

February 2, 2024



# Barometer of mobile Internet connections in Chile

01/01/2023 - 31/12/2023



**1**

**Introducing  
nPerf**

**2**

**Executive  
summary**

**3**

**Analysis**

**4**

**Methodology**

**5**

**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 Entel and WOM enjoyed the best mobile Internet performances in Chile during 2023.

### Cellular Internet connections in Chile

	Claro	Entel	Movistar	WOM
▼ Download bitrates (Mb/s)	29.00	54.99	44.33	49.86
▲ Upload bitrates (Mb/s)	10.51	14.69	12.52	14.46
◀▶ Latency (ms)	41.04	39.45	43.87	40.48
🌐 Web browsing (%)	34.18	35.17	35.44	35.45
📺 Youtube streaming (%)	75.29	77.57	75.50	79.35
nPerf Score (nPoints)	50 341	59 388	54 841	59 256

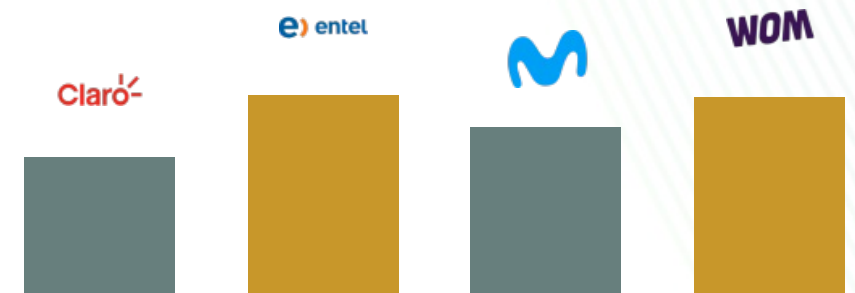
Source : nperf.com



Best mobile Internet performance  
in 2023









Source : nperf.com



Source : nperf.com

The subscribers of Entel enjoyed the best 5G mobile connections in Chile during 2023.

5G mobile connections in Chile

	Entel	Movistar	WOM
 Download bitrates (Mb/s)	184.42	128.48	120.01
 Upload bitrates (Mb/s)	31.36	21.48	25.42
 Latency (ms)	26.97	38.44	34.32
 Web browsing (%)	52.08	48.24	45.64
 Youtube streaming (%)	86.01	84.68	84.12
 nPerf Score (nPoints)	94 968	81 186	80 774

Source : nperf.com



#### Entel and WOM: Co-leader of the Chilean mobile market

Entel and WOM dominate the 2023 mobile network with the highest nPerf score, showcasing exceptional performance. They are co-leader on most KPIs: Upload, latency and browsing. WOM takes the lead on streaming where Entel is stronger on download speed with 55 Mb/s. Overall Entel and WOM are both offering a satisfactory streaming experience but one can find room for improvement on streaming.

#### 5G Focus: Entel's Superior Edge

Entel's superiority in the 5G category is clear, with the highest download speeds (184 Mb/s) indicating its commitment to advanced mobile technology and high-speed connectivity.

#### Movistar: Competitive Presence

Movistar maintains a competitive presence in the market, showing robust performance in the 5G sector. While it may not lead in overall metrics, its focus on next-generation network technology is evident, suggesting strategic emphasis on future network developments.

#### Claro: Stable with room for growth

Claro is clearly suffering from his low 5G coverage. However, Claro maintains steady service with a download speed of 29 Mb/s and an upload speed of 11 Mb/s and manage to offer a competitive quality of experience (browsing and streaming) to its customer.

#### Conclusion

Chile's mobile network in 2023 is shaped by Entel and WOM leadership across standard and 5G technologies, with Movistar and Claro closely following. The focus on 5G advancements by these providers points to a market geared towards technological innovation, promising enhanced connectivity and user experiences.

## 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 mobile 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.



### 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 user's perceived quality of the Internet network.



### Streaming performance :

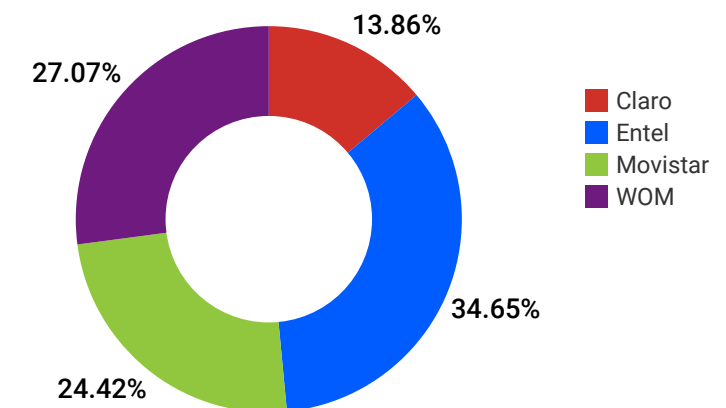
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the user's perceived quality of the Internet network.

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



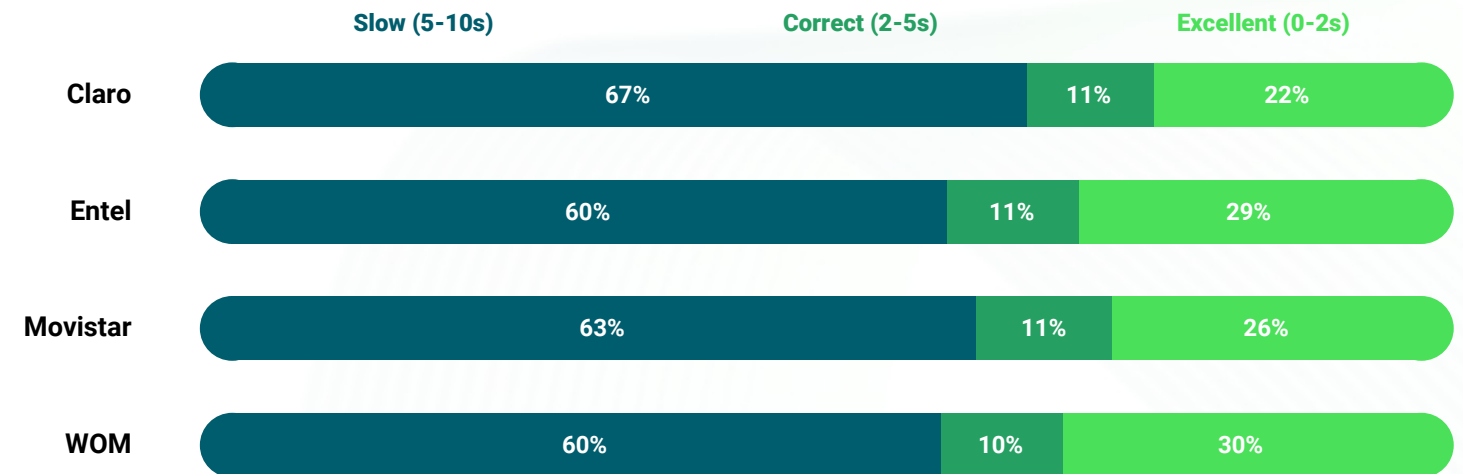
## Browsing Performance rate (average)



Source : nperf.com

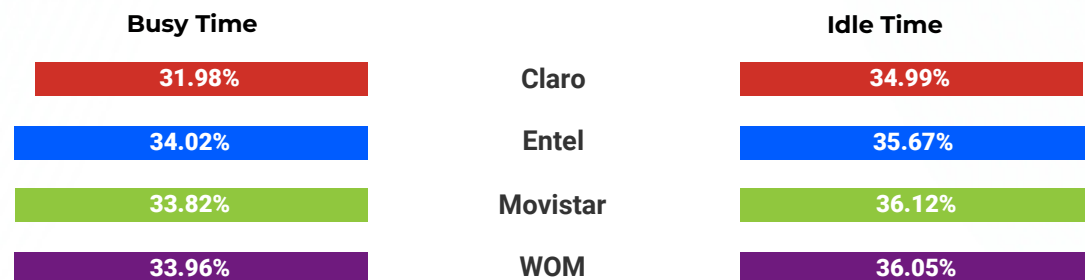
The subscribers of WOM, Movistar and Entel enjoyed the best mobile Internet browsing performance in 2023.

## Browsing Performance results ventilation (average)



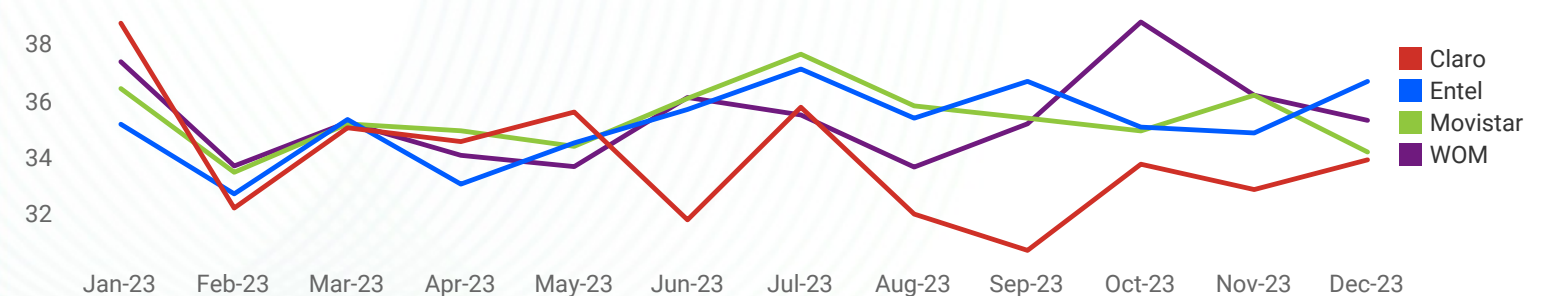
Source : nperf.com

## Browsing Performance rate (average)



Source : nperf.com

## Browsing performance rate (average) evolution over the year



Source : nperf.com





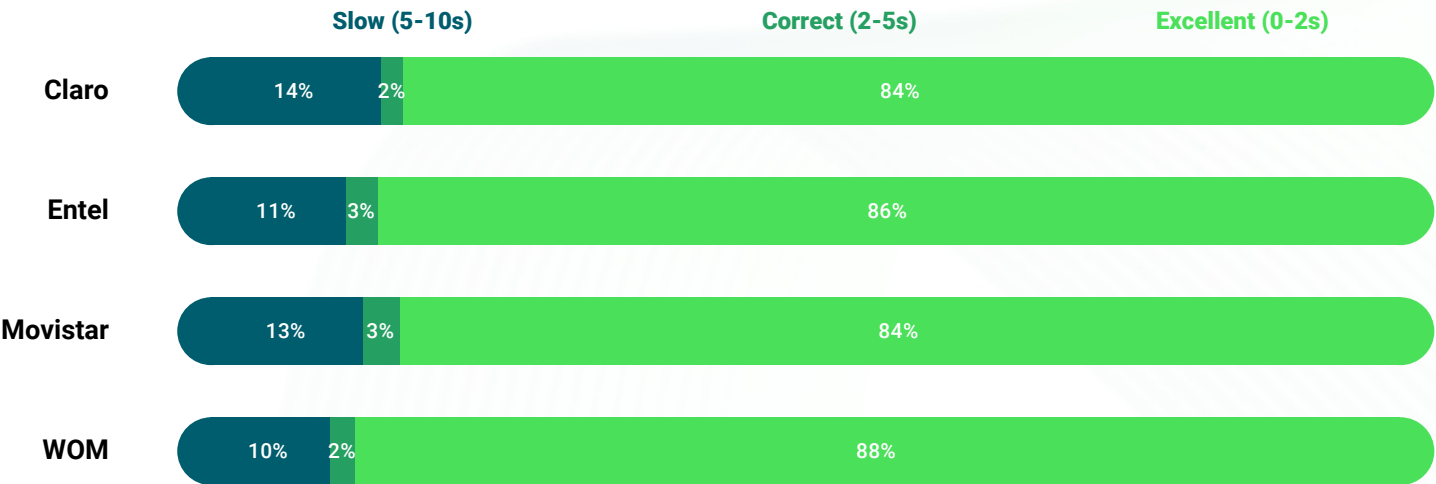
Streaming Performance rate (average)



Source : nperf.com

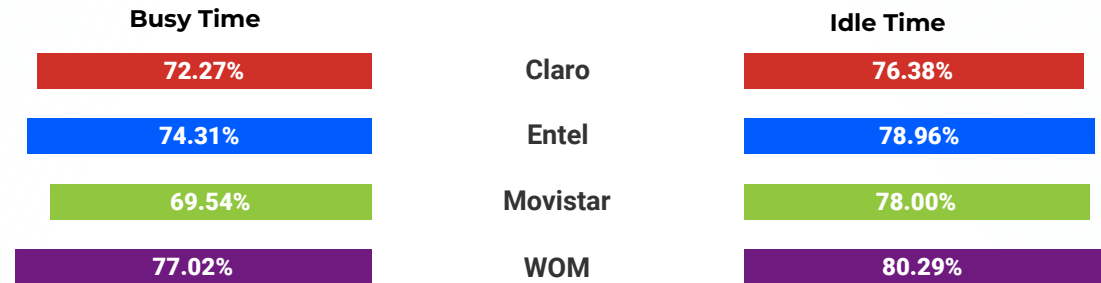
The subscribers of WOM enjoyed the best mobile Internet streaming performance in 2023.

Streaming Performance results ventilation (average)



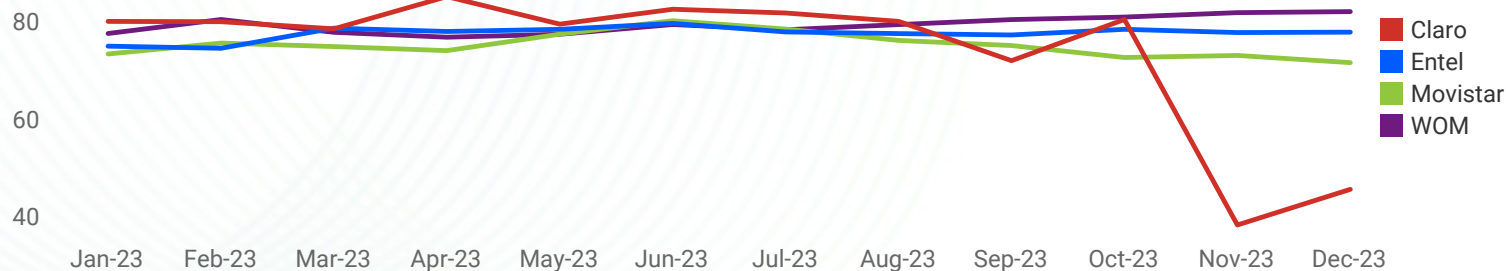
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

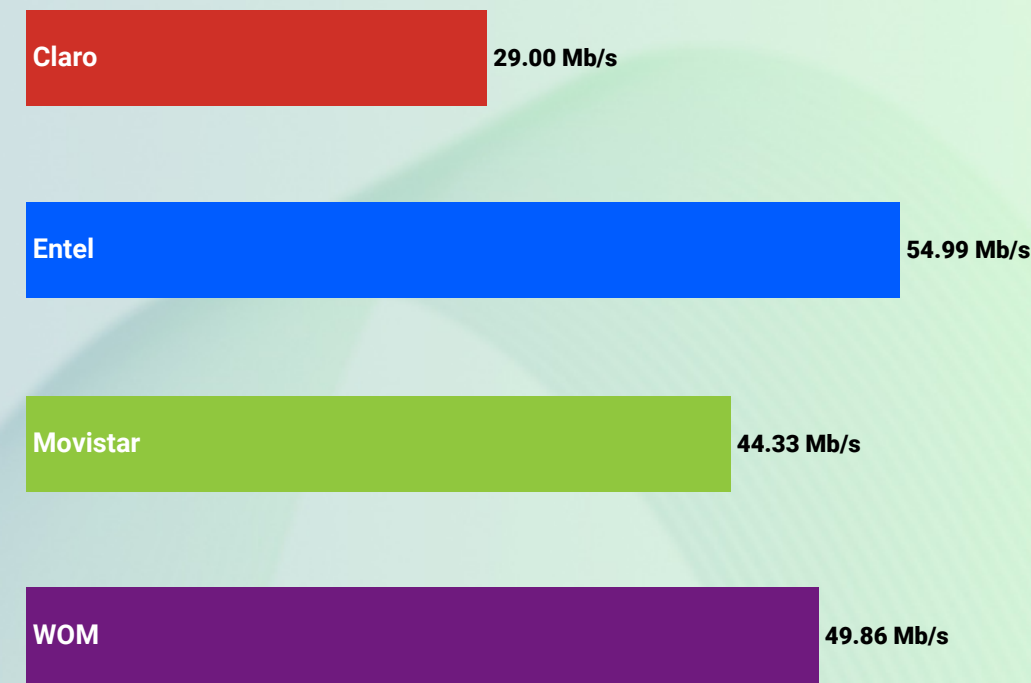
Streaming performance rate (average) evolution over the year



Source : nperf.com



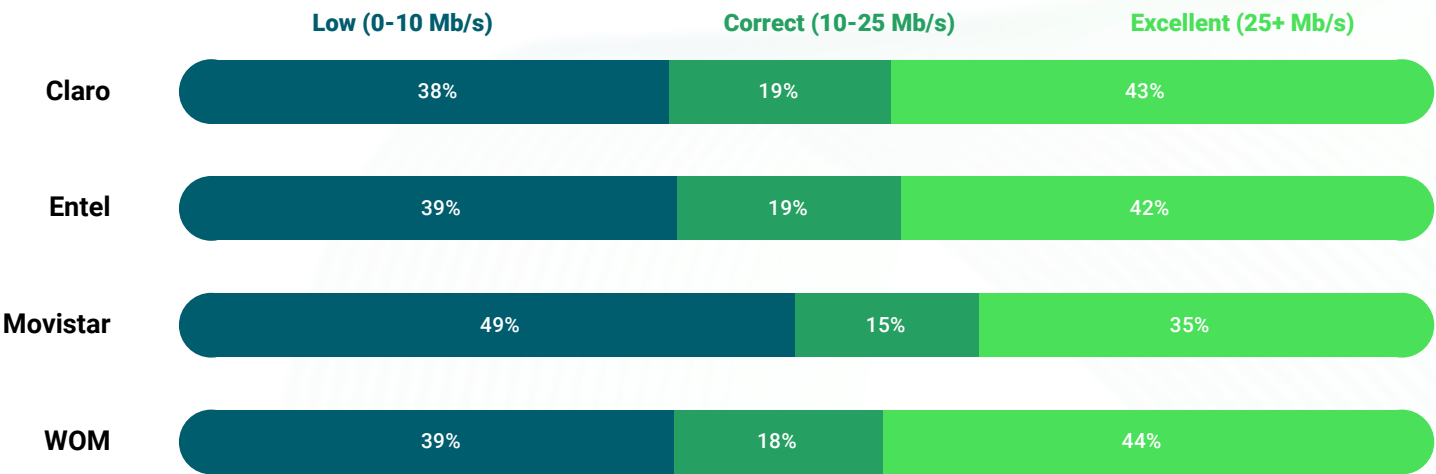
Download Speed (average)



Source : nperf.com

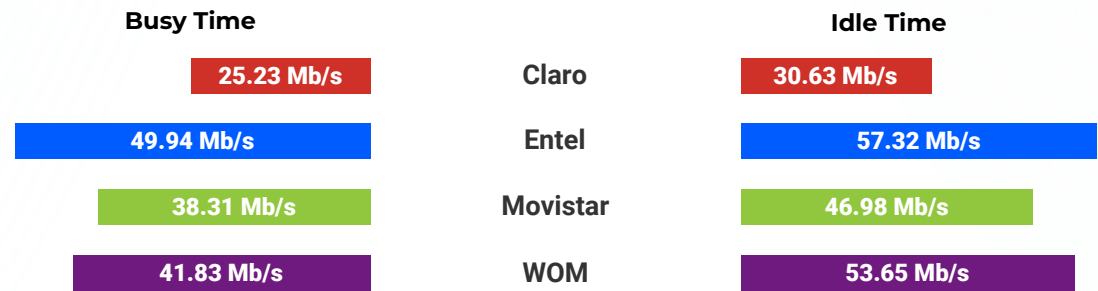
The subscribers of Entel enjoyed the best average mobile Internet download speed in 2023.

Download Speed results ventilation (average)



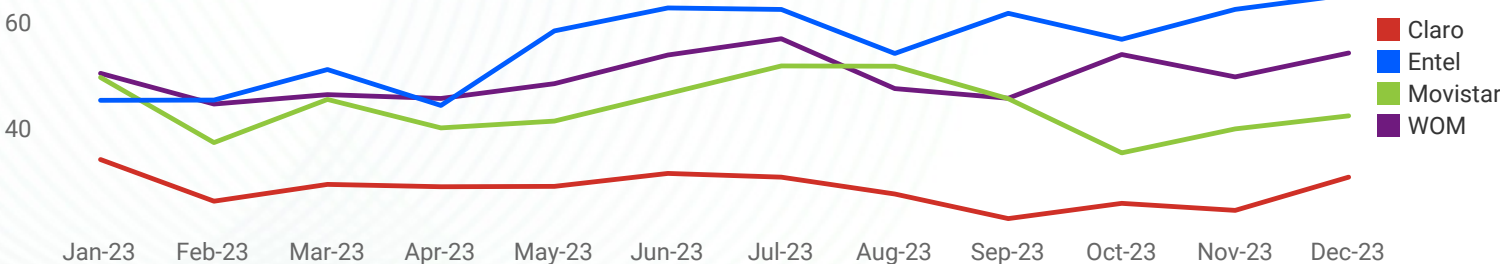
Source : nperf.com

Download Speed (average)



Source : nperf.com

Download Speed evolution over the year (average)



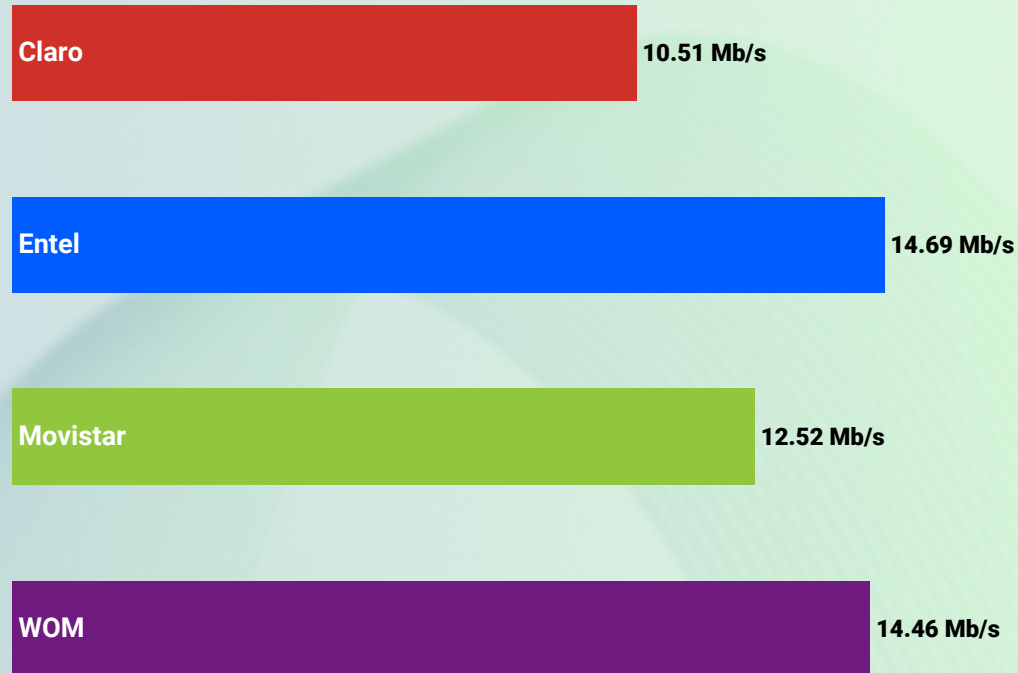
Source : nperf.com



## Speed : Upload



### Upload Speed (average )



Source : nperf.com

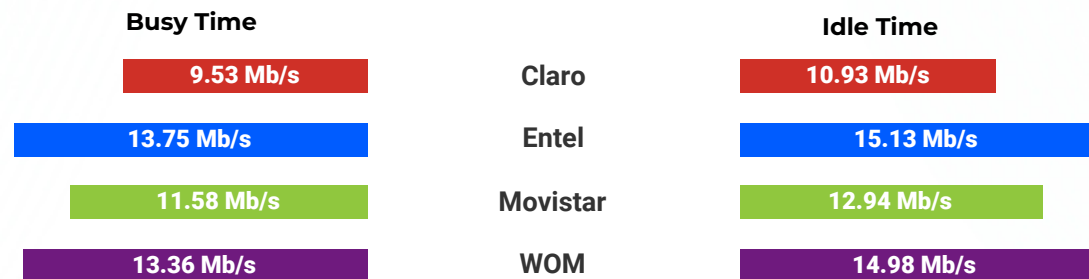
The subscribers of Entel and WOM enjoyed the best average mobile Internet upload speed in 2023.

### Upload Speed results ventilation (average)



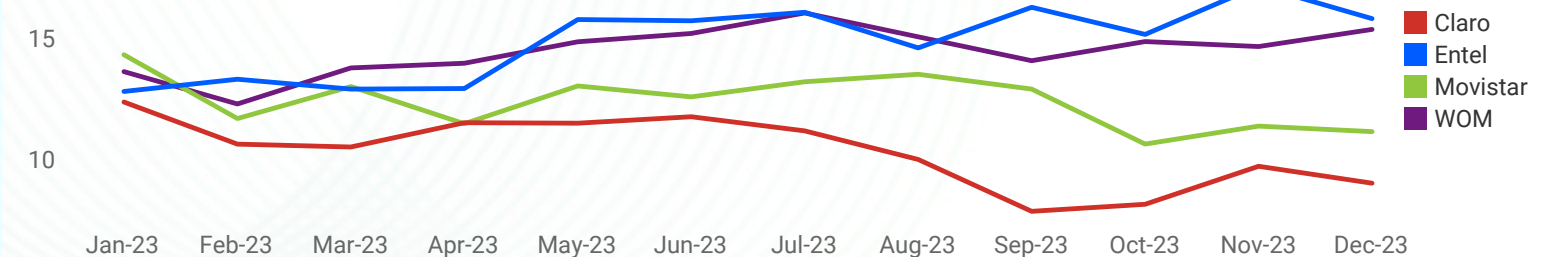
Source : nperf.com

### Upload Speed (average )



Source : nperf.com

### Upload Speed evolution over the year (average)



Source : nperf.com





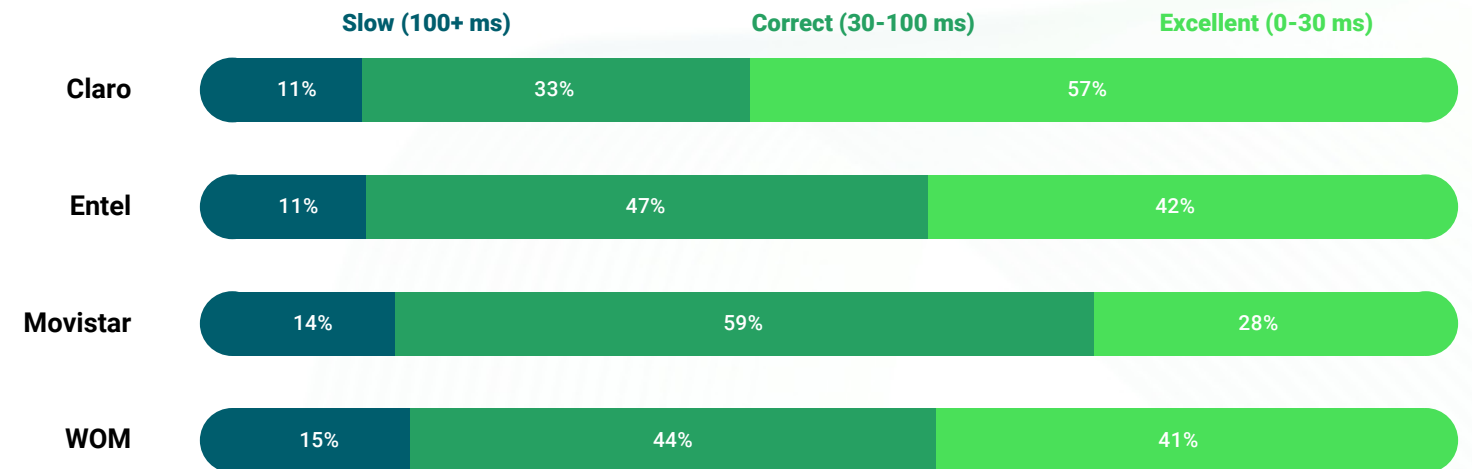
## Latency Speed (average)



Source : nperf.com

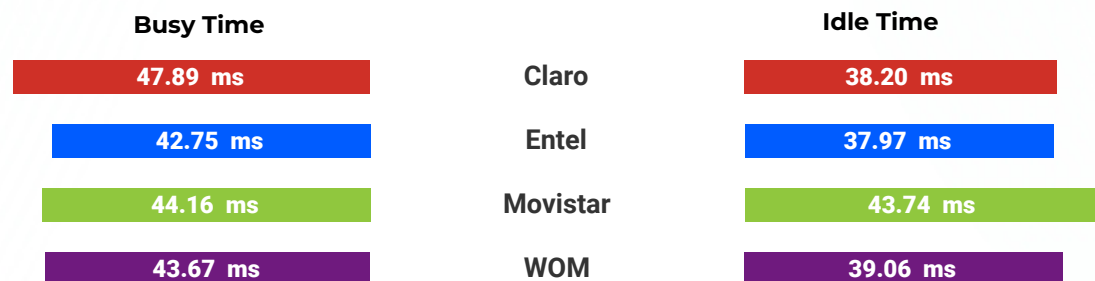
The subscribers of Entel and WOM enjoyed the best average mobile Internet latency speed in 2023.

## Latency Speed results ventilation (average)



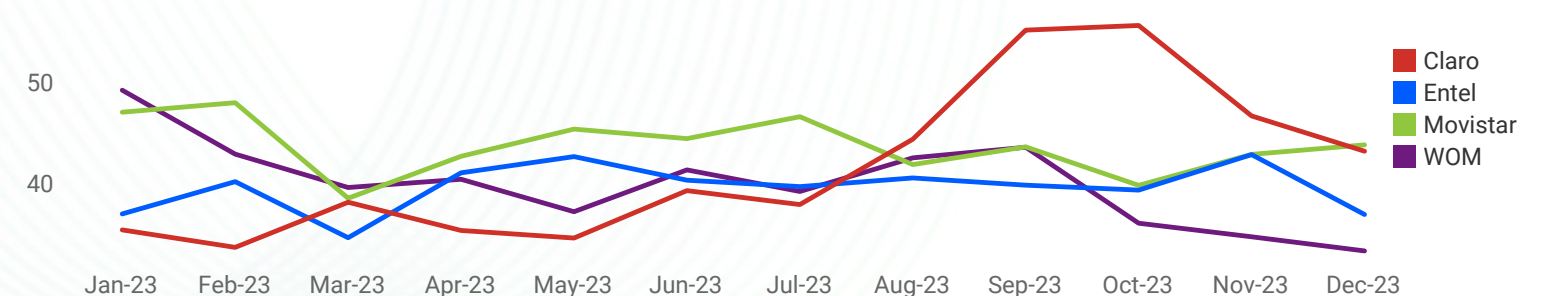
Source : nperf.com

## Latency Speed (average)



Source : nperf.com

## Latency Speed evolution over the year (average)



Source : nperf.com

5G nPerf score (average)



Source : nperf.com

The subscribers of Entel enjoyed the best 5G mobile connections in Chile during 2023.

- Best 5G Mobile Performance : Entel (94 968 nPoints)
- Best 5G Mobile Download speed : Entel (184.42 Mb/s)
- Best 5G Mobile Upload speed : Entel (31.36 Mb/s)
- Best 5G Mobile Latency speed : Entel (26.97 ms)
- Best 5G Mobile Browsing experience : Entel (52.08 %)
- Best 5G Mobile Video experience : Entel (86.01%)

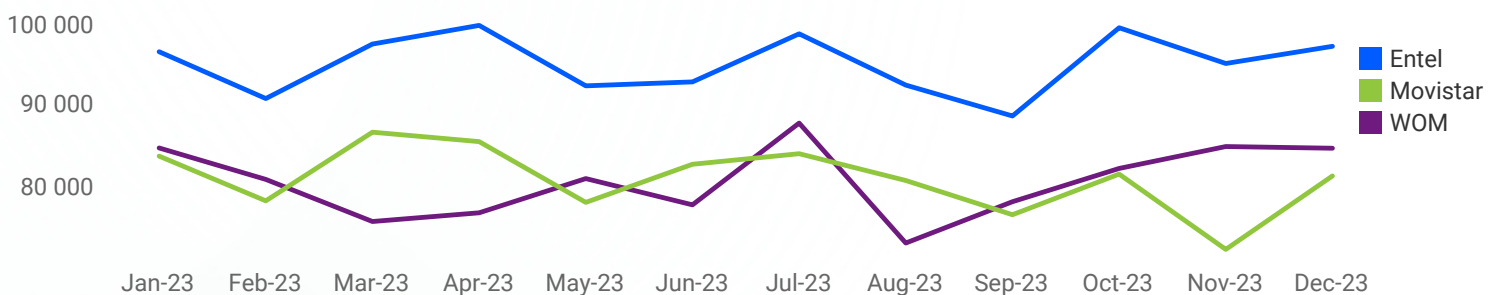
Source : nperf.com

5G nPerf score (average)



Source : nperf.com

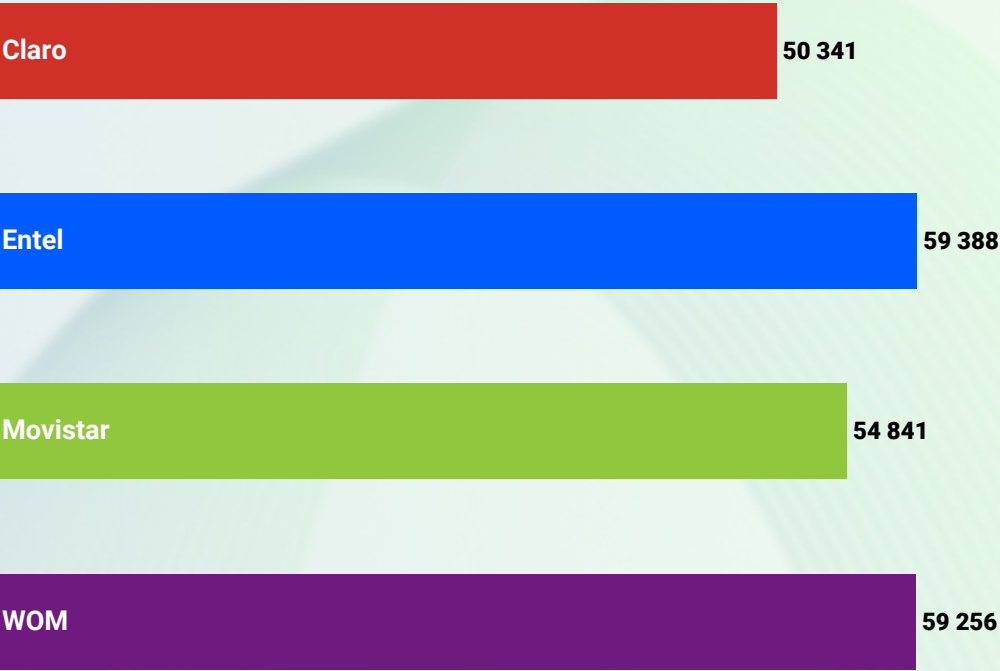
nPerf score evolution over the year (average)



Source : nperf.com



nPerf Score (nPoints)



Source : nperf.com

The subscribers of Entel and WOM enjoyed the best mobile Internet performances in Chile during 2023.

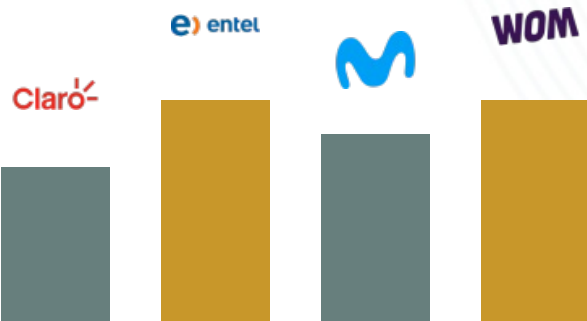
The nperf score takes into account the measured bitrates, the latency and the Qoe tests. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.

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

Source : nperf.com

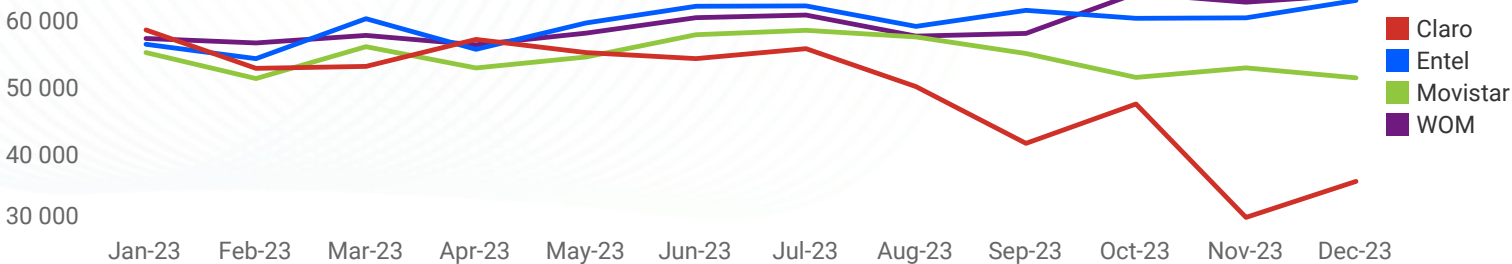


Best mobile Internet performance in 2023



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com



