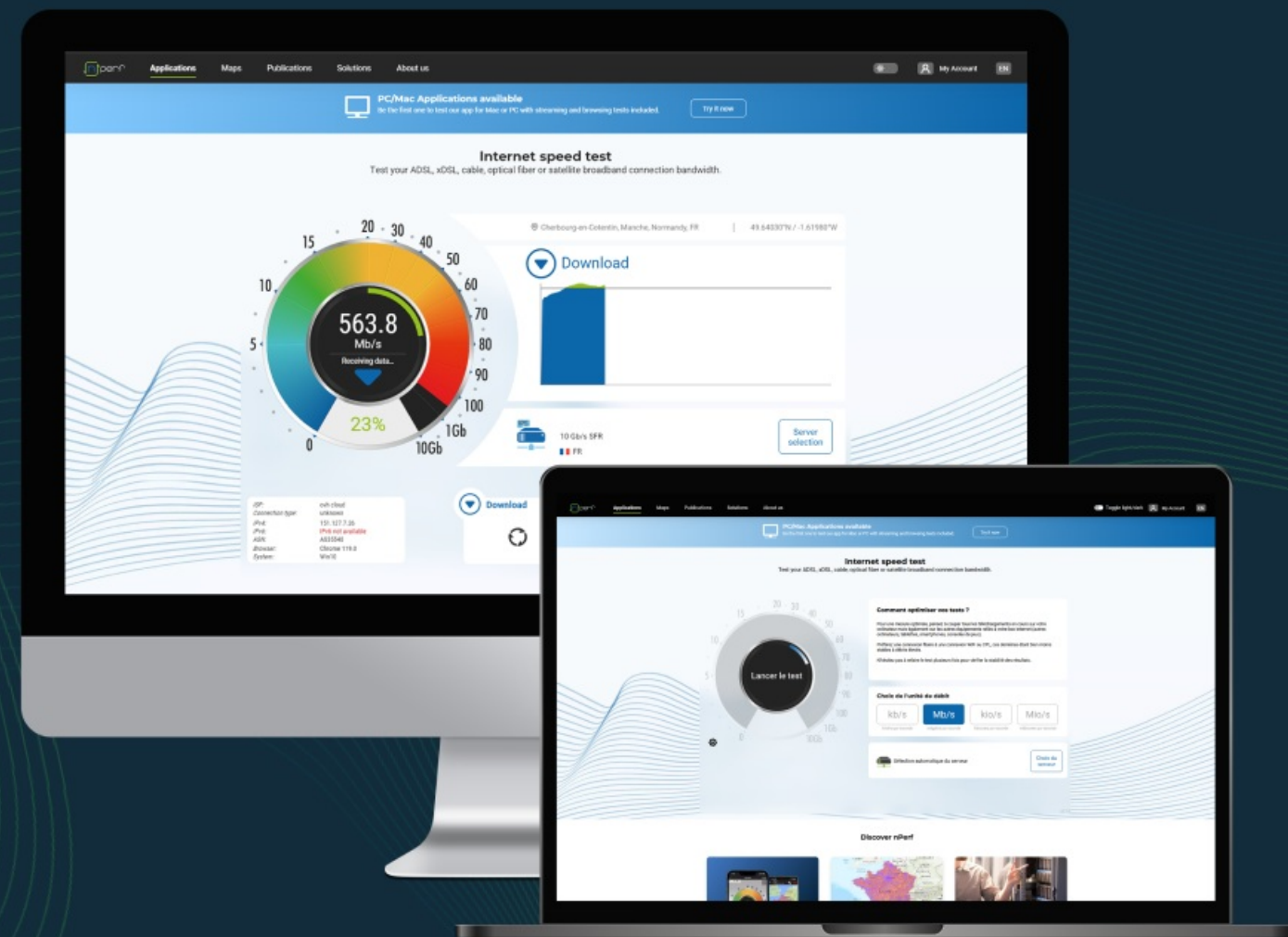


January 29, 2024



# Barometer of fixed Internet Connections in Chile.

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 Mundo enjoyed the best broadband performances in Chile during 2023.

### Fixed Internet connections in Chile

	ClaroVTR	Entel	GTD	Movistar	Mundo
▼ Download bitrates (Mb/s)	190.42	242.91	257.17	327.52	360.28
▲ Upload bitrates (Mb/s)	42.69	219.01	199.48	275.21	304.79
◀▶ Latency (ms)	28.84	26.38	23.91	24.76	18.32
nPerf Score (nPoints)	139 168	157 594	159 652	165 323	173 125

### FTTH Fixed Internet connections in Chile

	ClaroVTR	Entel	GTD	Movistar	Mundo	WOM
▼ Download bitrates (Mb/s)	323.64	450.53	455.23	456.94	538.38	409.54
▲ Upload bitrates (Mb/s)	283.09	413.97	359.13	396.84	464.17	355.91
◀▶ Latency (ms)	17.93	18.56	15.62	17.74	14.91	17.93
nPerf Score (nPoints)	171 214	178 830	180 634	179 482	185 976	176 723



Best fixed Internet performance  
in 2023



Source : nperf.com



Source : nperf.com



### Mundo confirms its leadership position

Mundo leads the Chilean fixed market with an outstanding nPerf score of 173 125 npPoints, characterized by the highest download speed of 360 Mbps and an impressive upload speed of 305 Mbps. Their latency of 18 ms further accentuates their market superiority, offering unmatched speed and responsiveness.

### Movistar: solid second

Movistar follows closely, delivering remarkable download speeds of 328 Mbps and upload speeds of 275 Mbps, along with a latency of 25 ms. Their performance showcases their commitment to providing high-speed internet services.

### GTD: consistent and fast, co-leader FTTH

GTD, scoring 159652, provides download speeds of 257 Mbps and upload speeds of 199 Mbps, coupled with a commendable latency of 24 ms. Their consistent growth over the year is really impressive: from the 4th position in last January, GTD ended second in December. GTD even managed to share the crown with Mundo on the FTTH. GTD is a serious candidate for the first place on 2024.

### Entel: stable performance

Entel offers download speeds of 243 Mbps and upload speeds of 219 Mbps. Their latency of 26 ms solidifies their standing as a solid performer in the Chilean fixed market.

### Claro VTR: room for improvement

Claro VTR offers download speeds of 190 Mbps and upload speeds of 43 Mbps, along with a latency of 29 ms. These results would be very competitive based on International standard. However in the very competitive Chilean fixed market, these results put Claro VTR at the bottom of our ranking.

### Conclusion and Outlook

The Chilean fixed market exhibits intense competition with ISPs like Mundo, Movistar, GTD, Entel, and Claro VTR vying for market share. The focus on high-speed connectivity and low latency is evident, catering to the growing demands of the digital era. As technology continues to evolve, these ISPs are likely to invest further in network upgrades and innovations, promising an exciting future for Chile's fixed internet services.

## 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) :

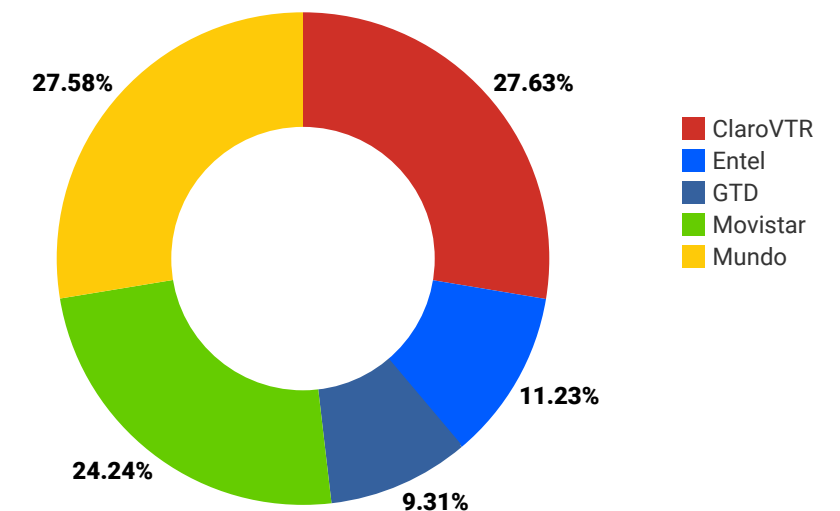
It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.

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 2 % 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.

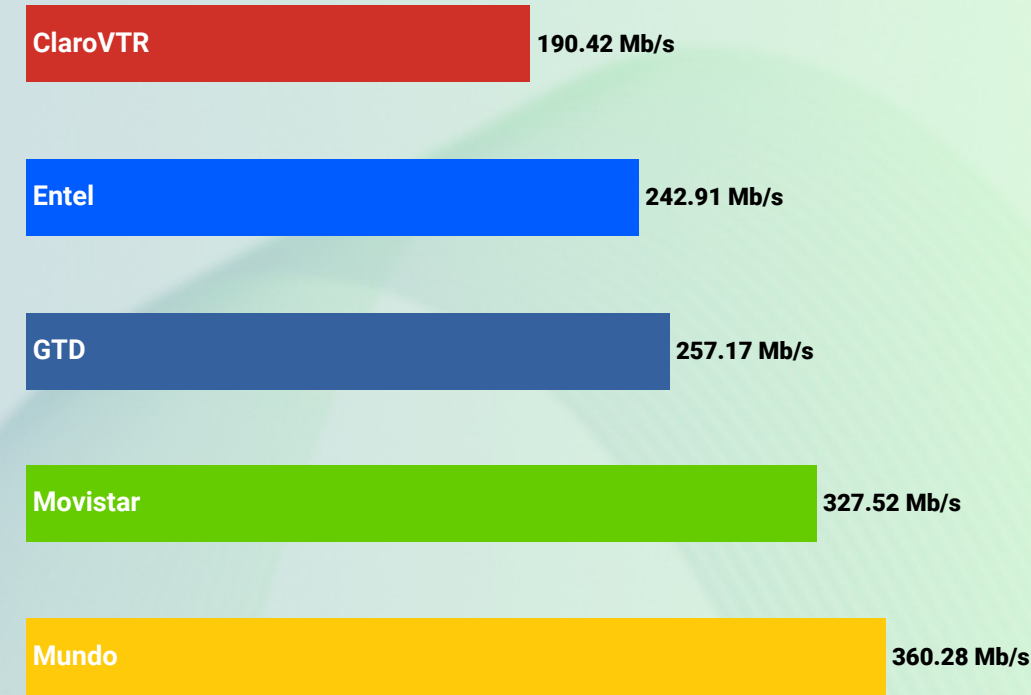
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



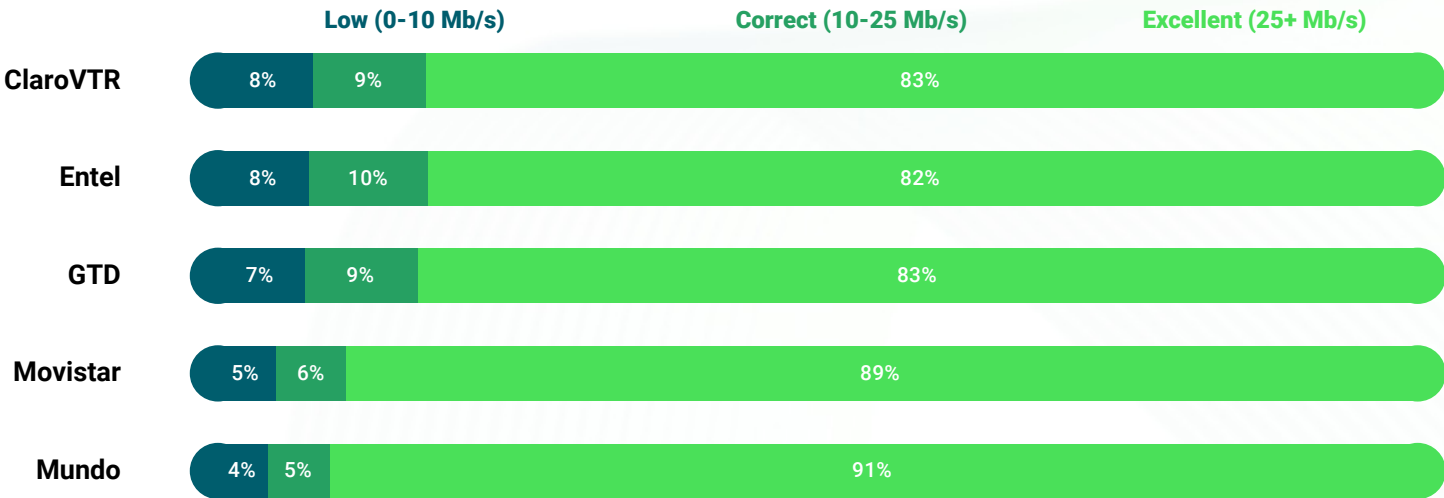
Download Speed (average)



Source : nperf.com

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

Download Speed results ventilation (average )



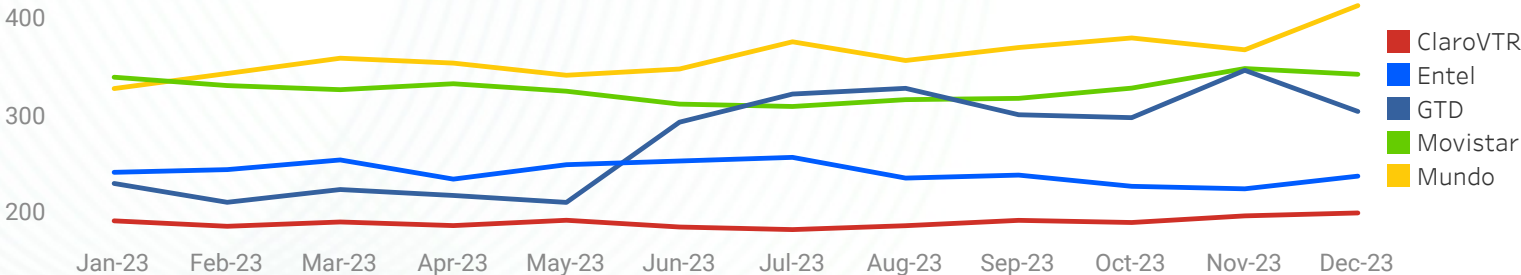
Source : nperf.com

Download Speed (average )



Source : nperf.com

Download Speed evolution over the year (average )

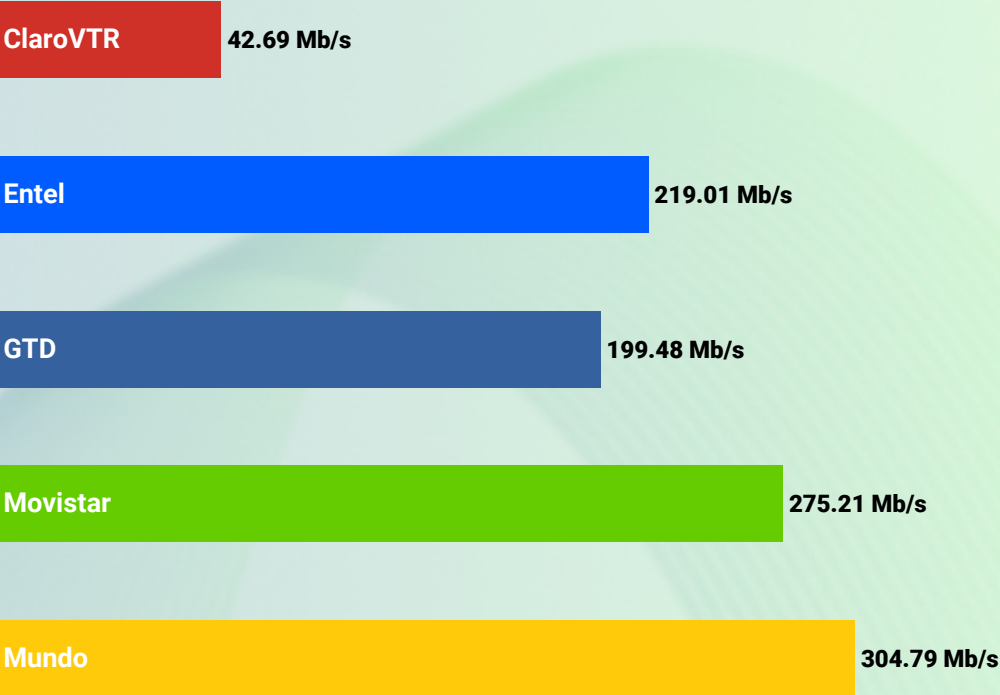


Source : nperf.com





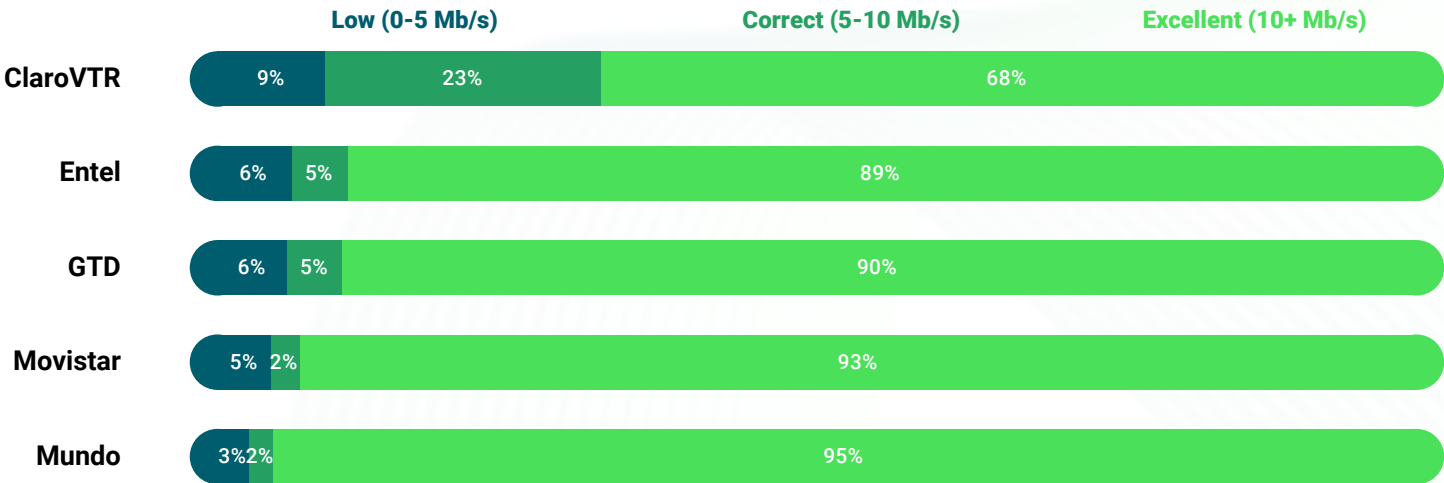
Upload Speed (average )



Source : nperf.com

The subscribers of Mundo enjoyed the best average broadband upload speed in 2023.

Upload Speed results ventilation (average)



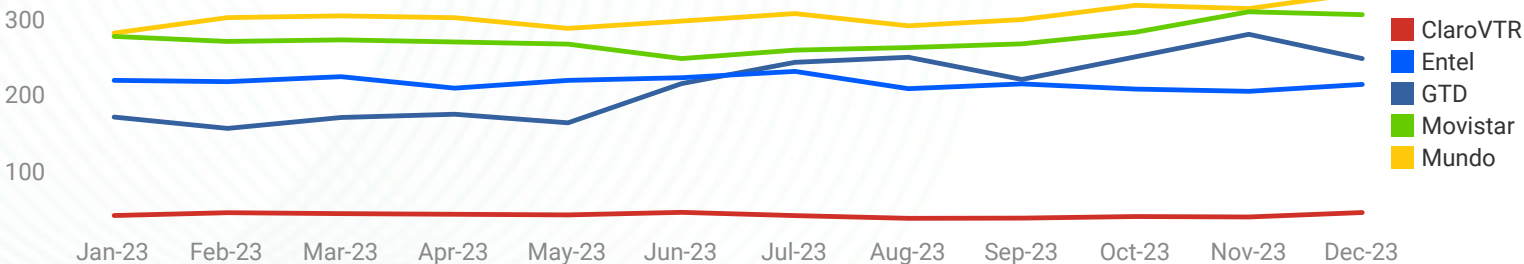
Source : nperf.com

Upload Speed (average)



Source : nperf.com

Upload Speed evolution over the year (average)

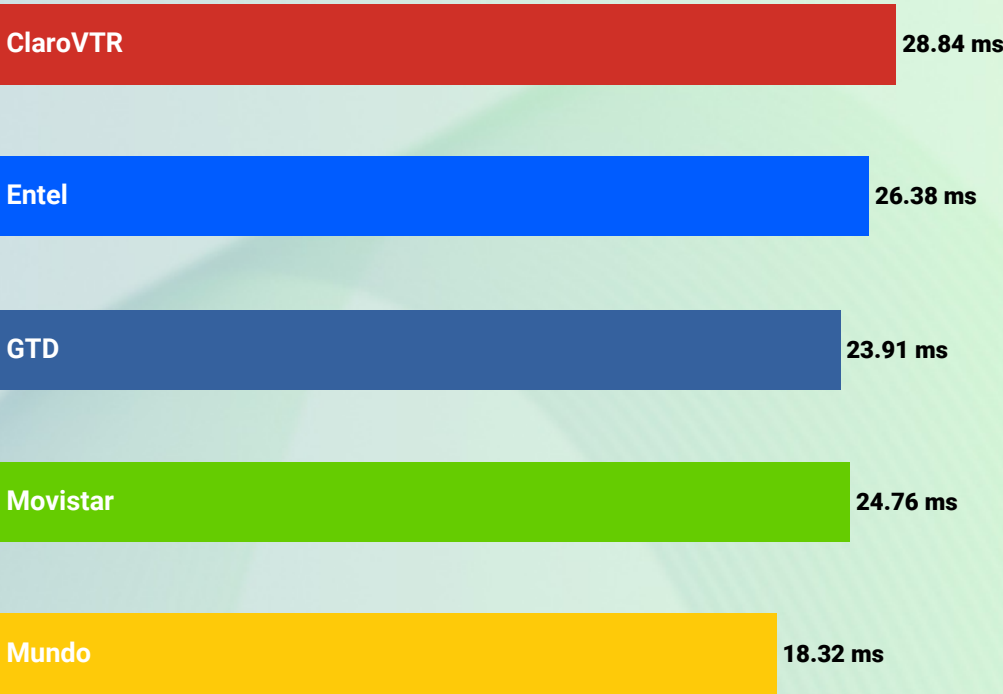


Source : nperf.com





Latency Speed (average)



Source : nperf.com

The subscribers of Mundo enjoyed the best average broadband latency in 2023.

Latency Speed results ventilation (average)



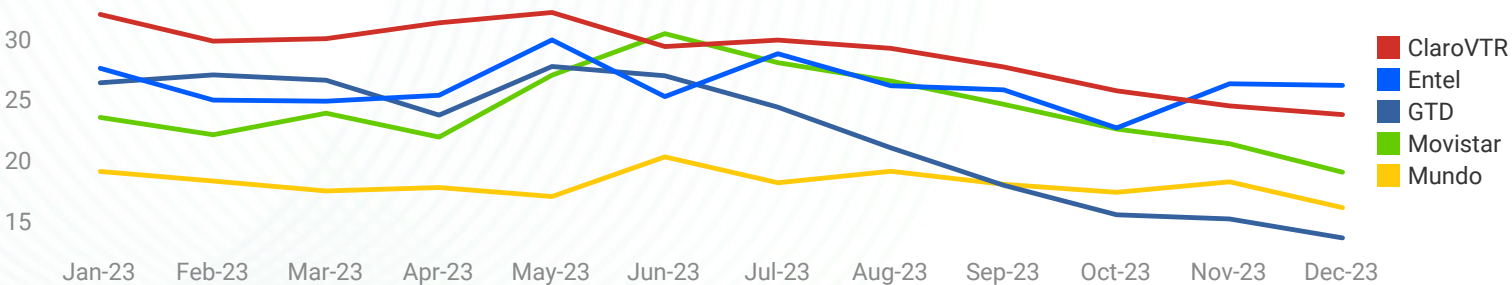
Source : nperf.com

Latency Speed (average)



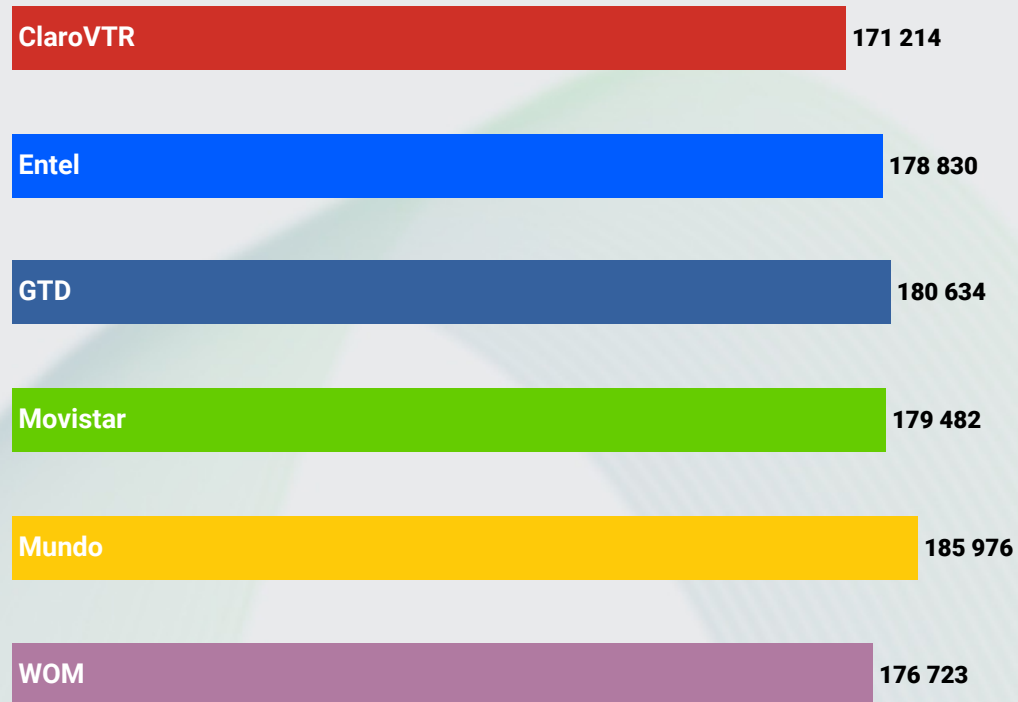
Source : nperf.com

Average latency Speed evolution over the year



Source : nperf.com

### nPerf Score (nPoints)



Source : nperf.com

The subscribers of Mundo enjoyed the best broadband performances in Chile during 2023 on FTTH.

- Best FTTH Internet Performance : Mundo (185 976 nPoints) and GTD (180 634 nPoints)
- Best FTTH Download speed : Mundo (538.38 Mb/s)
- Best FTTH Upload speed : Mundo (464.17 Mb/s)
- Best FTTH Latency speed : Mundo (14.91 ms)

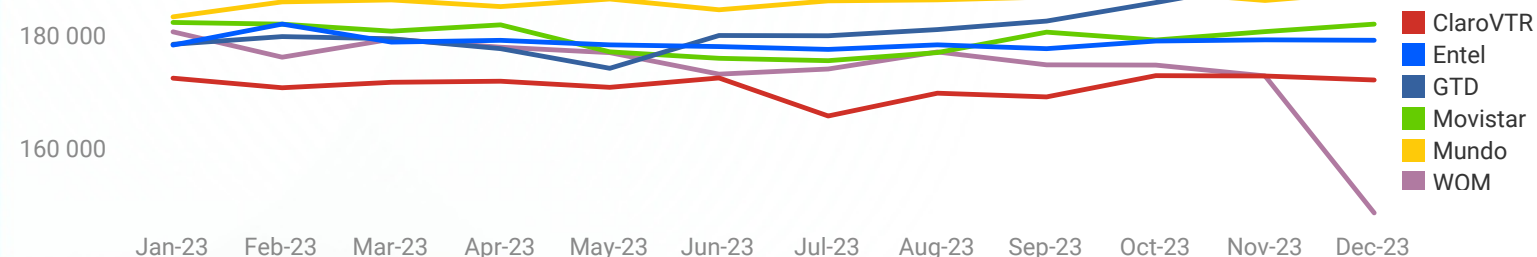
Source : nperf.com

### nPerf Score (nPoints)



Source : nperf.com

### nPerf score evolution over the year (average)



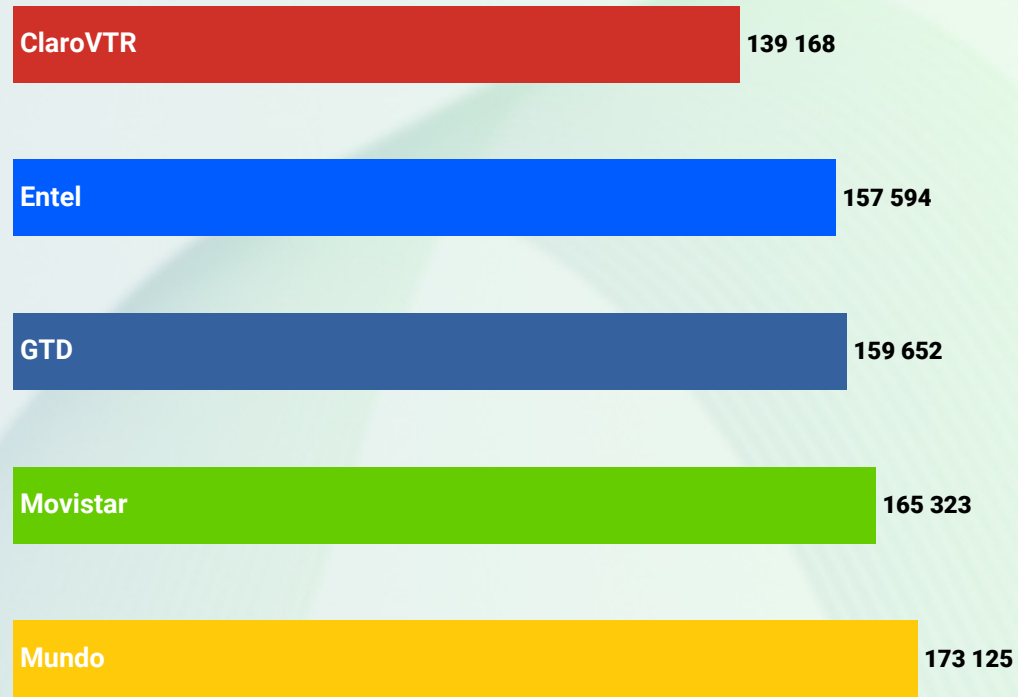
Source : nperf.com



# Fixed Internet performance in Chile



## nPerf Score (nPoints)



Source : nperf.com

The subscribers of Mundo enjoyed the best broadband performances in Chile during 2023.

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.

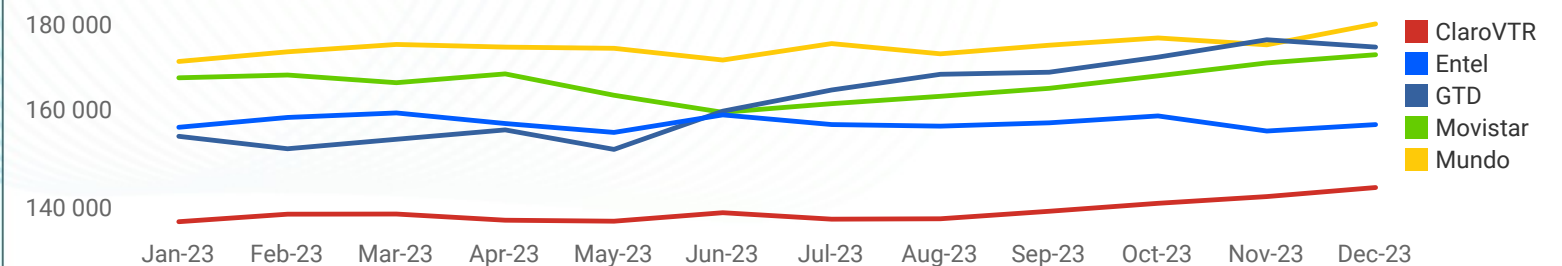
Source : nperf.com

Best fixed Internet performance in 2023



Source : nperf.com

## nPerf score evolution over the year (average)



Source : nperf.com

