

# Audit Report.

Mobile Network Performance  
in Canadian markets in 2023





# Drivetest campaign — Intro

The leader in mobile benchmarking, umlaut, has analyzed the mobile networks in Canada with regards to mobile network performance. This audit report was commissioned by Rogers.

umlaut tested and measured the performance of voice and data services using a Samsung Galaxy S21+ 5G and a Samsung Galaxy S22 Ultra 5G, benchmarking the typical user experience on the Canada networks.

The testing was conducted in cities and towns as well as on connection roads, using a moving vehicle as drivetest only between 27.03.2023 and 07.06.2023.

As the de-facto industry standard, our benchmarking methodology focuses on customer-experienced network quality and covers a wide range of mobile services.

Today, more than 200 mobile networks in more than 120 countries are being evaluated by our unique scoring methodology. It allows a technical analysis that is unprecedented in its level of detail and enables comparisons between the network performance and capability of each mobile network. Our public benchmarks as well as the certificate benchmarks help network operators to demonstrate how well they are delivering wireless connections to consumers, business users and enterprises and reveals the areas of improvement.

umlaut Test Details	
Test Devices – Voice & Conversational App	Samsung Galaxy S21+ 5G
Test Devices – Data	Samsung Galaxy S22 Ultra 5G
Samples	Voice: ~37000 — Data: ~310000 per operator
Test Type	Drive Test (in vehicle testing)
Test Dates	Drive test: 47 measurement days, 27.03.2023 – 07.06.2023



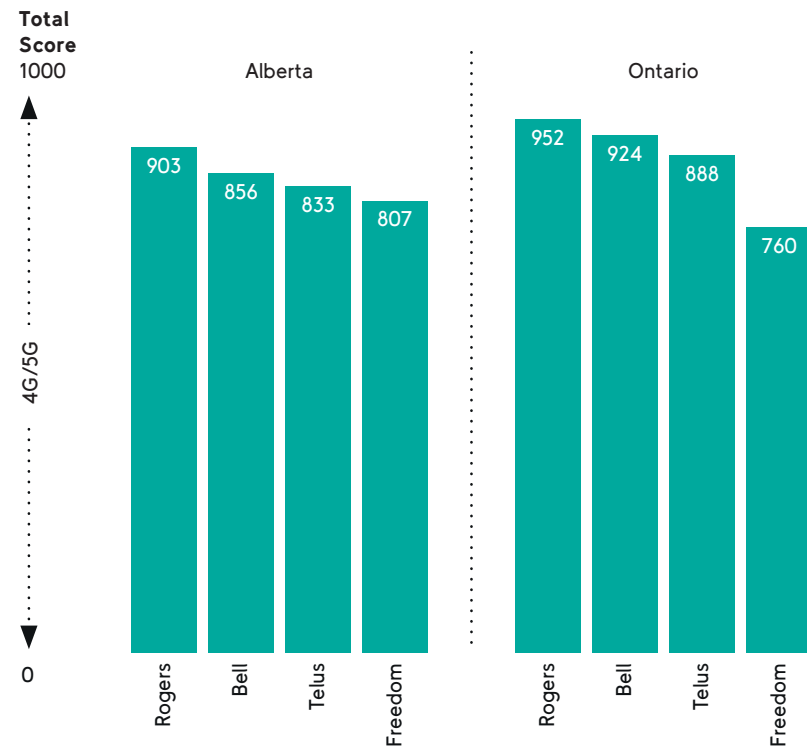
# Testing area





# Provinces — Score Overview

Overall results

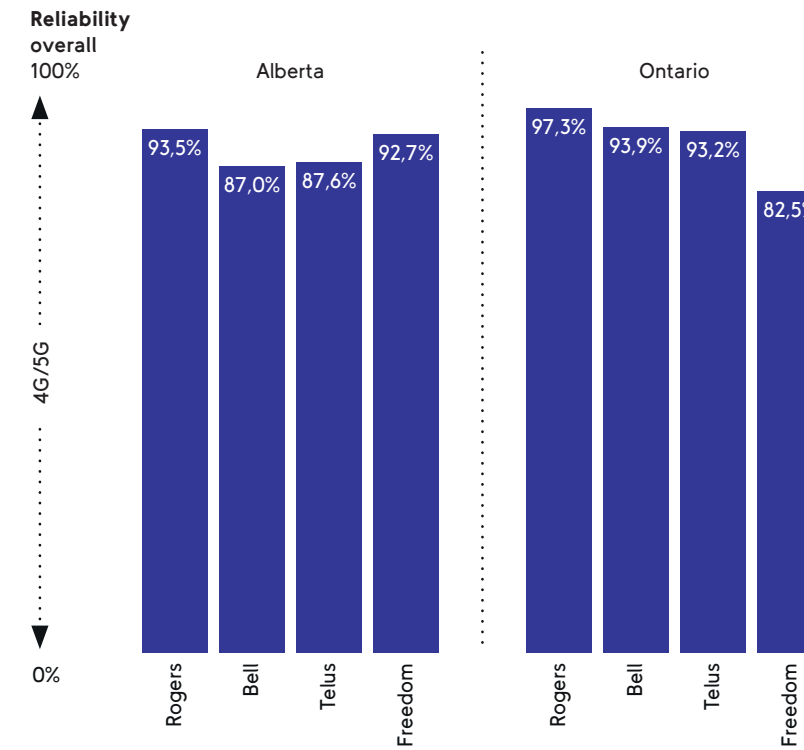


Achieved score according to umlauts methodology.



# Reliability

Overall reliability



The graphs show the overall session reliability of the mobile networks as achievement level in percent according to umlauts methodology.



# Cities — Score Overview

Overall results

**Total score** (max. 600)

	Rogers	Bell	Telus	Freedom	Videotron
Edmonton	565	506	496	495	–
Hamilton	561	551	525	480	–
Ottawa	579	542	537	439	–
<b>Quebec</b>	<b>577</b>	<b>543</b>	<b>530</b>	–	<b>544</b>

Achieved score according to umlauts methodology.



# Reliability

Overall reliability

**Reliability overall**

	Rogers	Bell	Telus	Freedom	Videotron
Edmonton	97,2%	85,4%	84,3%	95,5%	–
Hamilton	94,5%	91,5%	88,7%	88,8%	–
Ottawa	98,1%	94,4%	96,7%	83,9%	–
<b>Quebec</b>	<b>100%</b>	<b>92,1%</b>	<b>92,1%</b>	–	<b>97,4%</b>

The graphs show the overall session reliability of the mobile networks as achievement level in percent according to umlauts methodology.



## Key takeaways

- || Rogers leads the provinces of Alberta and Ontario in overall mobile network performance overall and has the highest reliability.
- || In the tested cities of Edmonton, Hamilton, Ottawa and Quebec, Rogers achieved the highest overall score and the highest reliability.





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