

## **FAQs – Opensignal Network TVC:**

### **1. What is Opensignal?**

Opensignal is the independent global standard for understanding the true state of the world's mobile networks based on measurements of real user experience on every major network operator around the globe.

### **2. What is Opensignal's Best Video Experience award?**

Video Experience quantifies the quality of mobile video experienced by users on real-world video streams. Airtel has won the award for the Network with Best Video Experience as awarded by Opensignal Awards, India: Mobile Network Experience Report September 2020, based on independent analysis of mobile measurements recorded during the period May 01 2020 – July 29, 2020

### **3. Your new advertisement claims that Airtel has India's Best Video Experience. How can you substantiate this claim?**

As per Opensignal, whose industry reports are the definitive guide to understanding the true experience consumers receive on wireless networks, Airtel users enjoy the best national Video Experience and scored the highest among all players according to Opensignal's latest India: Mobile Networks Experience Report September 2020.

### **4. Is it for 4G network or 3G network?**

Airtel has been awarded India's Best Video Experience based on the average of (real-world video) measurements recorded on 4G and 3G networks, as reported in Opensignal Awards, India: Mobile Network Experience Report September 2020.

### **5. How has the Video Experience analysis been done?**

Opensignal measures the average video experience of the users on 3G and 4G networks for each operator. The methodology involves measuring real-world video streams and uses an ITU-based approach for determining video quality. The metric calculation takes picture quality, video loading time & stall rate into account.