



CELTIC-NEXT



Proposers Brokerage Day

25th September 2026, Leuven

CNX Scoring

Customer Network Experience Scoring System

turknet

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Teaser

CNX Scoring is a real-time, context-aware and explainable indicator that quantifies the impact of network and operational conditions on perceived customer experience.

Main Benefit:

- Transforms complex network and contextual data into a single, interpretable CNX Score, enabling operators to proactively understand and manage customer experience.

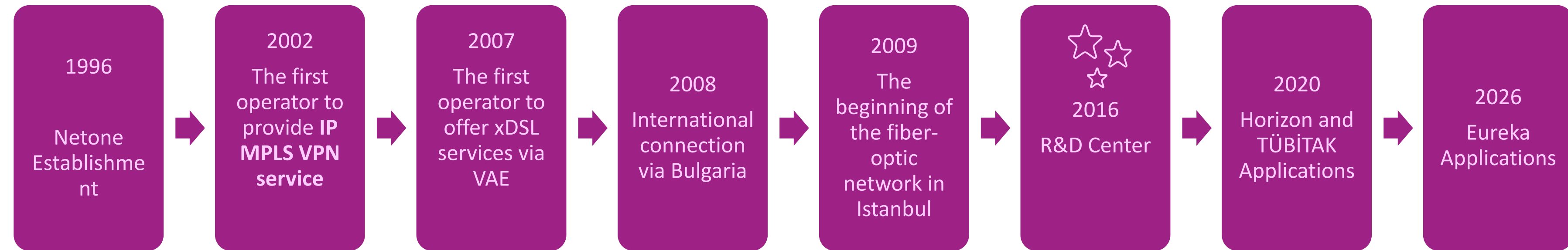
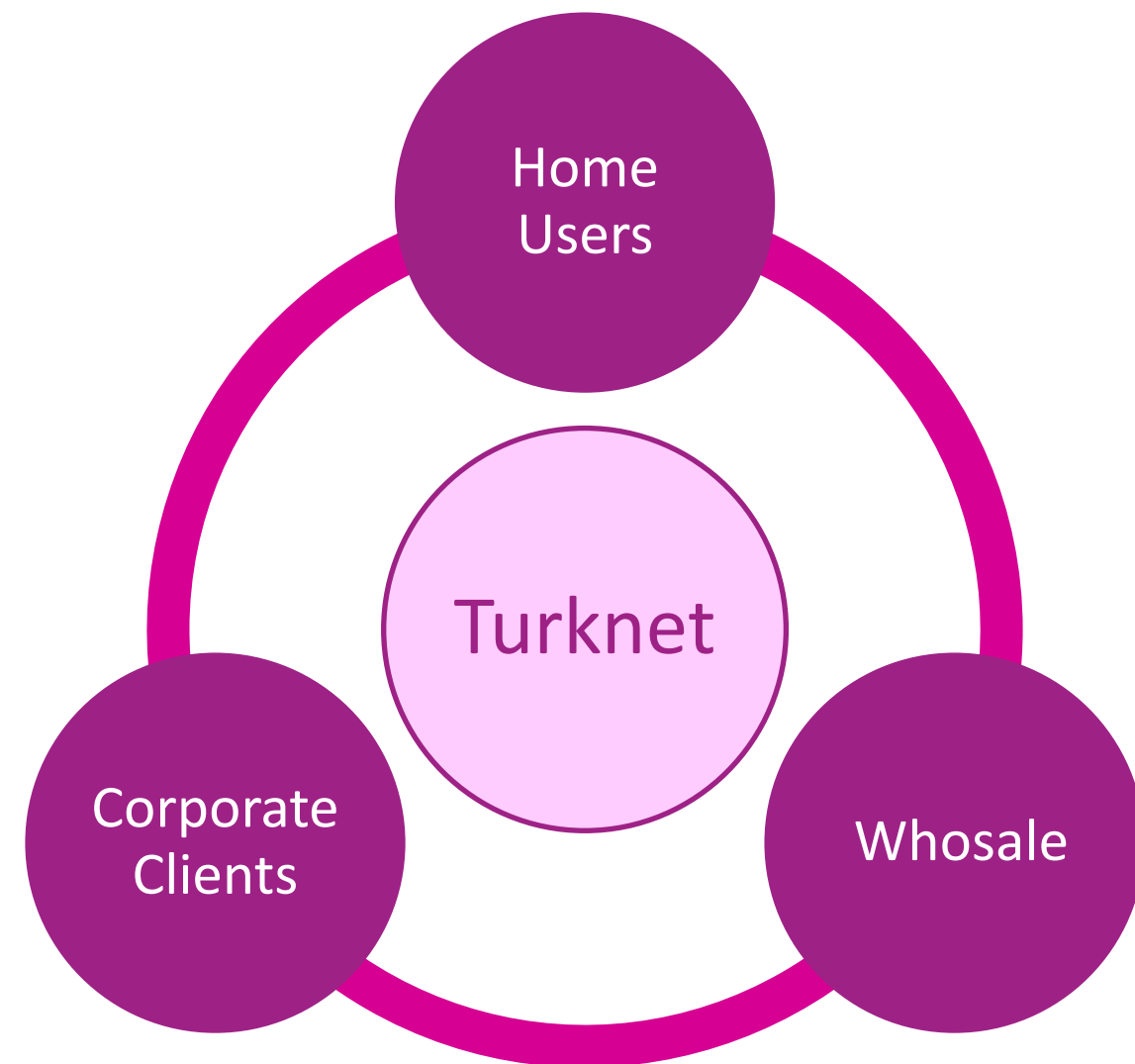
Added Value:

- **Context-Aware**
Combines network KPIs with operational events, capacity and usage context.
- **Predictive & Real-Time**
Moves from reactive monitoring to continuous customer experience prediction.
- **Explainable**
Shows not only the CNX Score, but also the key factors driving changes.
- **Actionable**
Transforms detected degradation into operational insights and recommended actions.

Why participate?

- Validate AI/QoE technologies against real-world telecom data and network conditions.
- Develop reusable CNX/QoE capabilities with direct commercial potential.
- Generate exploitable IP, scientific publications and new telecom use cases.
- Accelerate productization through joint industry—research development and multi-region pilots.

Organisation Profile



We are a technology company designing the internet of the future, with an expert R&D team of 150 people.

Some of Our Projects



AI-Powered Speech-to-Text Analysis



Turknet Digital Assistant



Network Optimization



Inventory Management Platform



Fast Company's
50 Most
Innovative HR
Leaders 2024

Toptalent Top
CHRO Awards
2023



2024
TM Forum
Catalyst
Award



2025 - Happy Place to Work
2023 - Great Place to Work - Best Workplaces for Innovation By All™
2022 - Great Place to Work



2025 Stevie Awards for Great Employers'ta Silver Winner ve Bronz Winner ödülleri

Türkiye's champion for Netflix, Steam, and Speedtest.

100% TurkNet infrastructure.



Proposal Introduction (1)

Vision

Enable telecom operators to measure, predict and optimize customer experience through an AI-driven Customer Network Experience (CNX) Score that bridges the gap between network performance and user perception.

Motivation

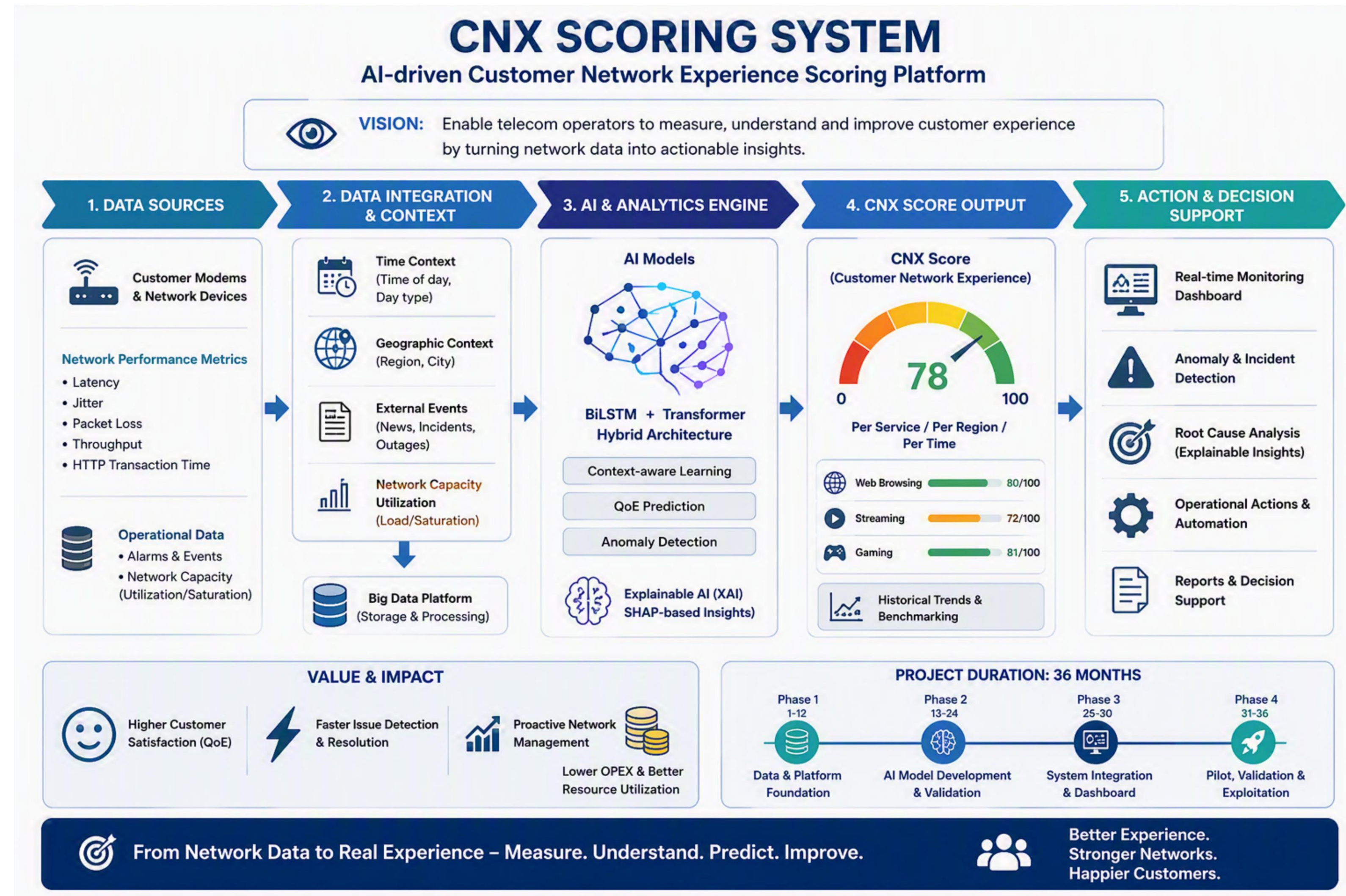
- Traditional QoS metrics such as latency, jitter and packet loss do not fully reflect the real customer experience.
- Operators need a context-aware and actionable way to understand, predict and improve customer experience.

Content

The project develops a context-aware CNX Scoring Platform that correlates network performance with operational and contextual data to continuously assess, predict and explain customer experience in real time. AI models transform these heterogeneous signals into a unified CNX Score, anomaly detection and actionable decision-support insights.

A smart AI platform that enables telecom operators to measure, predict and improve customer experience in real time by transforming network data into actionable CNX scores.

Proposal Introduction (1)



Proposal Introduction (2)

Expected Outcome

- AI-powered CNX Scoring Platform.
- Context-aware QoE prediction models.
- Real-time monitoring and anomaly detection.
- Explainable customer experience insights
- Multi-region pilot validation and commercialization roadmap

Impacts

- Higher customer satisfaction and service quality.
- Faster identification and resolution of network issues.
- Reduced operational costs through proactive network management.
- More efficient prioritization of network resources and investments
- Stronger competitiveness and innovation capacity

Schedule

- M1-M12: Data collection, infrastructure setup and CNX model design.
- M13-M24: AI model development, training and validation.
- M25-M30: Platform integration, explainability and anomaly detection
- M31-M36: Pilot deployment, performance validation and commercialization roadmap

Partners

Existing Consortium

- Turknet İletişim Hizmetleri A.Ş.

Looking For

- Portugal
- Spain
- Poland
- ISP Expert
- AI Expert
- Research Centers & Universities
- Telecom Operators
- Vendors & SMEs

Contact Info

For more information and for interest to participate please contact:

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Presentation is available via:



Join the Consortium Building Sessions

01. October
from 10:00-11:00 CET

Connection details:
Via

www.celticnext.eu/new-ideas

