Agenda

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2 Executive summary

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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! Download our app or visit our website!

Télécharger dans l'App Store

DISPONIBLE SUR Google Play

Test your connection on nPerf.com

2. Executive Summary

The subscribers of Telemach enjoyed the best Fixed Internet performances in 2025 in Bosnia and Herzegovina.

Fixed Internet performance in Bosnia and Herzegovina

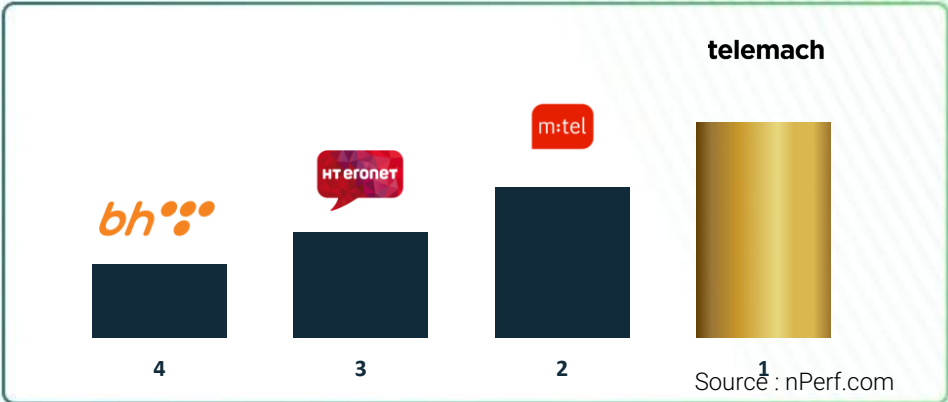|	BH Telecom	HT-Eronet	Mtel	Telemach
Download bitrates (Mb/s)	20.43	21.40	29.61	90.61
Upload bitrates (Mb/s)	5.58	7.21	13.46	18.82
Latency (ms)	52.44	51.67	35.01	24.16
Web browsing (%)	67.77	69.53	67.28	73.25
Youtube streaming (%)	76.01	75.62	73.32	80.43
nPerf Score (nPoints)	55 748	58 402	68 278	95 637

Source : nPerf.com

telemach

Best Fixed Internet performance in 2025

nPerf
BEST BROADBAND PERFORMANCE
2025

Source : nPerf.com

telemach

bh

HT eronet

m:tel

4   3   2   1

Source : nPerf.com

The subscribers of Telemach enjoyed the best WIFI Internet in 2025 in Bosnia and Herzegovina.

Fixed Internet performance in Bosnia and Herzegovina

	BH Telecom	HT-Eronet	Mtel	Telemach
Download bitrates (Mb/s)	17.39	18.82	27.85	80.08
Upload bitrates (Mb/s)	3.92	5.08	12.34	18.00
Latency (ms)	51.15	49.76	35.64	24.36
Web browsing (%)	68.29	70.67	69.91	74.33
Youtube streaming (%)	76.84	74.26	73.81	80.55
nPerf Score (nPoints)	52 793	55 337	68 370	94 492

Source : nPerf.com

The Bosnia and Herzegovina fixed-line Internet sector displays an average score of 69,516 nPoints. Telemach leads with 95,637 nPoints and dominates across all key indicators including download speed, upload speed and latency. The sector is characterized by strong leadership at the top and significant performance gaps between operators.

Telemach: consolidated leadership position

Telemach leads with 95,637 nPoints and dominates all key performance indicators. The operator achieves the best download speed with 90.61 Mbps, ideal for HD streaming and fast downloads. It also leads in upload speed with 18.82 Mbps, ensuring quality video conferencing and content sharing. With optimal latency of 24.16 ms, Telemach guarantees smooth online gaming and real-time communications. The operator also tops browsing (73.25%) and video streaming (80.43%), delivering a balanced user experience.

Mtel: competitive upload speed

Mtel ranks second with 68,278 nPoints and achieves strong upload performance with 13.46 Mbps (2nd place). The operator also ranks second in download speed with 29.61 Mbps and displays solid latency at 35.01 ms (2nd place).

HT-Eronet: solid positioning

HT-Eronet ranks third with 58,402 nPoints and delivers solid browsing performance with 69.53% (2nd place). The operator maintains competitive video streaming capabilities.

BH Telecom: progression noted

BH Telecom ranks fourth with 55,748 nPoints and achieves the second-best video streaming performance with 76.01%. The operator displays solid overall positioning.

Telemach reinforces its sector leadership with dominant performances across all indicators. The sector shows significant differentiation between operators, with users benefiting from increasingly competitive offerings particularly suited for streaming and professional communications.

nPerf provides a free application 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.

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 to 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 mean 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 perceived quality by the user.
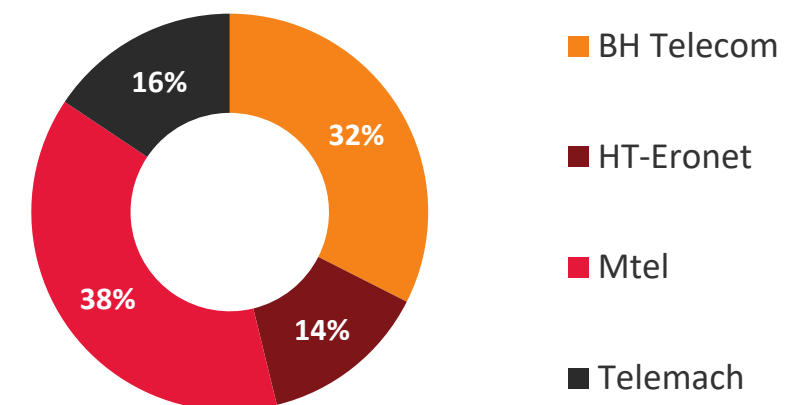
▶ Streaming performance

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 perceived quality by the user.

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 1.5% precision for absolute values and 1% point for percentage-based results, 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.

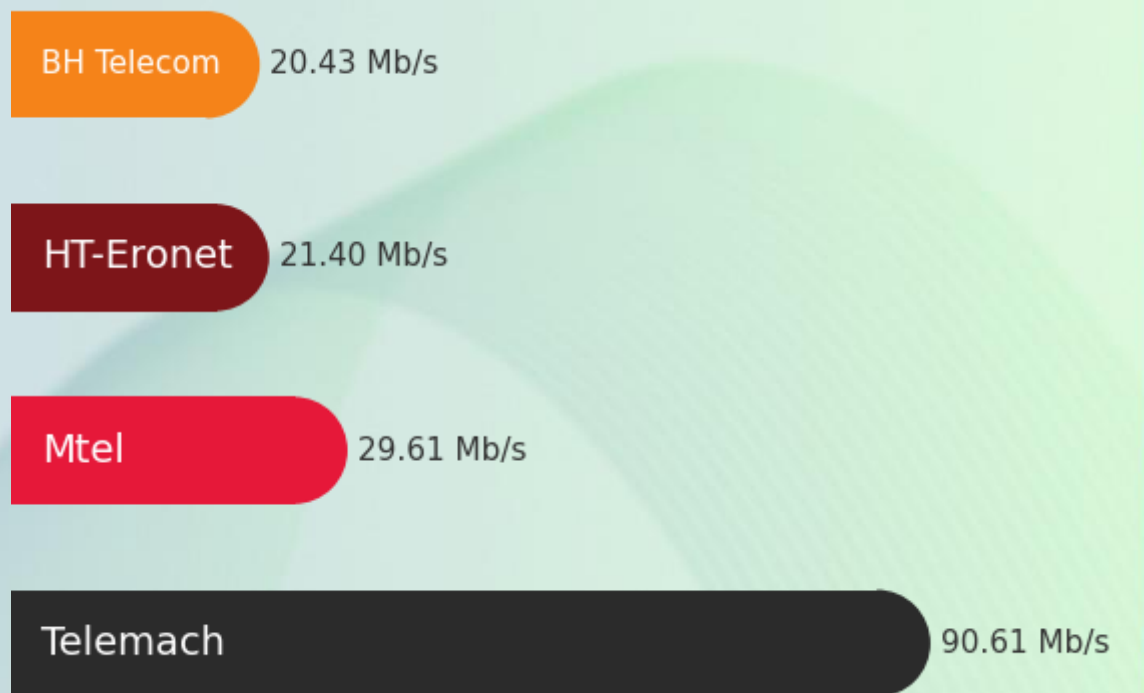**Overall distribution of the tests per provider (ISPs Share)**

- 🟧 BH Telecom — 32%
- 🟥 HT-Eronet — 14%
- 🟥 Mtel — 38%
- ⬛ Telemach — 16%

Source : nPerf.com

Download Speed

Download Speed (average)

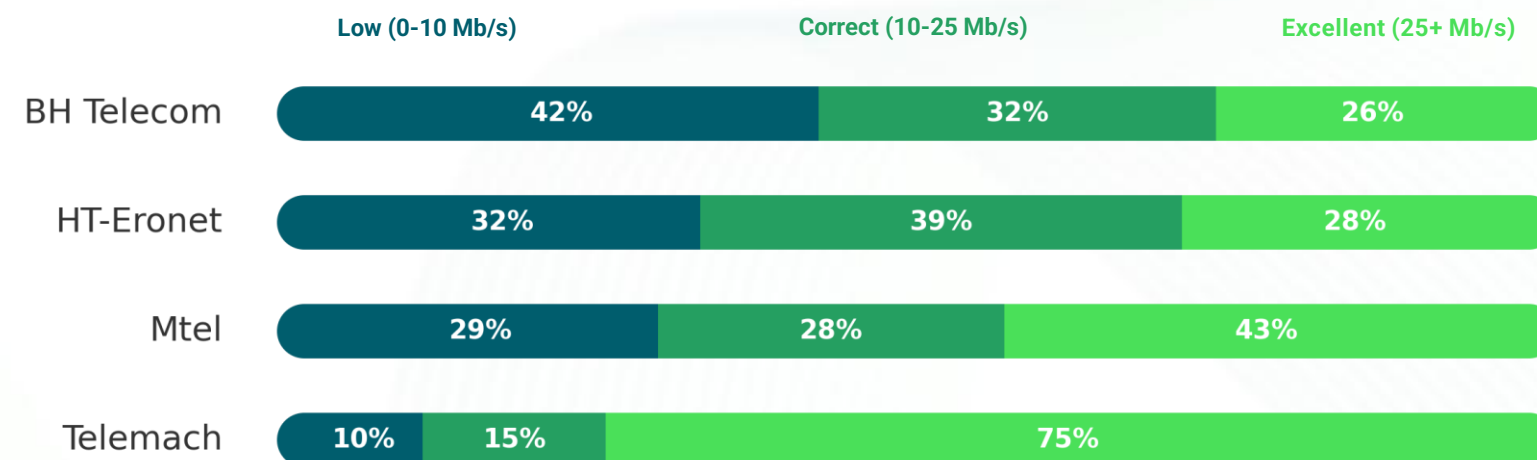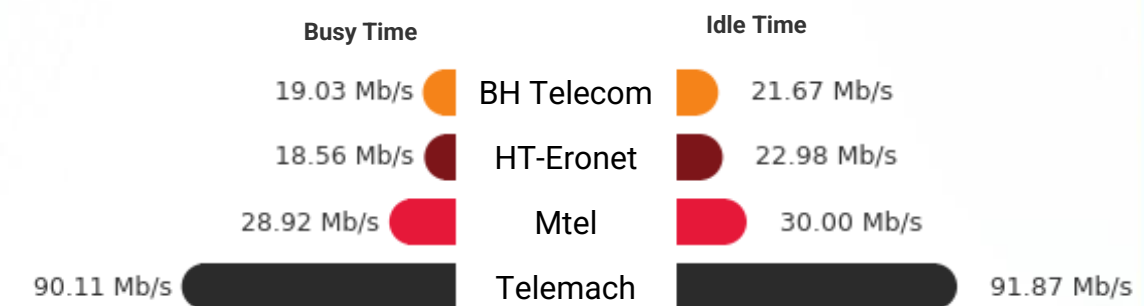| Provider	Speed
BH Telecom	20.43 Mb/s
HT-Eronet	21.40 Mb/s
Mtel	29.61 Mb/s
Telemach	90.61 Mb/s

Source : nPerf.com

The subscribers of Telemach enjoyed the best Fixed Internet Download Speed in 2025.
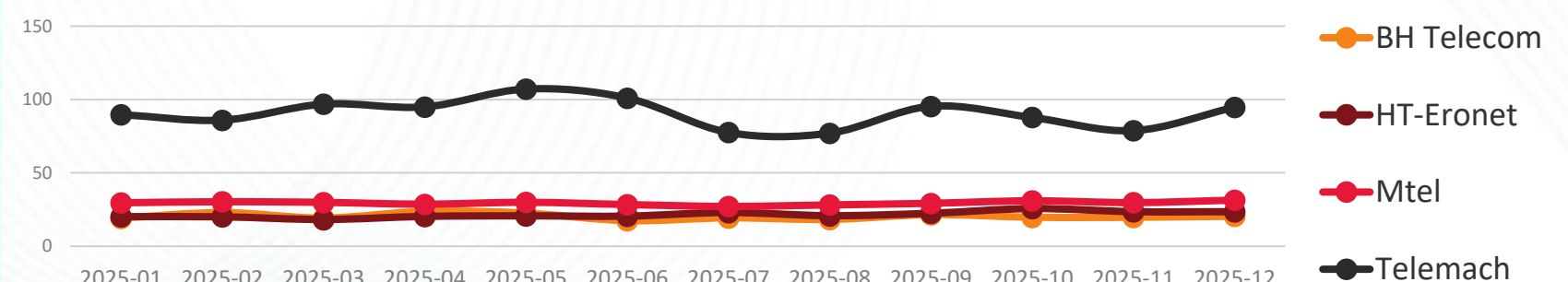
Download Speed results ventilation (average)

	Low (0-10 Mb/s)	Correct (10-25 Mb/s)	Excellent (25+ Mb/s)
BH Telecom	42%	32%	26%
HT-Eronet	32%	39%	28%
Mtel	29%	28%	43%
Telemach	10%	15%	75%

Source : nPerf.com

Download Speed (average)

Busy Time	Provider	Idle Time
19.03 Mb/s	BH Telecom	21.67 Mb/s
18.56 Mb/s	HT-Eronet	22.98 Mb/s
28.92 Mb/s	Mtel	30.00 Mb/s
90.11 Mb/s	Telemach	91.87 Mb/s

Source : nPerf.com

Download Speed evolution over the year (average)

Legend: BH Telecom, HT-Eronet, Mtel, Telemach

Source : nPerf.com

Upload Speed

Upload Speed (average)

BH Telecom — 5.58 Mb/s

HT-Eronet — 7.21 Mb/s

Mtel — 13.46 Mb/s

Telemach — 18.82 Mb/s
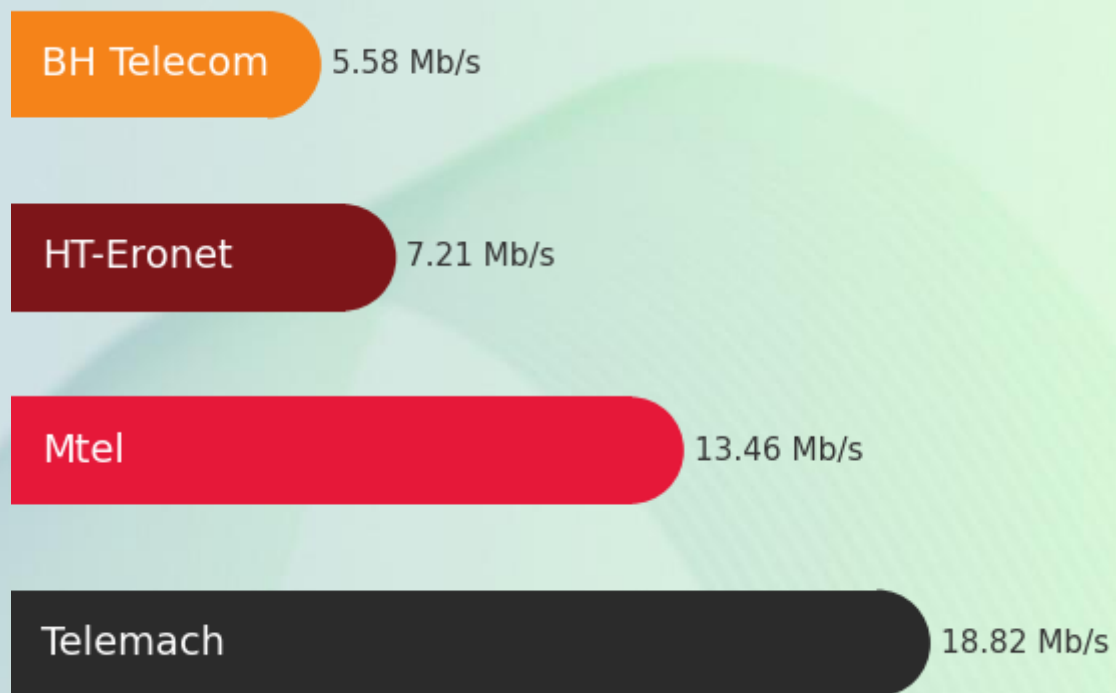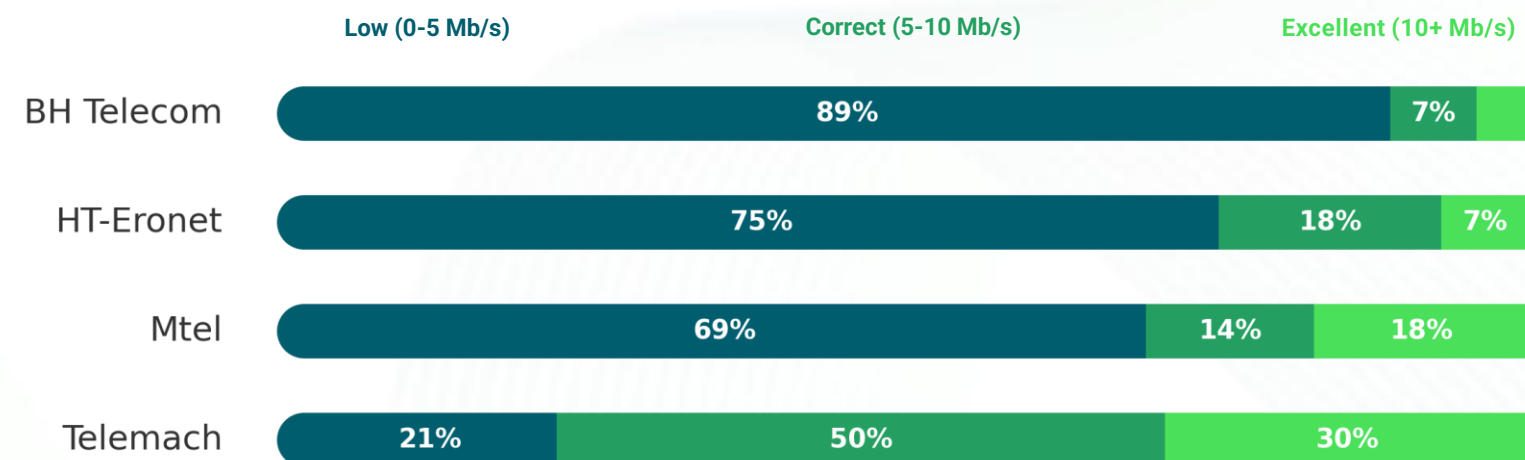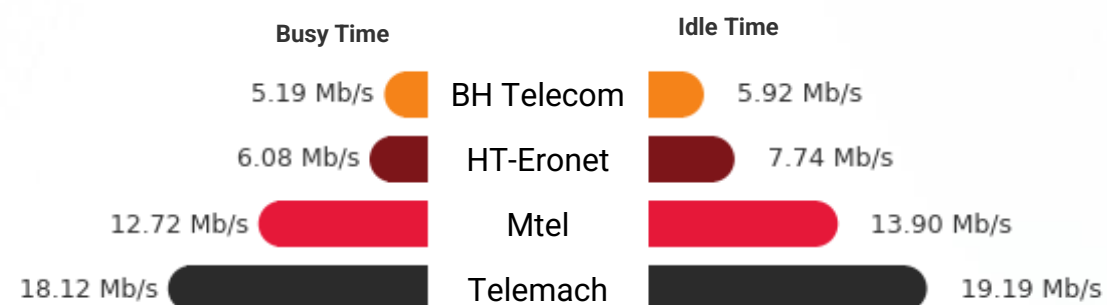
Source : nPerf.com

The subscribers of Telemach enjoyed the best Fixed Internet Upload Speed in 2025.
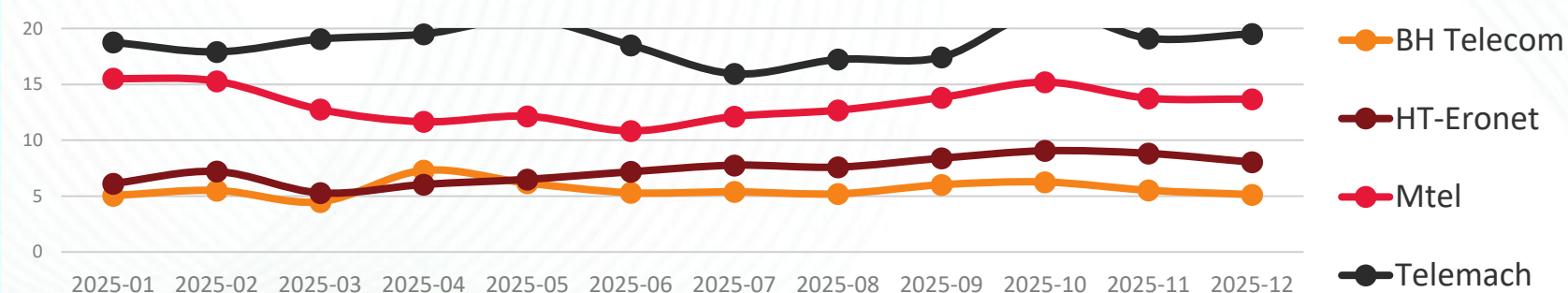
Upload Speed results ventilation (average)

	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
BH Telecom	89%	7%	
HT-Eronet	75%	18%	7%
Mtel	69%	14%	18%
Telemach	21%	50%	30%

Source : nPerf.com

Upload Speed (average)

	Busy Time		Idle Time
BH Telecom	5.19 Mb/s		5.92 Mb/s
HT-Eronet	6.08 Mb/s		7.74 Mb/s
Mtel	12.72 Mb/s		13.90 Mb/s
Telemach	18.12 Mb/s		19.19 Mb/s

Source : nPerf.com

Upload Speed evolution over the year (average)

BH Telecom, HT-Eronet, Mtel, Telemach

2025-01 … 2025-12

Source : nPerf.com

Latency (average)

Provider	Latency
BH Telecom	52.44 ms
HT-Eronet	51.67 ms
Mtel	35.01 ms
Telemach	24.16 ms
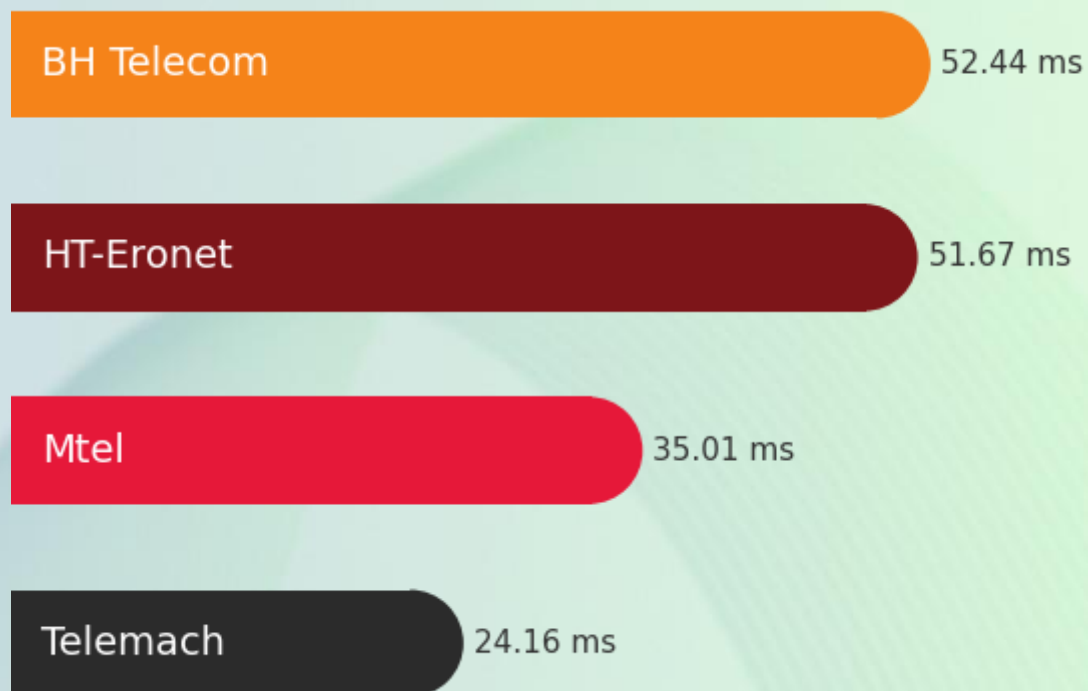
Source : nPerf.com
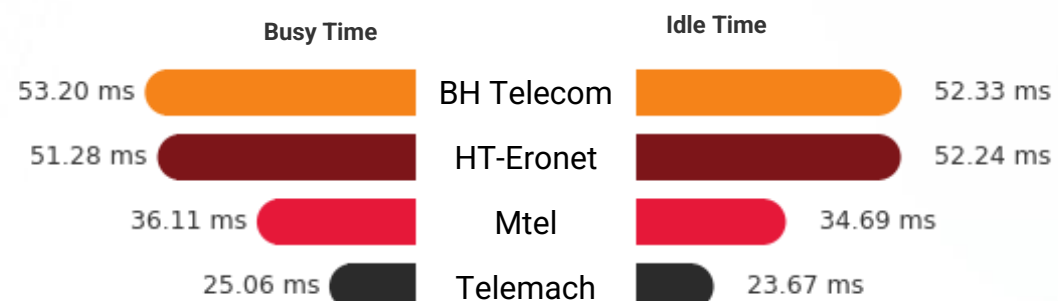
The subscribers of Telemach enjoyed the best Fixed Internet Latency in 2025.
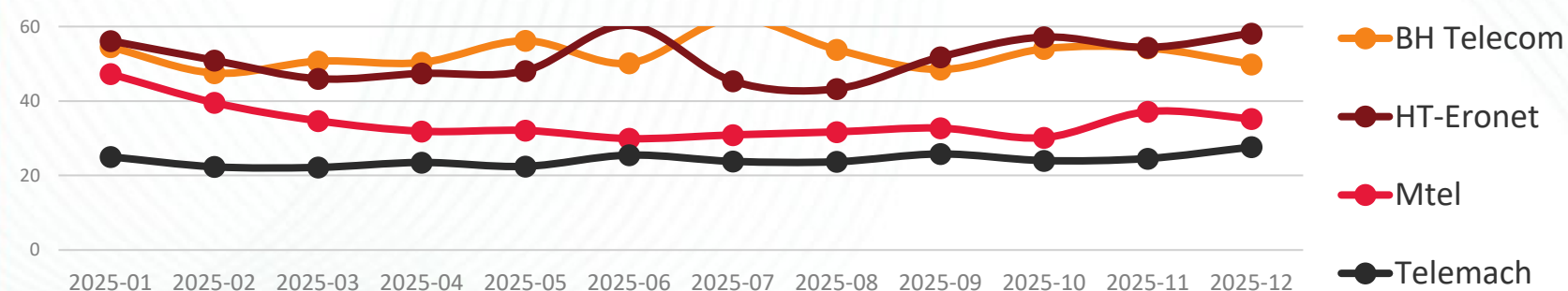
Latency results ventilation (average)

Slow (100 ms +) Correct (30-100 ms) Excellent (0-30 ms)

Provider		
BH Telecom	80%	20%
HT-Eronet	69%	31%
Mtel	39%	61%
Telemach	12%	88%

Source : nPerf.com

Latency (average)

Busy Time		Idle Time
53.20 ms	BH Telecom	52.33 ms
51.28 ms	HT-Eronet	52.24 ms
36.11 ms	Mtel	34.69 ms
25.06 ms	Telemach	23.67 ms

Source : nPerf.com

Latency evolution over the year (average)

Legend: BH Telecom, HT-Eronet, Mtel, Telemach

Source : nPerf.com

Browsing Performance

Browsing Performance (average)

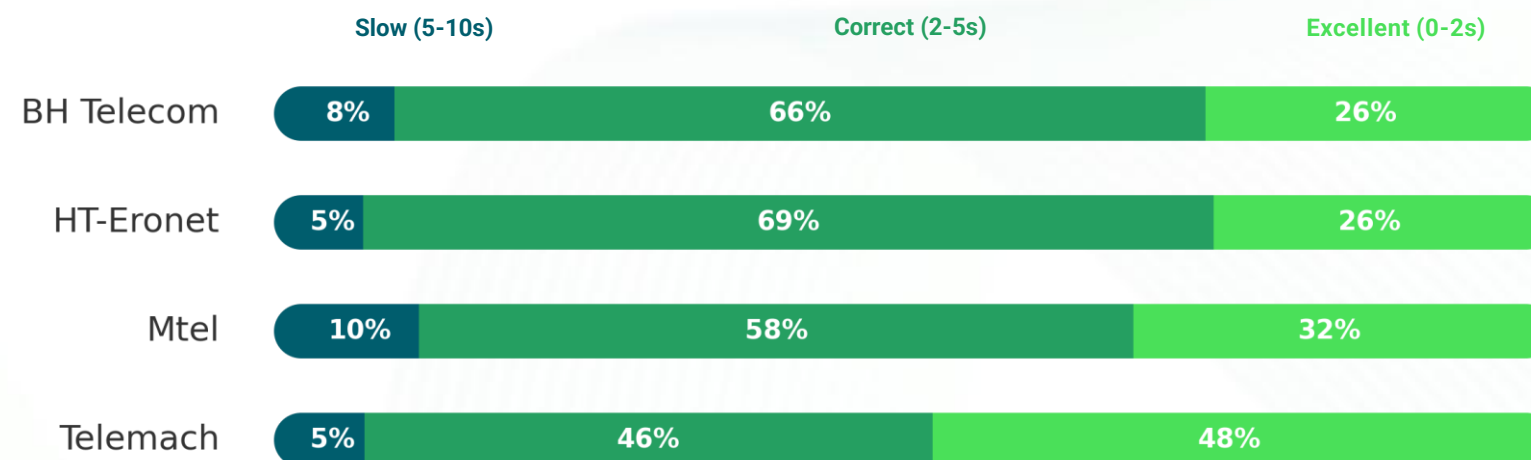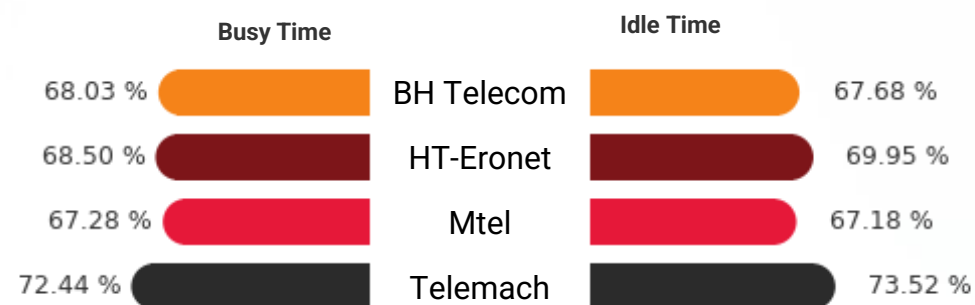| Provider	Value
BH Telecom	67.77 %
HT-Eronet	69.53 %
Mtel	67.28 %
Telemach	73.25 %
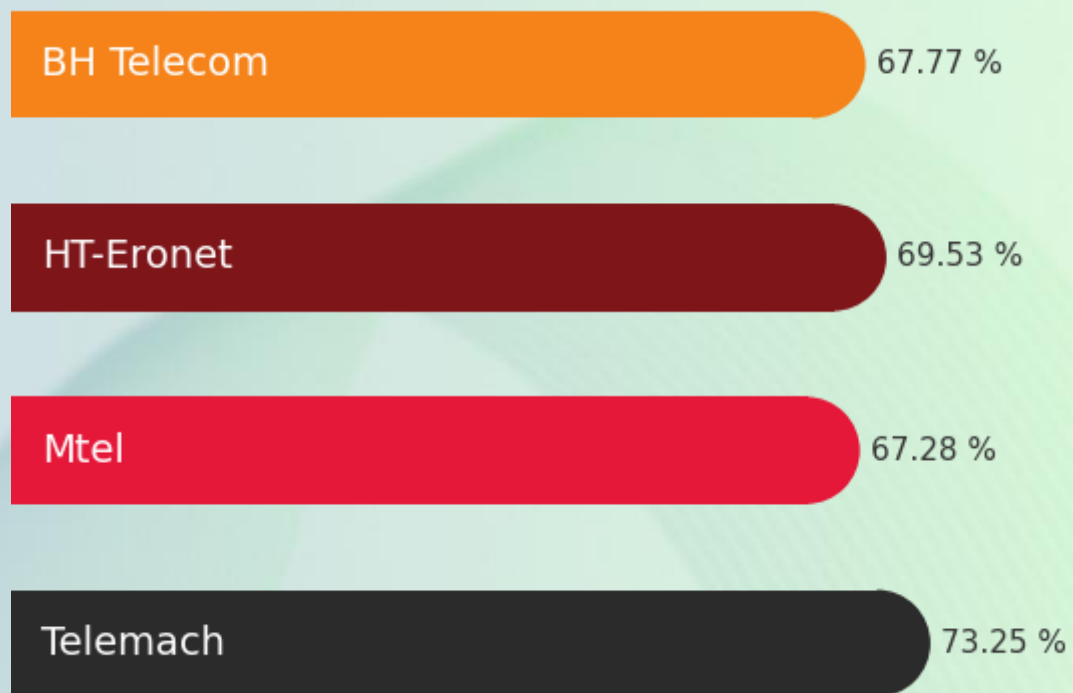
Source : nPerf.com

The subscribers of Telemach enjoyed the best Fixed Internet Browsing Performance in 2025.

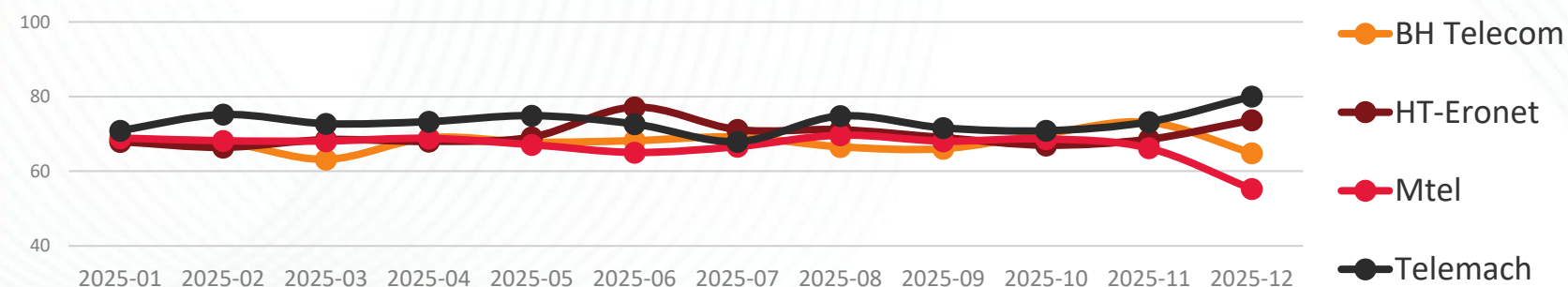## Browsing Performance results ventilation (average)

	Slow (5-10s)	Correct (2-5s)	Excellent (0-2s)
BH Telecom	8%	66%	26%
HT-Eronet	5%	69%	26%
Mtel	10%	58%	32%
Telemach	5%	46%	48%

Source : nPerf.com

Browsing Performance (average)

Busy Time		Idle Time
68.03 %	BH Telecom	67.68 %
68.50 %	HT-Eronet	69.95 %
67.28 %	Mtel	67.18 %
72.44 %	Telemach	73.52 %

Source : nPerf.com

Browsing Performance evolution over the year (average)

Legend: BH Telecom, HT-Eronet, Mtel, Telemach

Source : nPerf.com

Fixed Internet - 01/01/2025 - 12/31/2025- Bosnia and Herzegovina

Streaming Performance

Streaming Performance (average)

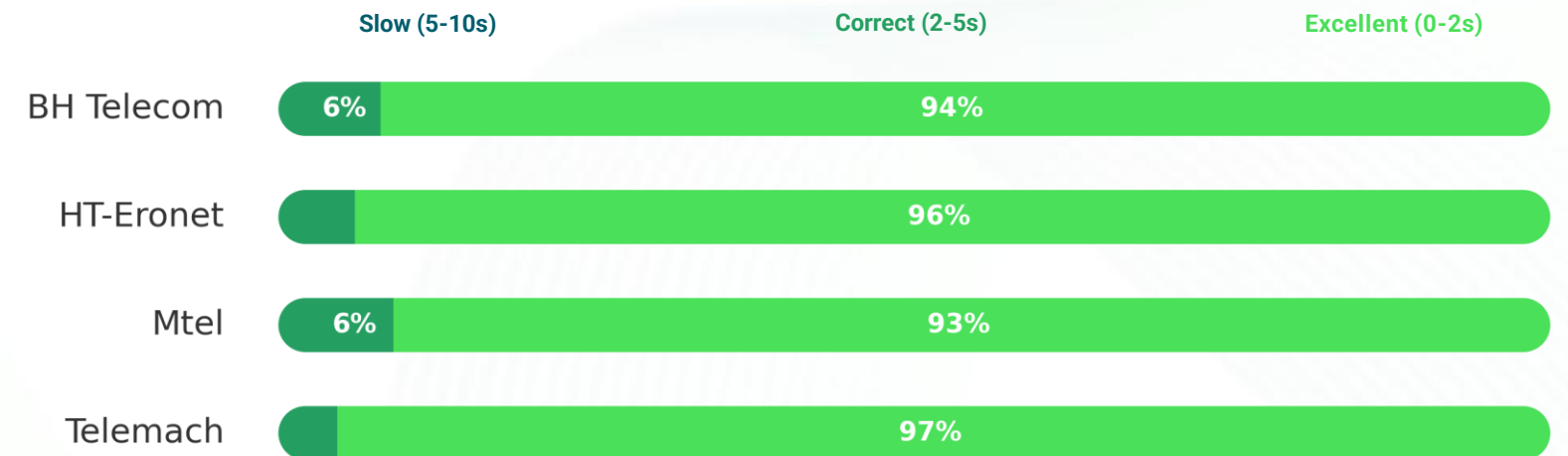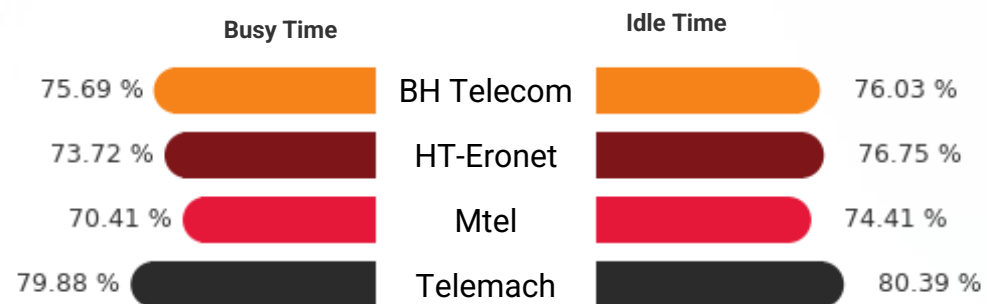|	
BH Telecom	76.01 %
HT-Eronet	75.62 %
Mtel	73.32 %
Telemach	80.43 %
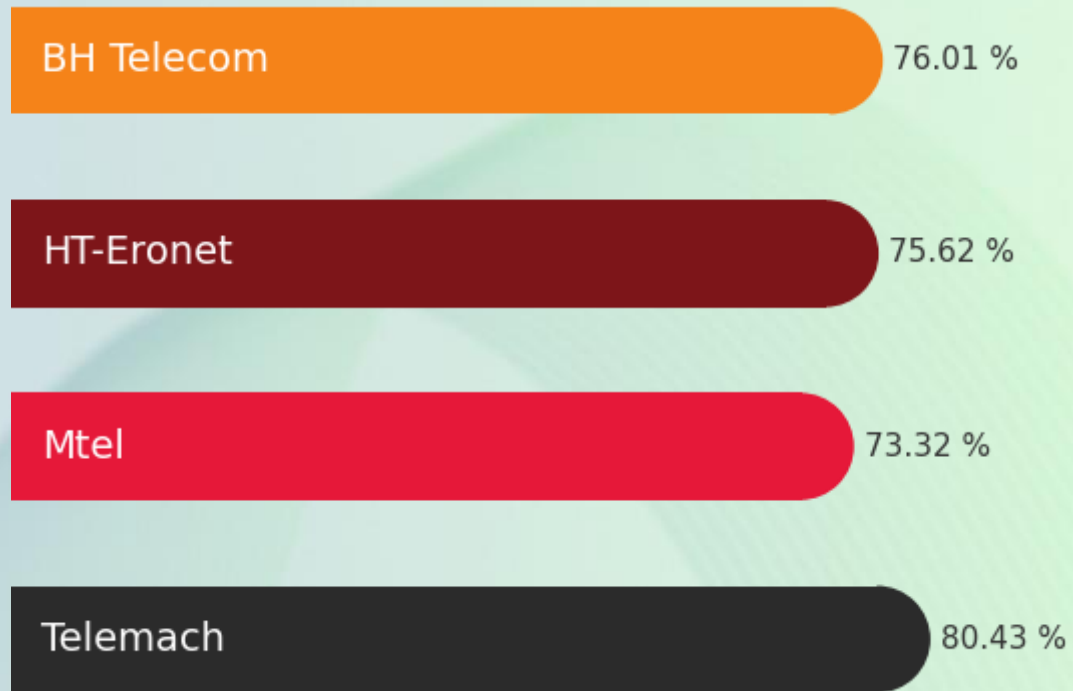
Source : nPerf.com

The subscribers of Telemach enjoyed the best Fixed Internet Streaming Performance in 2025.

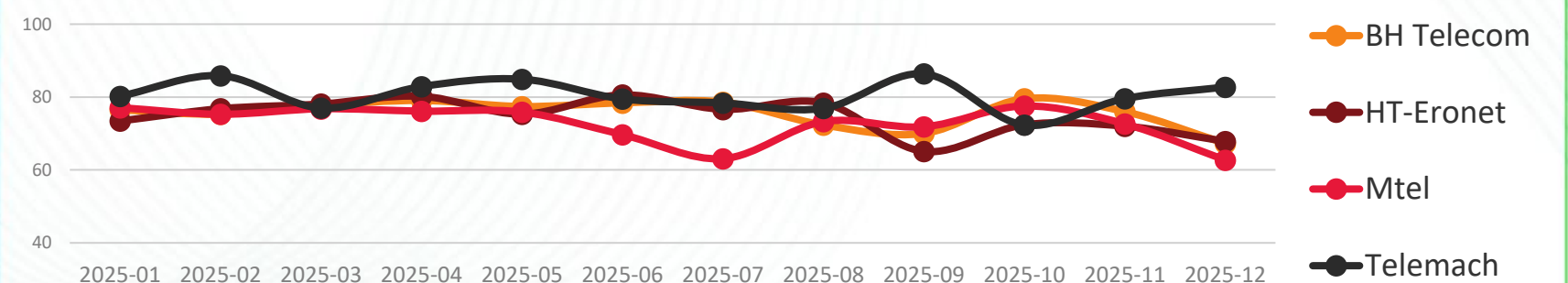## Streaming Performance results ventilation (average)

	Slow (5-10s)	Correct (2-5s)	Excellent (0-2s)
BH Telecom	6%		94%
HT-Eronet			96%
Mtel	6%		93%
Telemach			97%

Source : nPerf.com

Streaming Performance (average)

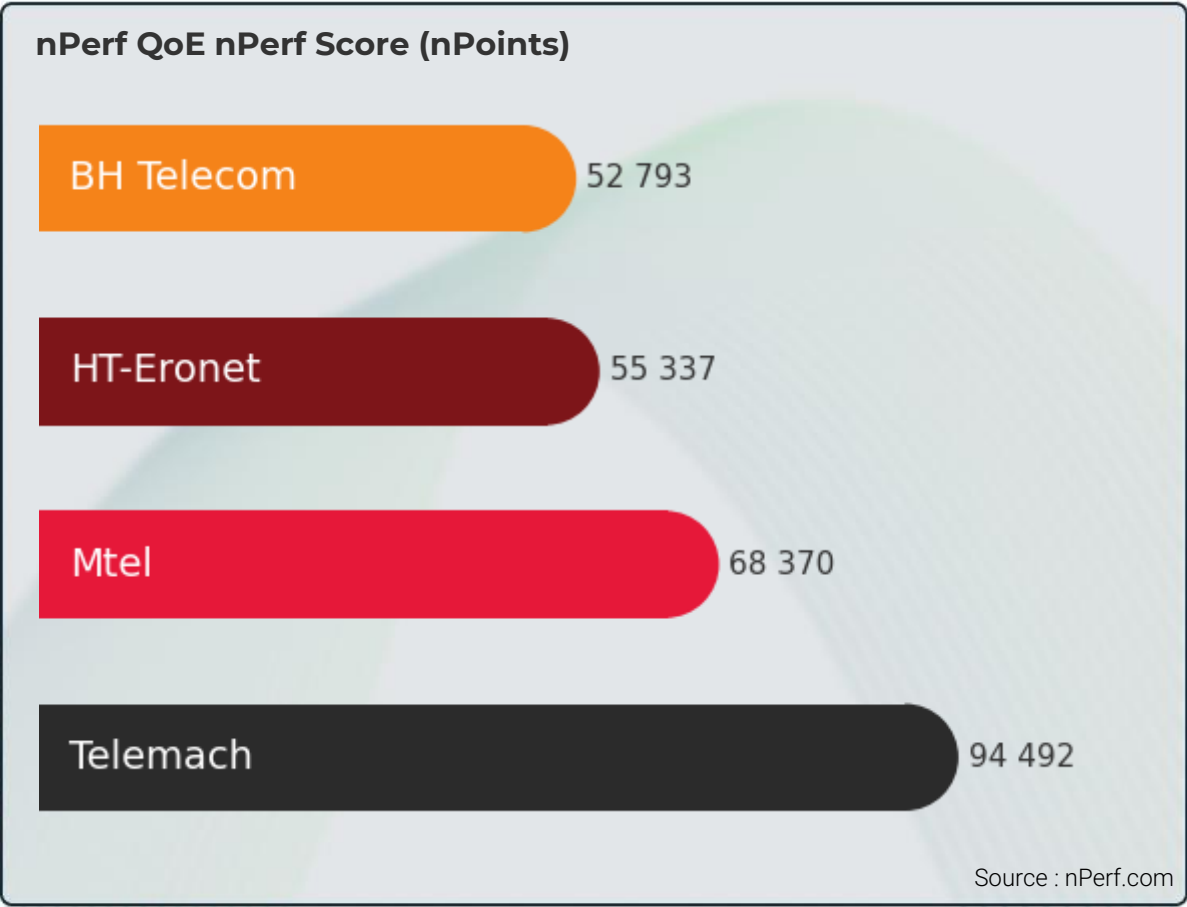| Busy Time			Idle Time
75.69 %	BH Telecom		76.03 %
73.72 %	HT-Eronet		76.75 %
70.41 %	Mtel		74.41 %
79.88 %	Telemach		80.39 %

Source : nPerf.com

Streaming Performance evolution over the year (average)

— BH Telecom
— HT-Eronet
— Mtel
— Telemach

Source : nPerf.com

nPerf QoE nPerf Score (nPoints)

BH Telecom — 52 793
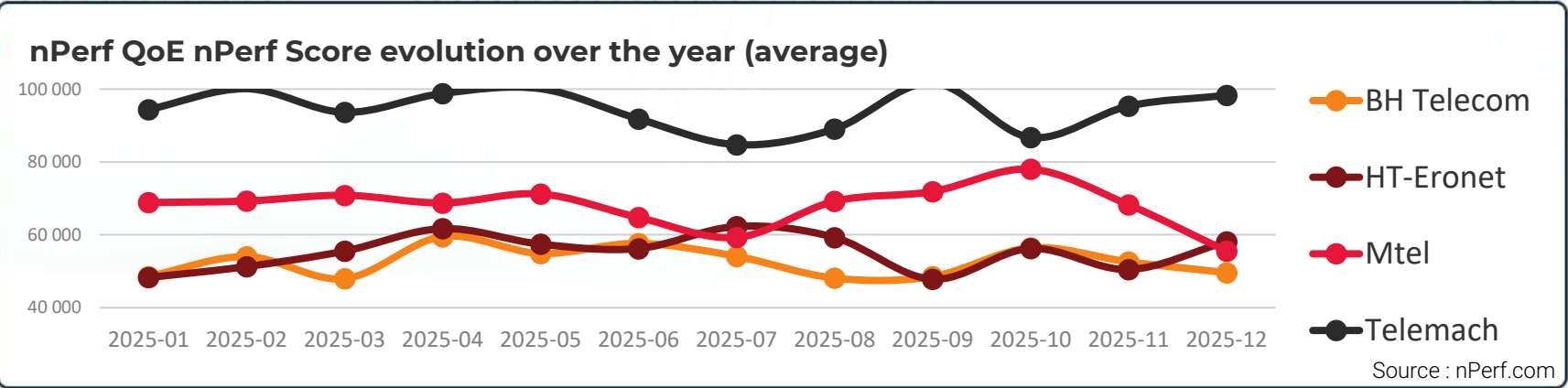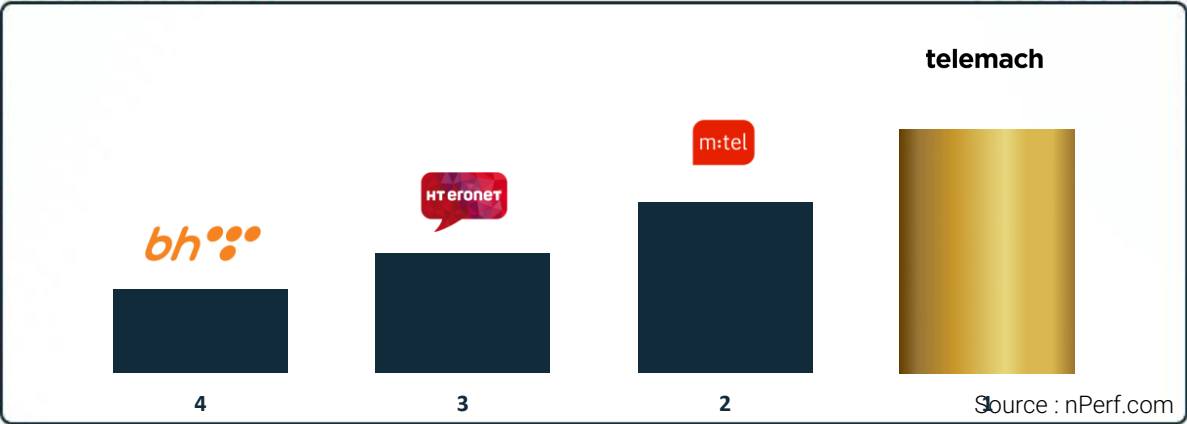
HT-Eronet — 55 337
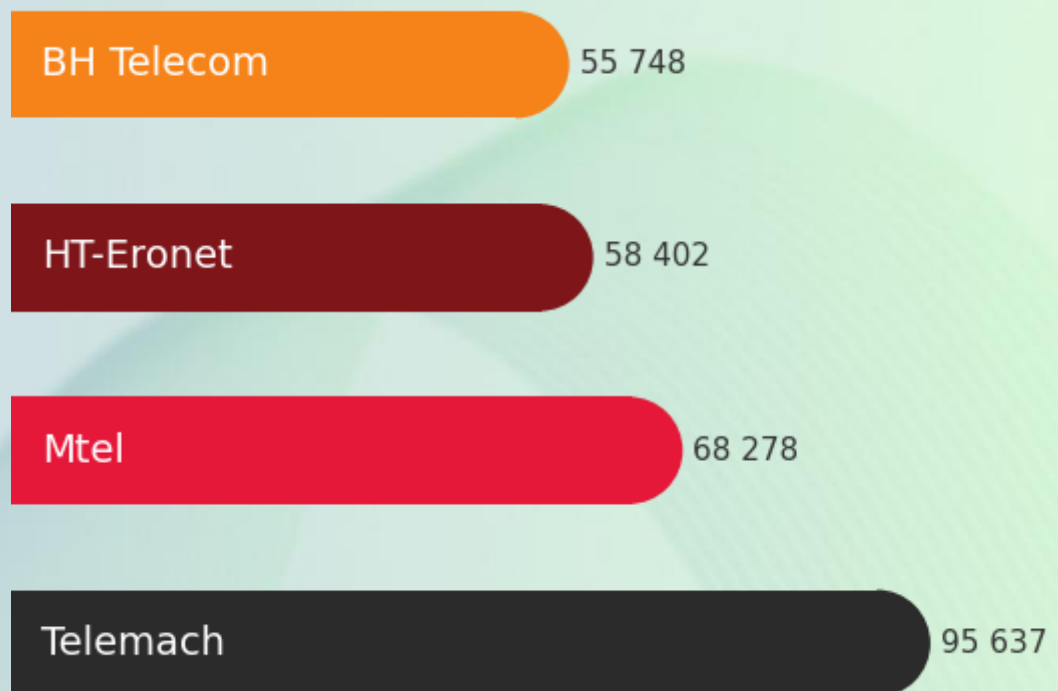
Mtel — 68 370

Telemach — 94 492

Source : nPerf.com

The subscribers of Telemach enjoyed the best WIFI Internet in 2025.

Best performances WIFI: Telemach

Fastest performances (Download Speed) WIFI: Telemach

Fastest performances (Upload Speed) WIFI: Telemach

WIFI connections with the lowest latency: Telemach

Best web browsing performances WIFI: Telemach

Best streaming performances WIFI: Telemach

Source : nPerf.com

telemach

bh — 4

HT eronet — 3

m:tel — 2

Source : nPerf.com

nPerf QoE nPerf Score evolution over the year (average)

Legend: BH Telecom, HT-Eronet, Mtel, Telemach

X-axis: 2025-01, 2025-02, 2025-03, 2025-04, 2025-05, 2025-06, 2025-07, 2025-08, 2025-09, 2025-10, 2025-11, 2025-12

Y-axis: 40 000, 60 000, 80 000, 100 000

Source : nPerf.com

nPerf Score (nPoints)

Provider	Score
BH Telecom	55 748
HT-Eronet	58 402
Mtel	68 278
Telemach	95 637

Source : nPerf.com

The subscribers of Telemach enjoyed the best Fixed Internet performances in 2025.

The nPerf score takes into account the measured bitrates, 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

telemach

Best Fixed Internet performance in 2025

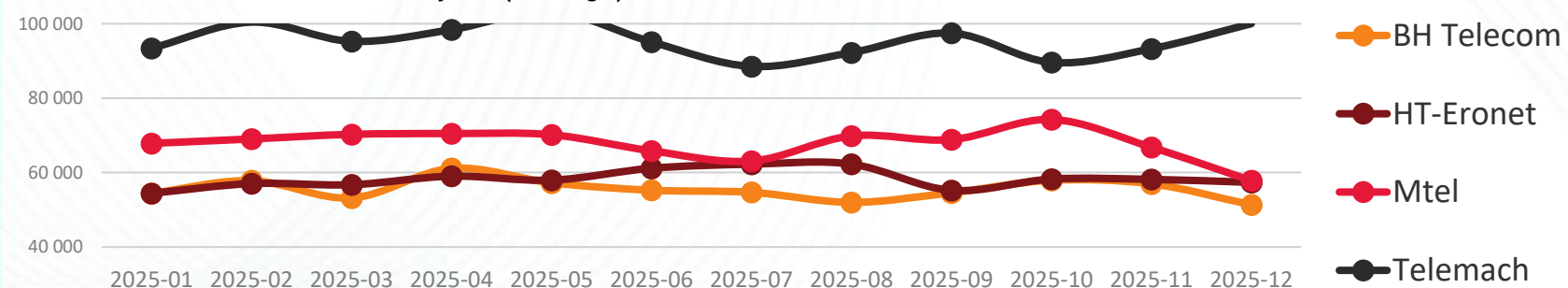BEST BROADBAND PERFORMANCE 2025

telemach

4	3	2

Source : nPerf.com

nPerf Score evolution over the year (average)

- BH Telecom
- HT-Eronet
- Mtel
- Telemach

Source : nPerf.com

nperf

We qualify your connection