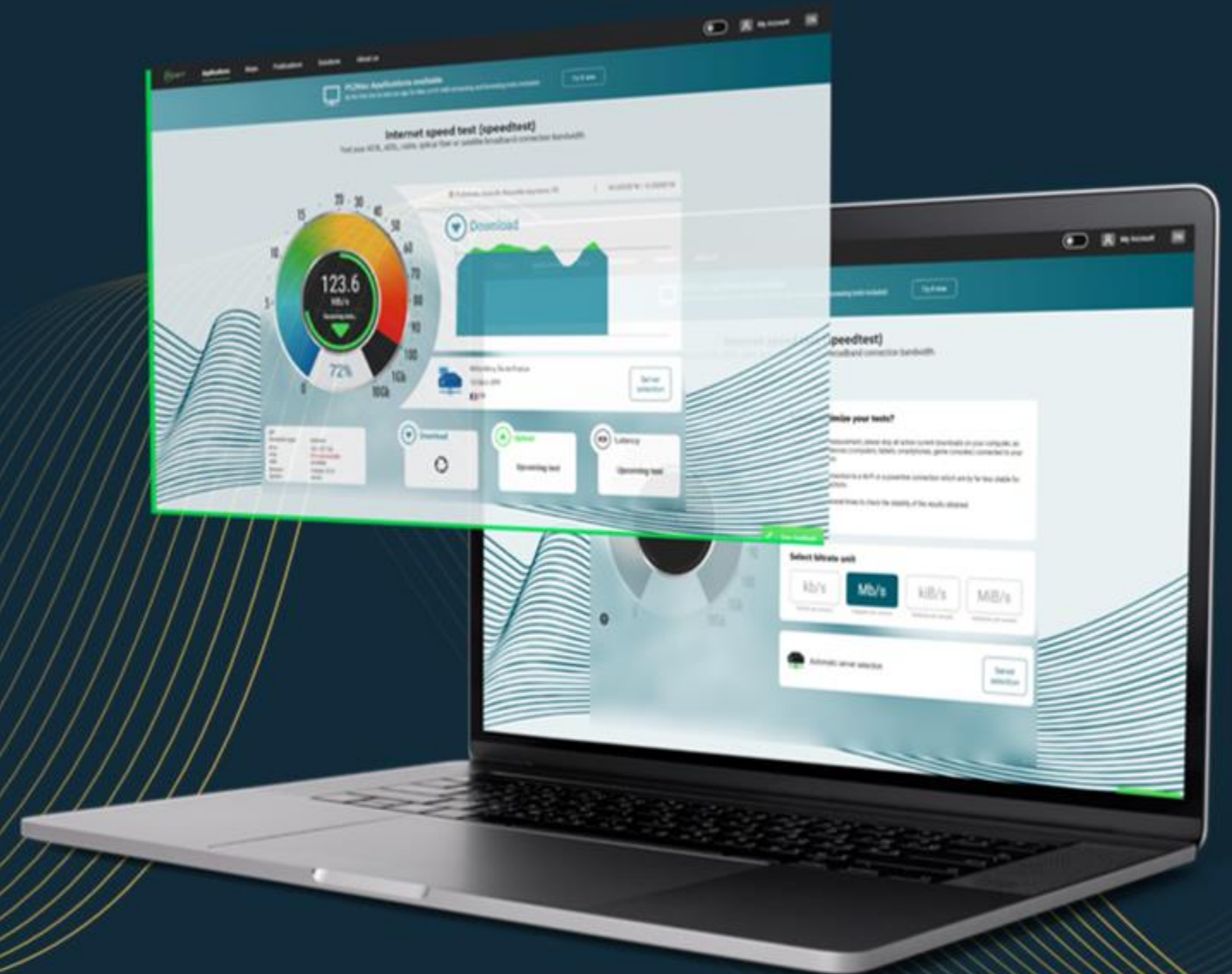


Barometer of fixed Internet connections in Bosnia and Herzegovina

01/01/2024 - 12/31/2024



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nPerf**

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**nPerf Network
assessment**

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.

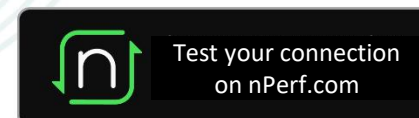
 **300k+** tests daily worldwide.

 **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!



2. Executive Summary



The subscribers of Telemach enjoyed the best fixed Internet performances in 2024.

Fixed Internet connections in Bosnia and Herzegovina

	BH Telecom	HT-Eronet	Mtel Bosnia	Telemach
▼ Download bitrates (Mb/s)	16.58	21.17	28.76	90.69
▲ Upload bitrates (Mb/s)	4.15	6.39	13.21	16.03
◀▶ Latency (ms)	53.23	53.17	38.25	28.05
🌐 Web browsing (%)	67.95	67.84	68.90	74.92
🎥 Youtube streaming (%)	79.98	80.32	80.20	87.15
📊 nPerf Score (nPoints)	53 121	58 476	70 738	97 513

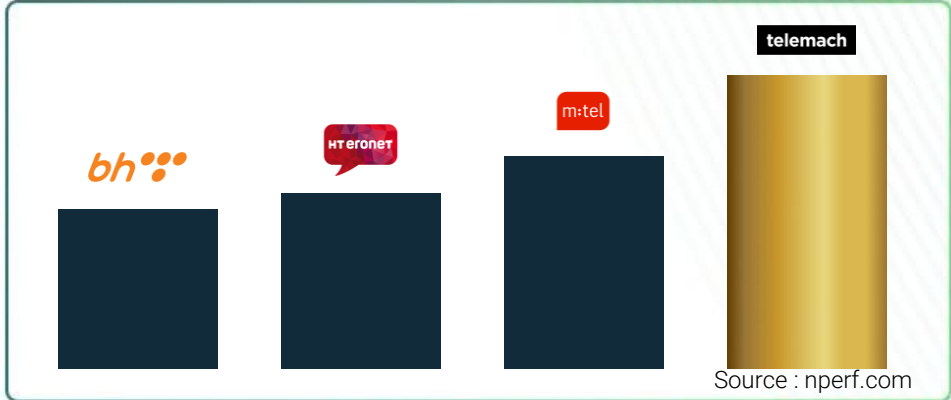
Source : nperf.com



Best fixed Internet performance
in 2024



Source : nperf.com



The subscribers of Telemach enjoyed the best WIFI Internet performances in Bosnia and Herzegovina in 2024.

WIFI Fixed Internet connections in Bosnia and Herzegovina

	BH Telecom	HT-Eronet	Mtel Bosnia	Telemach
 Download bitrates (Mb/s)	14.97	15.24	25.68	73.10
 Upload bitrates (Mb/s)	3.01	3.41	11.57	15.13
 Latency (ms)	52.19	53.35	38.23	29.16
 Web browsing (%)	68.47	68.42	71.50	75.32
 Youtube streaming (%)	78.21	75.74	81.14	87.50
 nPerf Score (nPoints)	49 996	49 752	70 273	94 228

Source : nperf.com

Introduction

In the current period from Q1 2024 to Q4 2024, the market landscape reveals Telemach as the leading force in the market, continuing its dominance from the previous year. With a focus on WiFi, Telemach has not only maintained its leadership but also improved its performance significantly, solidifying its position as the sole market leader in 2024. The market shows a positive trend with Telemach excelling in all key performance indicators (KPIs) such as Download speed, Upload speed, Latency, Browsing, and Video streaming. The main strengths of the market include robust connectivity and improved user experiences.

Telemach: Market Leader with Exceptional Performance

Telemach stands out as the market leader for the Q1 2024-Q4 2024 period, achieving a remarkable score of 97,513. The operator dominates across all KPIs, including Download speed, Upload speed, Latency, Browsing, and Video streaming, with no competition in sight. Telemach's leadership extends to the WiFi focus, where it remains the undisputed leader. The continuous improvement in these areas highlights Telemach's significant contribution to the market's overall strength and competitiveness.

Mtel: Solid second

Mtel shows good results with a strong score of 70,738 nPoints. While not the overall market leader, Mtel demonstrates significant capabilities, particularly in providing reliable internet services. The operator's performance in fixed internet is noteworthy, though it does not dominate any specific KPI or focus.

HT-Eronet: Notable Improvement in Performance

HT-Eronet shows a notable improvement with a 19.2% increase in score, reaching 58,476 nPoints. This progress highlights HT-Eronet's efforts in enhancing its service quality and competitiveness in the market. Despite not leading in specific KPIs, the operator's evolution marks a positive trend in its performance.

BH Telecom: room for improvement

BH Telecom, with a score of 53,121 nPoints, offers steady performance. Although not leading in any specific category, BH Telecom contributes to the market with a stable and dependable internet service. The operator's focus remains on maintaining consistent quality in its offerings.

Conclusion

In conclusion, Telemach emerges as the sole market leader, demonstrating exceptional performance across all KPIs and maintaining its focus on WiFi. The market is characterized by strong competition and continuous improvements. Each operator contributes uniquely, enhancing overall market dynamics and ensuring robust internet connectivity for users. The positive trends and competitive spirit promise a bright future for the fixed internet market.

4. Methodology



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 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 perceived quality by the user.

📺 Streaming performance

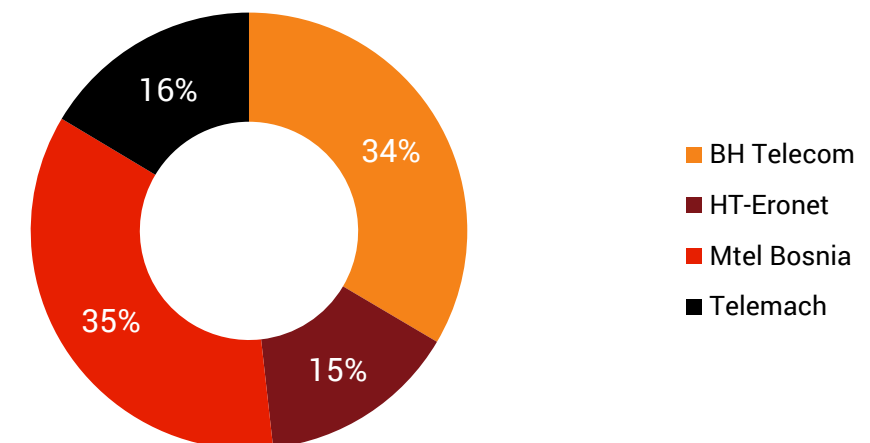
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the perceived quality by the user.

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 3% 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.

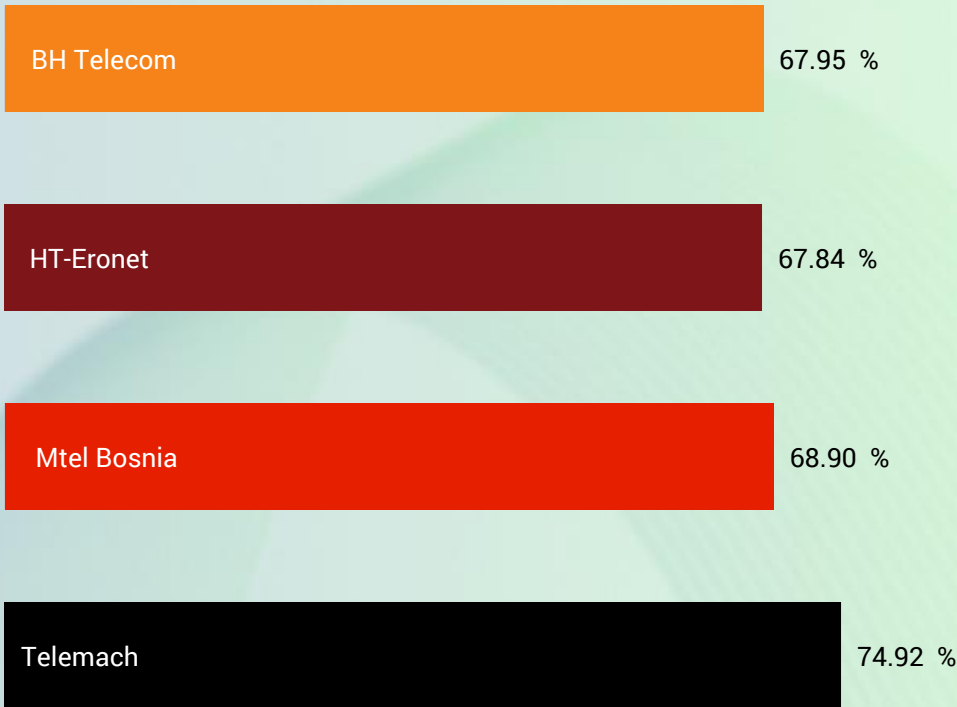
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



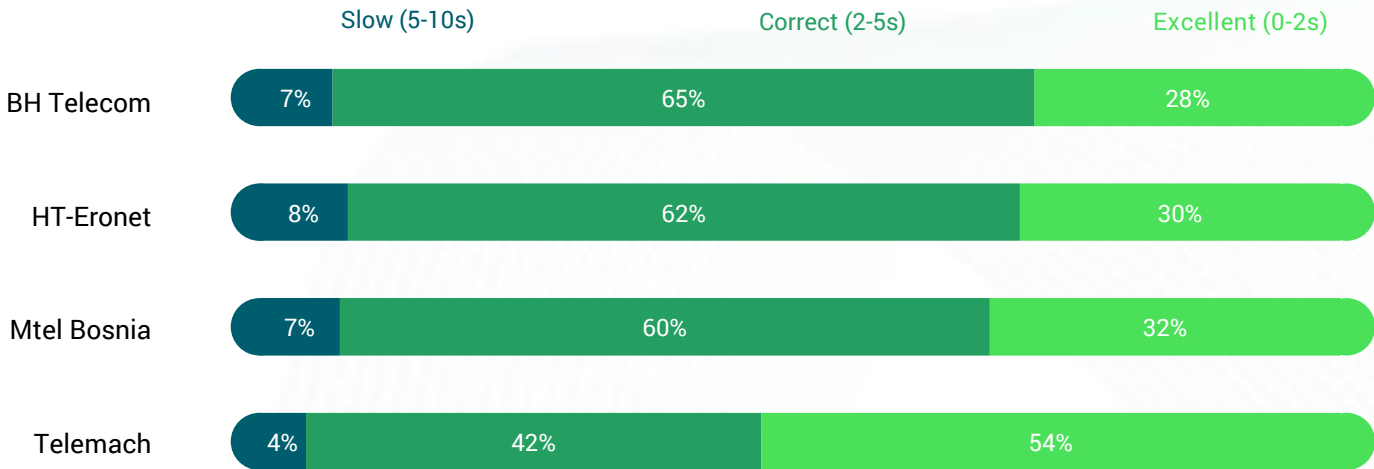
Browsing Performance rate (average)



Source : nperf.com

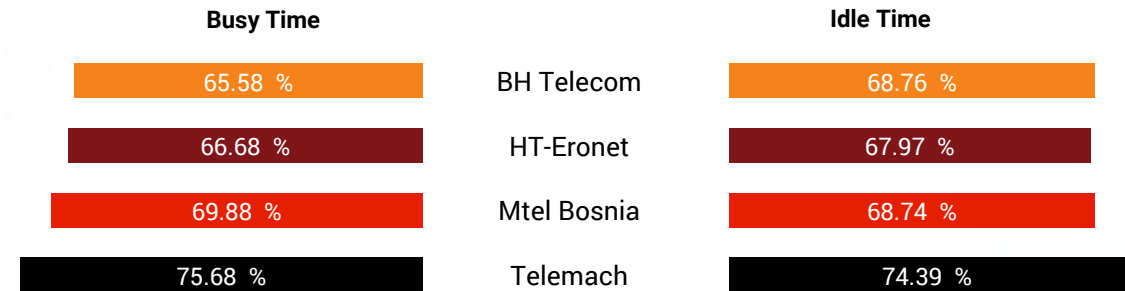
The subscribers of Telemach enjoyed the best fixed Internet browsing performance in 2024.

Browsing Performance results ventilation (average)



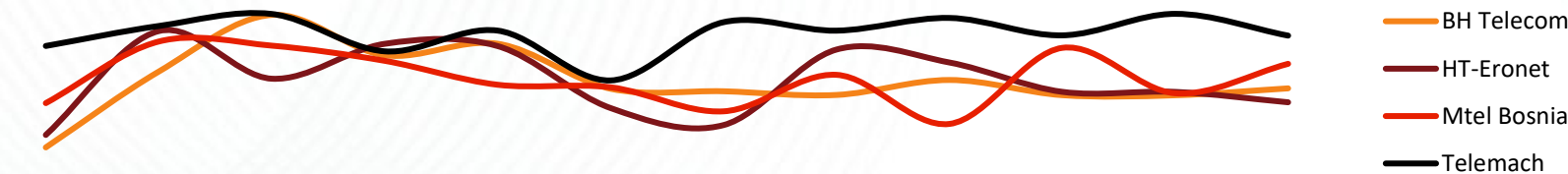
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

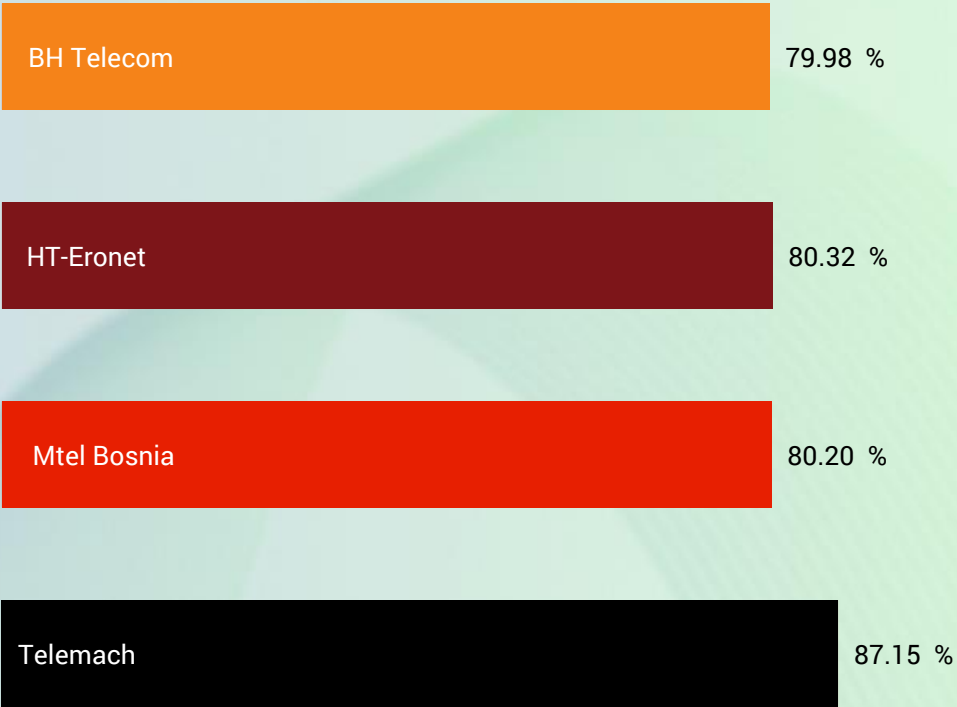
Browsing performance rate (average) evolution over the year



Source : nperf.com



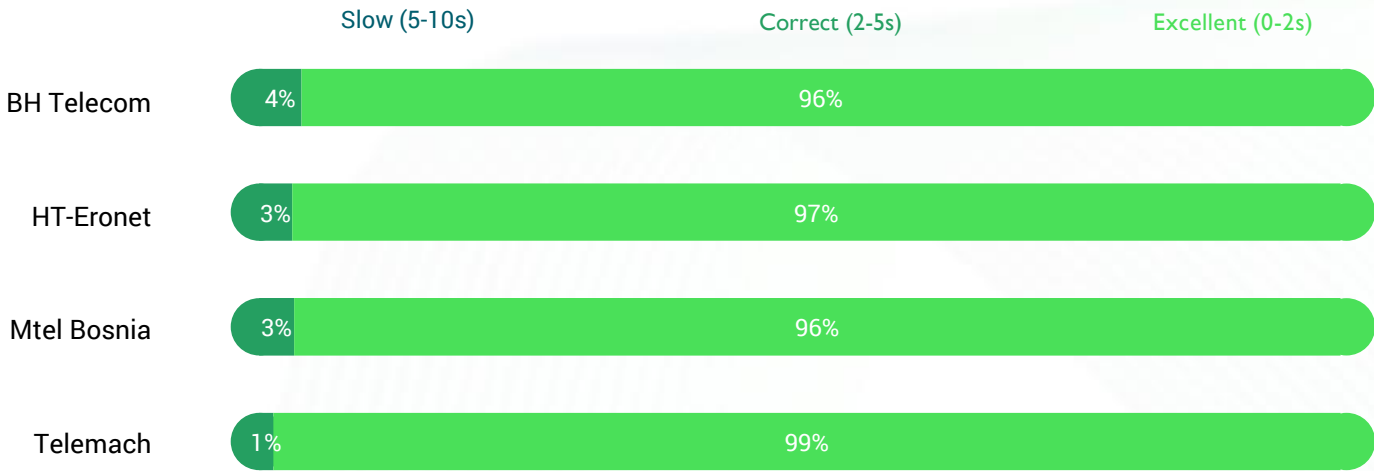
Streaming Performance rate (average)



Source : nperf.com

The subscribers of Telemach enjoyed the best fixed Internet streaming performance in 2024.

Streaming Performance results ventilation (average)



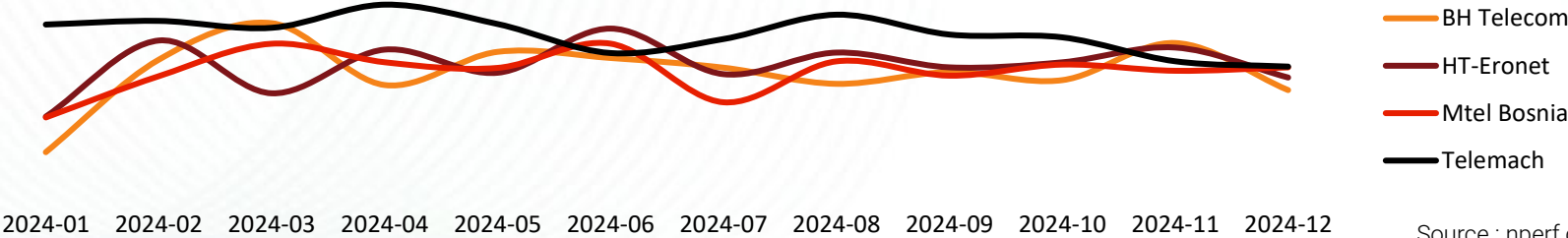
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

Streaming performance rate (average) evolution over the year



Source : nperf.com



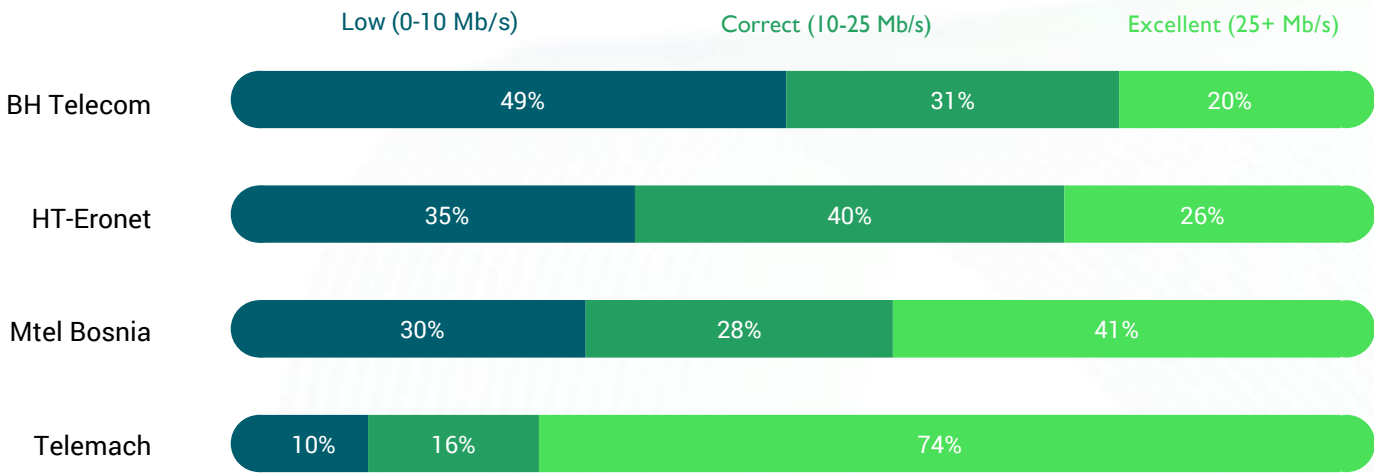
Download Speed (average)



Source : nperf.com

The subscribers of Telemach enjoyed the best average fixed Internet download speed in 2024.

Download Speed results ventilation (average)



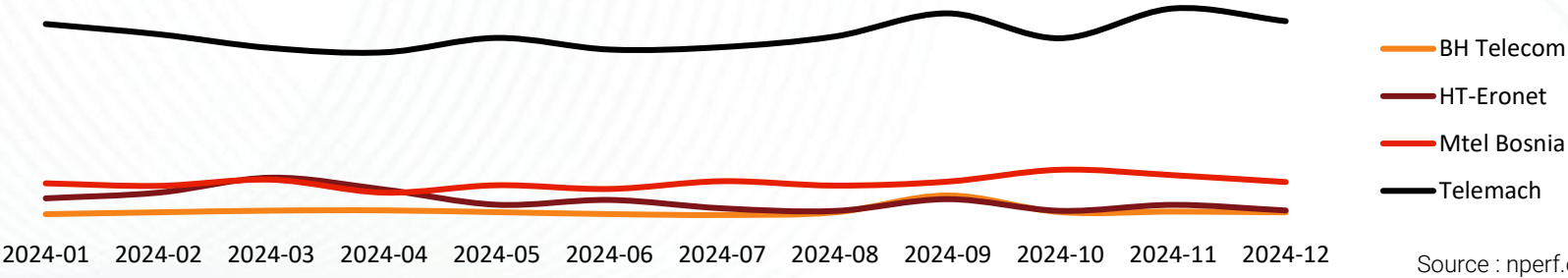
Source : nperf.com

Download Speed (average)



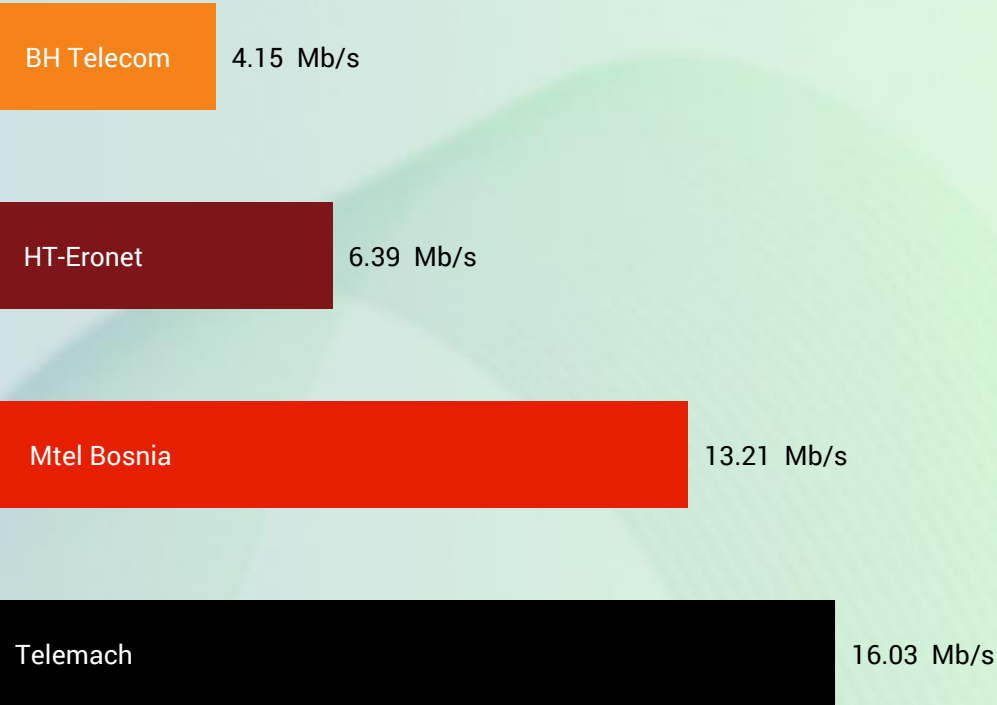
Source : nperf.com

Download Speed evolution over the year (average)





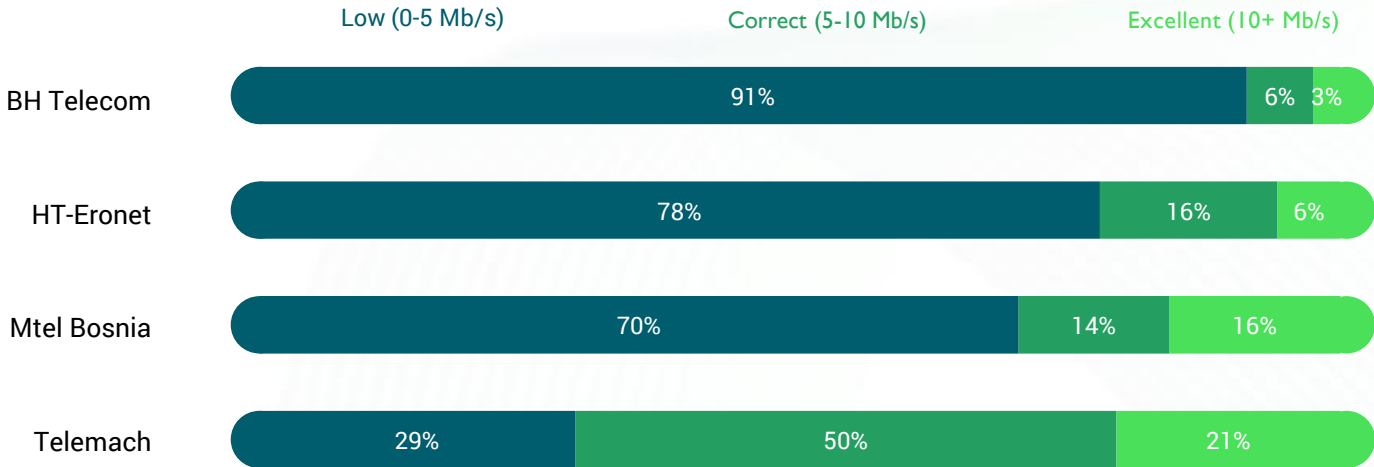
Upload Speed (average)



Source : nperf.com

The subscribers of Telemach enjoyed the best average fixed Internet upload speed in 2024.

Upload Speed results ventilation (average)



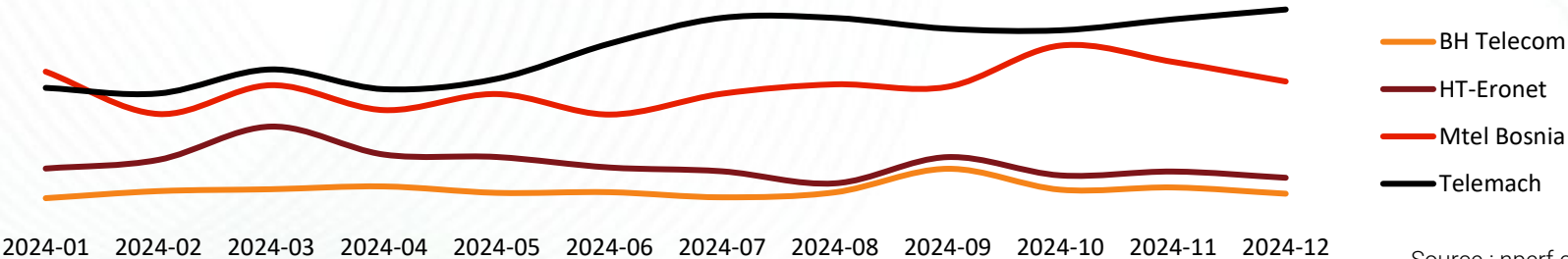
Source : nperf.com

Upload Speed (average)



Source : nperf.com

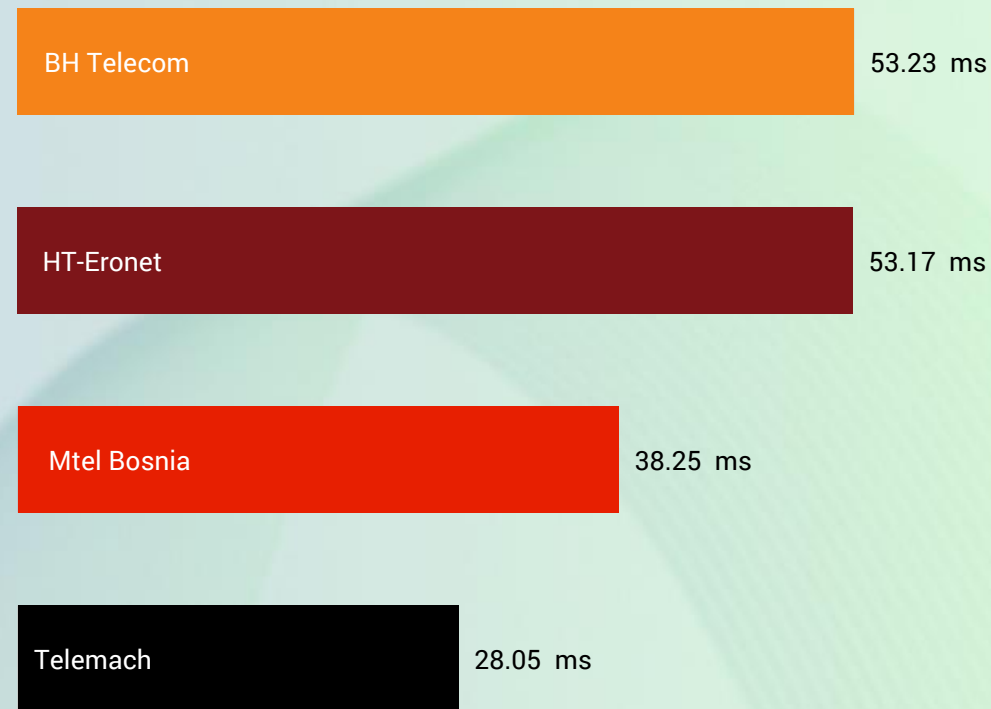
Upload Speed evolution over the year (average)



Source : nperf.com



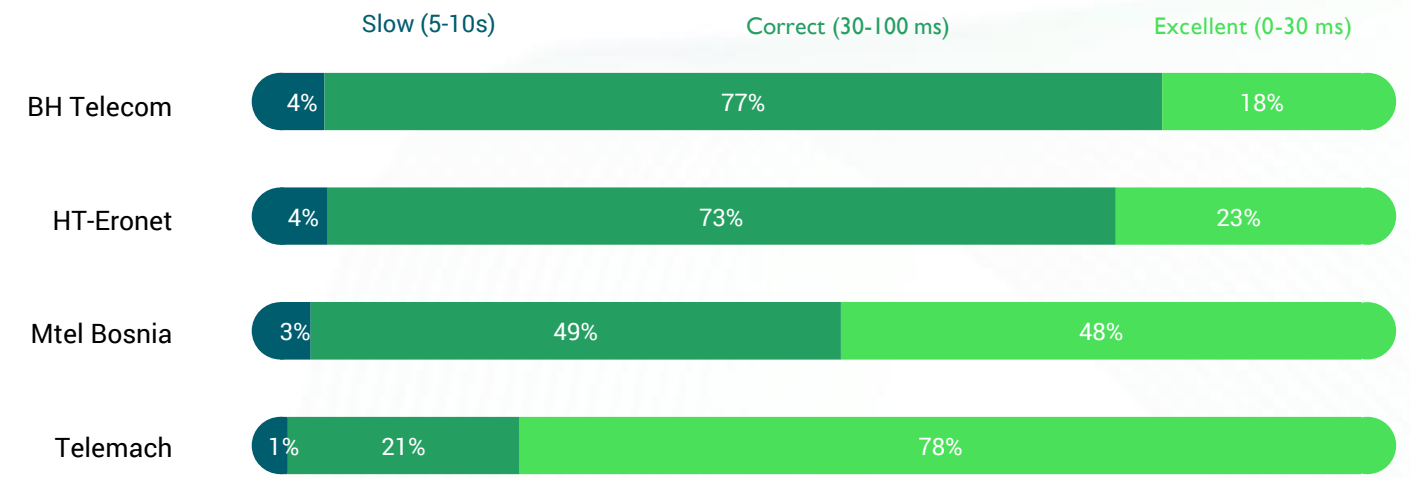
Latency Speed (average)



Source : nperf.com

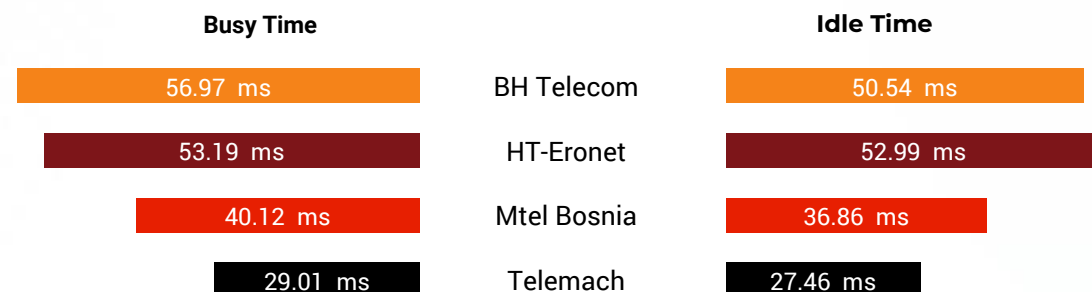
The subscribers of Telemach enjoyed the best average fixed Internet latency speed in 2024.

Latency Speed results ventilation (average)



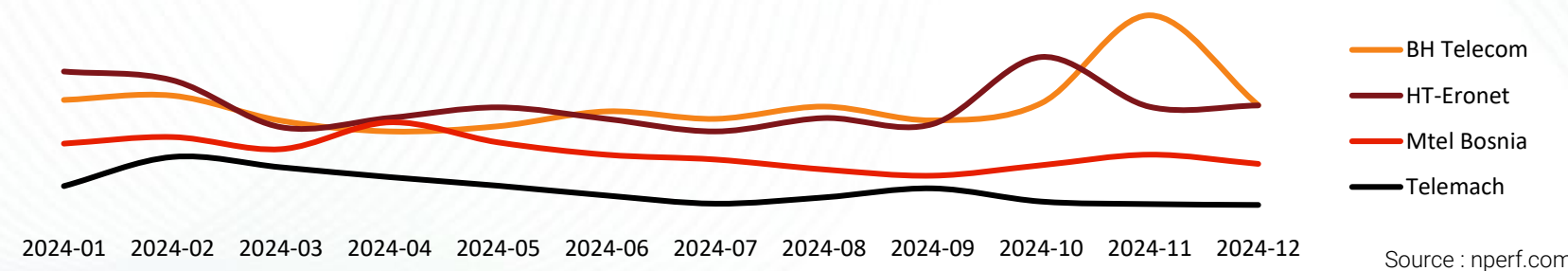
Source : nperf.com

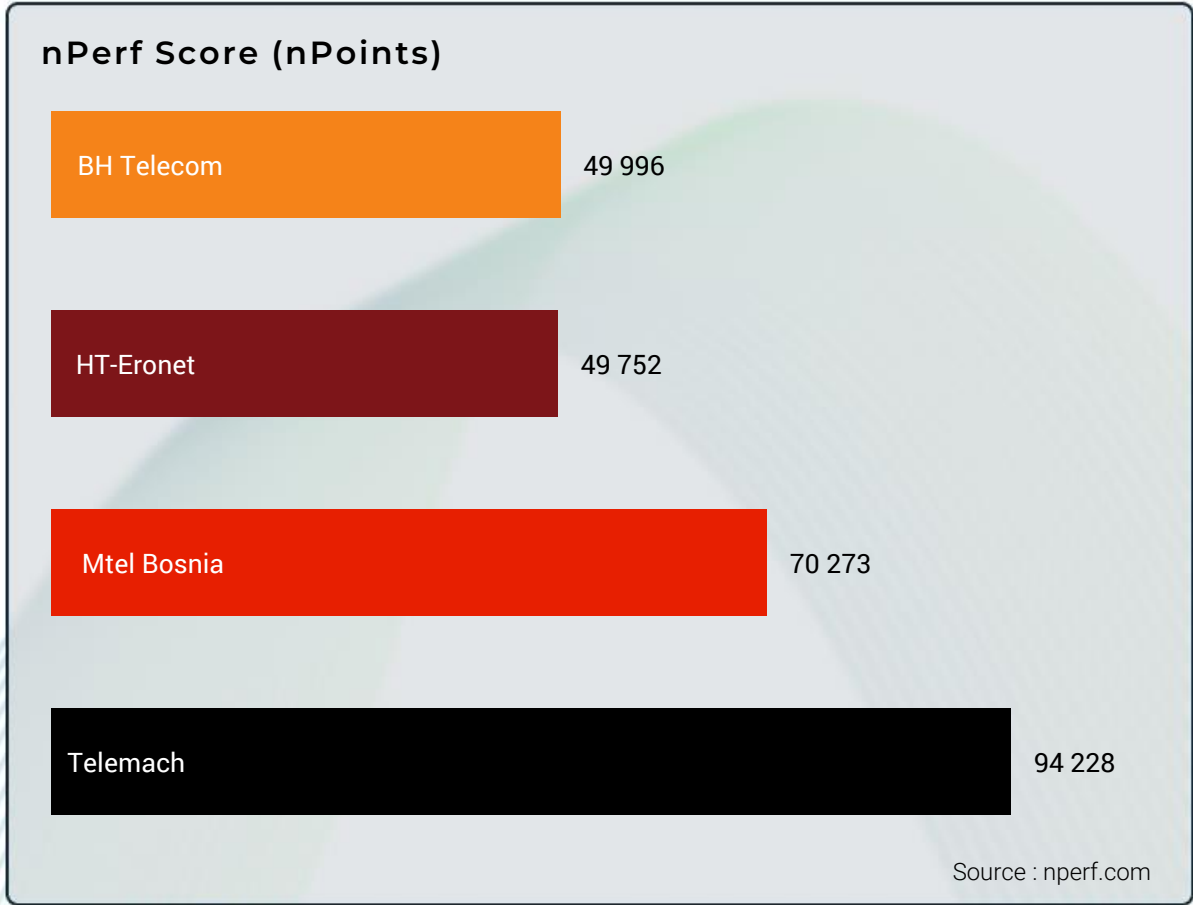
Latency Speed (average)



Source : nperf.com

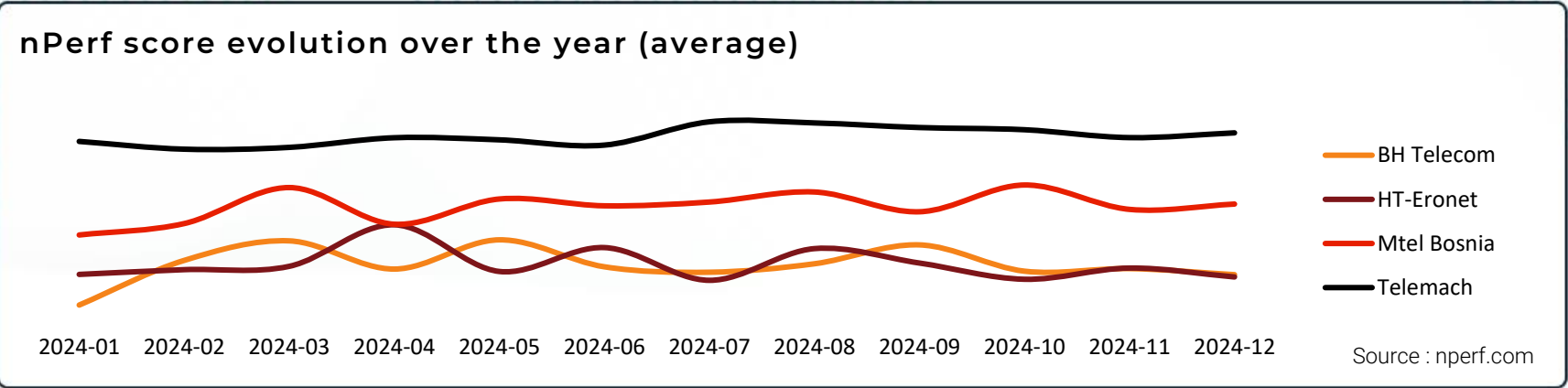
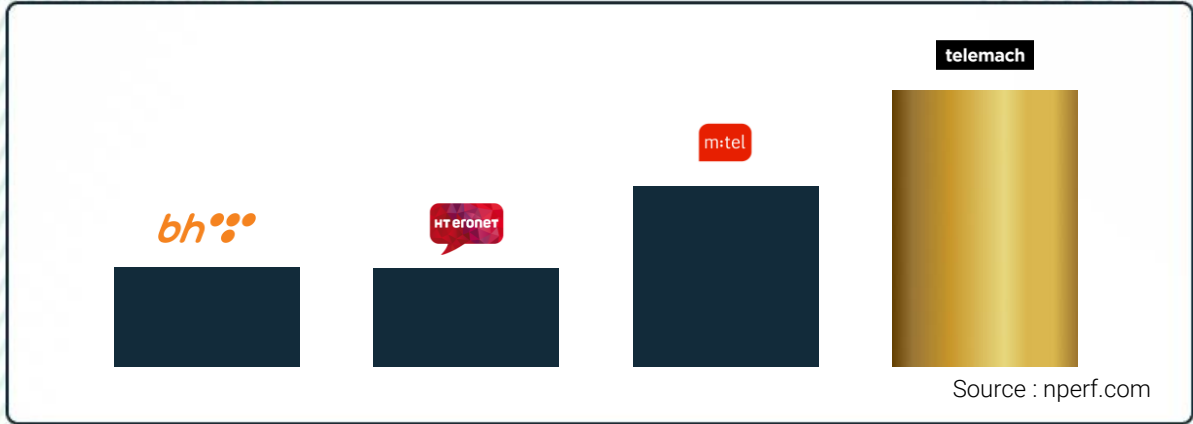
Latency Speed evolution over the year (average)





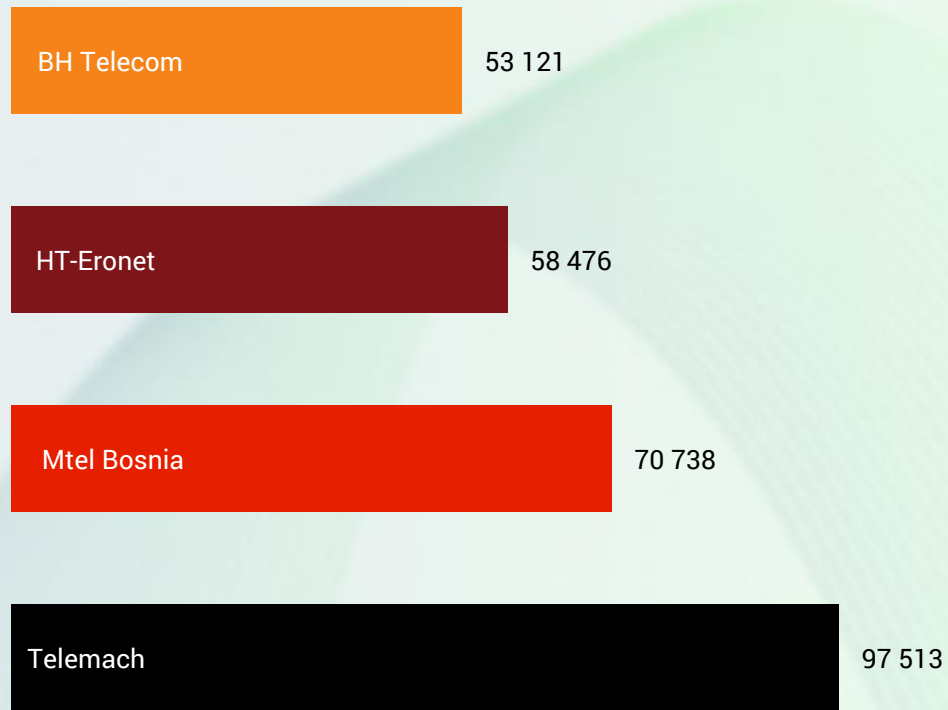
The subscribers of Telemach enjoyed the best WIFI Internet performances in 2024.

- Best performances WIFI: Telemach
 - Best web browsing performances WIFI: Telemach
 - Best video streaming performances WIFI: Telemach
 - Fastest performances (Download) WIFI: Telemach
 - Fastest performances (Upload) WIFI: Telemach
 - WIFI connections with the lowest latency: Telemach
- Source : nperf.com





nPerf Score (nPoints)



Source : nperf.com

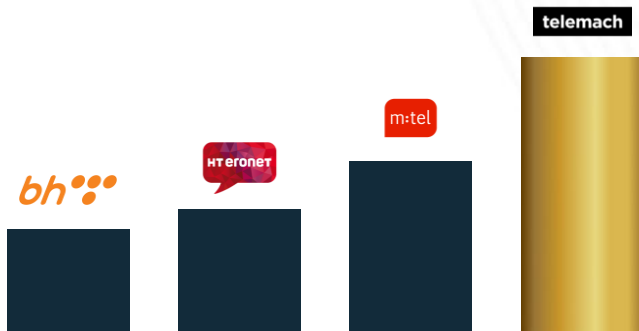
The subscribers of Telemach enjoyed the best fixed Internet performances in 2024.

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.

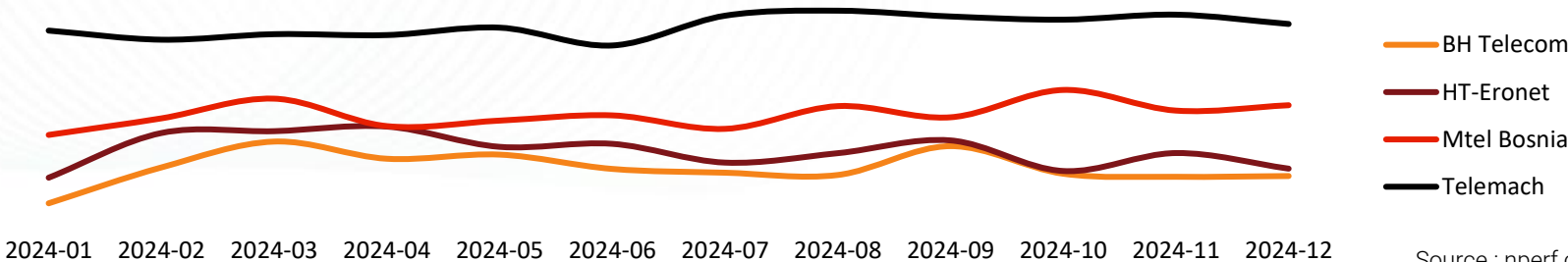
Source : nperf.com

telemach
Best fixed Internet performance
in 2024



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

The background of the image features a series of thin, light-colored wavy lines that create a sense of motion and depth. These lines are layered and overlap, forming a complex, organic pattern that flows across the frame. The overall effect is reminiscent of a stylized wave or a series of concentric ripples.

nperf