MedUX

MEDUX AWARDS & CERTIFICATIONS

BEST FIXED EXPERIENCE SPAIN

Q2 2025

Orange

4.80

MEDUX QOE SCORE · FIXED BROADBAND · OUT OF 5

4.80

MOS · SCALE 1–5

SOLE WINNER · +0.03 points over Digi

MedUX recognises Orange with the Best Fixed Experience award in Spain for the Q2 2025 period. The award is based on the MedUX QoE Score, which combines speed, latency, web browsing, social media, gaming and video into a single measure, as real users experience them.

Luis Molina
CEO, MedUX

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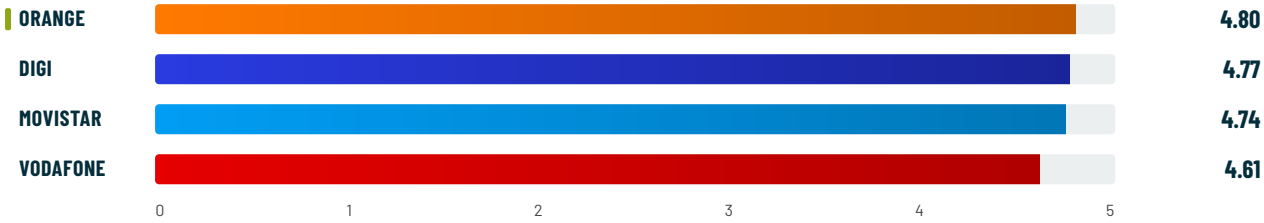
Measurement period: Apr – Jun 2025

MARKET ANALYSIS

MedUX QoE Scorecard · fixed broadband · wired in-home probes · Orange, Digi, Movistar and Vodafone · 6,342,621 tests

MEDUX QOE SCORE

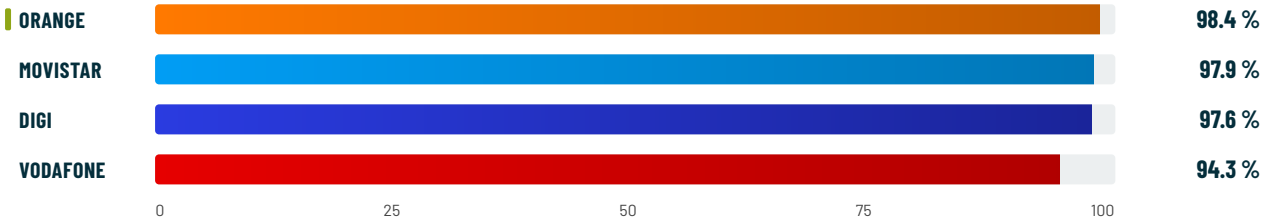
FTTH fixed broadband · accessibility, speed, video and Data & OTT · scale 0–5



Leader's advantage: **+0.03** points over Digi, above the 0.5 % co-leadership threshold: **sole winner**, by a narrow margin

RELIABILITY

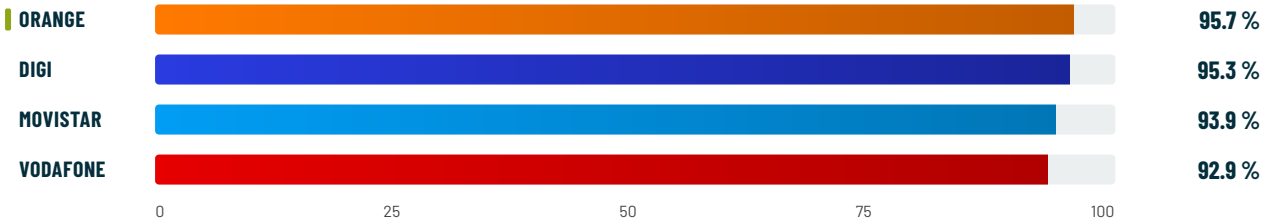
Standalone award · tests completed and above minimum service levels · % of maximum achievable



Sole winner, 0.5 points ahead of Movistar: right at the co-leadership threshold. Orange's biggest edge is on speed against the contracted plan (100 %) and video (99.4 %)

DATA & OTT

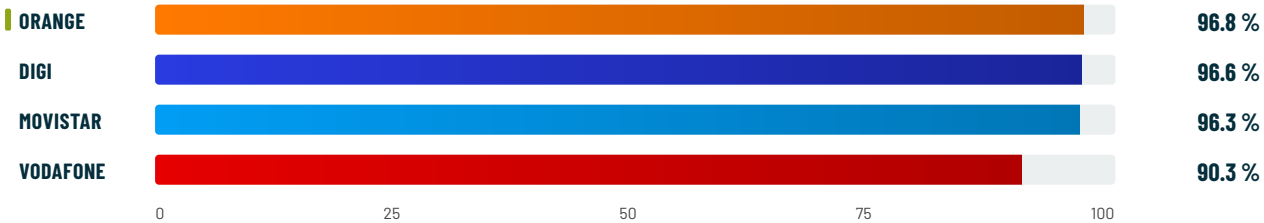
60 % of the score · gaming, browsing, social media, HTTP and cloud · % of maximum achievable



Co-leaders Orange and Digi (0.4 points, within the threshold). Orange wins social media (92.3 %) and gaming (89.7 %) outright

MATCHING THE PROMISE

15 % of the score · multi-thread speed against the contracted plan · % of maximum achievable



Co-leaders Orange and Digi. Orange clears the minimum contracted-speed threshold in 100 % of tests

Brand colour: Orange · Digi · Movistar · Vodafone. The lime marker flags the leader of each block. Edition rule: MedUX declares co-leaders when the gap between operators is less than 0.5 % of the category leader's score; above that threshold, a sole winner.

MARKET STATISTICS

Publishable measured values · MedUX HOME probes connected over Ethernet · same protocol and same servers for every operator

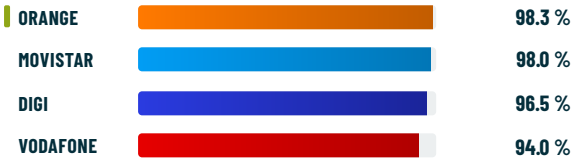
TESTS
6.3 M
Apr–Jun 2025 · weeks 14 to 26

PANEL HOUSEHOLDS
+180
45 per operator · FTTH 600 Mbps–1 Gbps

COVERAGE
15
regions of mainland Spain

AWARDS WON
5
of 6, 2 as sole winner

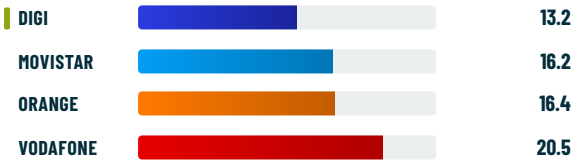
STREAMING
% of maximum · co-leaders Orange and Movistar



ACCESSIBILITY
% of maximum · co-leaders Digi and Movistar



AVERAGE LATENCY
ms · lower is better



GAMING · AVERAGE LATENCY
ms · lower is better



SOCIAL MEDIA
% of maximum · sole winner Orange



WEB BROWSING
% of maximum · co-leaders Orange and Digi



HTTP DOWNLOAD · P90
Mbit/s · multi-thread test



HTTP UPLOAD · P90
Mbit/s · multi-thread test



The lime marker flags the best result for each indicator. Where the scale is inverted, the shortest bar is the best result. All values are computed with the same quality filters and the same test servers for every operator compared.

MEDUX ACCREDITATION

Best Fixed Experience, Spain · Q2 2025

MedUX is pleased to recognise **Orange** with the **"Best Fixed Experience, Spain · Q2 2025"** distinction, in accordance with the results of the independent evaluation of fixed broadband quality of experience over fibre (FTTH). The recognition refers to the overall fixed experience and does not, on its own, support claims of best network, fastest fibre or internet, lowest latency, or sole leadership in the categories it shares with other operators. The award belongs to the Orange commercial brand, whose FTTH lines make up the universe measured; it does not extend to other MasOrange brands.

This recognition is based on the MedUX QoE methodology and scoring model, aligned with international standards such as **ETSI TR 103 559 V1.2.1** and **ITU-T P.800.1**, which turn technical measurements into a synthetic quality-of-experience indicator. Each service combines a *qualifier*, which sets the minimum required for a satisfactory experience, and one or more *differentiators*, which reward performance above that minimum.

The analysis covers measurements from **April – June 2025 (weeks 14 to 26, excluding the week of the power blackout)**: **6,342,621 tests** run automatically and continuously by MedUX HOME probes connected over Ethernet to the router of **more than 180 panel households** in 15 regions of mainland Spain (Madrid, 22.4 % of the panel; Catalonia, 16.8 %). The wired connection isolates the result from in-home Wi-Fi: what is measured is the fixed service as it reaches the customer. On that basis, Orange achieves a **score of 4.80 out of 5** and a lead of **+0.03 points** over Digi, above the co-leadership threshold in force for the edition (a gap of 0.5 % of the leader's score). The result is therefore certified as a **sole winner**.

The award is determined on a panel of probes installed in real customers' homes, which continuously and automatically measure the fixed connection as the customer receives it, free of in-home Wi-Fi and device variability.

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CEO, MedUX

METHOD AND SCOPE NOTE

Period: Apr – Jun 2025. **Benchmark universe:** Orange, Digi, Movistar and Vodafone, subject to the same measurement, data-quality and eligibility rules; no communication may imply a broader comparison.

Evidence source: a panel of fixed probes in real customers' homes, wired to the router and running an identical test protocol for every operator: latency, HTTP download and upload, multi-thread multi-server speed test against the contracted speed, cloud-storage download, web browsing, social media, gaming and video. All operators are measured on FTTH with contracted plans from 600 Mbit/s to 1 Gbit/s, around 45 households per operator and each operator's most common commercial router; the weeks affected by the April 2025 power blackout are excluded from the calculation. **Score:** each service is scored with a *qualifier* and one or more *differentiators* and aggregated with the edition weights: Data & OTT 60 %, video 20 %, speed against the contracted plan 15 % and accessibility 5 %. **Award rule for the edition:** operators whose gap is less than 0.5 % of the category leader's score are declared co-leaders; above that threshold, a sole winner. This edition's protocol did not include resampling confidence intervals, so this certificate does not publish one.

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