



FIXED-NETWORK QOE

Independent fixed-network QoE measurement

Autonomous in-home probes that reveal real subscriber experience across Ethernet, Wi-Fi, apps, speed, latency and service quality — measured continuously from the customer-premises perspective.

Subscriber perspective, not the BNG

Wi-Fi 6 / 6E + Ethernet

Plug-and-play · zero-touch

Audit-grade evidence

Real-time data streams

5,000+
PROBES DEPLOYED

100%
MEDUX-OPERATED

400+
QOS / QOE INDICATORS

Real-time
DATA STREAMS

Plug-and-play
ZERO-TOUCH
DEPLOYMENT



01 WHY MEDUX HOME

The subscriber's perspective

A real-user probe that certifies broadband QoE from inside the home rather than the BNG — full visibility from the ISP core to the living room.

Ethernet and advanced Wi-Fi

Simultaneous wired and Wi-Fi 6 / 6E radio insights, so degradations can be localised to the access network, the CPE or the home radio environment.

Zero-touch at scale

Probes ship pre-configured and self-register on the CPE LAN port — no truck rolls, no firmware staging, available as IaaS or exclusive fleets.

5,000+ MedUX-operated robots
Delivering 400+ QoS / QoE indicators in real time from real subscriber environments.

Audit-grade for regulators
Methodology-published measurements for independent nationwide QoS and QoE supervision.

Part of the MedUX suite
Feeds the Measurement & Data Collection layer behind Analytics, Scorecard and Solve.



TOTAL IN-HOME VISIBILITY

Isolate the real cause of a degraded experience

MedUX Home measures the experience subscribers actually receive inside the home, helping teams distinguish access-network issues, Wi-Fi limitations, CPE behaviour and application-level degradation — with telecom-grade depth across both QoS and QoE.

02 TOTAL IN-HOME VISIBILITY

Parallel wired + wireless



CPE & home network context

Capture router behaviour, in-home Wi-Fi conditions and customer-edge context, so degradations are localised rather than blamed on the access network.



Ethernet vs Wi-Fi benchmarking

Identical tests run wired and wireless in parallel, isolating the access network, the CPE or the in-home radio environment.



Application-level QoE

Streaming, cloud gaming, browsing and conferencing measured as the subscriber experiences them, not as synthetic throughput.

In-home latency profile

LIVE

ETHERNET

<1 ms

WI-FI 6

4 ms

WI-FI 5

12 ms

Same probe, same home — the wired baseline isolates in-home radio impact.

03 DEEP TECHNICAL CAPABILITIES

400+ indicators



Speed & traffic performance

QOS CORE

- Multi-threaded throughput & HTTP / FTP transfer
- Traceroute & ICMP latency
- DNS resolution timing



OTT & application QoE

REAL SERVICES

- Video streaming (Netflix, YouTube)
- Cloud gaming latency & web browsing experience
- Social media load times



Service quality diagnostics

ASSURANCE

- VoIP MOS scoring & video conferencing quality (Zoom, Teams)
- Packet loss & jitter profiling
- Net neutrality validation



Wi-Fi & Ethernet visibility

RADIO + WIRED

- Parallel wired + wireless testing
- Wi-Fi 5 / 6 / 6E radio metrics, RSSI, channel & interference
- Access-network vs in-home isolation



Fixed broadband benchmarking-grade by default

The same methodology across operators, packages, geographies and technologies — continuous 24/7 measurement producing audit-grade evidence for market reports.

COMPARABLE · 24/7

04 BUILT FOR OPERATIONAL SCALE



Plug-and-play deployment

Probes ship pre-configured; subscribers connect them to the CPE LAN port and measurement starts. No truck rolls, no on-site setup.



Remotely managed & continuous

Centrally managed fleet with controlled test configuration and scheduled measurements 24/7, updated without touching the device.



Distributed across geographies

Deployments span cities, regions and countries — exclusive fleets, tailor-made campaigns or IaaS access to MedUX-operated probes.

Telecom-grade depth, from the living room.

400+ QoS / QoE indicators captured continuously by an autonomous in-home probe.

Download product sheet →



● USE CASES SUPPORTED BY MEDUX HOME

From customer care to regulatory evidence

Operators use MedUX Home for in-home performance monitoring and CPE validation; regulators and wholesale buyers use the same probe for independent fixed-broadband audits, SLA verification and competitive benchmarking.

05 OPERATIONAL & CUSTOMER-EXPERIENCE USE CASES



In-Home Performance

See how customers experience their broadband inside the home. MedUX Home isolates degradations caused by the CPE, the Wi-Fi environment or specific applications, supporting customer care, complaint resolution and self-care workflows.

- Customer care
- Complaint resolution
- Self-care



CPE Performance

Validate router and gateway behaviour with real-world traffic, comparing Wi-Fi and Ethernet paths to localise issues to firmware, radio or upstream — useful for certification, vendor selection and field-fleet QA.

- Certification
- Vendor selection
- Field-fleet QA



Anomaly Detection

Surface QoE degradations as they happen with continuous 24/7 measurement, supporting service assurance, customer-experience monitoring and proactive intervention before complaints reach the call centre.

- Service assurance
- Proactive intervention



Wholesale Control

Verify host-network SLAs in real subscriber conditions. MVNO, virtual-operator and wholesale buyers track committed broadband performance from the customer premises rather than the BNG.

- SLA verification
- Wholesale buyers

06 BENCHMARKING & REGULATORY USE CASES



Fixed Broadband Benchmarking

Compare fixed-network performance across operators, packages, geographies, technologies and time periods with continuous, methodology-backed evidence — feeding competitive analysis, market reports and MedUX Awards recognition.

- Competitive analysis
- Market reports
- MedUX Awards



Regulatory Compliance

Provide regulators and public authorities with audit-grade fixed-broadband evidence. Plug-and-play probes deliver independent, methodology-published measurements for nationwide QoS and QoE supervision.

- Independent audits
- Nationwide supervision

Certify broadband QoE where your customers live.

Autonomous, MedUX-operated in-home probes with methodology-backed, comparable evidence.

[Request a demo](#) →