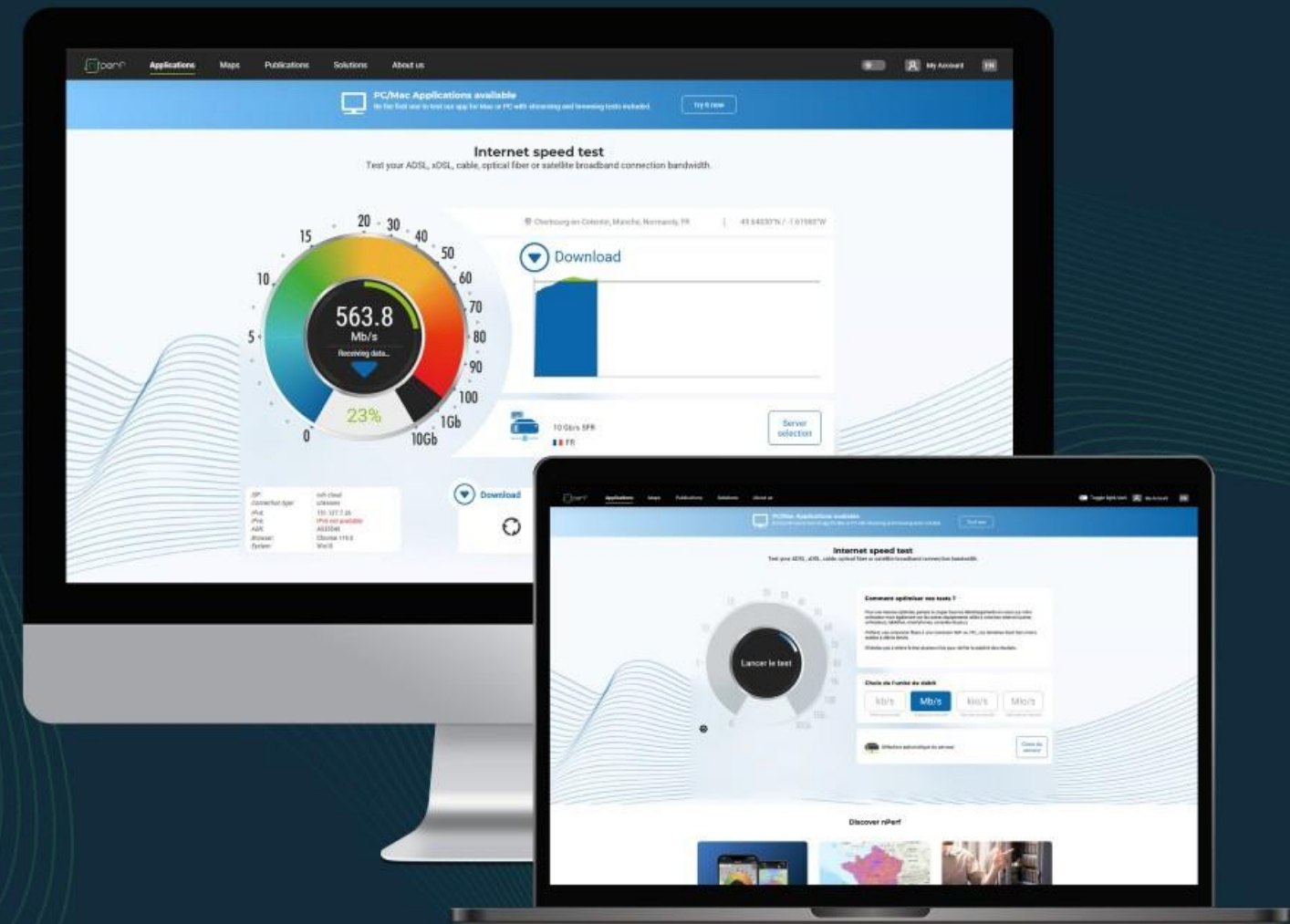# nperf

We qualify your connection

Barometer of fixed Internet connections in the United Arab Emirates

04/01/2023 - 03/31/2024

Agenda

1 Introducing nPerf

2 Executive summary

3 Analysis

4 Methodology

5 nPerf Network assesment

Expert in the telecom network optimization

nPerf is an independent French company based in Lyon (France). For over a decade, nPerf has been a trusted partner for both fixed and mobile operators, providing comprehensive network testing solutions and analysis. Our mission is to accurately measure, evaluate, and enhance the understanding of Internet connectivity around the world.
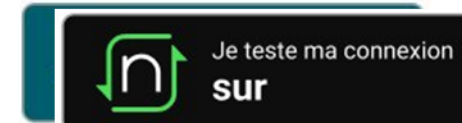
300k+ tests daily worldwide.

26Md+ coverage scans in total.

3k+ servers all around the world.

Test your Internet connection with nPerf!

nPerf allows you to test the quality of your fixed, mobile, or Wi-Fi Internet connections up to 10 Gb/s! Dowload our app or visit our website!

Available on the **App Store**

GET IT ON **Google Play**

Je teste ma connexion sur

2. Executive Summary

The subscribers of du enjoyed the best fixed Internet performances in the United Arab Emirates during 2024.

Fixed Internet connections in the UAE

	Etisalat	du
▼ Download bitrates (Mb/s)	77.86	225.64
▲ Upload bitrates (Mb/s)	41.22	55.33
◄► Latency (ms)	37.91	29.23
🌐 Web browsing (%)	56.67	58.64
▣ Youtube streaming (%)	79.63	80.83
ⓝ nPerf Score (nPoints)	81 541	100 152

Source : nperf.com

Best fixed Internet performance in 2024

No.1 BROADBAND PERFORMANCE — nperf AWARDS

Source : nperf.com

Source : nperf.com

This report provides a detailed analysis of the performance of key Internet service providers (ISPs) in the UAE's fixed broadband market, focusing on key performance indicators (KPIs) such as download and upload speeds, latency, browsing, and streaming performance over the period from April 2023 to March 2024.

Du leads with strong performance across KPIs

Du has demonstrated exceptional performance, leading in most of the measured KPIs. The average download speed for Du was about 226 Mbps, while the upload speed averaged around 55 Mbps. These speeds are significantly higher compared to Etisalat.

Du also excelled in latency with an average of 29 ms, suggesting a more responsive network compared to Etisalat's 38 ms. In terms of browsing and streaming experiences, Du scored averages of 59% and 81% respectively, indicating higher reliability and quality of service. These figures reflect Du's strong infrastructure and network optimization.

Etisalat, a strong contender

Although trailing behind Du, Etisalat showed competitive performance with solid results across various metrics. The average download speed stood at 78 Mbps, and the upload speed at 41 Mbps. While these figures are lower than Du's, they still represent robust performance that supports most consumer and business needs.

Etisalat recorded an average latency of 38 ms, which is adequate for most applications but less optimal compared to Du's faster response times. The browsing and streaming scores for Etisalat were 57% and 80% respectively, showcasing its capability to provide satisfactory media consumption experiences.

Conclusion:

Over the course of the year, Du has established itself as the leader in the UAE's fixed broadband market with superior speeds, lower latency, and higher reliability in browsing and streaming. Etisalat, while not matching Du's performance, still provides a strong service that will meet the needs of many users.

nPerf provides a **free tool to assess Internet connection** quality via its website and mobile apps (Android, iOS). Daily, thousands of people rely on nPerf for speed tests in their country, contributing to a comprehensive crowdsourced database covering all operators.

The study employs a strong filtering method to reflect real customer experiences on a specific network (mobile or fixed line). Measures are taken to prevent probes and measurement robots from affecting the results.

For mobile connections, we assess:

▼ **Download bitrate:**
Indicates the amount of data your connection can receive in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.

▲ **Upload bitrate:**
Indicates the amount of data your connection can send in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.

◄► **Latency (ping) :**
It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.

🌐 **Browsing performance :**
The browsing test assesses the load time of the fully loaded pages, including images, JavaScript, CSS, and fonts, for the five most popular sites. This indicator reflects the user's perceived quality of the Internet network.

🎞️ **Streaming performance :**
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the user's perceived quality of the Internet network.

Statistical precision is crucial in accurately determining winners. At nPerf, we prioritize test quality, precise reporting, and transparency. Analyzing a large volume of tests in this study, we've achieved 5% precision for absolute values, highlighting the reliability and accuracy of our data.

For a more comprehensive understanding of the user experience, our report features test results during both Busy hours (6 PM to 11 PM) and Idle hours (the rest of the day). Busy hours, marked by network strain, can impact user experience through congestion. This approach helps in understanding how network performance fluctuates throughout the day.

We only include national Internet service providers with test share above 5% share. The chart below shows the overall test distribution for each service provider.
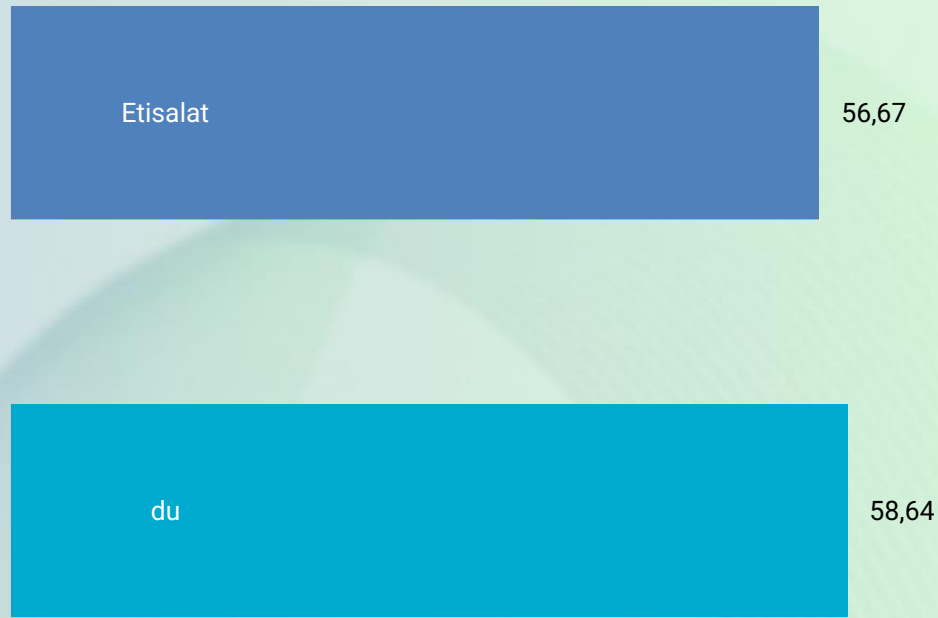
Overall distribution of the tests per provider (ISPs Share)
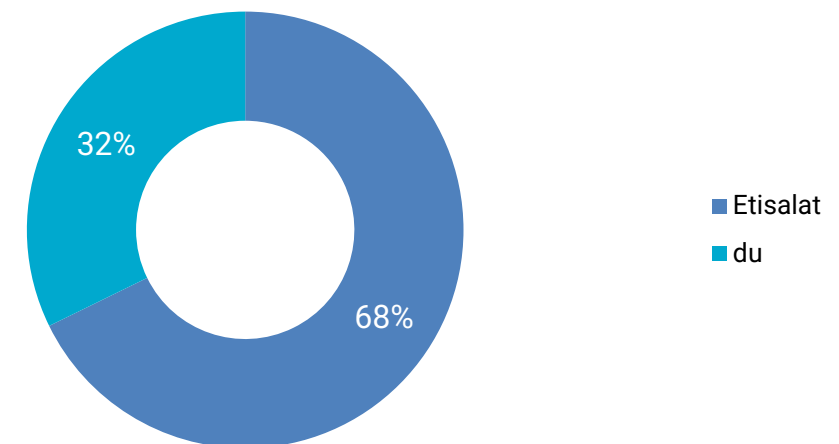
- Etisalat 68%
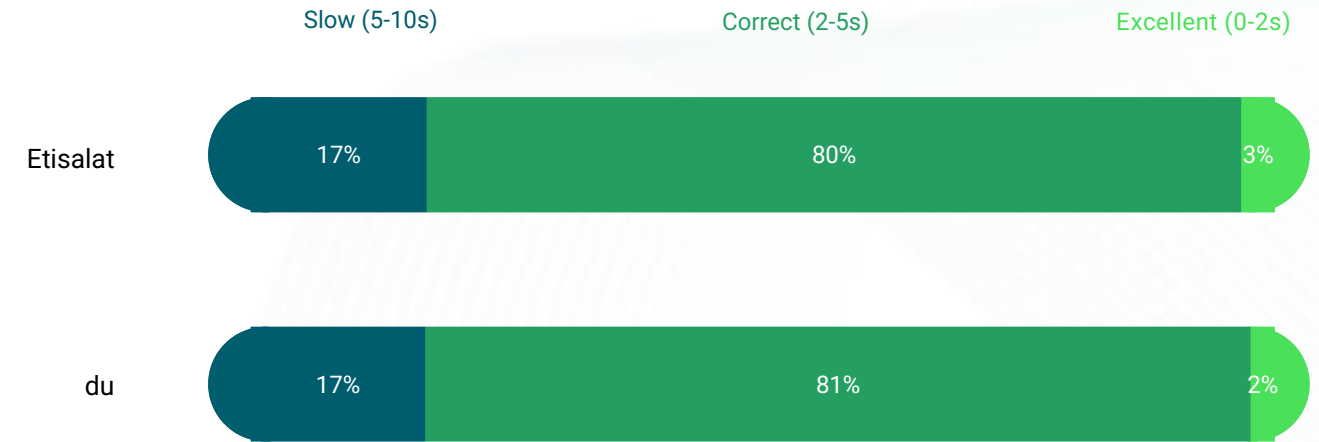- du 32%

Source : nperf.com

Browsing Performance rate (average)

Etisalat	56,67
du	58,64

Source : nperf.com

The subscribers of du enjoyed the best mobile Internet browsing performance in 2024.

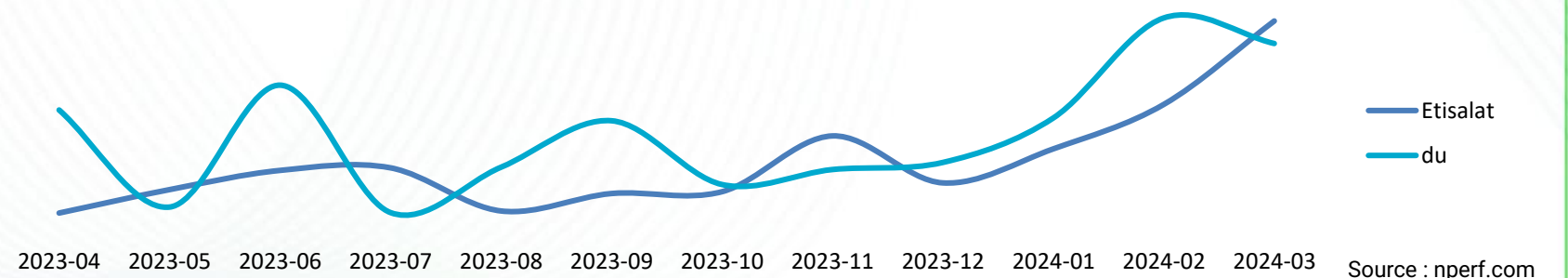## Browsing Performance results ventilation (average)

Slow (5-10s) Correct (2-5s) Excellent (0-2s)

	Slow (5-10s)	Correct (2-5s)	Excellent (0-2s)
Etisalat	17%	80%	3%
du	17%	81%	2%

Source : nperf.com

Browsing Performance rate (average)

	Busy Time		Idle Time
53,53		Etisalat	58,29
55,59		du	60,04

Source : nperf.com

Browsing performance rate (average) evolution over the year

Etisalat
du

2023-04 2023-05 2023-06 2023-07 2023-08 2023-09 2023-10 2023-11 2023-12 2024-01 2024-02 2024-03

Source : nperf.com

Quality of Experience : Streaming

Streaming Performance rate (average)

Etisalat — 79,63

du — 80,83
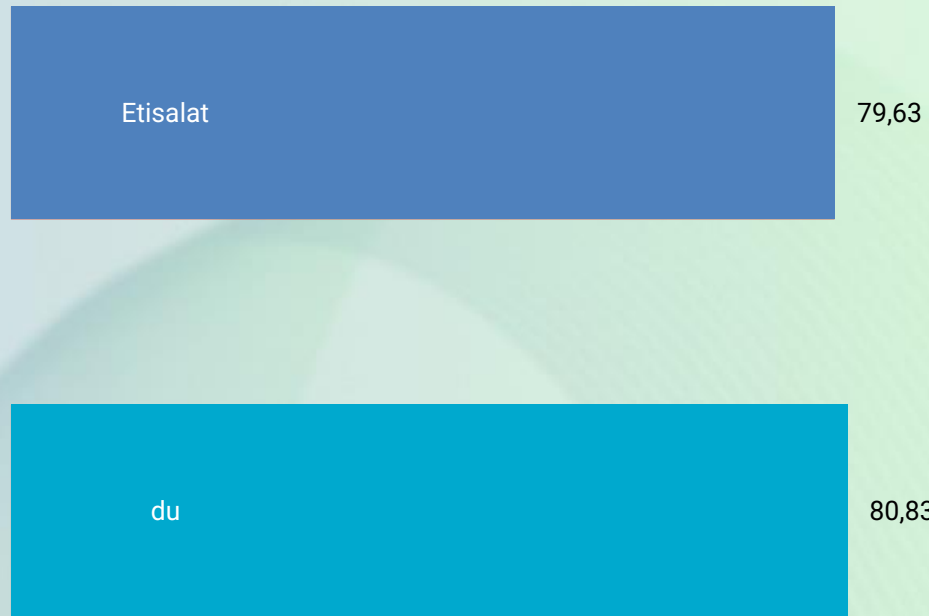
The subscribers of Etisalat and du enjoyed the best mobile Internet streaming performance in 2024.

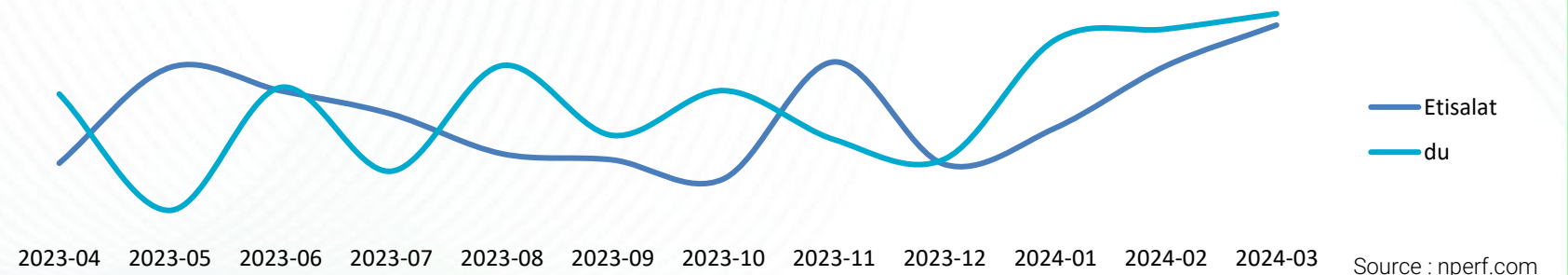## Streaming Performance results ventilation (average)
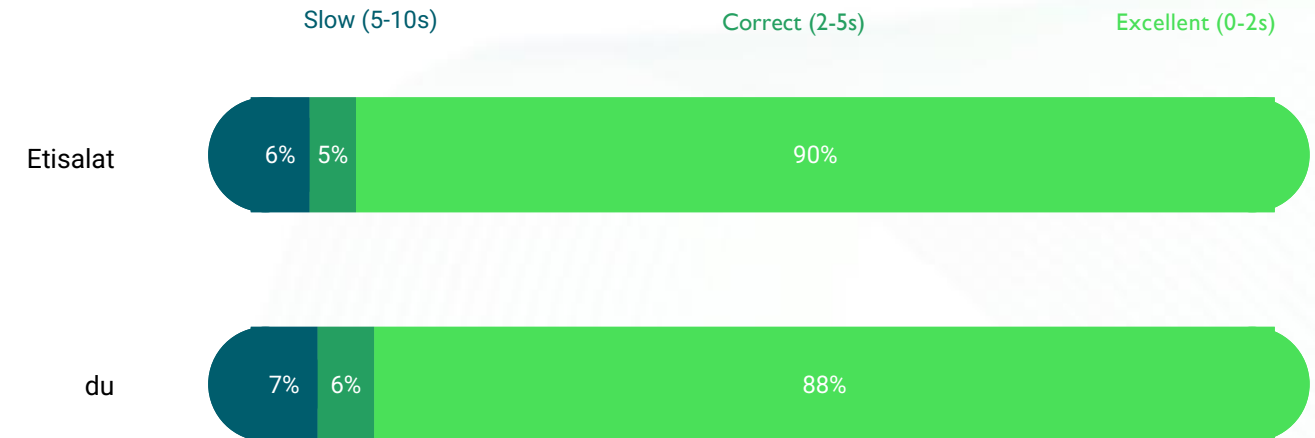
Slow (5-10s)   Correct (2-5s)   Excellent (0-2s)

Etisalat: 6% | 5% | 90%

du: 7% | 6% | 88%

Source : nperf.com

Streaming Performance rate (average)

Busy Time

Etisalat: 76,63

du: 77,79

Idle Time

Etisalat: 81,10

du: 82,20

Source : nperf.com

Streaming performance rate (average) evolution over the year

Etisalat
du

2023-04 2023-05 2023-06 2023-07 2023-08 2023-09 2023-10 2023-11 2023-12 2024-01 2024-02 2024-03

Source : nperf.com

Speed : Download

Download Speed (average)

Etisalat — 77,86

du — 225,64
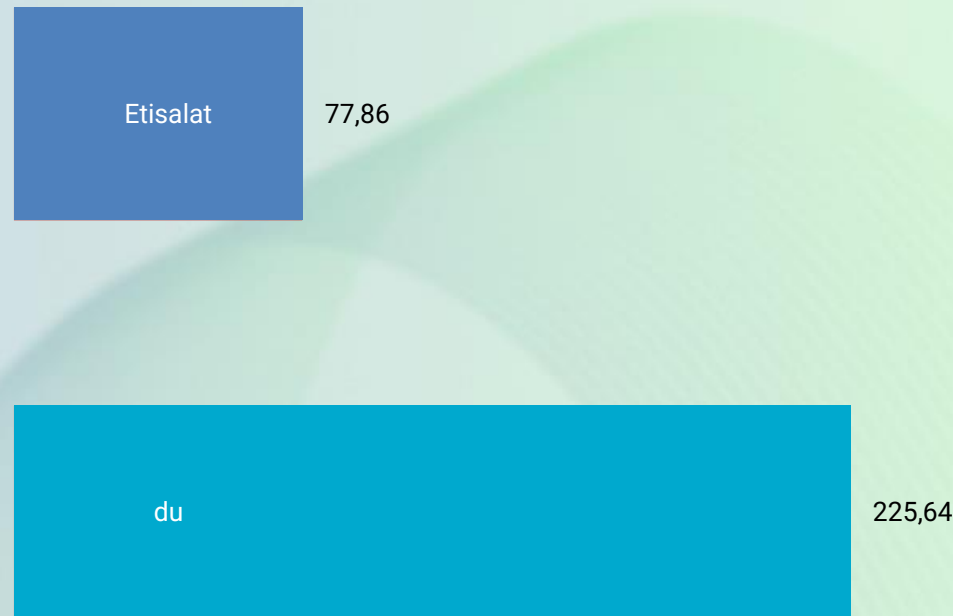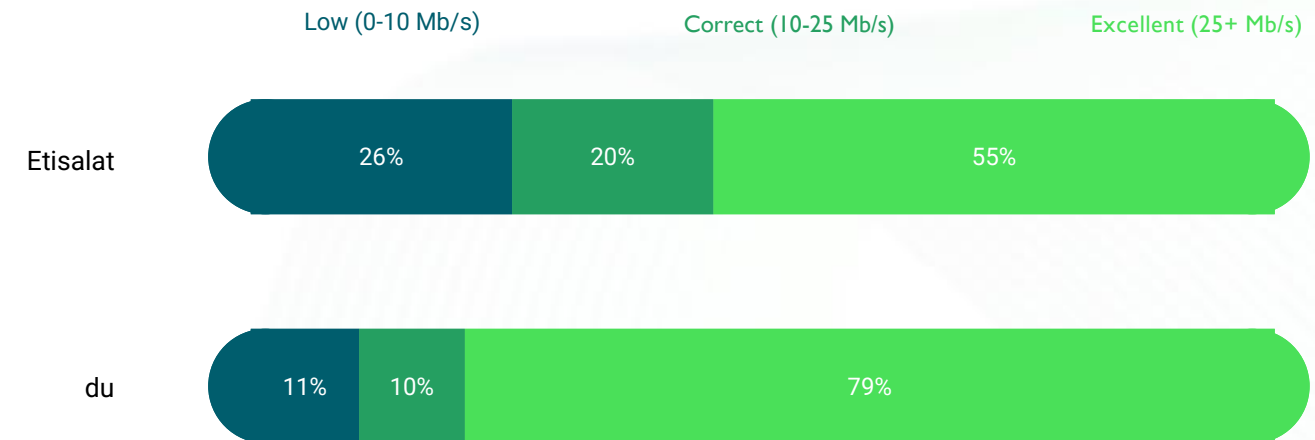
Source : nperf.com

The subscribers of du enjoyed the best average mobile Internet download speed in 2024.

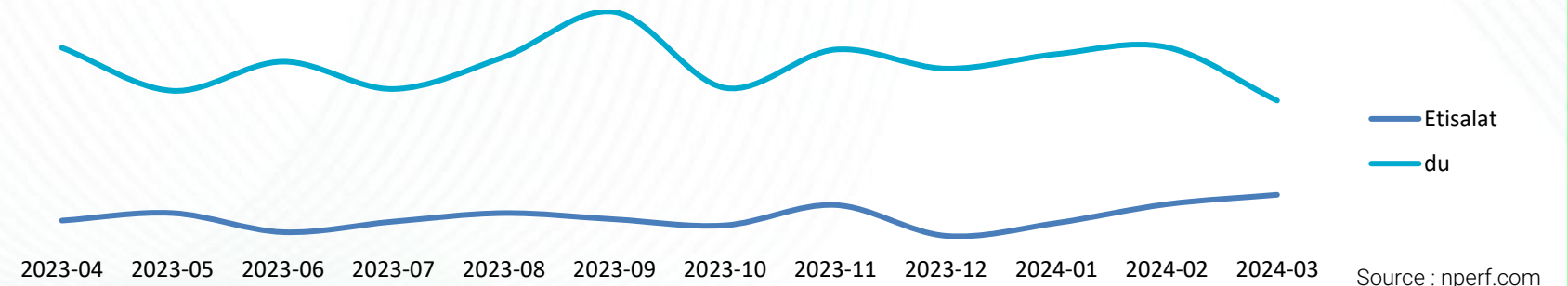## Download Speed results ventilation (average)

Low (0-10 Mb/s) Correct (10-25 Mb/s) Excellent (25+ Mb/s)

Etisalat: 26% | 20% | 55%

du: 11% | 10% | 79%

Source : nperf.com

Download Speed (average)

Busy Time | **Idle Time**

Etisalat — 66,49 | 83,78

du — 173,53 | 242,71

Source : nperf.com

Download Speed evolution over the year (average)

Etisalat
du

2023-04 2023-05 2023-06 2023-07 2023-08 2023-09 2023-10 2023-11 2023-12 2024-01 2024-02 2024-03

Source : nperf.com

Speed : Upload

Upload Speed (average)

Etisalat — 41,22

du — 55,33
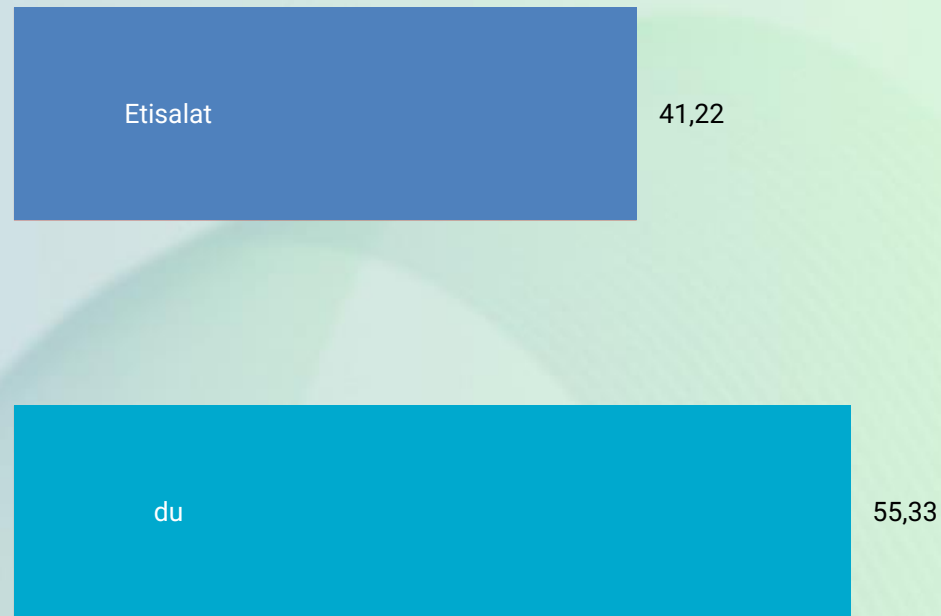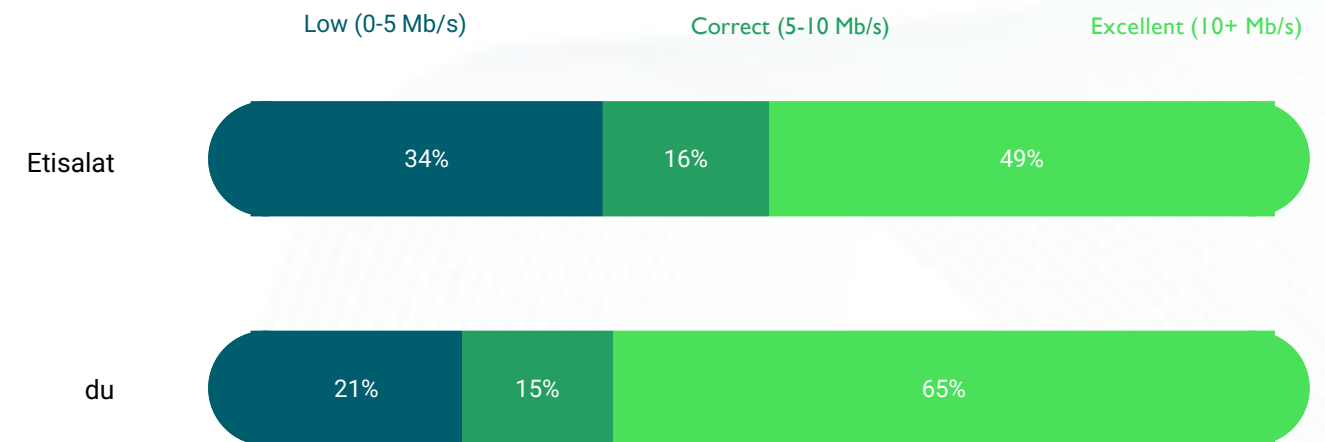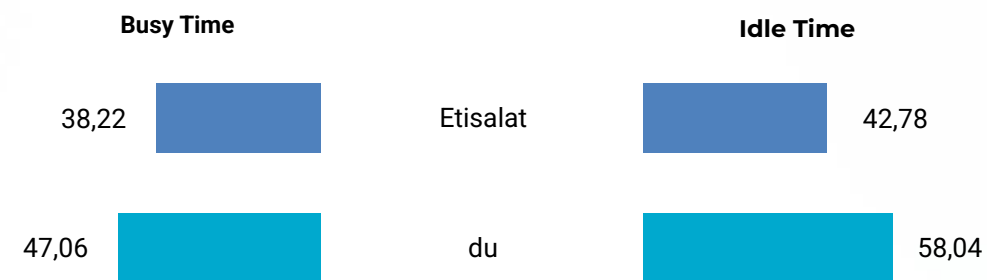
Source : nperf.com

The subscribers of du enjoyed the best average mobile Internet upload speed in 2024.
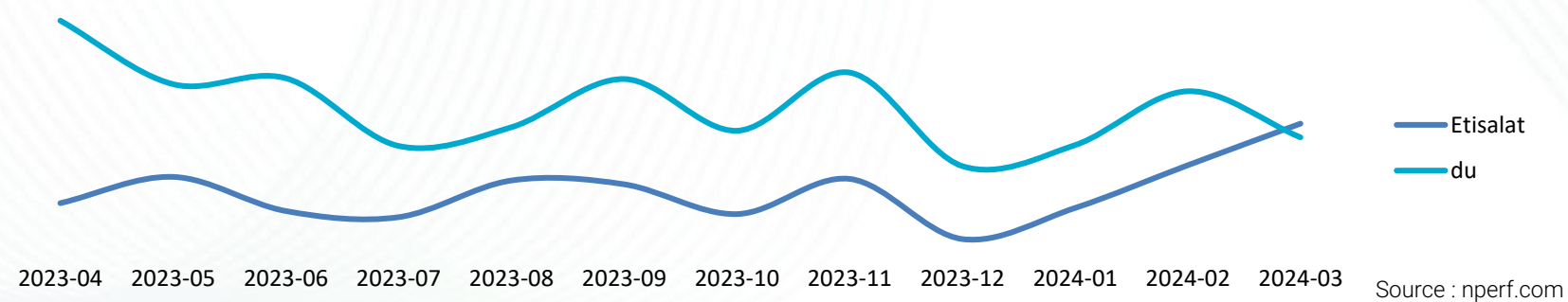
Upload Speed results ventilation (average)

Low (0-5 Mb/s)   Correct (5-10 Mb/s)   Excellent (10+ Mb/s)

Etisalat — 34% | 16% | 49%

du — 21% | 15% | 65%

Source : nperf.com

Upload Speed (average)

	Busy Time		Idle Time
Etisalat	38,22		42,78
du	47,06		58,04

Source : nperf.com

Upload Speed evolution over the year (average)

2023-04 2023-05 2023-06 2023-07 2023-08 2023-09 2023-10 2023-11 2023-12 2024-01 2024-02 2024-03

Etisalat
du

Source : nperf.com

Latency Speed (average)

Etisalat — 37,91

du — 29,23
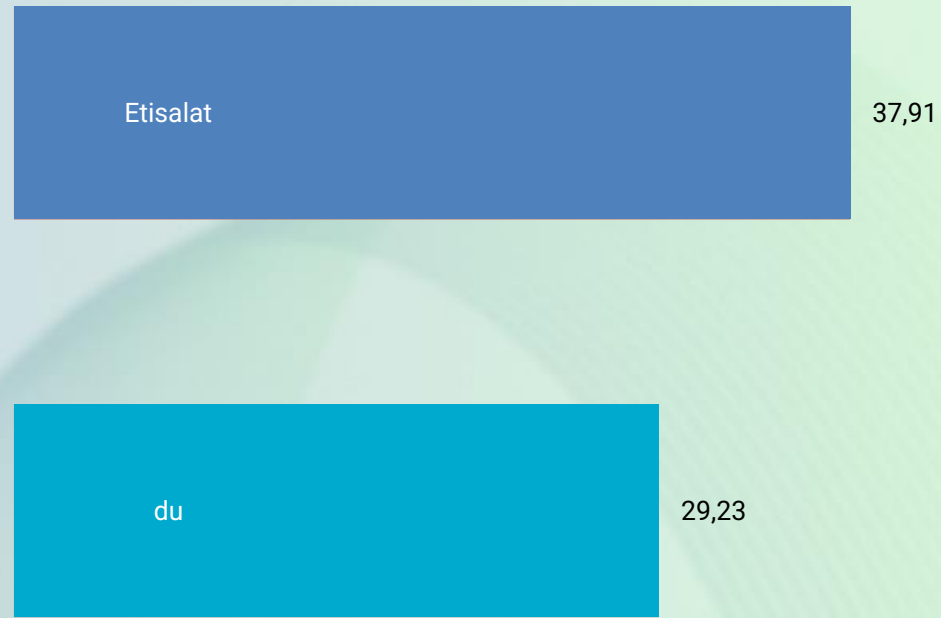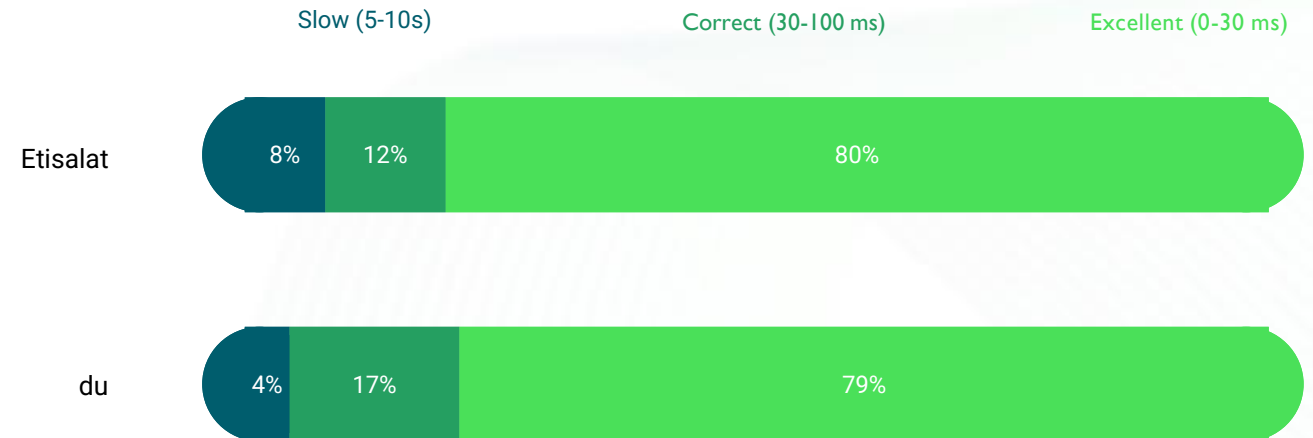
Source : nperf.com

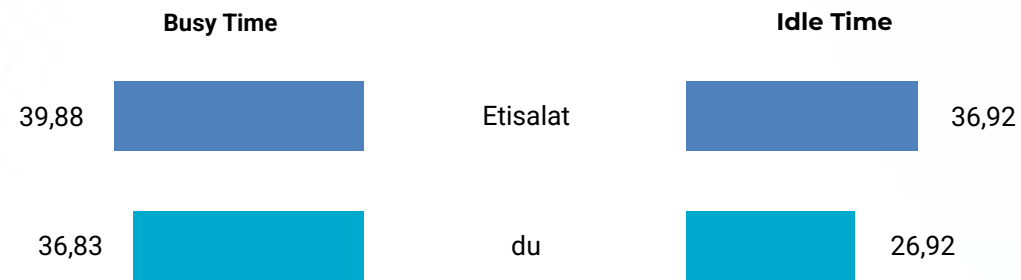The subscribers of du enjoyed the best average mobile Internet latency speed in 2024.

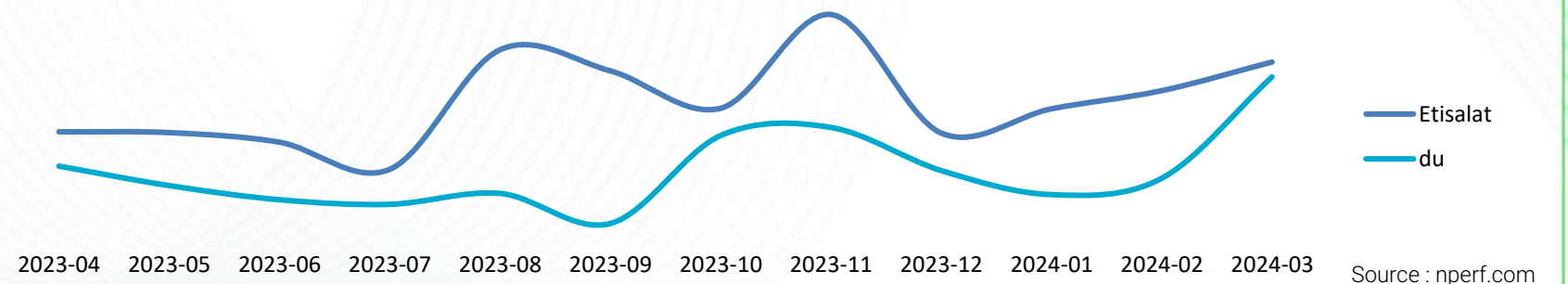## Latency Speed results ventilation (average)

Slow (5-10s)   Correct (30-100 ms)   Excellent (0-30 ms)

Etisalat: 8% | 12% | 80%

du: 4% | 17% | 79%

Source : nperf.com

Latency Speed (average)

Busy Time   **Idle Time**

Etisalat: 39,88 | 36,92

du: 36,83 | 26,92

Source : nperf.com

Latency Speed evolution over the year (average)

2023-04 2023-05 2023-06 2023-07 2023-08 2023-09 2023-10 2023-11 2023-12 2024-01 2024-02 2024-03

— Etisalat
— du

Source : nperf.com

Fixed Internet performance in the UAE

nPerf Score (nPoints)

Etisalat **81 541**

du **100 152**

Source : nperf.com

The subscribers of du enjoyed the best fixed Internet performances in United Arab Emirates during 2024.

The nPerf score takes into account the measured speeds, the latency and the QoE tests.

The value of the points for the rates and the latency is calculated on a logarithmic scale,

to better represent the perception of the user.

Thus, this score reflects the overall quality of the connection experienced by the user.
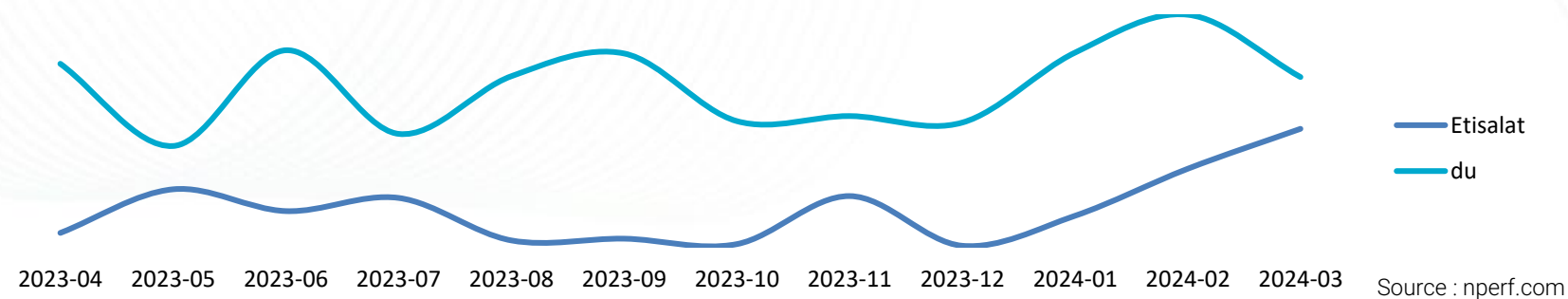
Source : nperf.com

Best fixed Internet performance in 2024

No.1 BROADBAND PERFORMANCE

etisalat by e&

Source : nperf.com

nPerf score evolution over the year (average)

2023-04 2023-05 2023-06 2023-07 2023-08 2023-09 2023-10 2023-11 2023-12 2024-01 2024-02 2024-03

Etisalat
du

Source : nperf.com

nperf

We qualify your connection