Barometer of Fixed Internet Connections in Belgium

2019 report

Publication of

February 24th, 2020
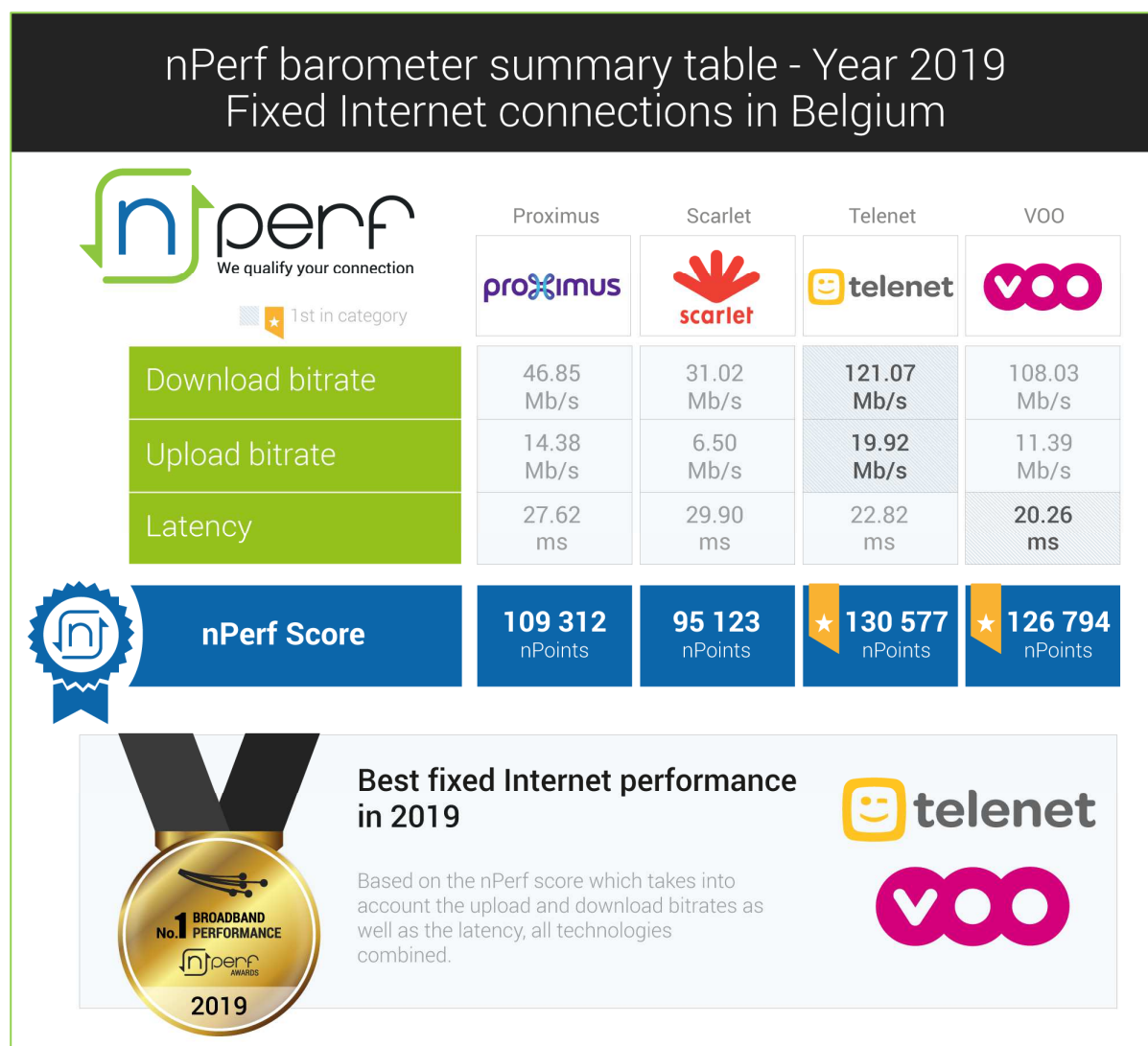
Content

1 Summary of global annual results

1.1 Summary table and nPerf score, all technologies combined

nPerf barometer summary table - Year 2019
Fixed Internet connections in Belgium

nPerf
We qualify your connection

⭐ 1st in category

	Proximus	Scarlet	Telenet	VOO
	pro✕imus	scarlet	😊 telenet	VOO
Download bitrate	46.85 Mb/s	31.02 Mb/s	**121.07 Mb/s**	108.03 Mb/s
Upload bitrate	14.38 Mb/s	6.50 Mb/s	**19.92 Mb/s**	11.39 Mb/s
Latency	27.62 ms	29.90 ms	22.82 ms	**20.26 ms**
nPerf Score	109 312 nPoints	95 123 nPoints	★ 130 577 nPoints	★ 126 794 nPoints

Best fixed Internet performance in 2019

Based on the nPerf score which takes into account the upload and download bitrates as well as the latency, all technologies combined.

😊 telenet

VOO

No.1 BROADBAND PERFORMANCE
nPerf AWARDS
2019

*** Telenet and VOO, the best fixed Internet performance 2019 ***

1.2 Our analysis

In 2019, nPerf users carried out 94,513 tests of fixed internet connections in Belgium on the four largest ISPs in the country.

The Belgian population was able to benefit from an average donwload speed of 79 Mb/s and upload speed of 14 Mb/s.

These throughputs are up by more than 40% compared to 2018!

Telenet and VOO have offered their subscribers the best performance in the country's fixed Internet.

nPerf

Telenet is distinguished by its very good download speed (121 Mb/s) and upload one (20 Mb/s) while VOO stands out with its very good latency (20 ms) while providing a powerful download speed (108 Mb/s).
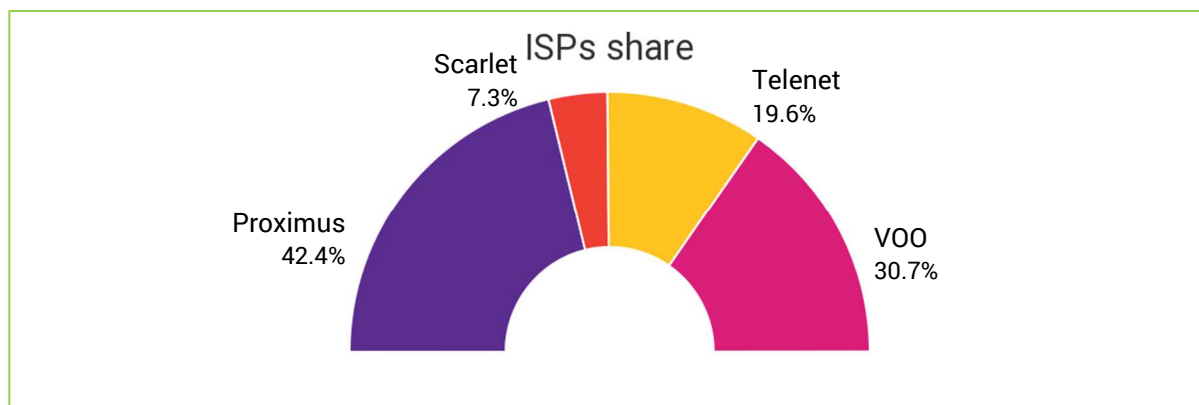
2 Overall results, all technologies combined

2.1 Data amount and distribution

From **January 1, 2019** to **December 31, 2019** we counted **94,513 tests**, distributed after filtering as follows:
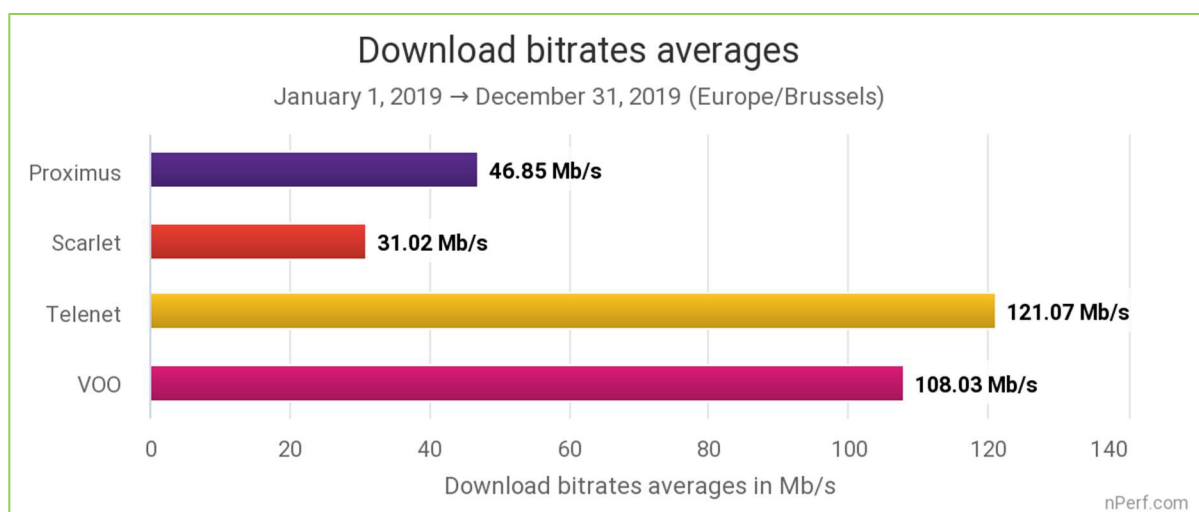
Country	Tests
Belgium	**78,694**

Breakdown of tests by provider

ISPs share

Scarlet 7.3%
Telenet 19.6%
Proximus 42.4%
VOO 30.7%

2.2 Download speed

In 2019, the average download speed in Belgium was 79 Mb/s.

Download bitrates averages
January 1, 2019 → December 31, 2019 (Europe/Brussels)

- Proximus: 46.85 Mb/s
- Scarlet: 31.02 Mb/s
- Telenet: 121.07 Mb/s
- VOO: 108.03 Mb/s

Download bitrates averages in Mb/s

nPerf.com

The highest value is the best.

Telenet has provided the best fixed download speed during 2019.

Download bitrates averages (month)
January 1, 2019 → December 31, 2019 (Europe/Brussels)
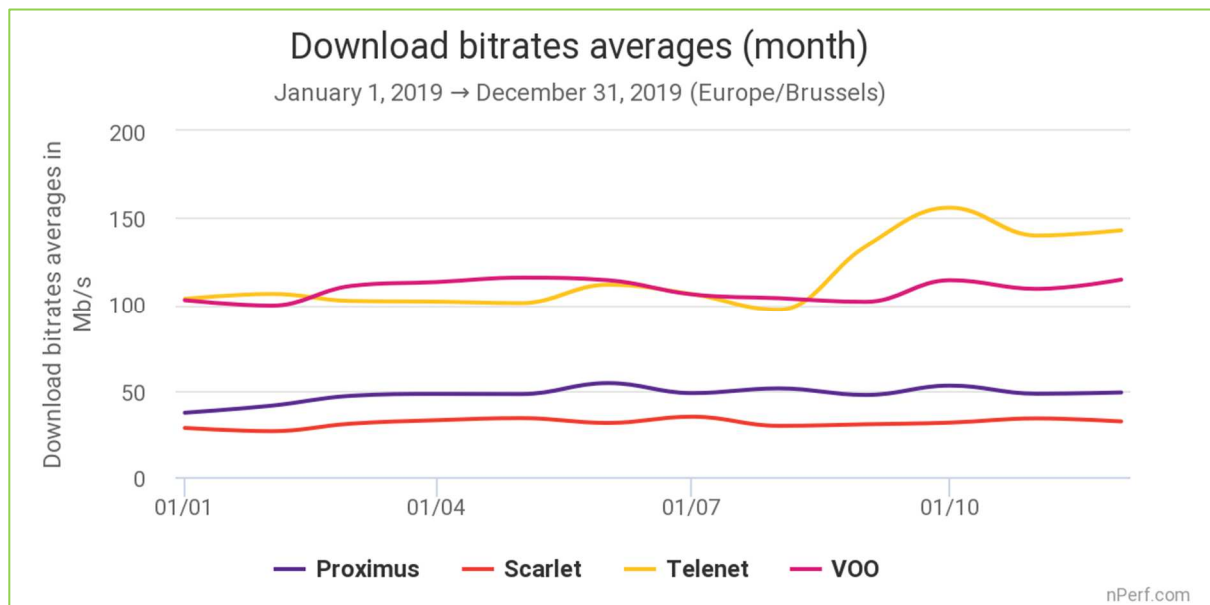
Above graph illustrates the ability of providers to maintain a constant download speed over the period regardless of network load (number of connected end-users).

Globally, all ISPs have provided constant download speeds over the period except in the last quarter when Telenet has drastically accelerated its speed.

Download bitrates averages (hours of day)
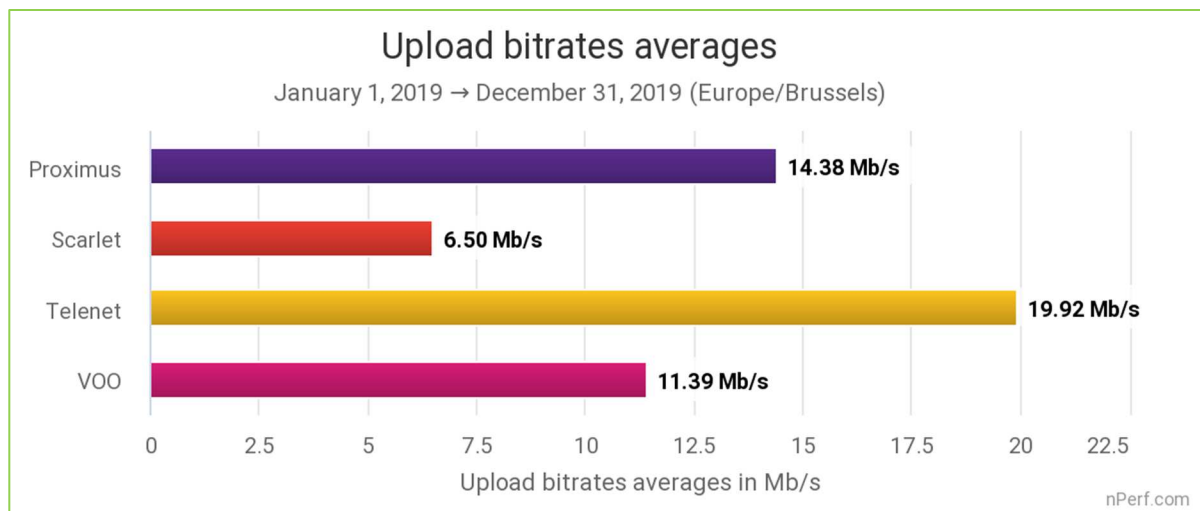January 1, 2019 → December 31, 2019 (Europe/Brussels)
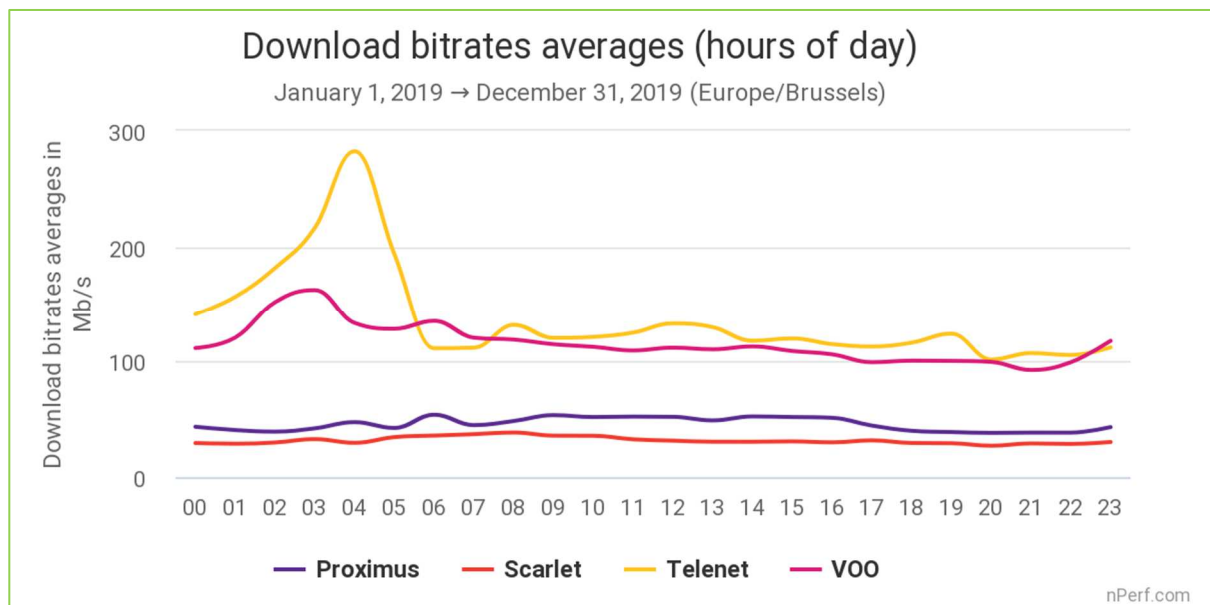
This graph illustrates the ability of providers to ensure a constant download speed throughout the day, regardless of network load (number of connected end-users).

We note that there is no significant decline of the throughput during the busy hours which is a good performance from the ISPs.
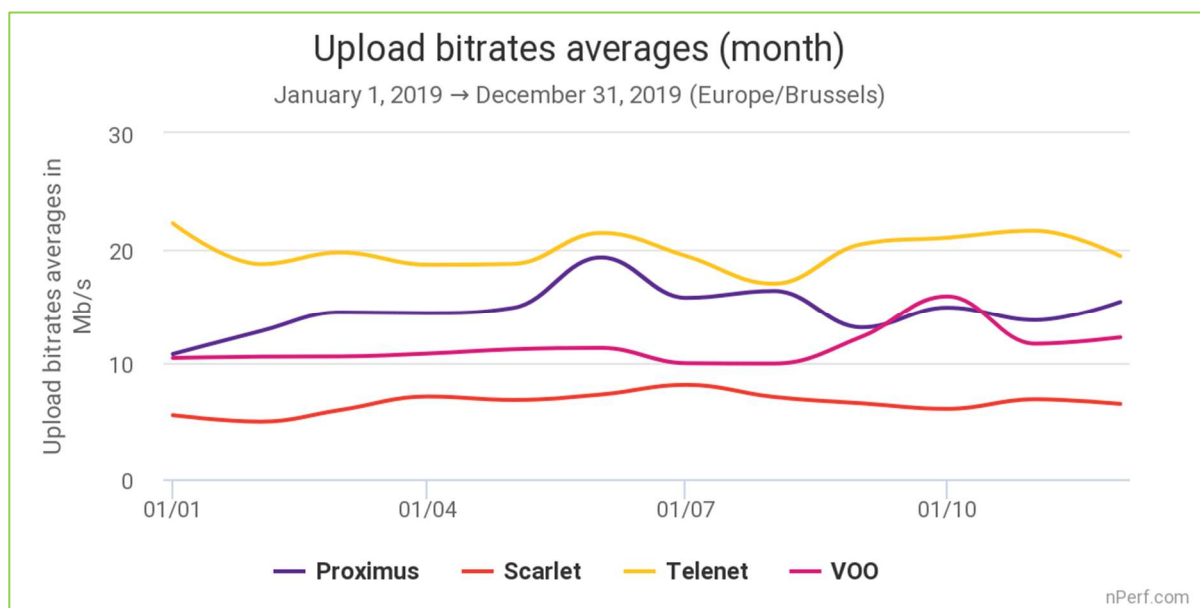
2.3 Upload speed

In 2019, the average upload speed in Belgium was 14 Mb/s.

Upload bitrates averages
January 1, 2019 → December 31, 2019 (Europe/Brussels)

Provider	Upload bitrates averages
Proximus	14.38 Mb/s
Scarlet	6.50 Mb/s
Telenet	19.92 Mb/s
VOO	11.39 Mb/s

Upload bitrates averages in Mb/s

nPerf.com

The highest value is the best.

All technologies combined, **Telenet has provided the best fixed upload speed during 2019.**

Upload bitrates averages (month)
January 1, 2019 → December 31, 2019 (Europe/Brussels)
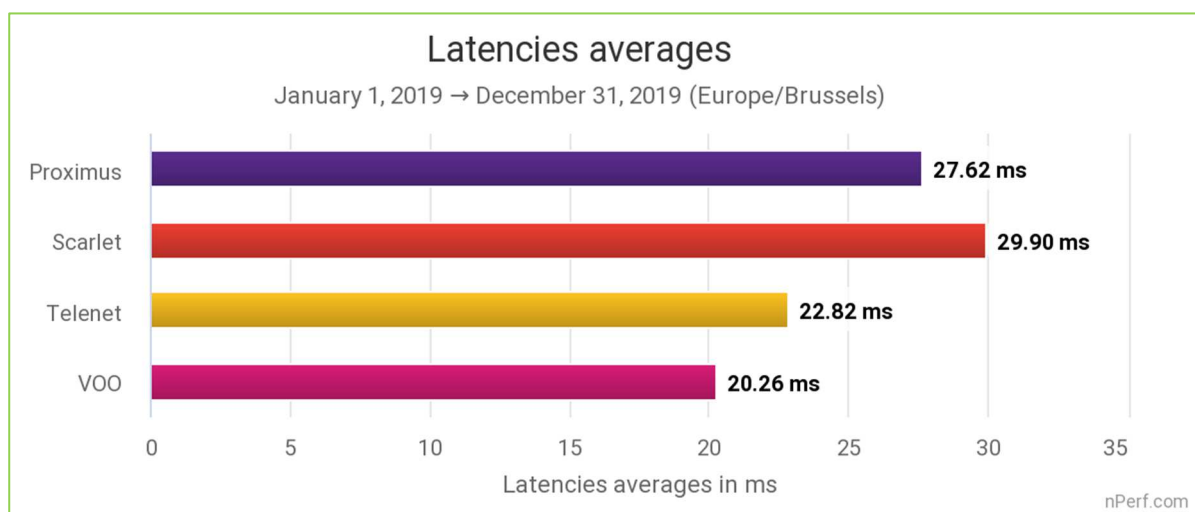

— Proximus   — Scarlet   — Telenet   — VOO

nPerf.com

Above graph illustrates the ability of providers to maintain a constant upload speed over the period regardless of network load (number of connected end-users).
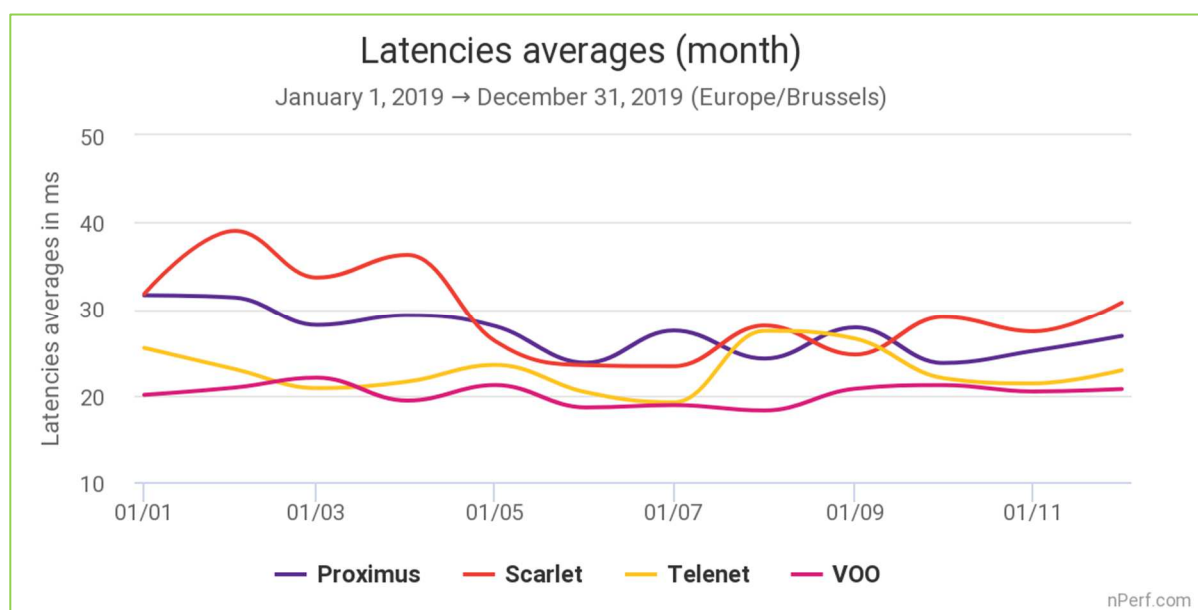
Telenet remains in the lead throughout the year.

2.4 Latency

In 2019, the average latency in Belgium was 25 ms.

The lowest value is the best.

All technologies combined, **VOO has provided the best fixed latency during 2019.**

This graph illustrates the ability of providers to maintain a constant latency during the period, regardless of network load (number of connected end-users).

We note that the gap is narrowing between all operators during last half of the year.

2.5 nPerf score, all technologies combined

The nPerf score, expressed in nPoints, gives an overall picture of the quality of a connection. It takes into account measured bitrates (2/3 Download + 1/3 Upload) and latency. These values are calculated on a logarithmic scale to better represent the perception of the user.

Thus, this score reflects the overall quality of the connection for mainstream consumer use.
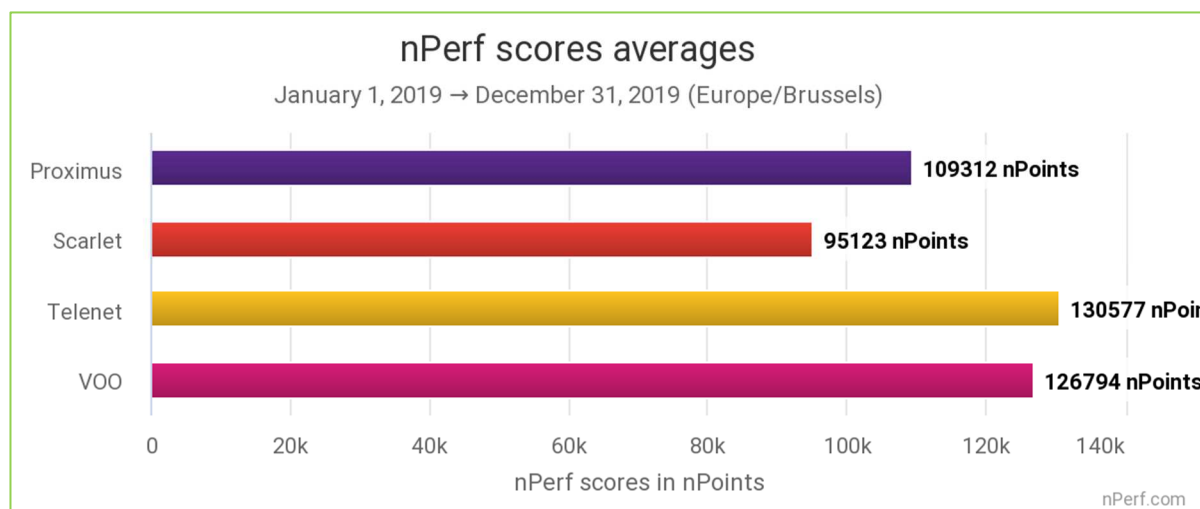
The highest value is the best.

Telenet and VOO, the best fixed Internet performance 2019.
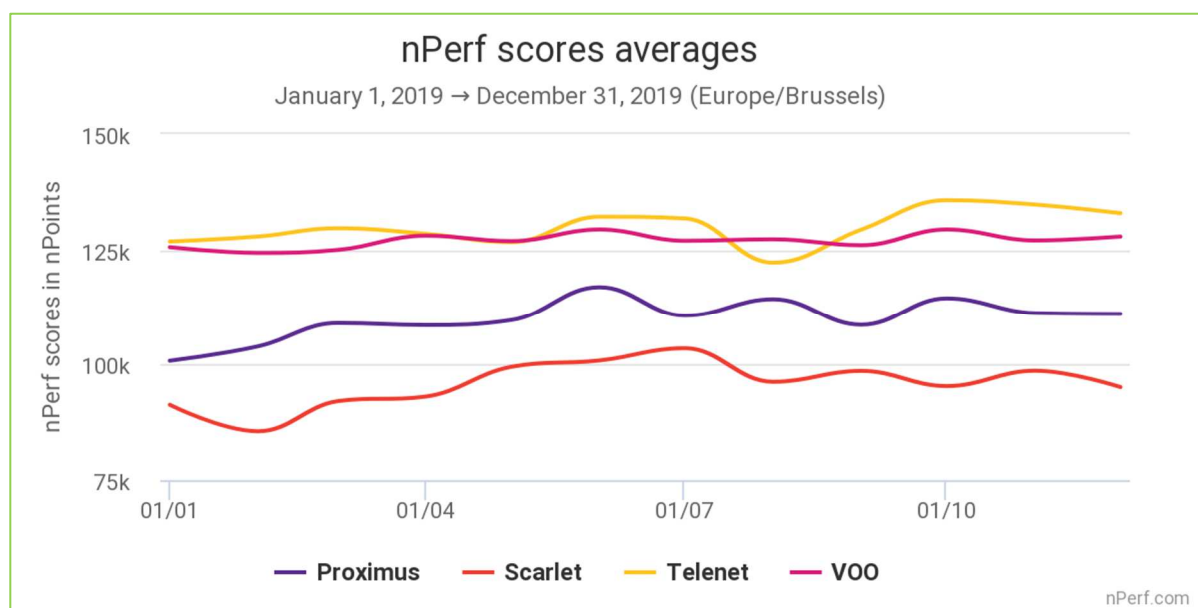
In terms of the performance of the fixed Internet in 2019, VOO remains very close to Telenet even if the latter seems to take off at the end of the year. This will remain to be confirmed in 2020.

3 Methodology

3.1 The panel

nPerf offers an Internet speed test application, which can be used for free at www.nPerf.com.

Everyone is free to use nPerf to measure the speed of their Internet connection. All users of the nPerf application form the panel of this study.

In addition, the results from the nPerf speed tests integrated on our partner websites are also included in the panel.

Thus, the nPerf study is based on thousands of tests, making it the study with the largest panel in Belgium.

3.2 Speed and latency tests

3.2.1 Objectives and operation of the speed and latency test

The purpose of the nPerf Speed Test is to measure the maximum capacity of the data connection in terms of data rates and latency.

To achieve this, nPerf establishes multiple connections simultaneously to saturate the bandwidth to accurately measure it. The speed used for the barometer is the average speed measured by the application.

Speed measurements thus reflect the maximum capacity of the data connection. This rate may not be representative of the user experience experienced during normal use of the Internet, as it is measured only on nPerf servers.

The measured bit rate can be impacted by the quality of the user's local network, especially since the expected flow is high. Thus, for an optical fiber internet connection, a local WiFi or Power-Line connection can greatly reduce performance. However, since these constraints are identical to all market operators, they do not bias the comparison. In addition, the user is made aware of these constraints and invited to use a wired local connection for testing very high speed.

3.2.2 nPerf servers

To ensure maximum user bandwidth at all times, nPerf relies on a network of servers dedicated to this task.

These servers are located with hosts in Belgium and abroad.

Local providers are welcome to install nPerf servers, that's free!

The total nPerf bandwidth available in Belgium is more than 40 Gb/s and exceeds 4 Tb/s worldwide with more than **1000** active nPerf servers!

3.3 Filtering of test results

The results obtained are subject to automatic and manual checks to avoid duplication and to rule out possible abusive or fraudulent use (massive tests, robots …).

Tests performed on cellular connections (2G, 3G, 4G, 5G) are also excluded from this barometer.

3.4 Statistical accuracy

With regard to the total volume of unit tests, the statistical precision used in this publication is:

- ✓ 3% for absolute values

If, for a given indicator, one or more operators have results very close to the best, in the confidence interval defined above, these will be share first place.

4 You too, participate in the nPerf panel!

To participate in the panel, simply test your connection on the website www.nperf.com. For mobile Internet, you can also use the nPerf app, available for free on the Apple AppStore for iPhone and iPad, on Google Play for Android devices and on the Windows Store for Windows Phone and Windows Mobile devices.

5 Custom analysis & contact

Do you need further study or want to get the raw data, punctually or automatically, to compile it yourself?

You can contact nPerf via www.nPerf.com "Contact Us" section or directly from the mobile app.

Phone contact: +33 482 53 34 11

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Stay in touch with us, follow us!