expect to be able to have a good experience (i.e. obtain a service which is good by meeting and/or exceeding the thresholds outlined above) 80% of the time where there is coverage.¹⁷ Conversely, it may indicate a suboptimal experience 20% of the time.

In our [Connectivity you can count on](#) discussion paper, we proposed that each mobile network should achieve a benchmark good performance score of at least 90% in each area. This proposed

¹³ [Ofcom Consumer Experiences and Understanding of Mobile Network Quality, 2025](#). The research consisted of ten 90-minute online focus groups (6-7 participants per group) and twelve 60-minute online depth interviews, with fieldwork taking place between October-November 2025.

¹⁴ Over a 5 Mbit/s connection, 1 MB of data will take around 1.6 seconds to download.

¹⁵ Over a 1.5 Mbit/s connection, 1 MB of data will take around 5.4 seconds to upload.

¹⁶ The connection speed measurements used to calculate the good performance score are taken from the results of small file transfer tests similar to those also used to derive the time to download and time to upload metrics included in this report. Latency is calculated as half the Round-Trip Time (RTT/2), which approximates the one-way delay for a data packet to travel from a mobile device to a server. The calculation uses the minimum measured RTT across 100 UDP packets.

¹⁷ Crowdsourced performance data reflects user experience in locations where a connection attempt can be made. It does not capture locations where no coverage is available and connectivity is therefore not possible, meaning overall user experience may be worse than these figures alone suggest. Both signal availability and network performance matter to people's real-world experience.

benchmark, and the underlying thresholds, may evolve over time to reflect changes in technology, user behaviour, use cases and service expectations.

UK and nations mobile good performance scores

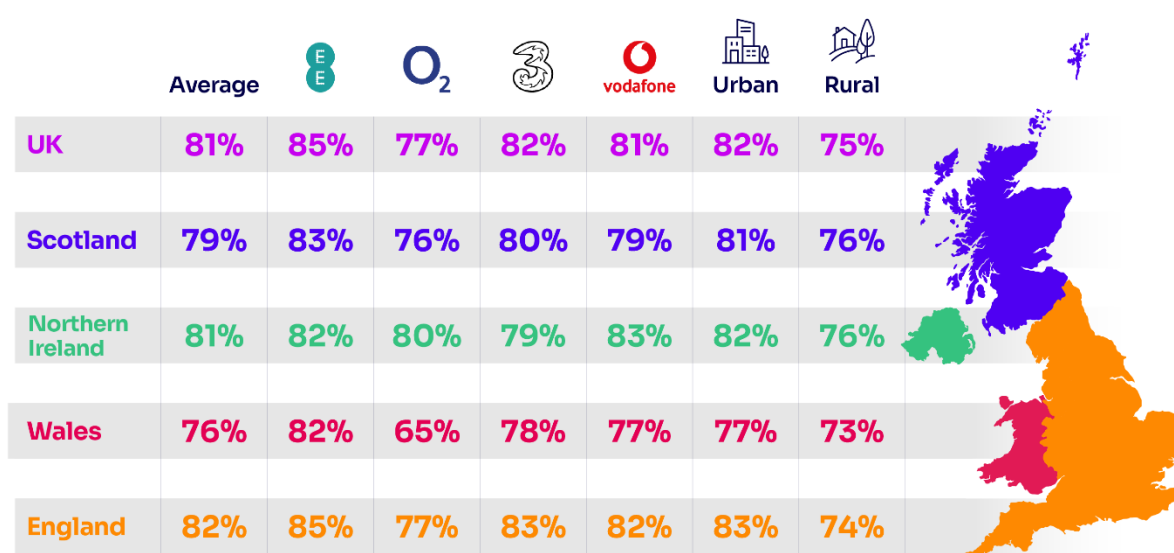
Across the UK, 81% of tests met our good performance thresholds in 2025/26, 9pp below our proposed benchmark of 90%. England (82%), and Northern Ireland (81%) recorded similar performance scores, while those in Scotland (79%) and Wales (76%) were lower.

While the performance scores above combine 4G and 5G results, the underlying analysis shows that 5G performance was significantly better than that delivered over 4G, with 5G's performance score (92%) being 14pp higher than that of 4G (78%) at a UK level.

Urban areas recorded higher performance scores than rural areas in every nation. At a UK level, the urban score (82%) was 7pp higher than the rural score (75%), with the smallest difference between urban and rural performance scores being in Wales, at 4pp.

We also compared the performance scores of the UK's four mobile networks¹⁸ by nation which ranged from 65% of O2 connections in Wales meeting the proposed benchmark for good mobile performance, to 85% for EE in England. Within nations, the differences between operators were most pronounced in Wales where scores ranged from 65% for O2 to 82% for EE, a difference of 17pp. EE had the highest performance score in three of the four nations giving it the highest performance score at a UK level (85%), whilst O2 had the lowest score in three of the four nations giving it an overall UK score of 77%.

Figure 2: Mobile network performance score by nation, rurality and mobile network: 2025/26



Source: Ofcom analysis of Opensignal crowdsourced data, using the good performance score.

Notes: These figures update those published in Ofcom's [Connectivity you can count on](#) discussion paper; data covers the period August 2025 to July 2026 and only relates to areas where there was mobile network coverage.

¹⁸ While Vodafone and Three merged to create VodafoneThree in May 2025, we present separate data for Vodafone and Three in this report as their networks are not yet fully combined.

Local authority mobile performance scores

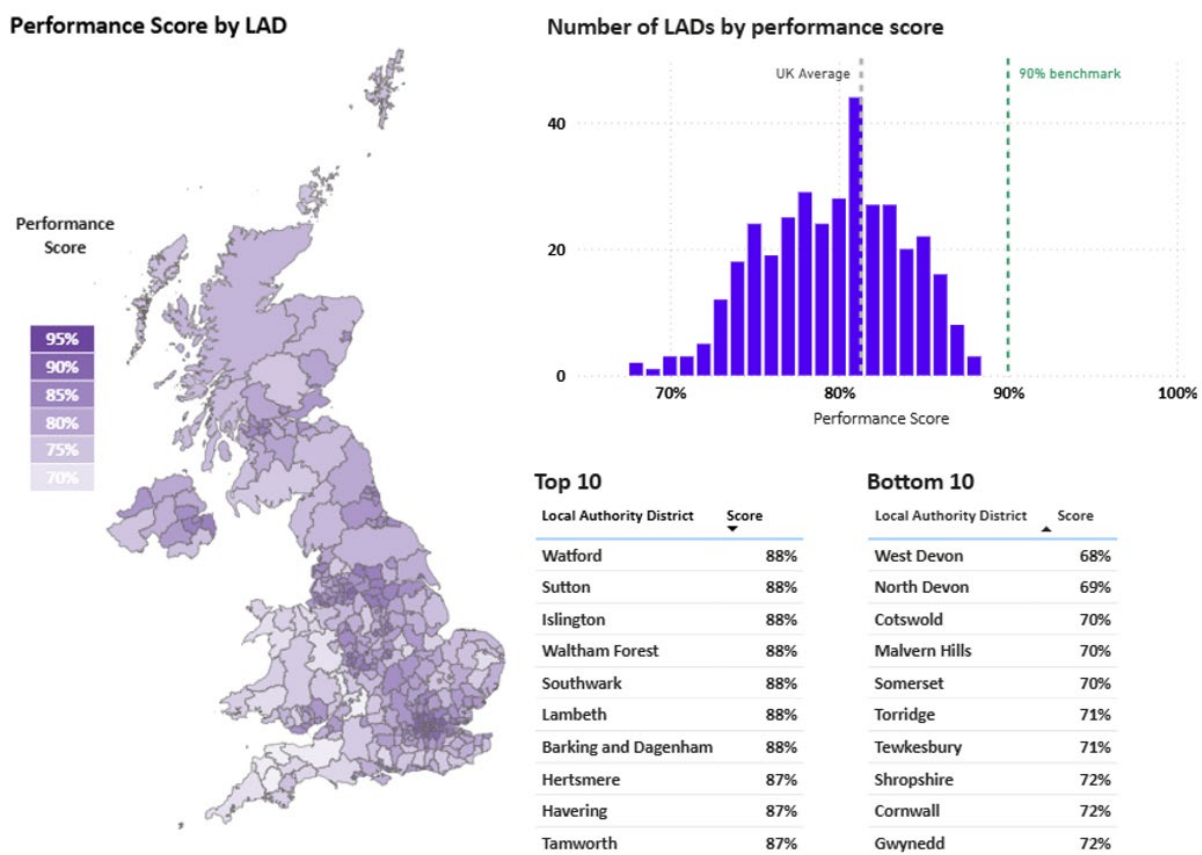
We have used the same methodology to look at mobile network performance at a local authority district (LAD) level, providing a more granular view than the nations-based analysis provided above.

The maps and data on individual LADs can be explored in more detail in our [interactive report](#).

The heatmap below indicates each LAD’s performance score taking measurements from all networks into account, demonstrating that mobile performance varied considerably within the UK and that national averages can mask substantial local variations in the mobile experience. Higher performing LADs were mainly found in urban and suburban areas, while lower scoring LADs were mostly in rural or less densely populated settings. Our analysis shows that there was a 20pp difference between the lowest (68% in West Devon) and highest (88% in Watford) good performance scores recorded across the 360 LADs included in our analysis.

None of the LADs reached the proposed 90% good performance benchmark taking measurements from all networks into account, although 16% of LADs had performance scores of 85% or higher; 43% of LADs had scores below 80%, 10pp or more below the proposed benchmark.

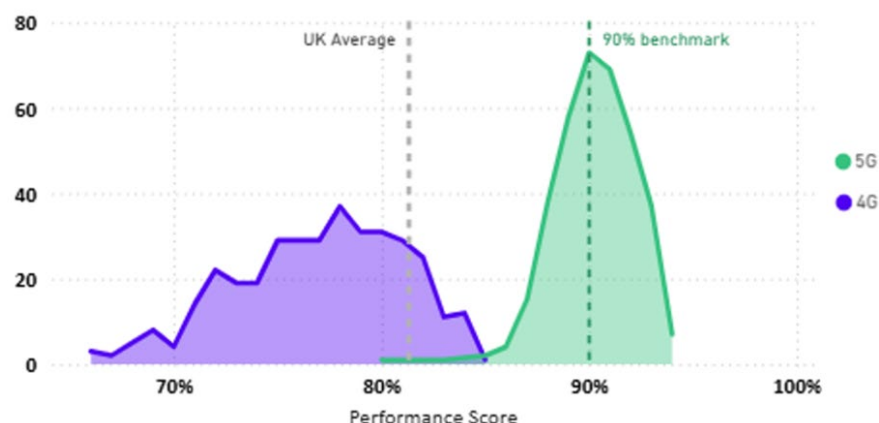
Figure 3: Mobile network performance, by local authority district: 2025/26



Source: Ofcom analysis of Opensignal crowdsourced data, using the good performance score.
Note: Data covers the period August 2025 to July 2026 and only relates to areas where there was mobile network coverage.

The chart below reflects the better performance provided by 5G networks compared to 4G. While overall, none of the LADs had a good performance score that met our proposed 90% benchmark in 2025/26, over half of them did for 5G. This aligns with our UK-level analysis which shows that the average 4G performance score (78%) was around 14pp lower than the 92% averages over 5G SA and 5G NSA.

Figure 4: Distribution of local authority district performance scores, by technology: 2025/26

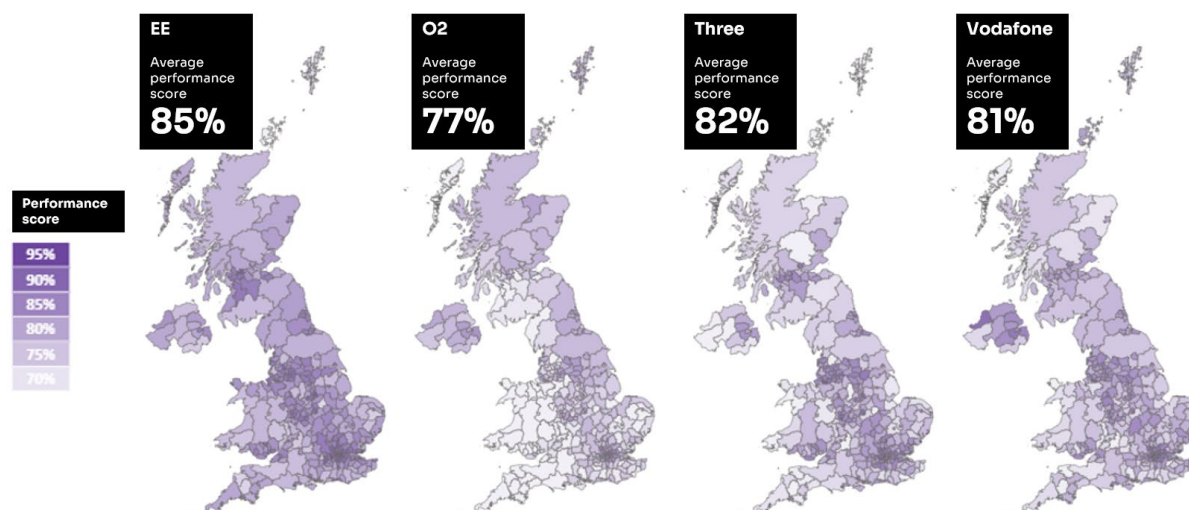


Source: Ofcom analysis of Opensignal crowdsourced data, using the good performance score.

Note: Data covers the period August 2025 to July 2026 and only relates to areas where there was mobile network coverage.

The maps below show the performance scores for each of the mobile networks in the LADs that we looked at. An interactive version of these maps can be found in our [interactive report](#).

Figure 5: Mobile network performance, by local authority district and network: 2025/26



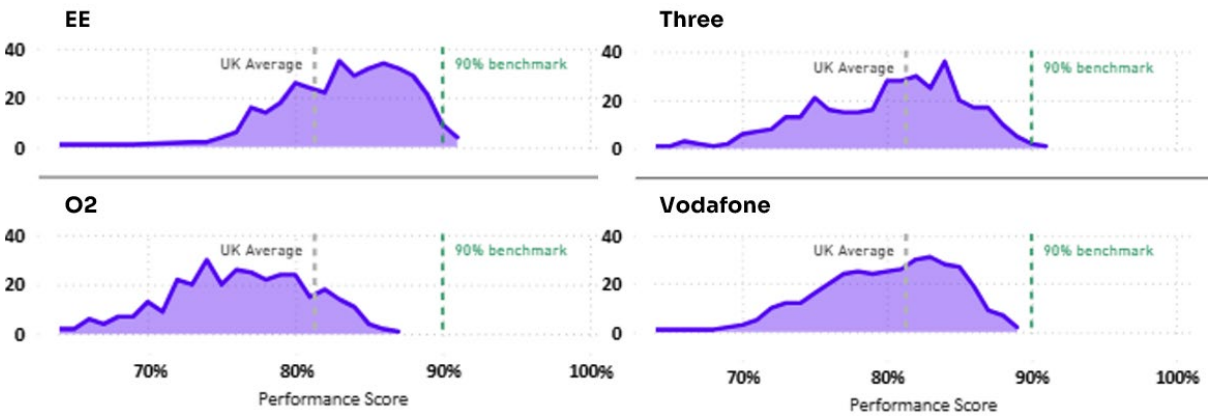
Source: Ofcom analysis of Opensignal crowdsourced data, using the good performance score.

Note: Data covers the period August 2025 to July 2026 and only relates to areas where there was mobile network coverage.

The chart below shows the distribution of LAD performance scores by network. This indicates that out of the four mobile networks, only EE and Three (as shown previously, the networks with the

highest overall performance scores at a UK level) provided network performance that met our proposed 90% good performance score benchmark in any of the 360 LADs included in our analysis.¹⁹

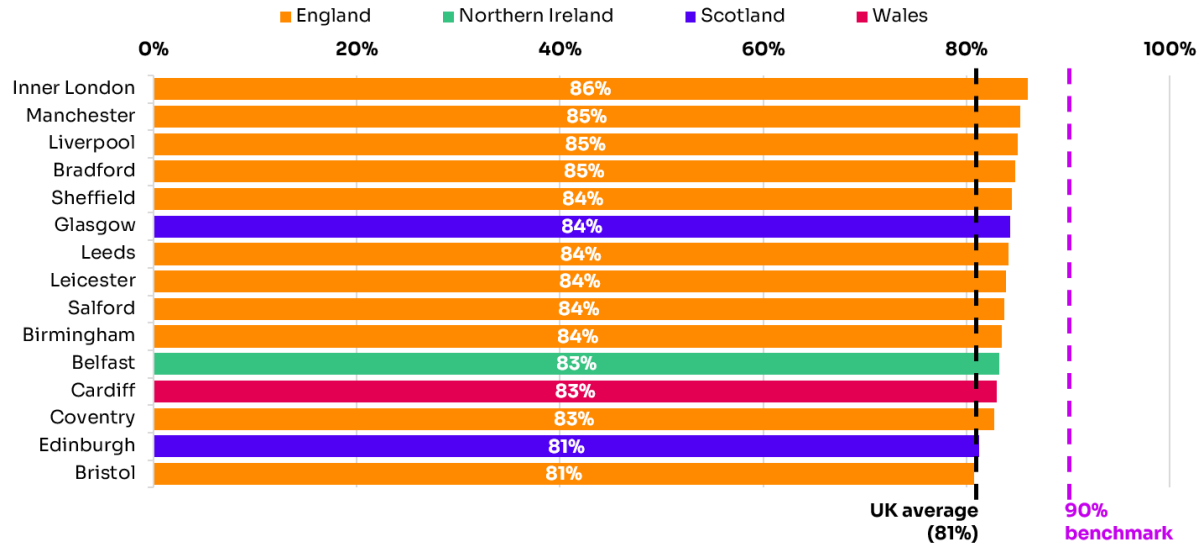
Figure 6: Distribution of local authority district performance scores, by network: 2025/26



Source: Ofcom analysis of Opensignal crowdsourced data, using the good performance score.
Note: Data covers the period August 2025 to July 2026 and only relates to areas where there was mobile network coverage.

Our analysis also found that the good performance scores recorded in inner city areas were typically above the UK average. Among almost all the 15 inner city areas that we looked at, the performance score was above the 81% UK average, ranging from 81% in Bristol and Edinburgh to 86% in inner London.

Figure 7: Performance scores for selected inner-city local authority districts: 2025/26



Source: Ofcom analysis of Opensignal crowdsourced data, using the good performance score.
Notes: In this analysis, we have defined inner-city areas as the local authority district (LAD) containing the primary city centre; where a city centre spans multiple LADs all relevant ones were included; data covers the period August 2025 to July 2026 and only relates to areas where there was mobile network coverage.

¹⁹ Isles of Scilly was excluded from our analysis due to insufficient test results.

Mobile network performance by metric and technology

Individual performance measures offer further insight

While the good performance score combines multiple measures into a useful summary performance indicator, analysing individual metrics separately helps identify aspects of mobile network performance that drive the observed overall differences between operators and geographic areas.

The metrics outlined below each contribute to the overall user experience. In addition to the metrics used in the performance score, these include video streaming success rates because this is a key indicator of network reliability and consistency.

We report 5G results separately for 5G non-standalone (5G NSA) and 5G standalone (5G SA). 5G NSA is currently more widely available in the UK and uses existing 4G network infrastructure alongside 5G radio access. 5G SA uses a dedicated 5G core network that can support more advanced capabilities, but coverage is still developing.²⁰

Analysis by mobile network, nation and rurality are provided in the sections below.

Measuring upload and download performance

We compare download and upload performance in two ways in this report:

- a) by looking at the time taken to fully download and upload files of fixed sizes (2 MB and 5 MB files for download performance, and 1 MB files for upload performance);²¹ and
- b) looking at the distributions of upload and download speeds through longer timed tests.

The smaller fixed size transfer tests are important as they are indicative of typical consumer use on mobile devices (for example downloading or sharing photos and short, low-resolution video clips). However, on faster connections, these file transfer tests can complete before a connection has ramped up to full speed, and so the results may not state the connection's maximum capability (for example, a 5 MB file download test would complete in just 0.4 seconds on a 100 Mbit/s 5G connection).

For this reason, our analysis of download and upload speed distributions is based on the average speeds calculated using time-based tests. These tests measure how much data is transferred over a fixed period and allow the connection to reach its optimal speed.²² More detail can be found in the separate [Methodology document](#).

²⁰ Ofcom's [latest Connected Nations update](#) shows that predicted 5G standalone coverage outside premises ranges between 49% and 85% across the three mobile networks that have deployed 5G SA. Availability is not yet universal and varies by operator and location, so 5G non-standalone remains the more widely available form of 5G for many users.

²¹ Measurements of fixed file download and upload times are based solely on successfully completed transfers and exclude tests where the file was only partially downloaded or uploaded.

²² Time-based tests are effective at capturing the performance of very fast connections. However, their results include tests run on very slow connections that will not appear in the results of small file download and upload tests if the file transfer does not complete.

Figure 8: Metrics (in coverage areas) that determine the mobile user experience

Metric	What it is	Effect on mobile performance
Data connection success rate	The proportion of data connection attempts that successfully connect to a mobile network when the user is within a coverage area.	Being in a coverage area does not guarantee a successful connection as factors such as a weak signal or network congestion caused by heavy mobile traffic can restrict or prevent access. The data connection success rate therefore reflects how often users can get online to access data services when they are within a coverage area. Low success rates translate into failed loading, and/or apps not working when needed.
Share of mobile network connection attempts	The proportion of data connection attempts recorded to each mobile technology, such as 4G, 5G NSA or 5G SA, when users are within coverage and have a compatible device and service plan. We look at the technology shares of mobile data connection attempts when a user's device has already connected to a mobile network.	This metric shows the mobile technologies available to users when their device tries to make a data connection, giving an indication of network availability. However, it will slightly understate the overall availability of newer mobile technologies (particularly 5G). For example, a user will only be able to connect to 5G if their operator provides 5G SA coverage at their location, their device supports 5G SA, and their tariff plan allows access to it. As a result, our observed share of 5G SA connections may be much lower than availability figures may suggest.
Video streaming success rate	The proportion of 20-second video streams that successfully completed without playback stopping.	This shows how often users can stream video without interruptions, buffering or having failed viewing sessions, which directly impact the user-experience.
Response time (latency)	The time it takes for the internet to respond after a user's device sends a request, measured in milliseconds.	Lower response times make apps and services feel faster and smoother; higher response times can make activities lag.
Download speed distributions and time to download small files	How quickly data is transferred from the internet to a user's device, measured in Mbit/s.	Faster downloads make content load more quickly, improving activities such as web browsing, streaming, downloading apps and accessing large files. Slower downloads can lead to delays, buffering or reduced quality.
Upload speed distributions and time to upload small files	How quickly data is transferred from a user's device to the internet, measured in Mbit/s.	Faster uploads help users send content quickly and support smoother video calls, live streaming, cloud backup and sharing photos or files; slower uploads can cause delays or reduced quality.

Source: Ofcom.

Mobile performance at UK level

In this section, we look at UK-level connectivity performance using the individual performance metrics that determine our assessment of the overall mobile user experience, as set out in Figure 8 above.

We found that UK mobile users were usually able to connect to a mobile network provided coverage was available, with average data connection success rates being over 96% on 4G and 98% on 5G.²³ Over 94% of 5G and over 89% of 4G 20-second video streams completed without interruption, although the proportions where the picture quality did not drop below HD resolution were lower (89% and 77% respectively).²⁴

While 5G SA enables better mobile performance generally, our analysis shows it is not yet materially outperforming 5G NSA on downloads or uploads. Download performance declined on 5G SA in 2025/26, with the proportion of download speeds recorded at under 5 Mbit/s increasing from 2% to 4%, and the proportion recorded at 50 Mbit/s or higher falling to 68%.²⁵ As a result, 5G SA file download times and throughput distributions were broadly in line with those seen on 5G NSA, as was the case for upload performance.

There was a substantial gap between the performance of 4G and 5G. Downloading 2 MB and 5 MB files, and uploading 1 MB files took around twice as long on 4G as on 5G. Eighteen per cent of 4G downloads were below the 5 Mbit/s performance score threshold, compared with only 3% on 5G NSA and 4% on 5G SA. 4G was also less likely to deliver higher capacity connections: 51% of 4G download speeds exceeded 20 Mbit/s and 9% were 100 Mbit/s or faster, compared with 85% and 47% respectively over 5G NSA. However, it should be noted that 5G is an evolving network and its initial deployments will be less heavily loaded than more mature 4G networks, helping it achieve faster connections.

For uploads, 29% of tests achieved a speed of 10 Mbit/s or higher on 4G, compared with 50% on 5G NSA, while the proportion of 4G uploads that were below 1.5 Mbit/s (27%) was around twice that over 5G NSA (14%). Again, such differences between 4G and 5G may not be noticeable for the user.

These findings show that users who can access 5G experience significantly faster downloads and uploads. However, 4G remains the main technology for everyday mobile use, accounting for 75% of data connection attempts despite continued growth in 5G use. Customers are still likely to receive a

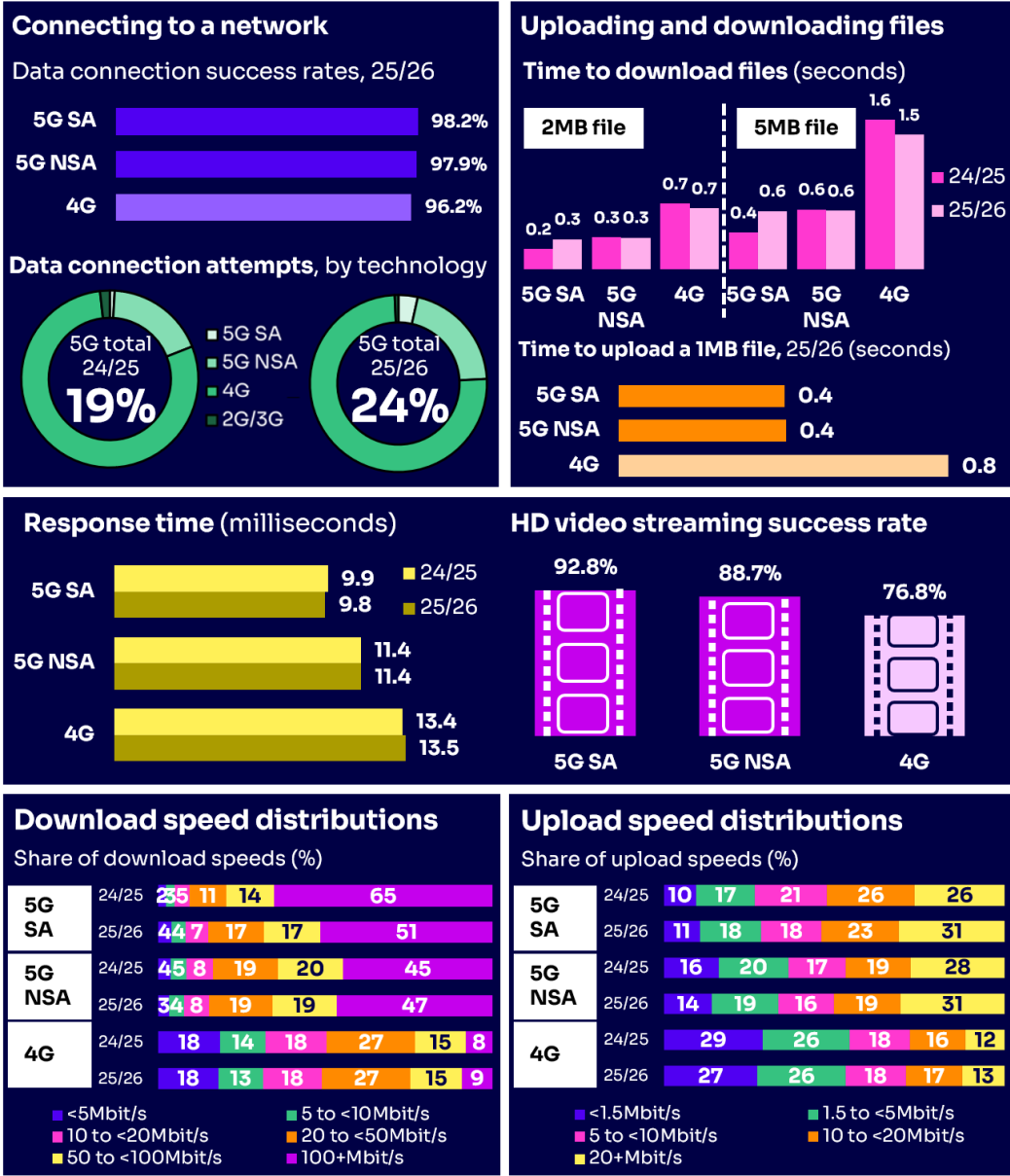
²³ Being within a mobile network coverage area does not guarantee being able to successfully connect to a network as issues such as a weak signal, network congestion, and service outages can limit or prevent access. The data connection success rate indicates how often data services could be accessed when the user was in a coverage area.

²⁴ Opensignal's video streaming test streams a 20-second test video to the user's device. The test is adaptive bit rate-based, meaning the resolution of the video can vary during the test depending on the connection quality. Resolutions from 144p to 2160p (4k) are supported and the initial resolution streamed is selected based on the connection capacity reported by the device's operating system. Videos running at 144p to 480p run at 30 frames per second (fps) while those at 1080p, 1440p and 2160p run at 60 fps. 720p videos also run at 60 fps if the data rate is sufficient to support it (minimum 3.3 Mbit/s), otherwise they run at 30 fps. The percentages shown are the proportions of 20-second video streams which completed without a buffering event, regardless of the resolution/s at which the video was streamed.

²⁵ Changes over time may be caused by factors other than mobile network performance.

reliable service on 4G when making video calls, but may wait longer when downloading larger files, sharing photos or videos.

Figure 9: Summary of UK mobile network performance: 2024/25 and 2025/26²⁶



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data labelled 2024/25 or 24/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 or 25/26 relates to the period August 2025 to July 2026; changes over time may be caused by factors other than mobile network performance; data only relates to areas where there was mobile network coverage; the 'video streaming success rates shown above exclude streams whose resolution dropped below HD at any point during the test; video streaming success rate figures are not comparable to those in earlier Mobile Matters reports as they count tests that did not complete as failures, when these were previously excluded from the analysis. These accounted for 6% of all tests and may have failed due to factors that were not network related.

²⁶ Small file download and upload times are based on fixed file size tests, whereas the download and upload throughput distributions are based on the results of time-based tests. See page 13 for more detail.

Mobile performance by network

Share of mobile network connection attempts

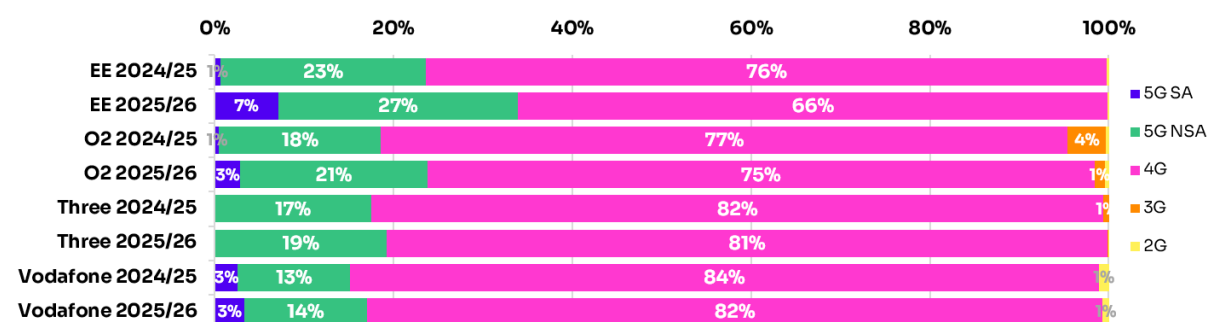
Overall mobile performance is heavily influenced by the technology used to connect with a network. Generally, 5G performance is better than 4G performance, which is better than 2G/3G performance. Therefore, networks with a higher share of 5G connections usually provide better overall performance. Our analysis looks at the technology shares of mobile data connection attempts when a user's device has already connected to a mobile network.

In a change from previous Mobile Matters reports, our analysis includes performance data for certain MVNOs when assessing mobile network performance. This aligns with the approach used when calculating the good performance scores in our [Map Your Mobile](#) web checker.

One clear difference between networks was the extent to which 5G rollout translated into the availability of mobile technologies when users tried to make a data connection. While all networks increased their share of 5G data connection attempts in 2025/26, 4G remained the most widely used technology, accounting for 66% of connection attempts on EE, 75% on O2, 81% on Three and 82% on Vodafone

EE had the largest share of connection attempts that were 5G SA in 2025/26 at 7% (up from 1% in the previous year). EE also saw has the largest share of 5G NSA connection attempts at 27%.

Figure 10: Mobile network connection attempt shares by technology and network: 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data labelled 2024/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 relates to the period August 2025 to July 2026; Three did not offer 5G SA services during the measurement period; data only relates to areas where there was mobile network coverage.

Response time (latency)

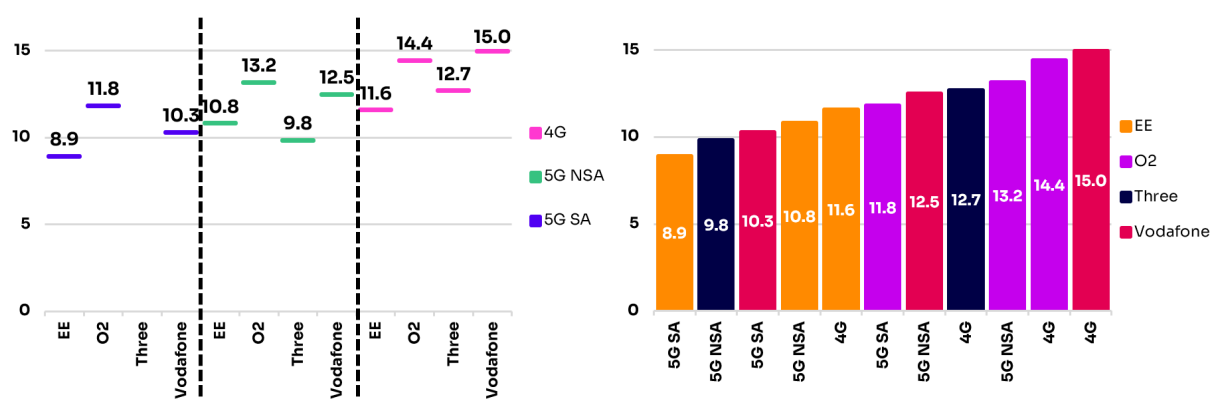
Network response time, also known as latency, is the time taken for the network to react to a data request. Lower latency can significantly enhance the user experience, particularly for real-time applications such as video calls, VoIP services, and online gaming. While activities such as web browsing are generally less sensitive to latency and can still perform well with slower response times, most mobile applications require one-way latency below 50ms to deliver a good user

experience.²⁷ More demanding services, including video calling, typically benefit from latency below 50ms to ensure smooth and responsive performance.

Response times changed little year-on-year across all networks and technologies. EE had the fastest response time on 5G SA in 2025/26 (8.9ms), while Three achieved comparable performance on 5G NSA (9.8ms), the fastest recorded on the technology, suggesting that users of its network were not disadvantaged by it not offering 5G SA. Some 5G NSA services outperformed 5G SA networks, suggesting that access to 5G SA does not necessarily translate into a noticeably more responsive connection. EE's 4G response time (11.6ms) was the lowest among the networks.

The difference between the highest and lowest response times recorded across all technologies was only small (6ms) and, given that even the highest recorded response time was significantly below the 50ms performance score threshold for a good user experience, it is unlikely the observed differences would be noticeable to users, even for real-time applications such as gaming and making video calls.

Figure 11: Average (median) response time by mobile technology and network: 2025/26 (ms, lower is better)



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; Three did not offer 5G SA services during the measurement period; data only relates to areas where there was mobile network coverage; the bars/lines in the left-hand chart show that there is a 95% probability that the actual average performance for all consumers (i.e. not just the consumer panellists within our sample) falls within the ranges shown.

Download performance²⁸

Download performance over 5G NSA improved for most networks in 2025/26, with downloads for Three and Vodafone being faster overall than on EE and O2. Three performed best overall, recording the highest share of downloads at 20 Mbit/s or higher (89%) and 100 Mbit/s or higher (58%), along with having the lowest proportion below 5 Mbit/s (2%). EE's 5G NSA downloads were slower (86% at 20 Mbit/s or higher, 41% at 100 Mbit/s or more). O2 improved year on year, increasing its share of tests at 100 Mbit/s or higher (by 6pp to 38%), but continued to have the weakest 5G NSA download speed profile overall.

²⁷ Latency is calculated as half the Round-Trip Time (RTT/2), which approximates the one-way delay for a data packet to travel from a mobile device to a server. The calculation uses the minimum measured RTT across 100 UDP packets.

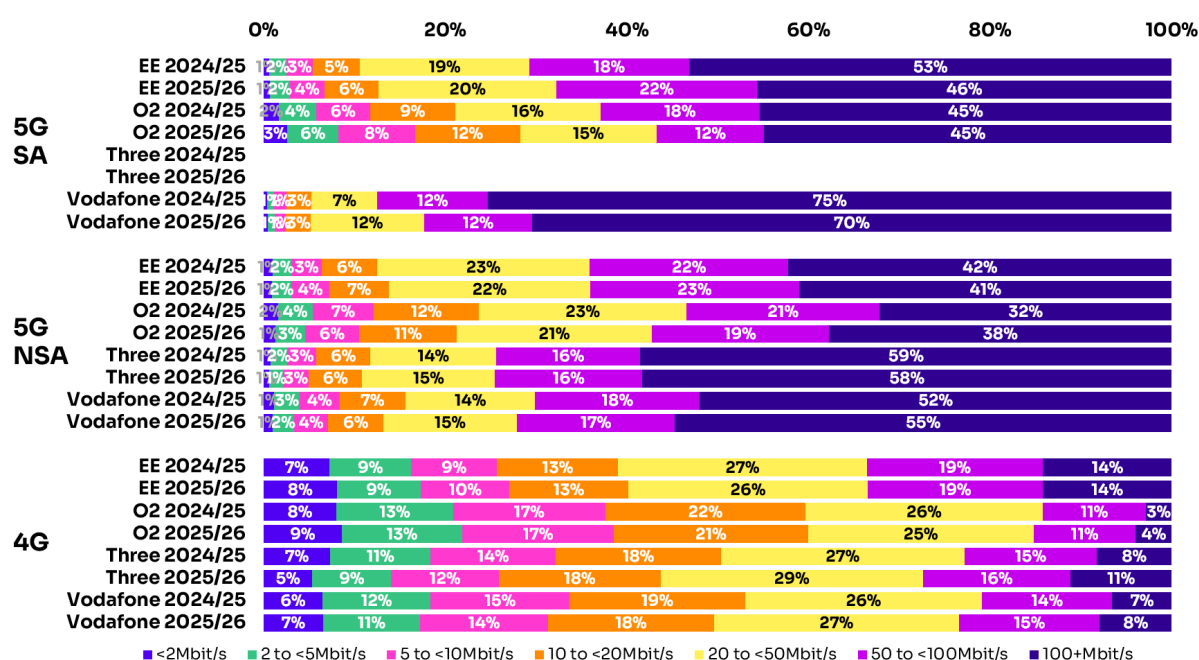
²⁸ Download speed distributions are based on the results of time-based tests, whereas the small file download times are based on fixed file size tests. See page 13 for more detail.

EE continued to provide the fastest 4G downloads (60% at 20 Mbit/s or higher, 14% at 100 Mbit/s or higher), while Three showed the largest improvement (its share at 20 Mbit/s or more up 7pp to 56%). Vodafone also improved while O2 remained the weakest (40% of tests being 20 Mbit/s or higher and 22% below 5 Mbit/s).

Download throughput variations between networks were greater on 5G SA and 4G than on 5G NSA. For downloads of 20 Mbit/s or more, the gap between the best and worst networks was 10pp on 5G NSA, compared with 23pp on 5G SA and 20pp on 4G. This suggests that the network used by a customer's mobile provider will have a smaller impact on their user experience when using 5G NSA.

As seen in the UK-wide results, 5G SA download performance slowed across all networks year on year, largely reflected in a reduction in the proportion of very fast connections which may be the result of network contention as more users access these services. Vodafone continued to lead on 5G SA downloads, with only 1% of connections below 5 Mbit/s and 95% at or above 20 Mbit/s. Its share at 100 Mbit/s or above fell year on year by 5pp to 70%, but it remained around 25pp ahead of any other network. Three did not offer 5G SA services during the measurement period.

Figure 12: Distribution of download speeds, by mobile technology and network: 2024/25 and 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data labelled 2024/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 relates to the period August 2025 to July 2026; Three did not offer 5G SA services during the measurement period; changes over time may be caused by factors other than mobile network performance; data only relates to areas where there was mobile network coverage.

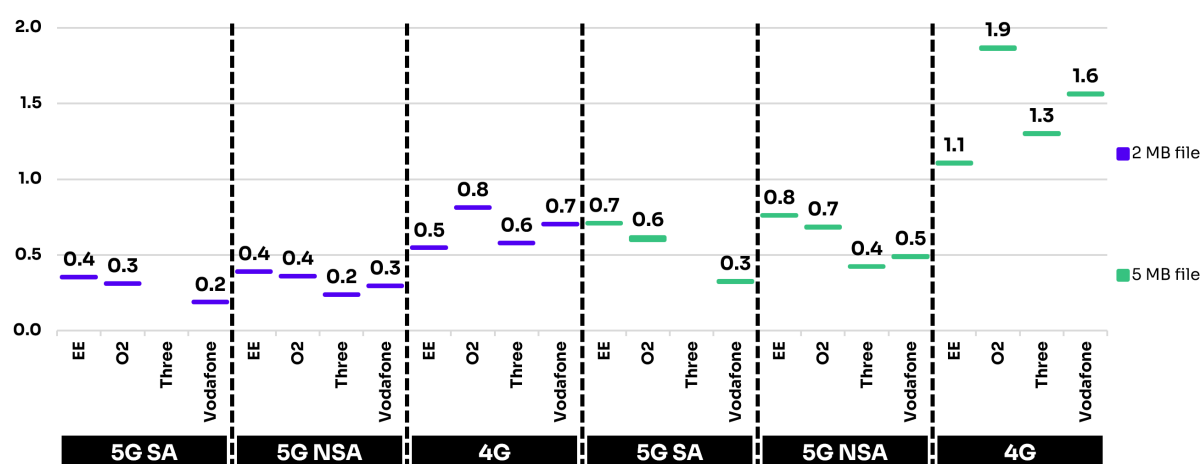
File download times were slower over 4G than on 5G NSA across all operators, with the difference being most noticeable for larger downloads. For 5 MB file downloads, 4G took around three times as long as 5G NSA on O2, Three and Vodafone's networks, and around 50% longer on EE's network (which had the highest average 5G NSA 5 MB file download time and the lowest average 5 MB file download time over 4G). Similar patterns were observed for 2 MB downloads.

Differences between networks were generally small and unlikely to impact the user experience. For 2 MB files, the difference in the file download times of the fastest and slowest networks ranged from

0.2s over both 5G technologies to 0.3s over 4G. The differences were larger for 5 MB file downloads (and therefore more likely to be noticeable to users), ranging from 0.3s over 5G NSA to 0.8s on 4G.

Our performance score requires a 5 Mbit/s minimum download throughput for a connection to provide a good mobile performance. At 5 Mbit/s, a connection would download a 2 MB file in around 3.2s and a 5 MB file in around 8.0s, longer than all the averages shown below.

Figure 13: Time to download 2 MB and 5 MB files, by mobile technology and network: 2025/26 (seconds, lower is better)



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; Three did not offer 5G SA services during the measurement period; data only relates to areas where there was mobile network coverage; the chart bars/lines show that there is a 95% probability that the actual average performance for all consumers (i.e. not just the consumer panellists within our sample) falls within the ranges shown.

Upload performance²⁹

Upload performance improved across most technologies and operators in 2025/26, with fewer connections falling into the lowest speed band and more achieving speeds of 20 Mbit/s or higher.

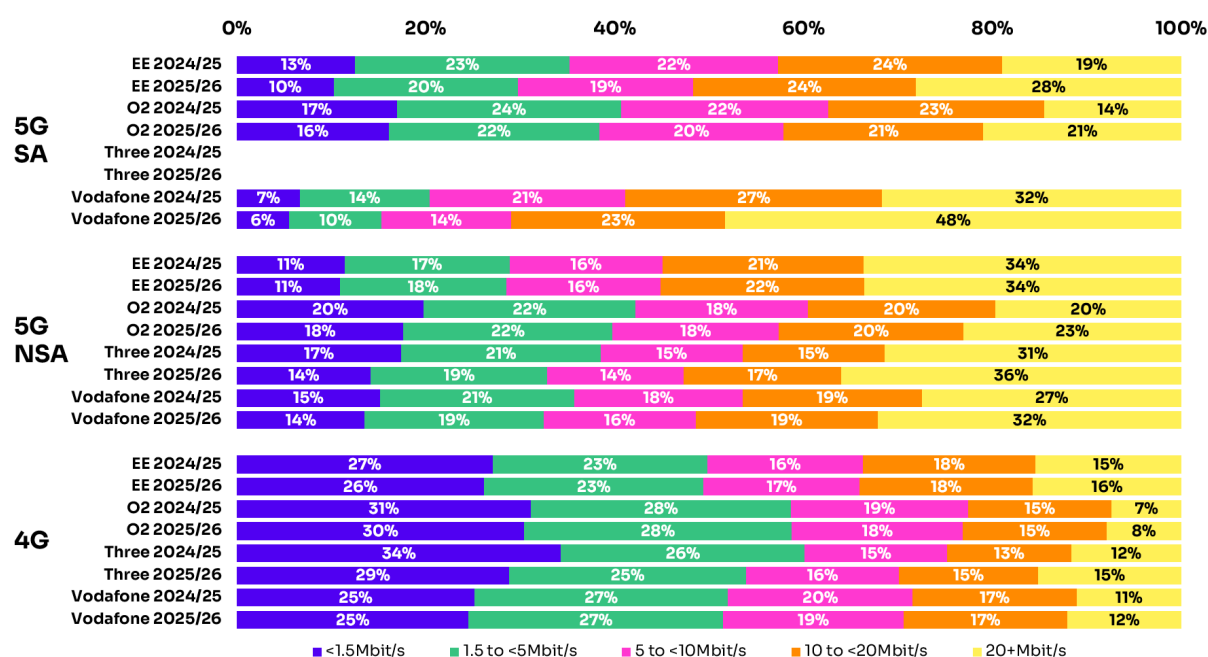
The largest improvements were seen on 5G SA, where all networks showed a substantial shift towards faster uploads. Vodafone was a clear leader in 5G SA upload speed performance and showed the strongest improvement, increasing the share of its 5G SA uploads of 20 Mbit/s or higher by 17pp to 48%, 20pp higher than any other operator. Vodafone also had the smallest proportion of 5G SA uploads below 1.5 Mbit/s (the performance score threshold for a good mobile experience), at 6%.

Improvements on 5G NSA were smaller and performance more closely grouped. Vodafone, Three and O2's shares of 5G NSA uploads of 20 Mbit/s or higher all increased by 3pp to 5pp while they also reduced the proportions of their connections that were below 1.5 Mbit/s. EE's 5G NSA upload performance was broadly unchanged year on year and had the lowest share of uploads below 1.5 Mbit/s (11%) in 2025/26. The reduction in 5G NSA uploads under 1.5 Mbit/s across all operators shows that improvements were not limited to the proportion of faster upload connections.

²⁹ Upload speed distributions are based on the results of time-based tests, whereas the 1 MB file upload times are based on fixed file size tests. See page 13 for more detail.

4G upload performance improved slightly year on year across the networks, however, it remained substantially slower than 5G. 4G upload speeds were slowest on O2, which had the highest share below 1.5 Mbit/s (30%) and the lowest share above 20 Mbit/s or higher (8%). While Vodafone and EE had the lowest 4G connection shares below 1.5 Mbit/s, EE and Three had the highest shares at 20 Mbit/s or higher (16% and 15% respectively).

Figure 14: Distribution of upload speeds, by mobile technology and network: 2024/25 and 2025/26



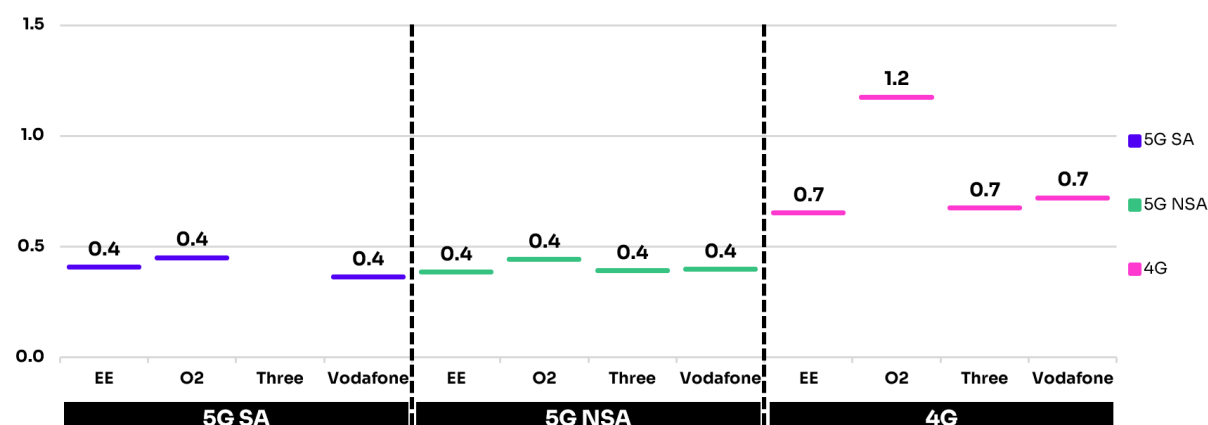
Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data labelled 2024/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 relates to the period August 2025 to July 2026; Three did not offer 5G SA services during the measurement period; changes over time may be caused by factors other than mobile network performance; data only relates to areas where there was mobile network coverage.

Uploading a 1 MB file took around 0.4s on both 5G SA and 5G NSA across all networks, highlighting limited differences in real-world upload times between the two technologies. Uploads on 4G were generally slower, taking 0.7s on all networks except O2, over which they averaged 1.2s.

Across all networks and technologies, the average time to upload a 1 MB file was less than the c. 1.6 seconds it would take on a 1.5 Mbit/s connection (the minimum throughput required for a connection to meet our good performance upload threshold).

Figure 15: Time to upload a 1MB file, by mobile technology and network: 2025/26 (seconds, lower is better)



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; Three did not offer 5G SA services during the measurement period; data only relates to areas where there was mobile network coverage; the chart bars/lines show that there is a 95% probability that the actual average performance for all consumers (i.e. not just the consumer panellists within our sample) falls within the ranges shown.

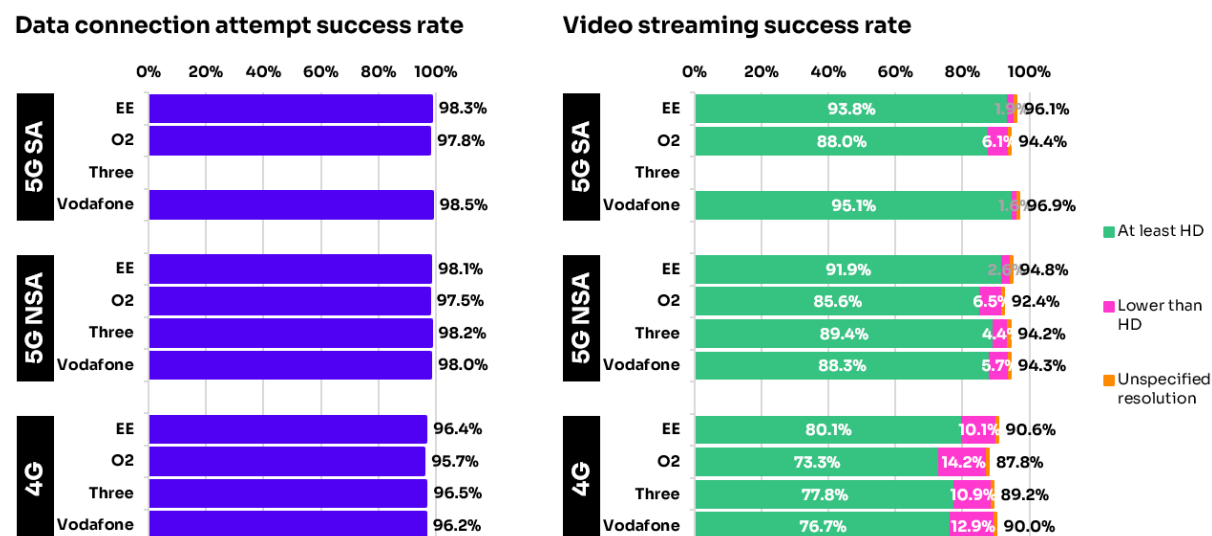
Data connection and video streaming success rates

Data connection success rates exceeded 97% on 5G SA and 5G NSA and 95% on 4G for all network providers, with there being little variation between the rates for individual networks.

Video streaming success rates over 5G were similarly consistent, exceeding 94% on 5G SA and 92% on 5G NSA. However, while the average over 4G was only slightly lower (ranging from 87% to 91%), it had a notably higher proportion of streams that could only run at a resolution below HD than was the case with 5G. These results indicate that many consumers are unlikely to notice meaningful differences between providers based on failed connections or video streaming performance alone.

As shown in the network connection attempt shares section above, users' access to 5G varies between the networks, affecting their likelihood of experiencing the higher performance associated with 5G.

Figure 16: Data connection success rate, by technology and network; and proportion of 20-second video streams completed successfully, by resolution, technology and network: 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; Three did not offer 5G SA services during the measurement period; data only relates to areas where there was mobile network coverage; the 'Lower than HD' video streaming success rate category includes streams whose resolution dropped below HD at any point during the test; video streaming success rate figures are not comparable to those in earlier Mobile Matters reports as they count tests that did not complete as failures, when these were previously excluded from the analysis. These accounted for 6% of all tests and may have failed due to factors that were not network related.

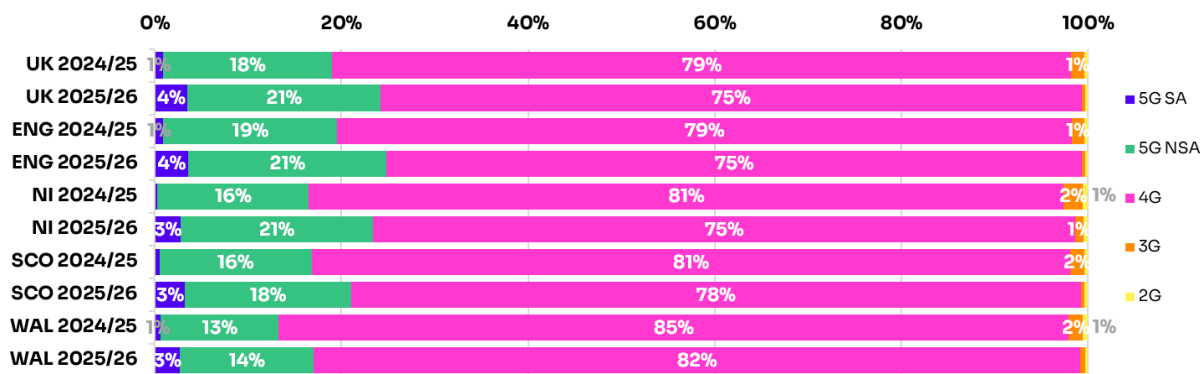
Mobile performance by nation

In this section we look at how mobile network performance varied across the UK nations. We find that users in England were most likely to experience good mobile performance, while those in Wales may notice slower 4G downloads and uploads, for example when sharing files, photos or video. Differences in average video streaming completion and connection success rates between the nations were small enough that they are unlikely to impact the overall user experience.

Share of mobile network connection attempts

Use of 5G SA and 5G NSA increased across all four nations in 2025/26, but 4G remained the main technology for everyday mobile use. 5G SA only accounted for around 3% to 4% of data connection attempts across the nations, while 5G NSA's share ranged from 14% in Wales to 21% in England and Northern Ireland. User experiences were therefore to a large extent shaped by each nation's reliance on 4G: Northern Ireland and England had the lowest 4G shares and Wales had the highest one, making slower performance more likely in Wales.

Figure 17: Mobile network connection attempt shares, by nation and technology: 2024/25 and 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.
Notes: Data labelled 2024/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 relates to the period August 2025 to July 2026; changes over time may be caused by factors other than mobile network performance; data only relates to areas where there was mobile network coverage.

Download performance³⁰

England, Scotland and Wales showed similar 5G NSA throughput distributions, with England having the highest share of downloads of 100 Mbit/s or higher (47%) while Northern Ireland had the lowest share at 40%.

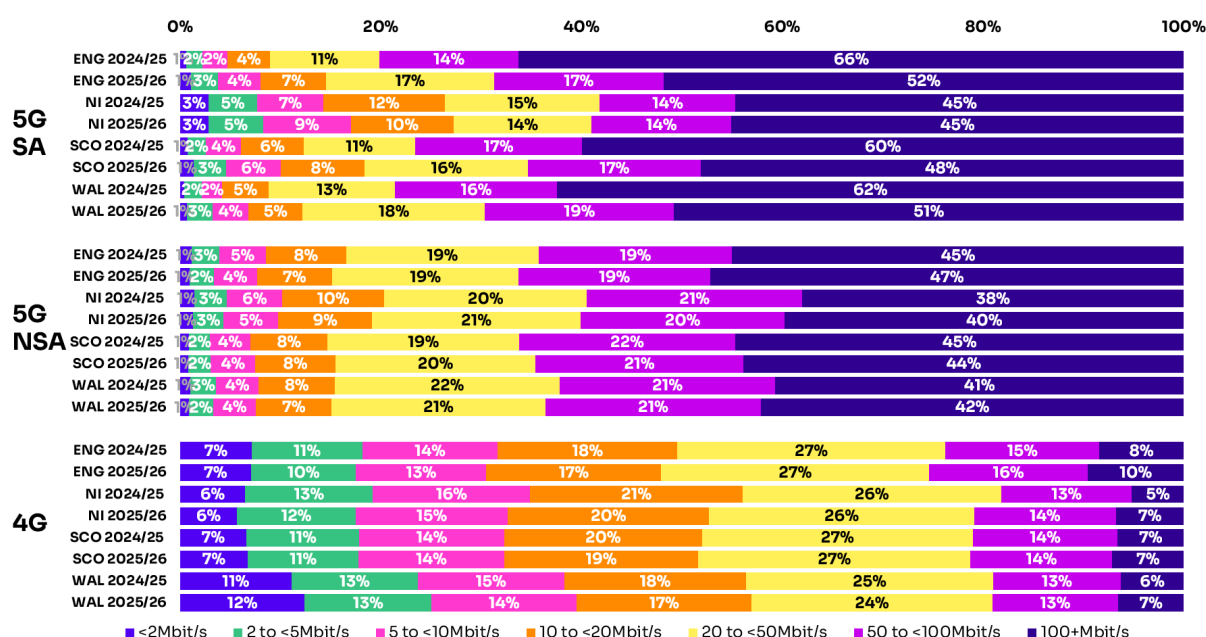
4G was slower than 5G SA and NSA in every nation. On 4G, England, Scotland and Northern Ireland had similar throughput shares below 5 Mbit/s (the performance score threshold for a good mobile experience) at 17-18%. Wales had the weakest 4G download profile with a quarter (25%) of

³⁰ Download throughput distributions are based on the results of time-based tests, which are different to fixed file size tests which are used to measure small file download times. See page 13 for more detail.

downloads being below this threshold. These slower speeds are particularly significant to users in Wales due to the higher proportion of 4G connections.

There was evidence of slowing 5G SA download performance in all four UK nations year on year, as a slightly larger proportion of connections fell below 5 Mbit/s. The decline was most notable at higher speeds across all the nations, with the share of downloads over 100 Mbit/s falling by 14pp in England and by 12pp in Scotland and Wales (there was no change in Northern Ireland).

Figure 18: Distribution of download speeds, by nation and technology: 2024/25 and 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

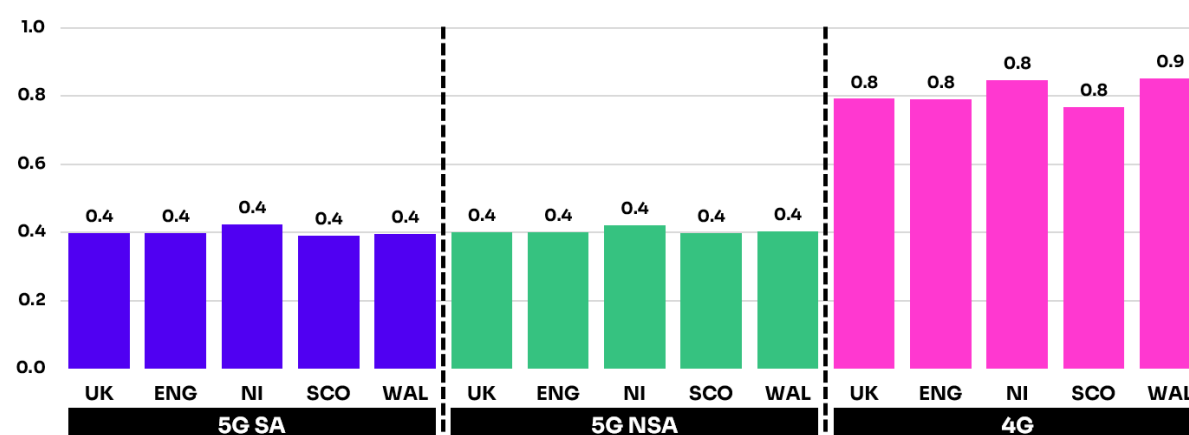
Notes: Data labelled 2024/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 relates to the period August 2025 to July 2026; changes over time may be caused by factors other than mobile network performance; data only relates to areas where there was mobile network coverage.

Upload performance³¹

There was little variation in file upload times using the same mobile technology across the UK nations in 2025/26. On average, it took 0.4s to upload a 1 MB file using 5G SA and 5G NSA in all nations. This was around half as long as it took to upload a 1 MB file using 4G, over which there were averages of 0.8s in all of the UK nations except Wales, where it took slightly longer (0.9s).

³¹ Small file upload times are based on fixed file size tests, which are different to the time-based tests which are used when looking at upload speed distributions. See page 13 for more detail.

Figure 19: Time to upload a 1MB file, by nation and technology: 2025/26 (seconds, lower is better)



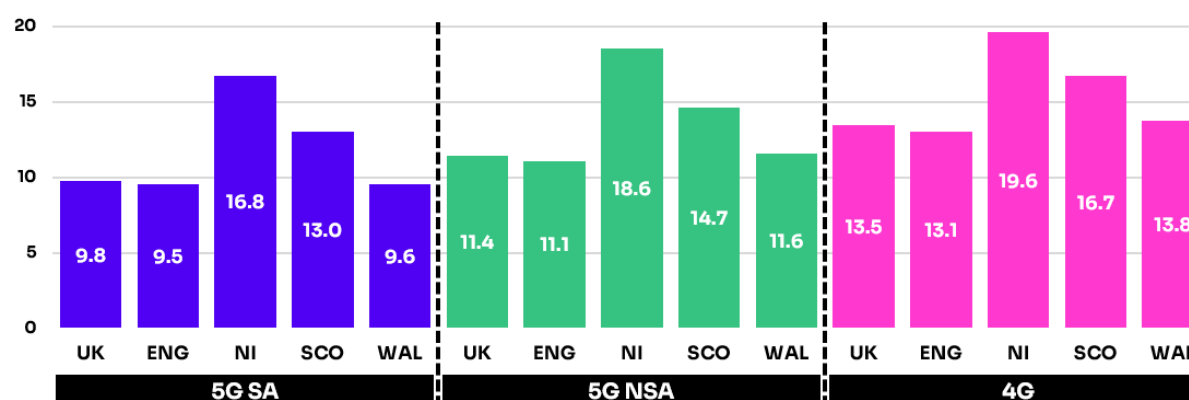
Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage.

Response time (latency)³²

England and Wales had similar response times for each technology, while Northern Ireland and Scotland had consistently longer response times by about 7ms and 3ms respectively. All average response times were significantly below the 50ms good performance score threshold, meaning that it is unlikely that they would adversely impact the user-experience.

Figure 20: Response time, by nation and technology: 2025/26 (ms, lower is better)



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage.

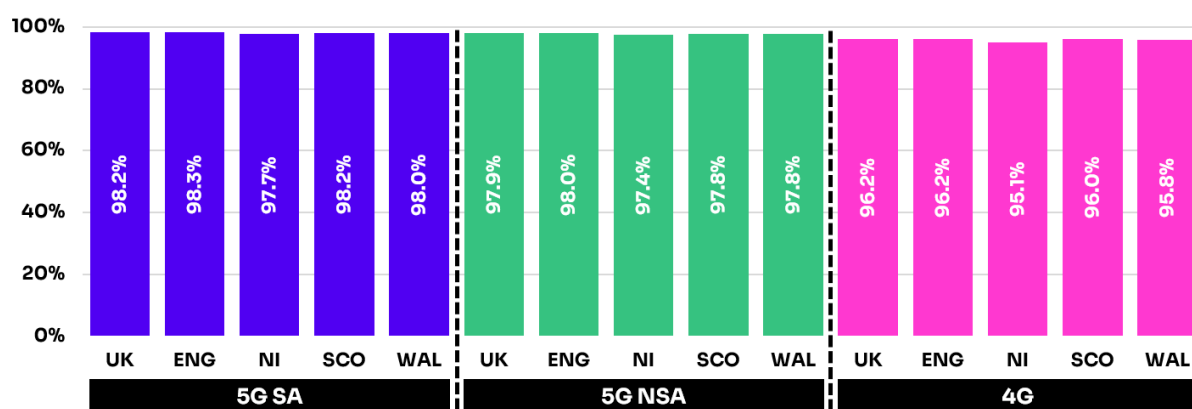
Data connection success rates

Data connection success rates were similar across the UK nations, suggesting that these were not a key driver of the performance score differences previously noted between Wales and the other

³² Latency is calculated as half the Round-Trip Time (RTT/2), which approximates the one-way delay for a data packet to travel from a mobile device to a server. The calculation uses the minimum measured RTT across 100 UDP packets.

nations. In all the UK nations, connection success rates were over 95% on 4G and above 97% on 5G NSA and 5G SA.

Figure 21: Data connection success rate, by nation and technology: 2025/26



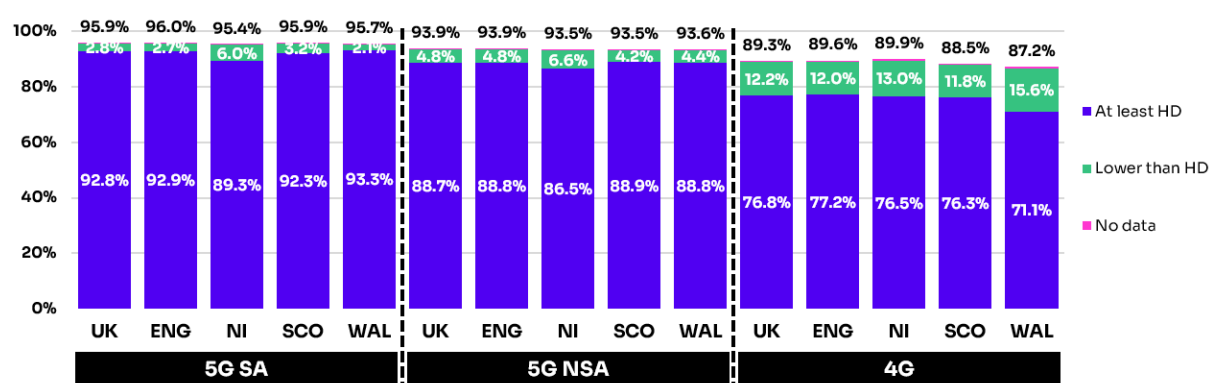
Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage.

Video streaming success rates

Users across England, Northern Ireland, Scotland, and Wales were typically able to successfully stream video without interruption, with little variation between nations within technologies (0.6pp on 5G SA, 0.5pp on 5G NSA and 2.8pp on 4G). There were more differences, however, in the extent to which users across the nations could access 5G technology and the likelihood of achieving faster connectivity.

Figure 22: Proportion of 20-second video streams completed successfully, by resolution, technology and nation: 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage; the 'Lower than HD' category includes streams whose resolution dropped below HD at any point during the test; video streaming success rate figures are not comparable to those in earlier Mobile Matters reports as they count tests that did not complete as failures, when these were previously excluded from the analysis. These accounted for 6% of all tests and may have failed due to factors that were not network related.

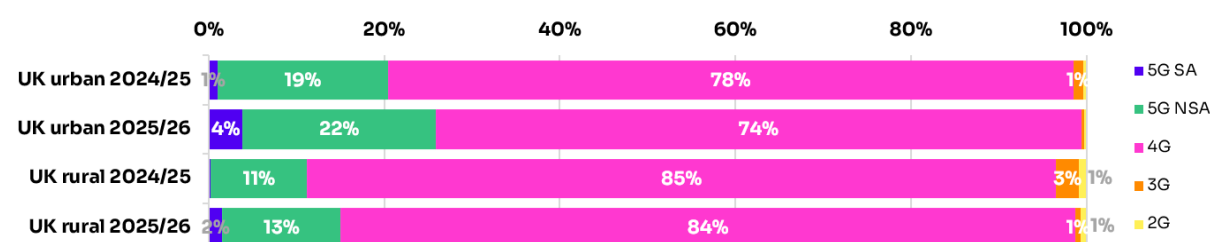
Mobile performance by rurality

Overall, mobile users in urban and rural areas are likely to experience similarly reliable and responsive services. Data connection success rates, video streaming success and latency were broadly comparable across urban and rural locations. The most noticeable differences in user experience were more likely to come from the technology mix, particularly rural users' greater reliance on 4G, and from the wider urban-rural gap in 4G download and upload speeds.³³

Share of mobile network connection attempts

5G SA and 5G NSA's shares of network connection attempts increased in both rural and urban areas in 2025/26. Nevertheless, most connection attempts were to 4G networks, and devices in rural areas remained less likely than those in urban areas to access 5G services. In 2025/26, 84% of data connection attempts in rural areas were made to 4G and 15% to 5G, compared to 74% to 4G and 26% to 5G in urban areas.

Figure 23: Mobile network connection attempt shares, by technology and rurality, 2024/25 and 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage.

Download performance³⁴

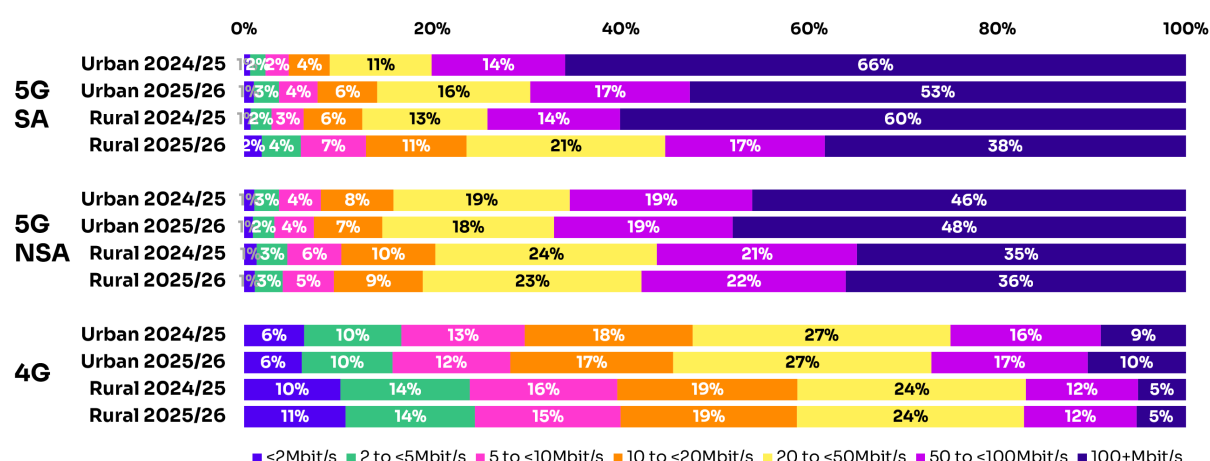
The urban/rural gap in download performance was greater on 4G networks than on 5G in 2025/26. On 4G, 84% of urban users achieved download speeds of at least 5 Mbit/s, compared with 75% of rural users. By contrast, urban/rural differences in download speed distributions were smaller on 5G networks, with at least 94% of users in both urban and rural areas achieving download speeds greater than 5 Mbit/s. There were limited year-on-year changes in the urban and rural download throughput distributions of 5G NSA and 4G connections in 2025/26, while the decline in 5G SA performance noted elsewhere in this report was evident in both urban and rural areas.

Small file download times also showed only modest urban-rural differences. On 4G, downloading a 5 MB file took 1.4s in urban areas, compared with 1.9s in rural areas. Download times were quicker on 5G NSA, where 2 MB downloads took 0.3s in urban areas and 0.4s in rural areas. For 5 MB downloads, the equivalent 5G NSA figures were 0.6s and 0.8s respectively.

³³ The urban/rural classifications used in the analysis are taken from Bluewave Geographic's Locale dataset.

³⁴ Download speed distributions are based on the results of time-based tests, whereas the small file download times are based on fixed file size tests. See page 13 for more detail.

Figure 24: Distribution of download speeds, by technology and rurality: 2024/25 and 2025/26



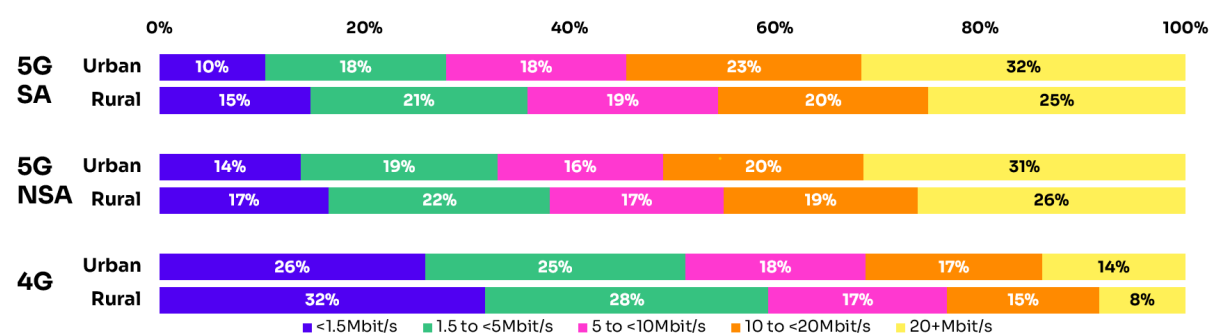
Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data labelled 2024/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 relates to the period August 2025 to July 2026; changes over time may be caused by factors other than mobile network performance; data only relates to areas where there was mobile network coverage.

Upload performance³⁵

Urban areas also performed slightly better than rural areas on uploads, with broadly consistent urban/rural differences in the proportion of users achieving upload speeds of at least 20 Mbit/s across technologies. Urban users were more likely than rural users to achieve upload speeds of at least 20 Mbit/s on 4G (14% urban compared with 8% in rural areas), 5G SA (32% urban vs 25% rural) and 5G NSA (31% vs 26%). However, the differences in upload times for a 1 MB file were minimal, taking under 0.2s longer in rural areas over 4G. These differences are unlikely to have a noticeable impact on user experience.

Figure 25: Distribution of upload speeds, by technology and rurality: 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

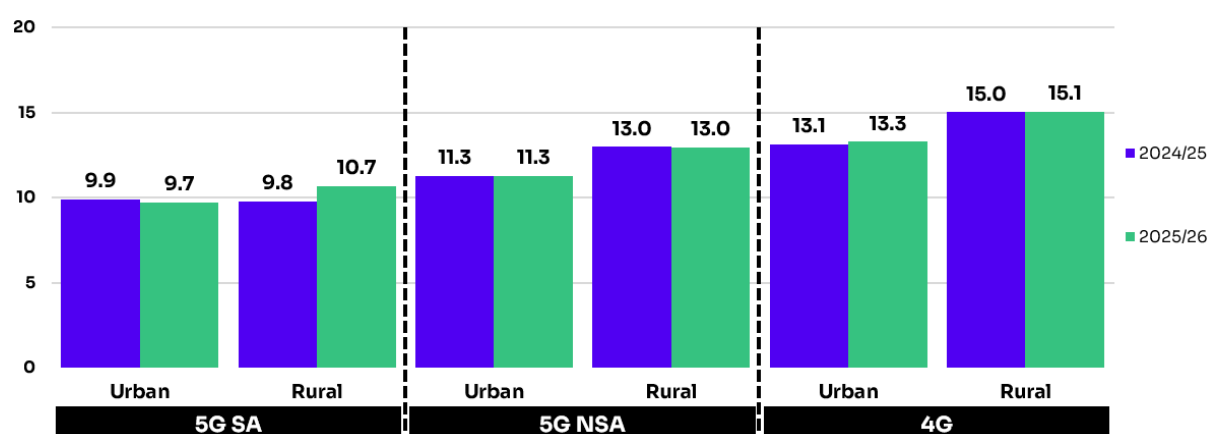
Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage.

³⁵ Upload speed distributions are based on the results of time-based tests, whereas the small file upload times are based on fixed file size tests. See page 13 for more detail.

Response time (latency)³⁶

The observed differences in response time (latency) between urban and rural areas were small across all technologies in 2025/26, averaging less than 2ms in all cases. It was therefore unlikely that response times would result in different urban and rural user experiences, particularly as even the highest average latency levels we found were much lower than the 50ms performance score threshold for a good experience. There were also only small differences in response times when comparing 2024/25 and 2025/26.

Figure 26: Response time, by technology and rurality: 2024/25 and 2025/26 (ms, lower is better)



Source: Ofcom, using crowdsourced data provided by Opensignal.

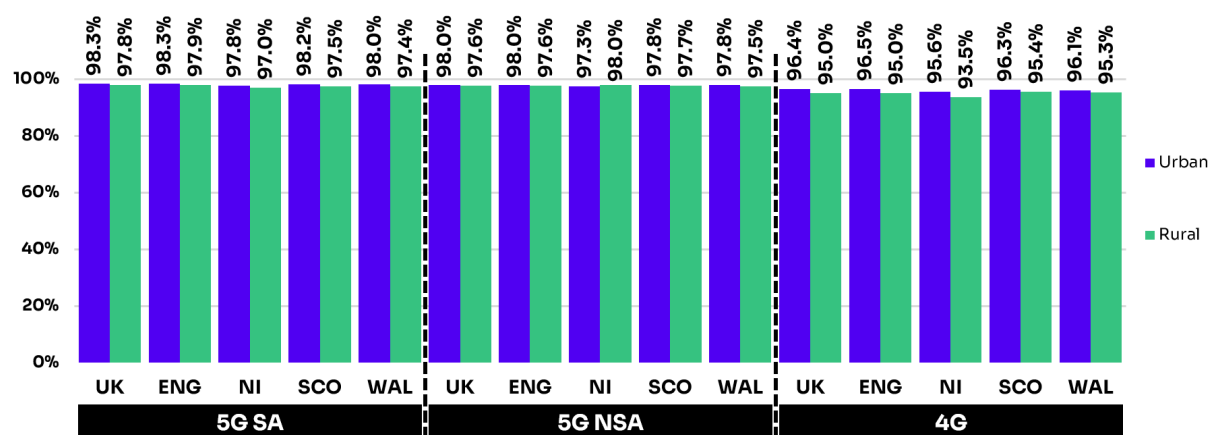
Notes: Data labelled 2024/25 relates to the period August 2024 to July 2025, while that labelled 2025/26 relates to the period August 2025 to July 2026; changes over time may be caused by factors other than mobile network performance; data only relates to areas where there was mobile network coverage.

Data connection success rates

In most cases, data connection success rates in urban areas were slightly higher than those in rural areas in 2025/26. 5G NSA networks in Northern Ireland were the only exception, with rural areas experiencing a slightly higher data connection success rate than urban ones. 4G networks showed the greatest variation between urban and rural data connection success rates, the largest being in Northern Ireland, where there was a 2.1pp difference between urban (95.6%) and rural (93.5%) rates. By contrast, Scotland and Wales had the smallest urban/rural gaps over 4G, at 0.8pp.

³⁶ Latency is calculated as half the Round-Trip Time (RTT/2), which approximates the one-way delay for a data packet to travel from a mobile device to a server. The calculation uses the minimum measured RTT across 100 UDP packets.

Figure 27: Data connection success rate, by nation, technology and rurality: 2025/26



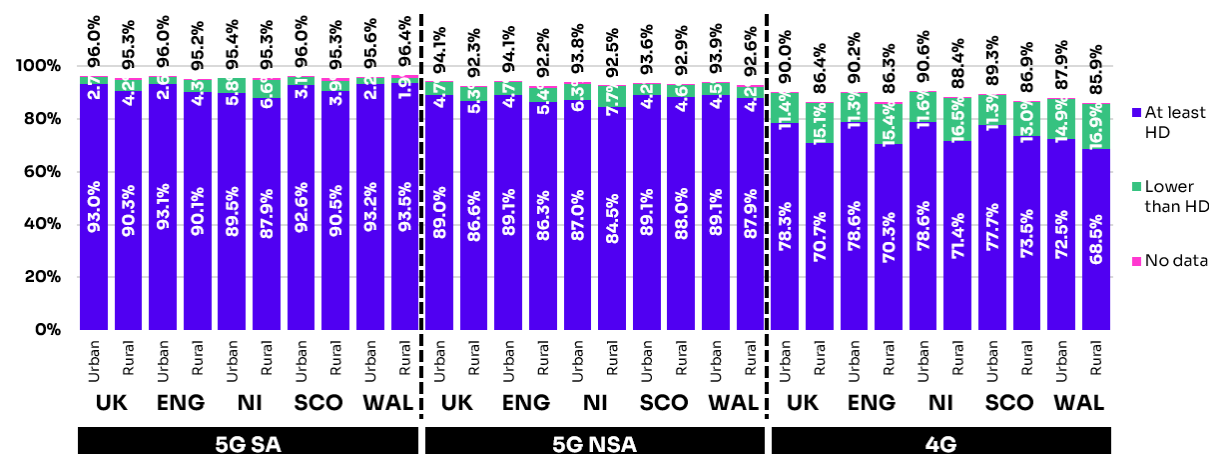
Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage.

Video streaming success rates

Urban areas achieved slightly higher video streaming success rates than rural areas in 2025/26 in the UK, although the size of the differences meant that they were unlikely to be noticeable to users. On 5G NSA, the success rate was 94.1% in urban areas compared with 92.3% in rural locations; for 5G SA it was 96.0% in urban areas and 95.3% in rural areas. On 4G, completion rates were 90.0% in urban areas and 86.4% in rural areas. The only case where the success rate of video streams in rural areas was higher than in urban areas, was in Wales over 5G SA. As seen previously, the proportion of 4G video streams which completed at a resolution below HD was higher than over either 5G technology.

Figure 28: Proportion of 20-second video streams completed successfully, by resolution, rurality within nation, and technology: 2025/26



Source: Ofcom, using crowdsourced data provided by Opensignal.

Notes: Data relates to the period August 2025 to July 2026; data only relates to areas where there was mobile network coverage; the 'Lower than HD' category includes streams whose resolution dropped below HD at any point during the test; video streaming success rates are not comparable to those in previous Mobile Matters reports as they count streams that did not complete as failures. These accounted for 6% of all tests and may have failed due to factors that were not network related.