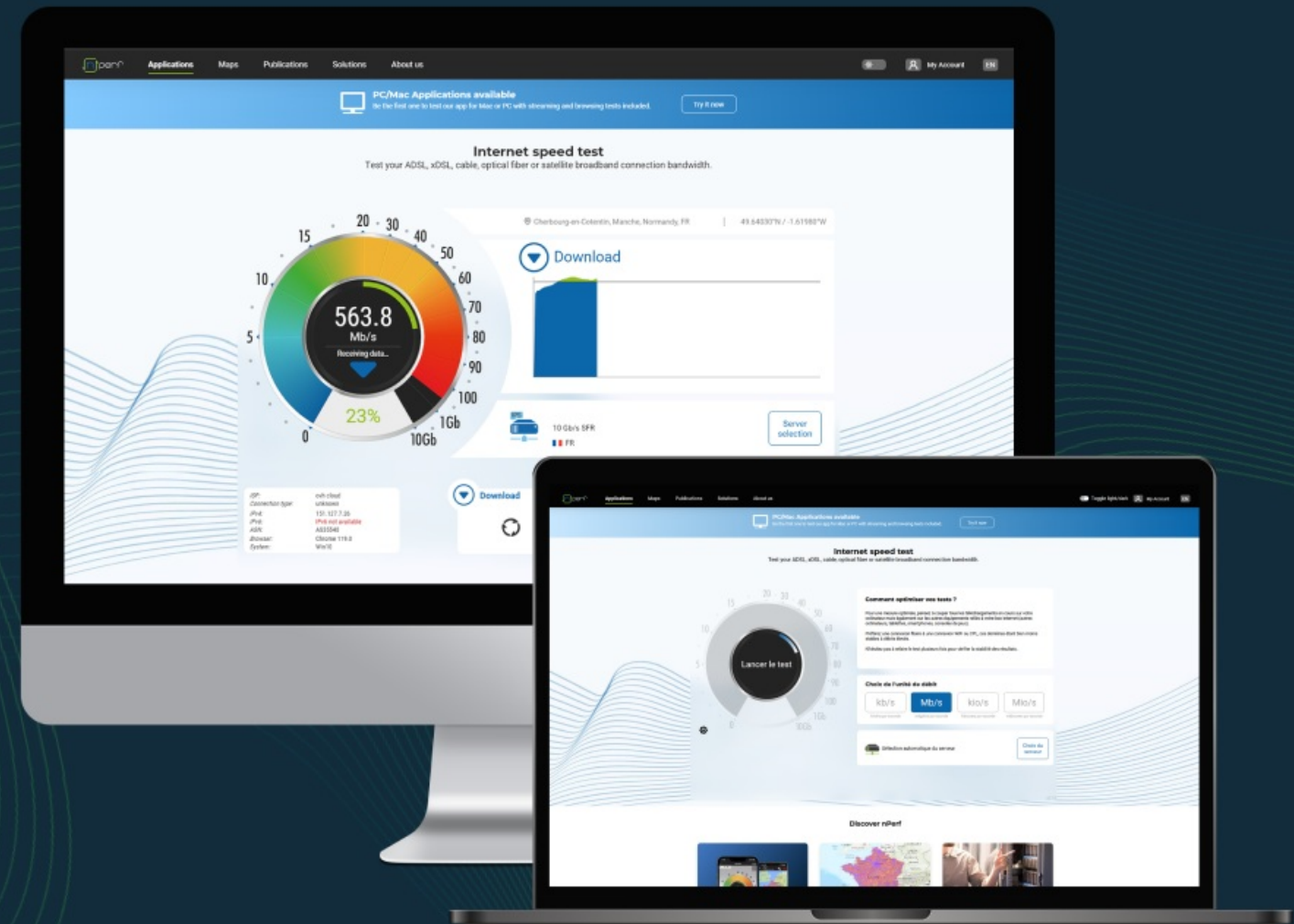


February 9, 2024



Barometer of fixed Internet Connections in Belgium - Flanders.

01/01/2023 - 31/12/2023



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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 Proximus/Scarlet , Orange and Telenet enjoyed the best broadband performances in Belgium - Flanders during 2023.

Fixed Internet connections in Belgium - Flanders

	Orange	Proximus/Scarlet	Telenet
▼ Download bitrates (Mb/s)	193.15	139.72	213.25
▲ Upload bitrates (Mb/s)	34.49	73.12	26.91
◀▶ Latency (ms)	19.13	19.35	20.48
nPerf Score (nPoints)	145 429	146 042	143 826

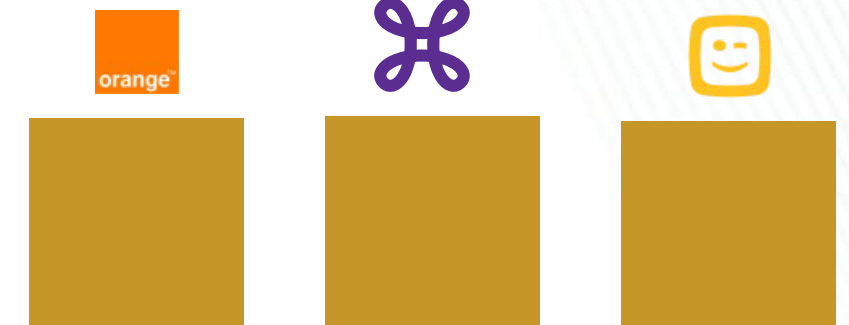
Source : nperf.com



Best fixed Internet performance
in 2023



Source : nperf.com



Source : nperf.com

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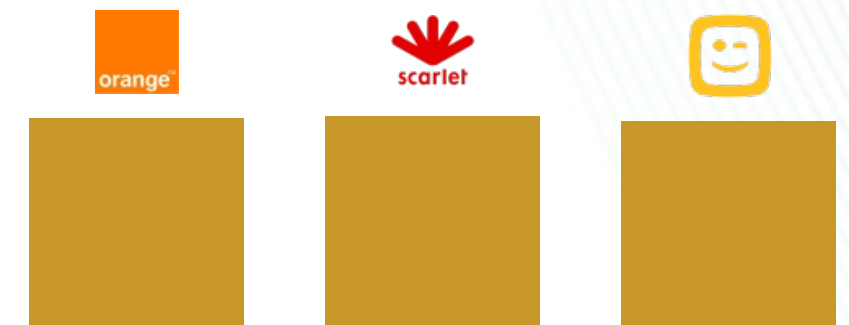
Source : nperf.com



Best fixed Internet performance in 2023



Source : nperf.com



Source : nperf.com

In the region of Flanders, Belgium, the competition among internet service providers (ISPs) is fierce, with Orange, Proximus/Scarlet, and Telenet vying for the top spot. This analysis aims to provide an equitable comparison of these three ISPs, based on their 2023 performance metrics as reported by nPerf. By examining download and upload bitrates, latency, and overall nPerf scores, we can gain insights into the quality of service each ISP provides, ensuring users can make informed decisions based on their specific needs.

A trio of digital excellence

Each ISP in Flanders brings its unique strengths to the table, creating a balanced and competitive market that benefits consumers.

Orange: the balanced performer

Orange showcases strong performance with a download bitrate of 193 Mb/s, ensuring swift and efficient connection. While its upload bitrate stands at 34 Mb/s, it still provides ample speed for most upload-centric tasks. A latency of 19 ms, tied for the lowest among the three, and an nPerf score of 145,429 points, highlight Orange's commitment to providing a reliable and responsive internet service.

Proximus/Scarlet: the upload speed leader

Proximus/Scarlet sets itself apart with the highest upload bitrate of 73

Mb/s, making it an ideal choice for users who frequently upload large files or engage in live streaming. Its download bitrate of 140 Mb/s, though not the highest, is sufficiently robust for most applications. Matching the best latency performance at 19 ms and achieving an nPerf score of 146,042 points, Proximus/Scarlet demonstrates a well-rounded service that prioritizes both speed and efficiency.

Telenet: the download speed champion

Telenet impresses with the highest download bitrate of 213 Mb/s, catering exceptionally well to users with demanding download requirements, such as HD video streaming and large-scale downloads. Though its upload bitrate is lower at 27 Mb/s and latency slightly higher at 20 ms, its overall nPerf score of 143,826 points confirms its strong position in the market, providing a high-quality service that focuses on maximizing download capabilities.

Conclusion: a market of equals

The ISP landscape in Flanders is characterized by a close competition where each provider excels in different aspects of service delivery. Orange offers a balanced approach with strong download speeds and low latency. Proximus/Scarlet leads in upload speeds, while Telenet dominates in download speeds, perfect for heavy download users.

4. Methodology



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 fixed 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) :

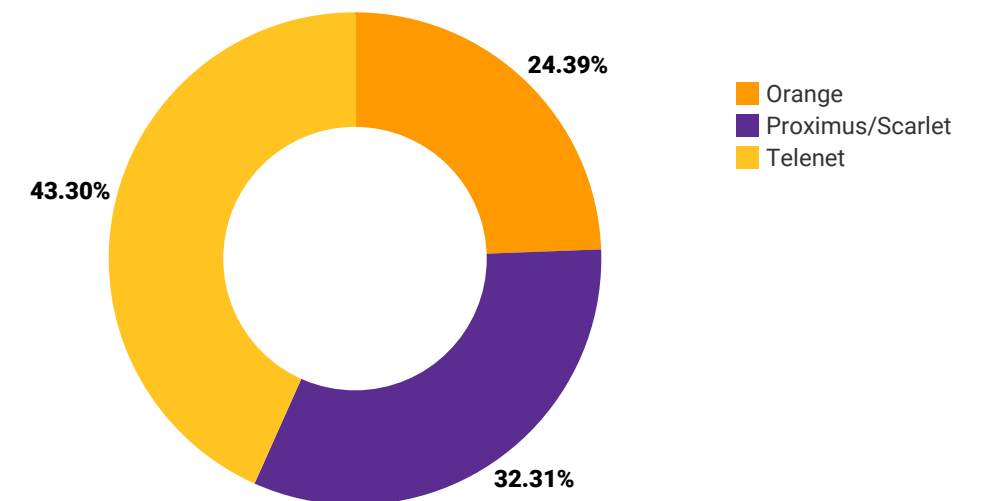
It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.

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 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.

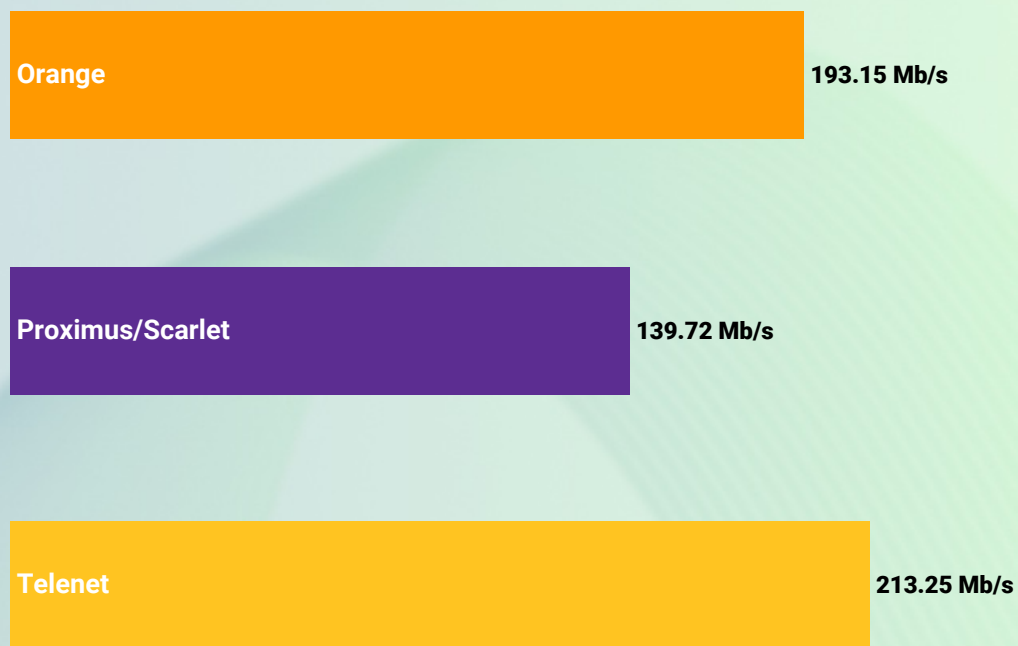
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



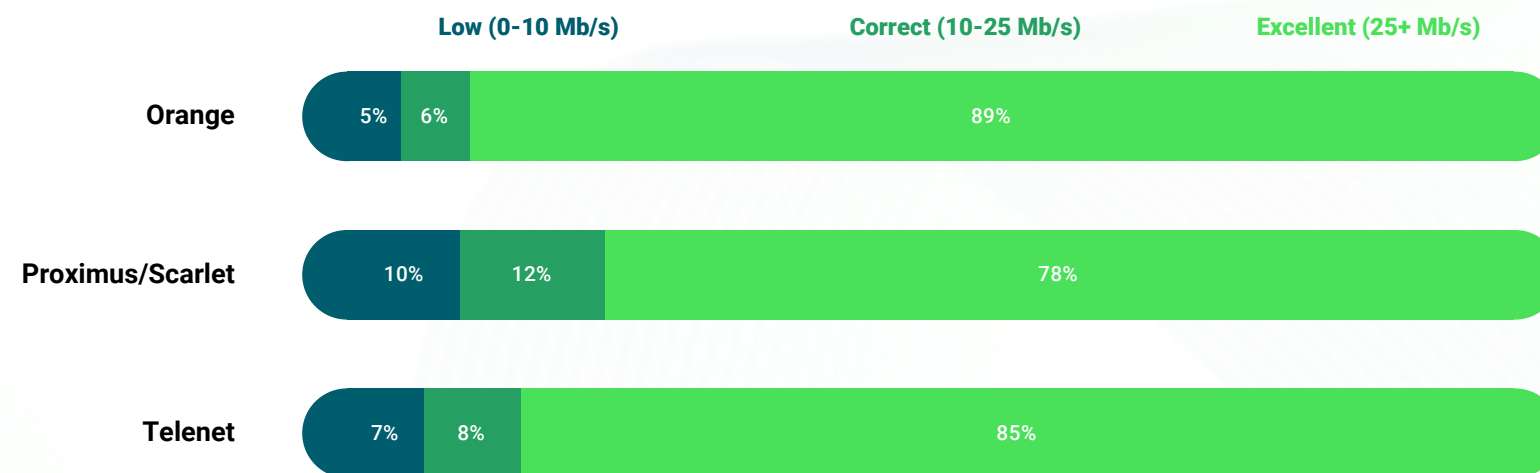
Download Speed (average)



Source : nperf.com

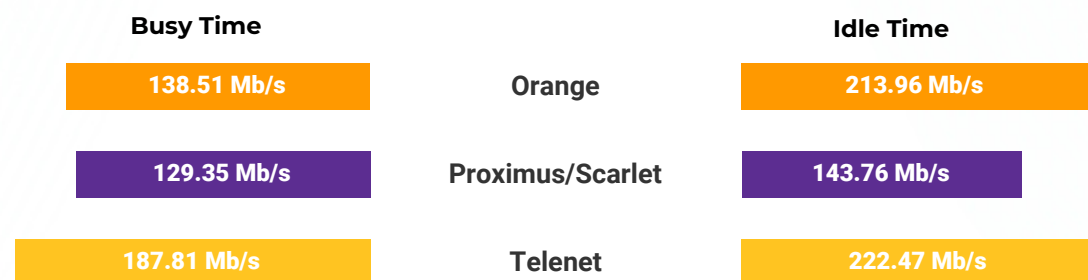
The subscribers of Telenet enjoyed the best average broadband download speed in 2023.

Download Speed results ventilation (average)



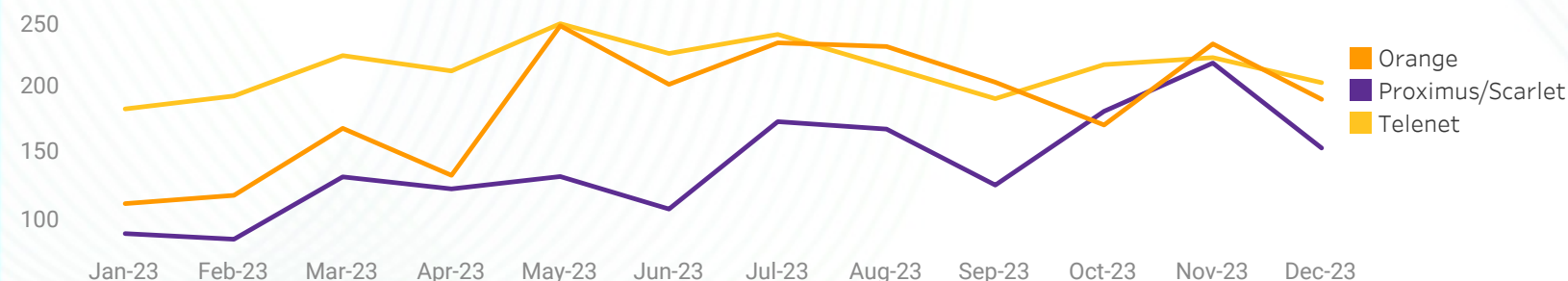
Source : nperf.com

Download Speed (average)



Source : nperf.com

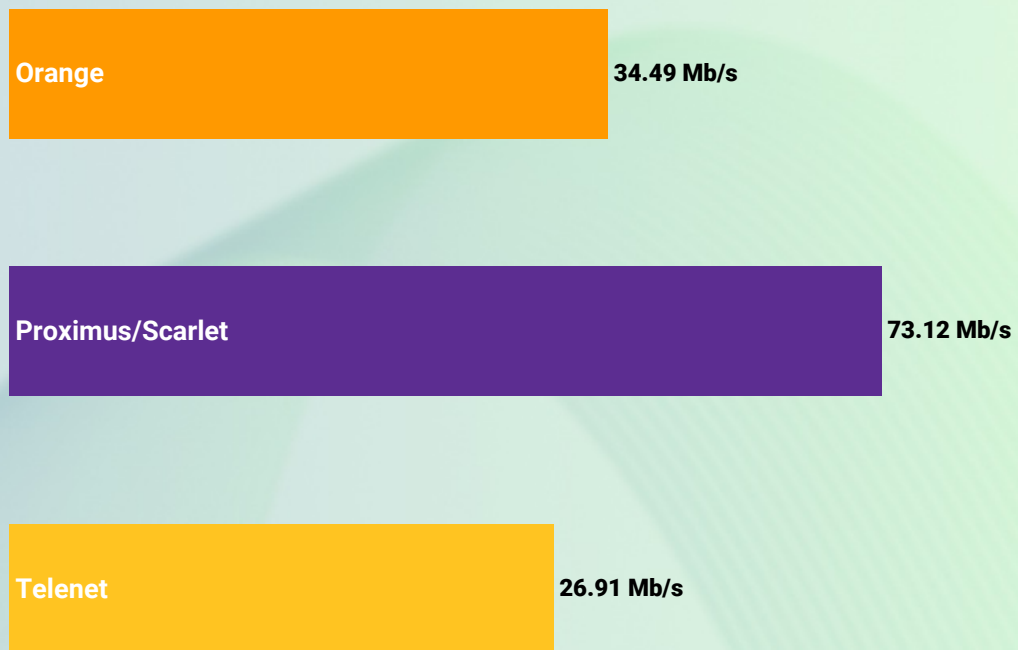
Download Speed evolution over the year (average)



Source : nperf.com



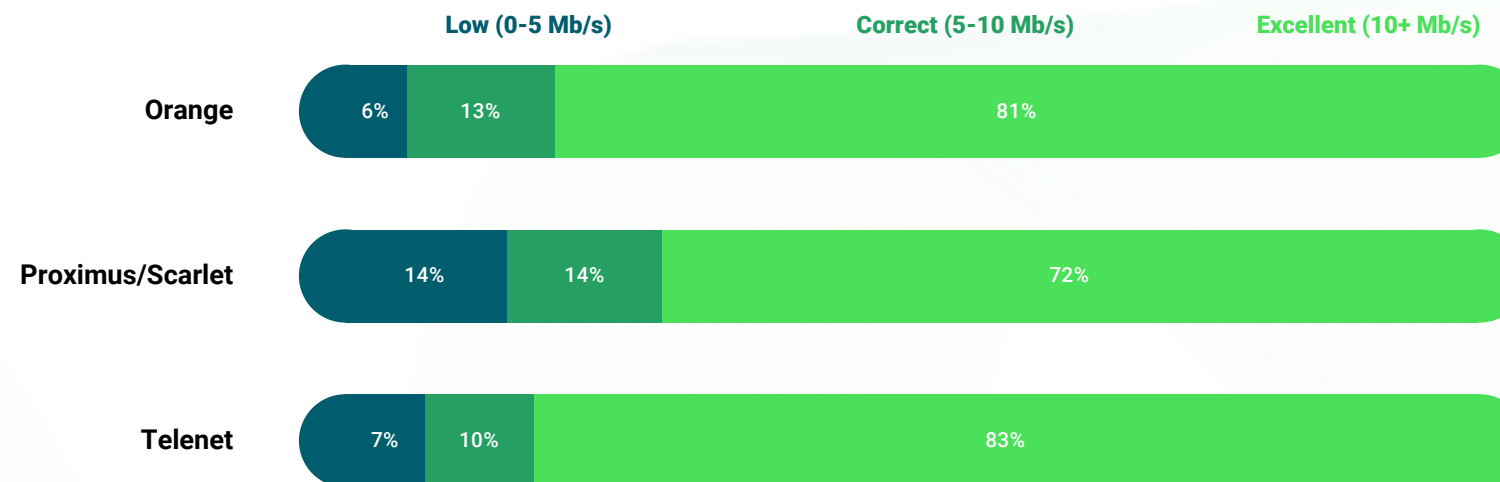
Upload Speed (average)



Source : nperf.com

The subscribers of Proximus/Scarlet enjoyed the best average broadband upload speed in 2023.

Upload Speed results ventilation (average)



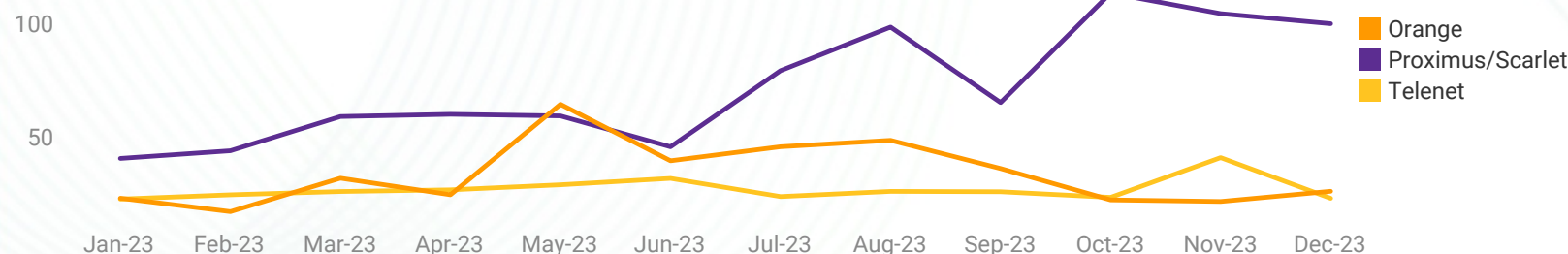
Source : nperf.com

Upload Speed (average)



Source : nperf.com

Upload Speed evolution over the year (average)



Source : nperf.com



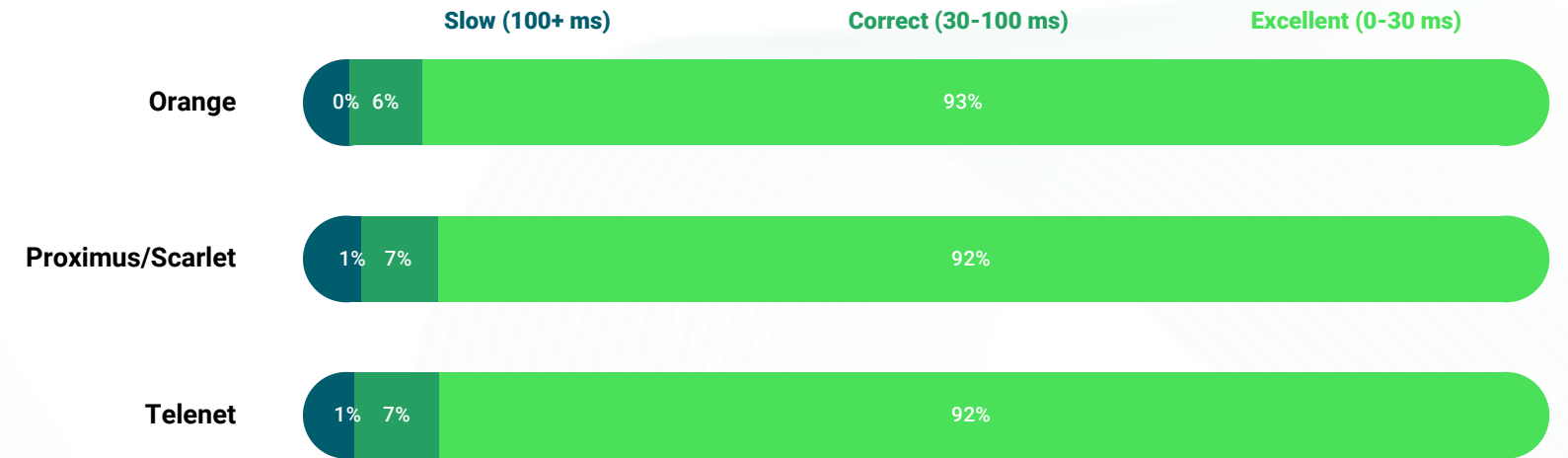
Latency Speed (average)



Source : nperf.com

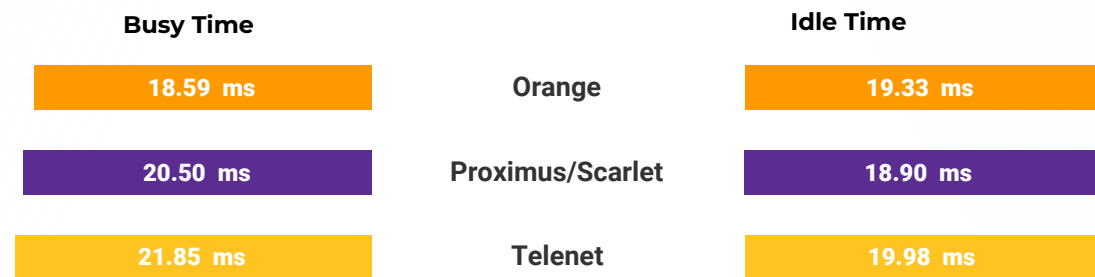
The subscribers of Orange and Proximus/Scarlet enjoyed the best average broadband latency in 2023.

Latency Speed results ventilation (average)



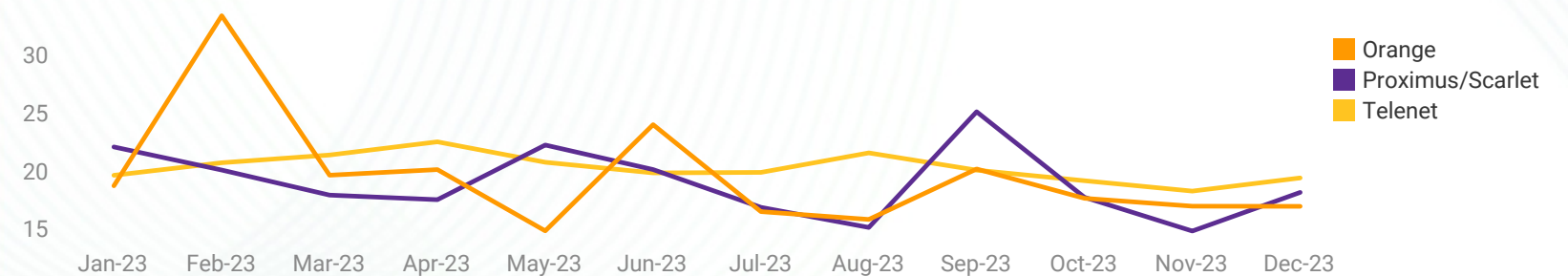
Source : nperf.com

Latency Speed (average)



Source : nperf.com

Average latency Speed evolution over the year



Source : nperf.com

nPerf Score (nPoints)



Source : nperf.com

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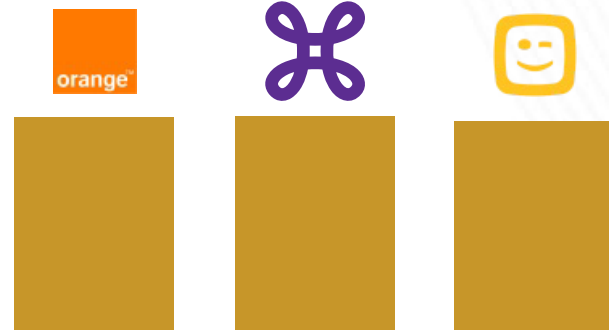
The nperf score takes into account the measured bitrates and the latency. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.

Thus, this score reflects the overall quality of the connection experienced by the user.

Source : nperf.com

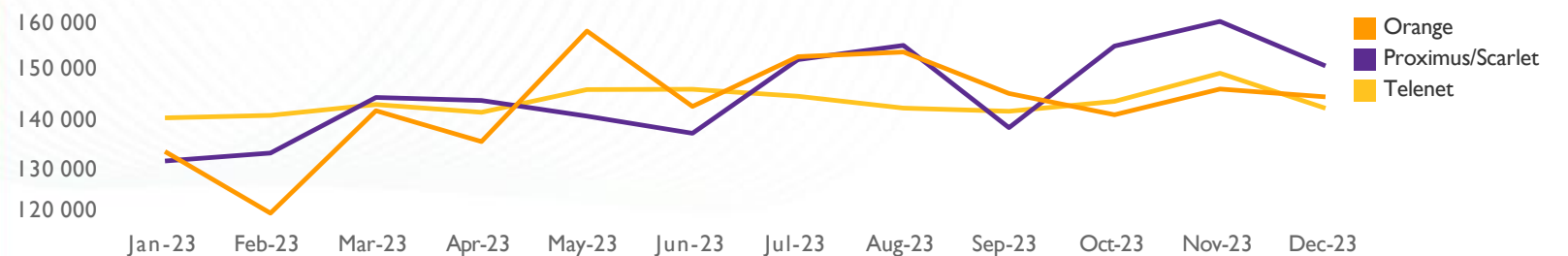


Best fixed Internet performance in 2023



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com



We qualify your connection