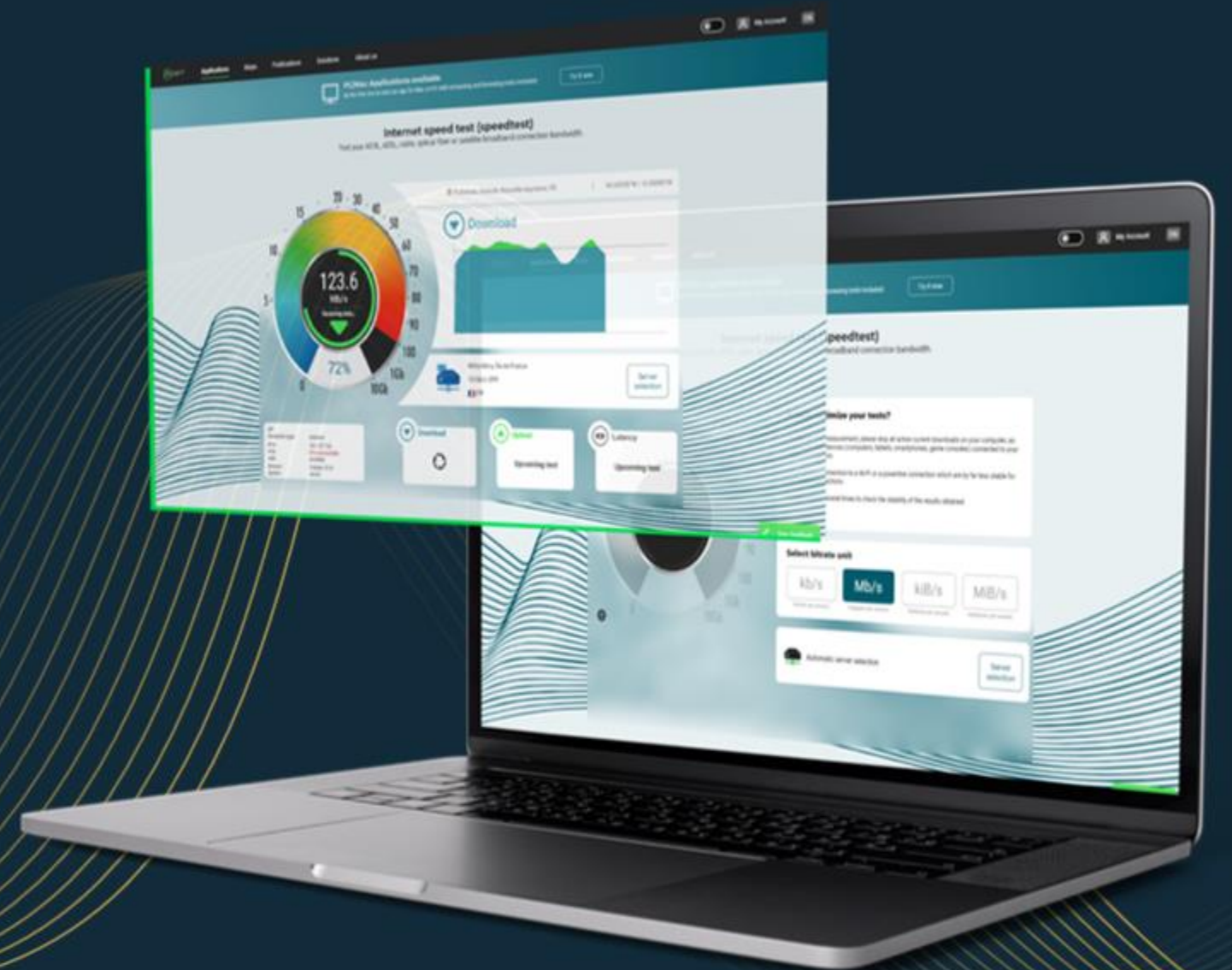
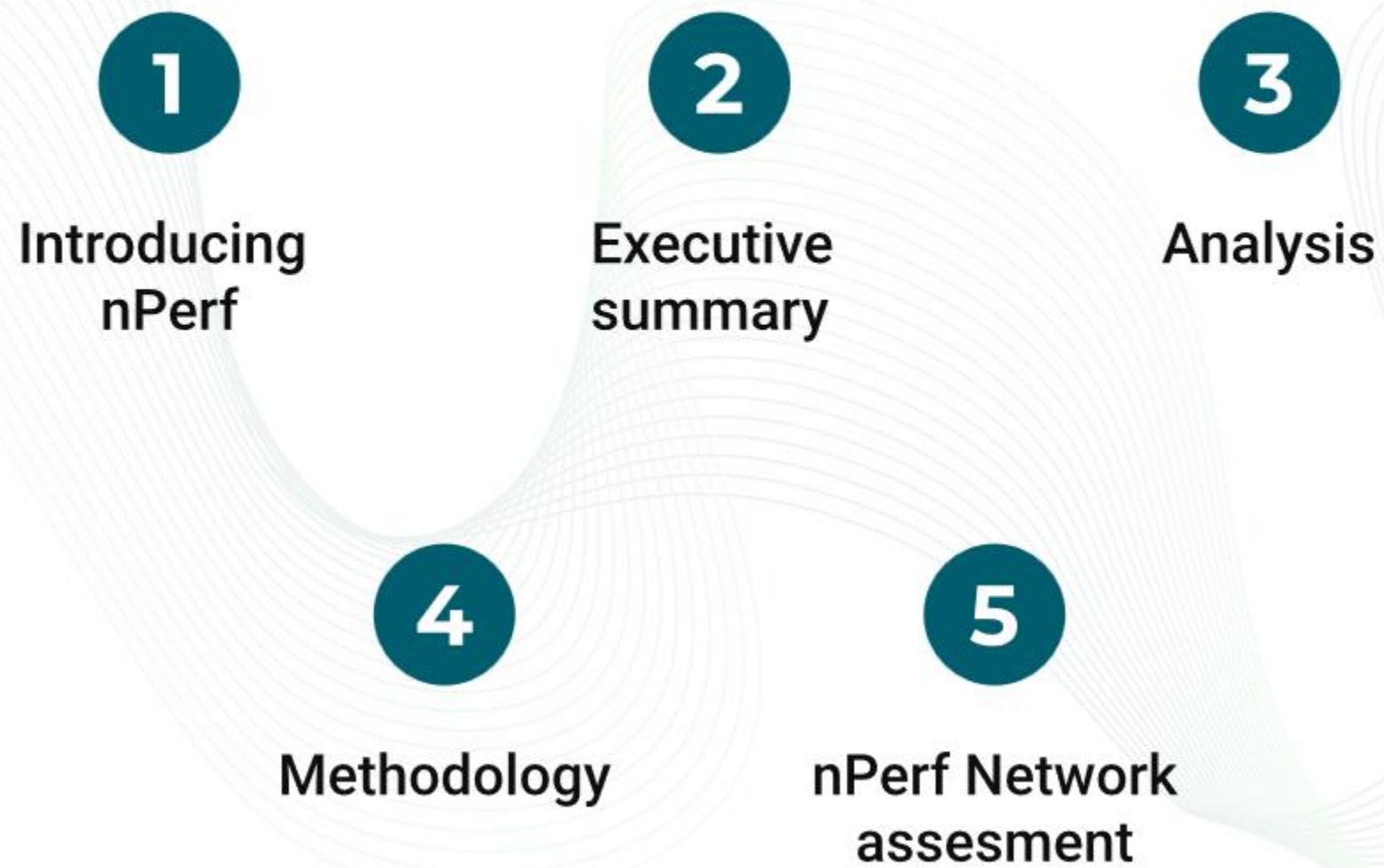


01/28/2025

Barometer of fixed Internet connections in Chile

01/01/2024 - 12/31/2024







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.

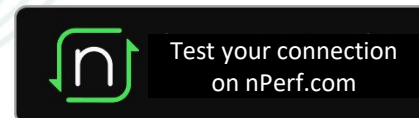
 **300k+** tests daily worldwide.

 **26Md+** coverage scans in total.

 **3k+** servers all around the world.

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2. Executive Summary



The subscribers of GTD, Movistar and Mundo enjoyed the best fixed Internet performances in 2024.

Fixed Internet connections in Chile

	Claro	Entel	GTD	Movistar	Mundo
▼ Download speeds (Mb/s)	190,04	224,18	289,63	308,34	371,91
▲ Upload speeds (Mb/s)	51,85	209,28	236,59	276,55	295,83
◀▶ Latency (ms)	27,26	20,39	13,30	17,12	13,69
🌐 Web browsing (%)	59,13	64,77	65,01	64,96	62,57
📺 Youtube streaming (%)	80,78	86,17	87,01	88,51	87,36
📄 nPerf Score (nPoints)	99 173	121 373	131 074	131 243	133 267

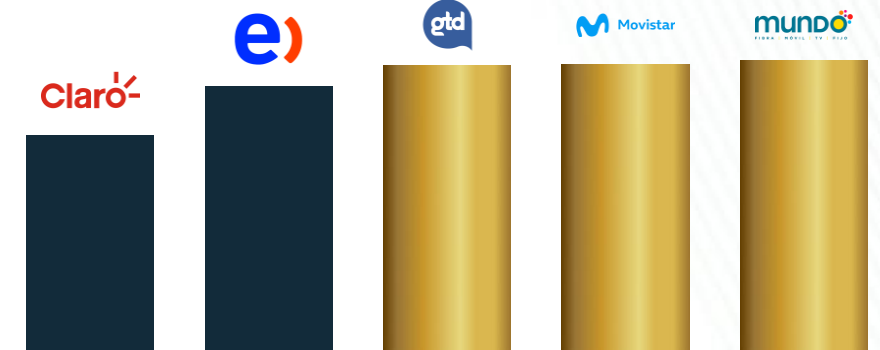
Source : nperf.com



Best fixed Internet performance in 2024



Source : nperf.com



Source : nperf.com

The subscribers of GTD and Mundo enjoyed the best FTTH Internet performances in Chile in 2024.


FTTH Fixed Internet connections in Chile

	Claro	Entel	GTD	Movistar	Mundo
▼ Download speeds (Mb/s)	358,47	405,83	459,48	442,49	558,05
▲ Upload speeds (Mb/s)	306,36	390,18	383,55	408,61	458,52
◀▶ Latency (ms)	16,52	14,65	9,21	13,19	11,00
🌐 Web browsing (%)	68,67	70,13	69,07	67,85	66,04
📺 Youtube streaming (%)	88,70	92,22	91,24	91,91	91,25
nPerf Score (nPoints)	137 521	146 450	150 030	146 590	149 511

Source : nperf.com

The subscribers of GTD, Movistar and Mundo enjoyed the best WIFI Internet performances in Chile in 2024.

Fixed Internet connections in Chile

	Claro	Entel	GTD	Movistar	Mundo
▼ Download speeds (Mb/s)	182,18	209,14	216,22	230,05	250,03
▲ Upload speeds (Mb/s)	51,06	184,13	165,49	201,57	188,46
◀▶ Latency (ms)	26,94	20,21	12,92	17,87	14,46
🌐 Web browsing (%)	61,90	65,28	65,29	65,27	63,53
📺 Youtube streaming (%)	85,20	88,22	87,97	89,90	89,05
 nPerf Score (nPoints)	103 859	121 945	126 740	126 644	127 586

Source : nperf.com

Introduction

The market analysis in 2024 highlights significant shifts in leadership and performance among fixed-line Internet service providers in Chile. Notably, the nPerf Score has improved, indicating a positive trend in the overall performance of the market. This year, Mundo, GTD and Movistar emerge as co-leaders in the market, marking a change from previous leadership. The focus areas of WiFi and FTTH have seen robust performances, with GTD and Mundo leading in these categories.

In terms of specific KPIs, Mundo has maintained its strong position in Download speed and Upload speed, while GTD has taken the lead in Latency. Browsing and Video streaming see GTD performing exceptionally well, sharing leadership in Browsing with Entel and Movistar. The market continues to exhibit positive trends, showcasing strengths in connectivity and speed advancements.

GTD: Market Co-leader and Dominance in Latency

In 2024, GTD stands out as a market co-leader with an impressive overall score. GTD excels in Latency, providing swift and reliable connections, and shows strong performances in Browsing and Video streaming. Additionally, GTD dominates in both WiFi and FTTH, reinforcing its position in fixed-line technologies. The operator's consistent improvements highlight its contribution to advancing the market's quality.

Movistar: Co-leader of the Market and Excellence in Streaming

Movistar, sharing the co-leader position with GTD, demonstrates exceptional prowess in Video streaming. It also shares leadership in Browsing, showcasing its competitive edge in delivering high-quality user experiences. Movistar's continuous enhancements in service quality contribute significantly to the market's overall performance.

Mundo: Excellence in Download and Upload Speed

Mundo shines with its superior performance in Download and Upload speed, providing users with fast and efficient Internet speeds. Its leadership in these categories underscores its commitment to delivering high-performance connectivity. Mundo's advancements reflect its important role in enhancing the market's offerings.

Entel: Excellence in Browsing

Entel is recognized for its excellence in Browsing, sharing leadership with other top providers. This achievement highlights its ability to deliver seamless and efficient web experiences, contributing positively to the fixed-line Internet landscape.

Claro-VTR: Significant Improvement in Global Score

Claro-VTR has shown a notable improvement in its global score, marking a 13.8% increase. This progress highlights its efforts to enhance service quality and competitiveness in the market.

Conclusion

GTD and Movistar joined Mundo as market co-leaders, driving significant advancements in various performance metrics. Mundo continues to excel in Download and Upload speed, while Entel demonstrates strength in Browsing. The market's positive trajectory reflects the competitiveness and innovation among providers, promising a bright future for fixed-line Internet services in Chile.

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

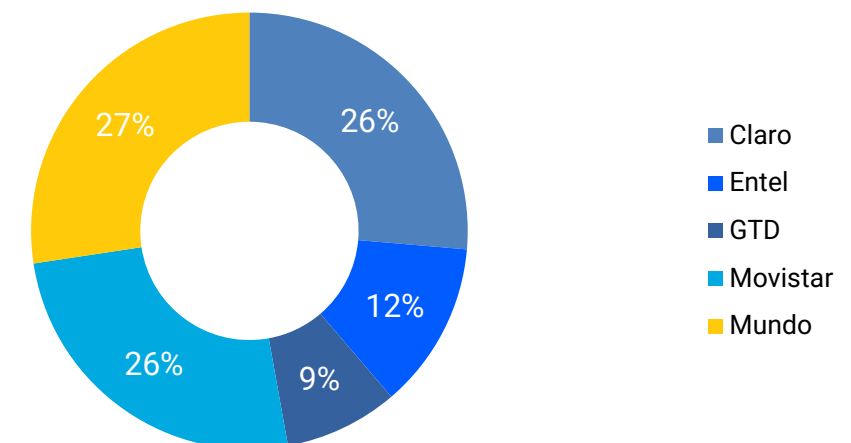
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the perceived quality by the user.

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 2% 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.

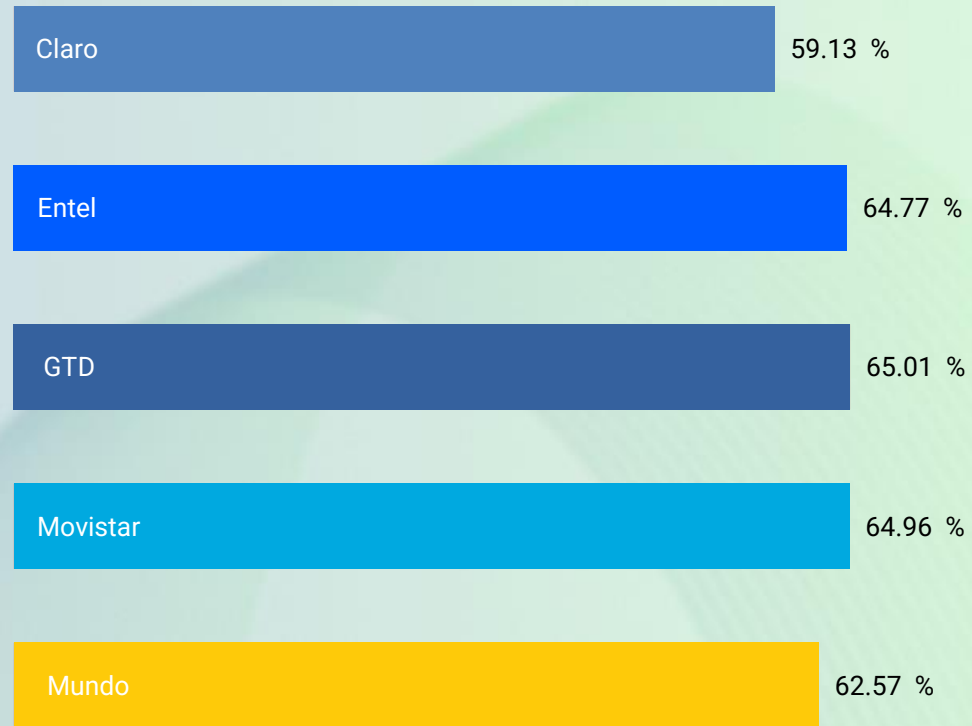
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



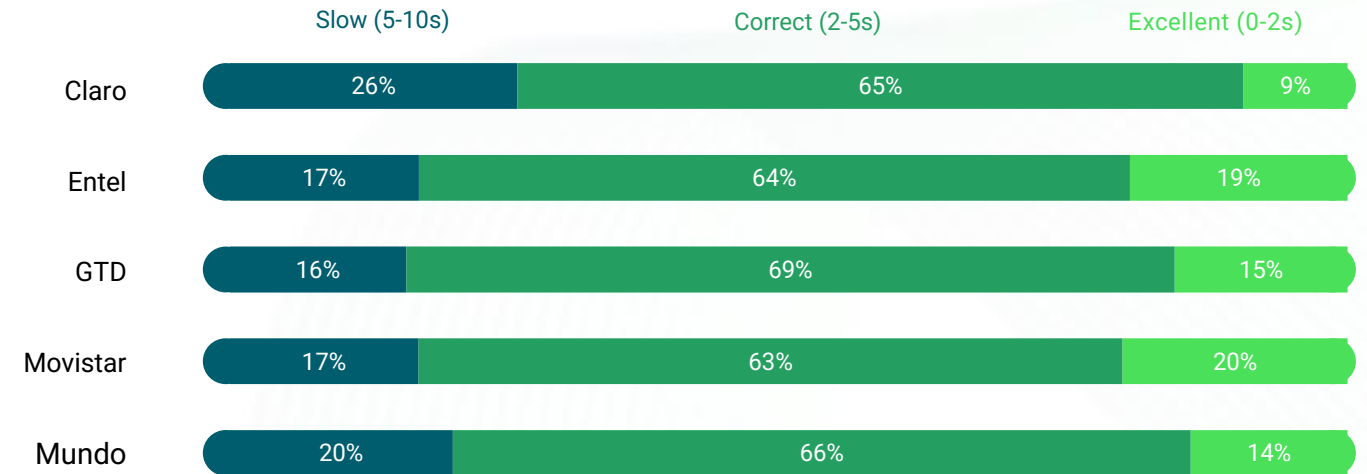
Browsing Performance rate (average)



Source : nperf.com

The subscribers of Entel, GTD and Movistar enjoyed the best fixed Internet browsing performance in 2024.

Browsing Performance results ventilation (average)



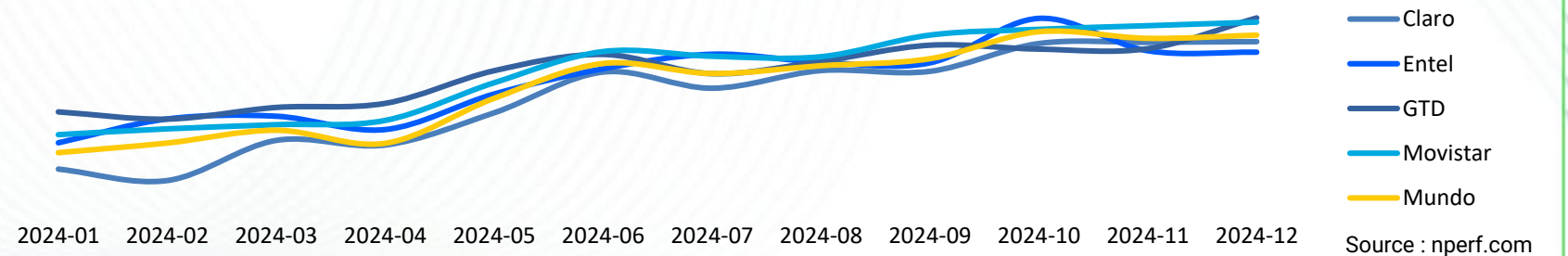
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

Browsing performance rate (average) evolution over the year



Source : nperf.com



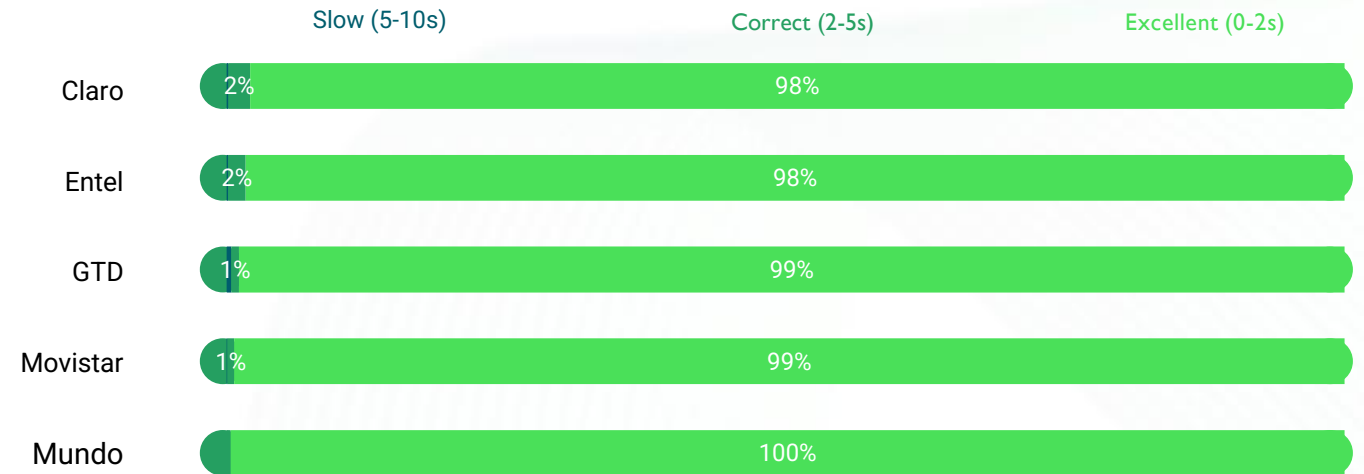
Streaming Performance rate (average)



Source : nperf.com

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

Streaming Performance results ventilation (average)



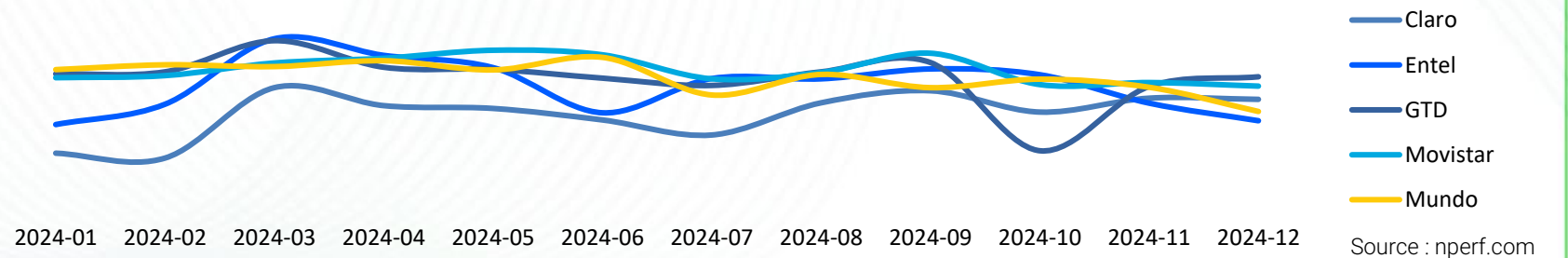
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

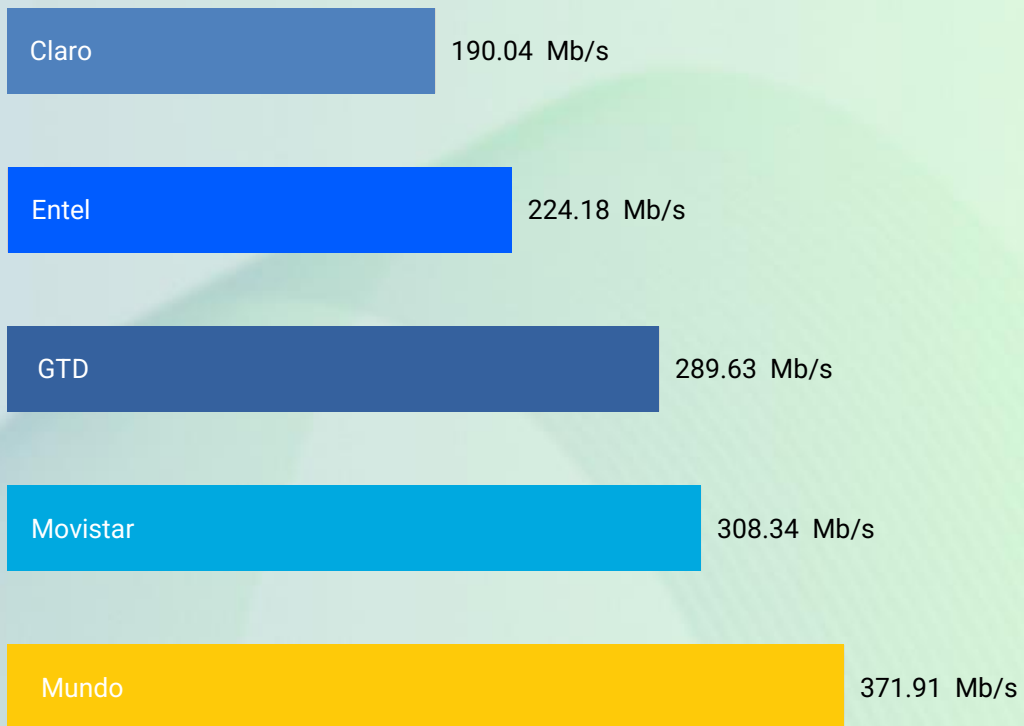
Streaming performance rate (average) evolution over the year



Source : nperf.com



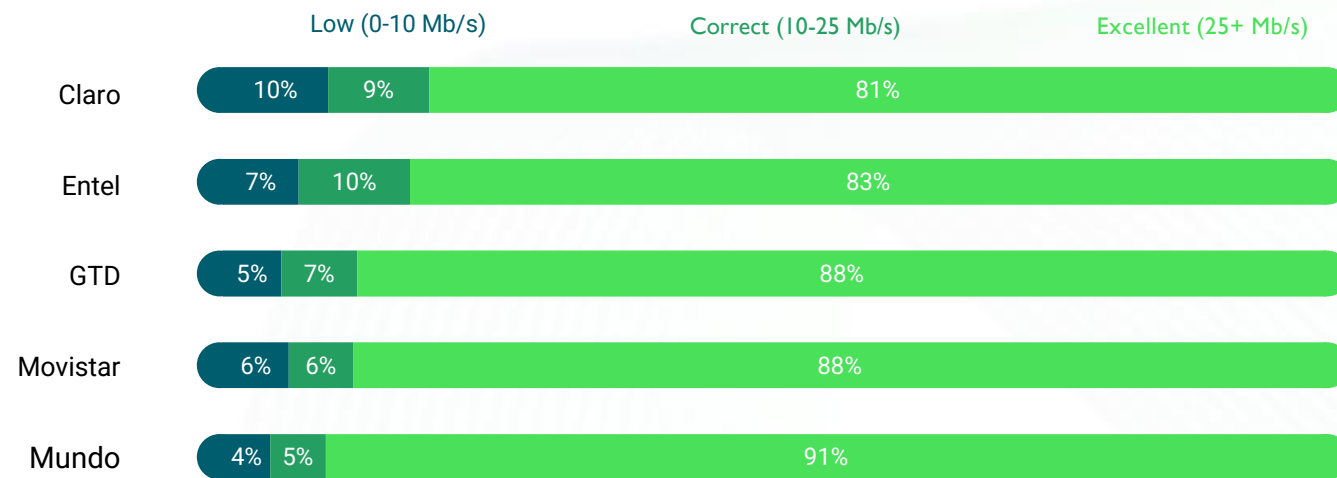
Download Speed (average)



Source : nperf.com

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

Download Speed results ventilation (average)



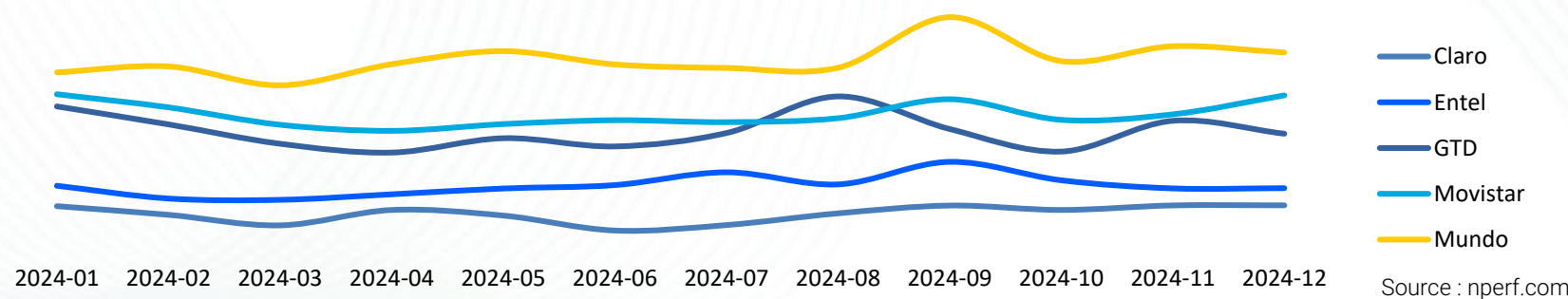
Source : nperf.com

Download Speed (average)



Source : nperf.com

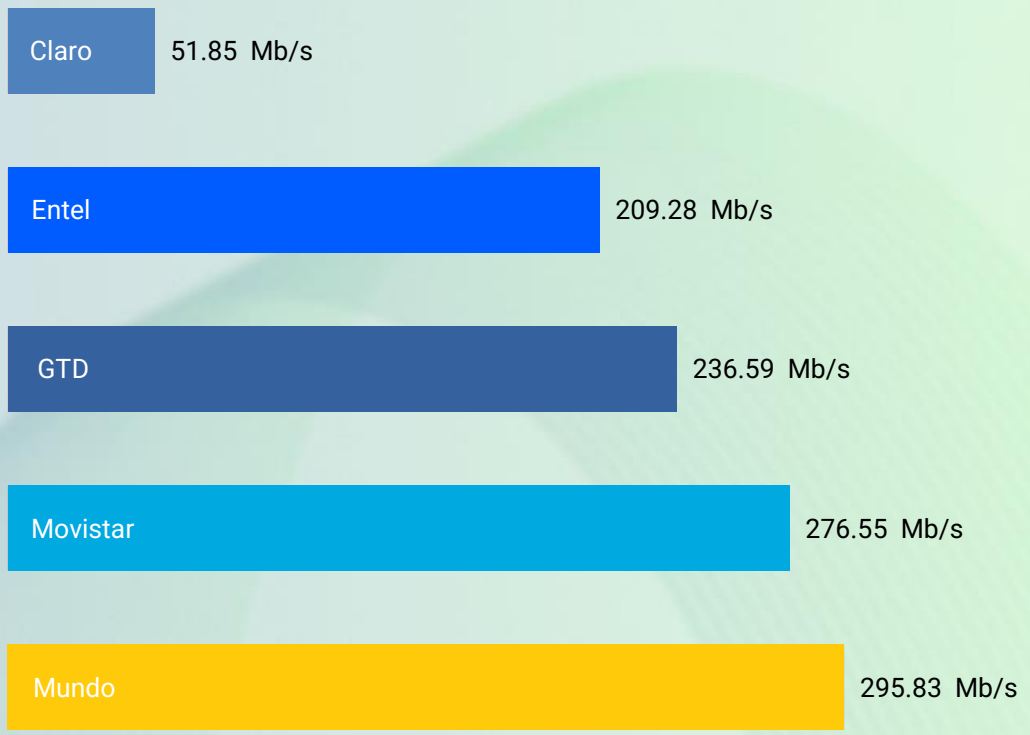
Download Speed evolution over the year (average)



Source : nperf.com



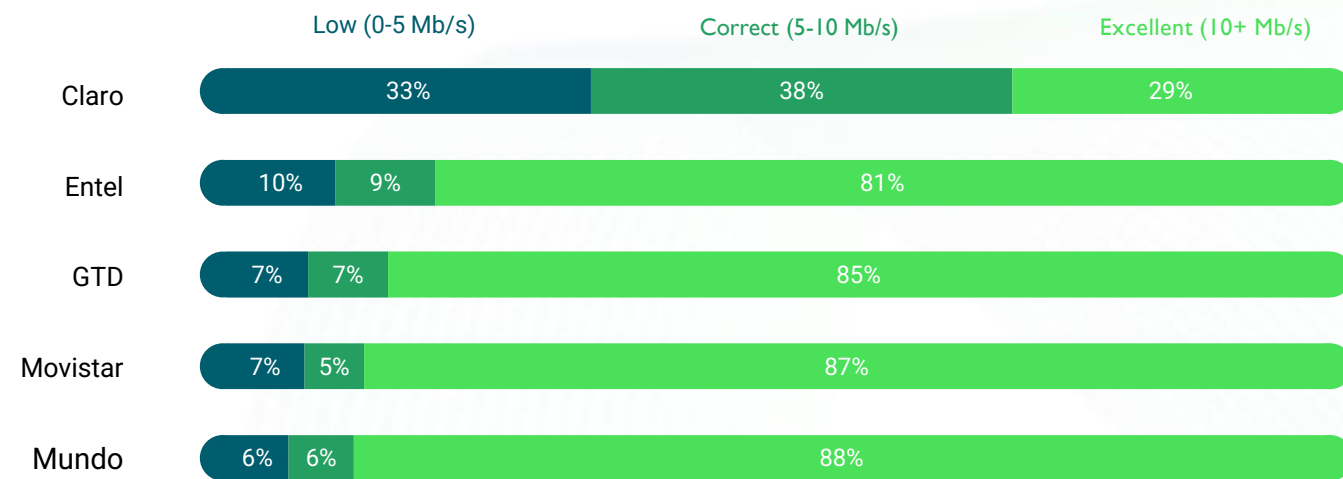
Upload Speed (average)



Source : nperf.com

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

Upload Speed results ventilation (average)



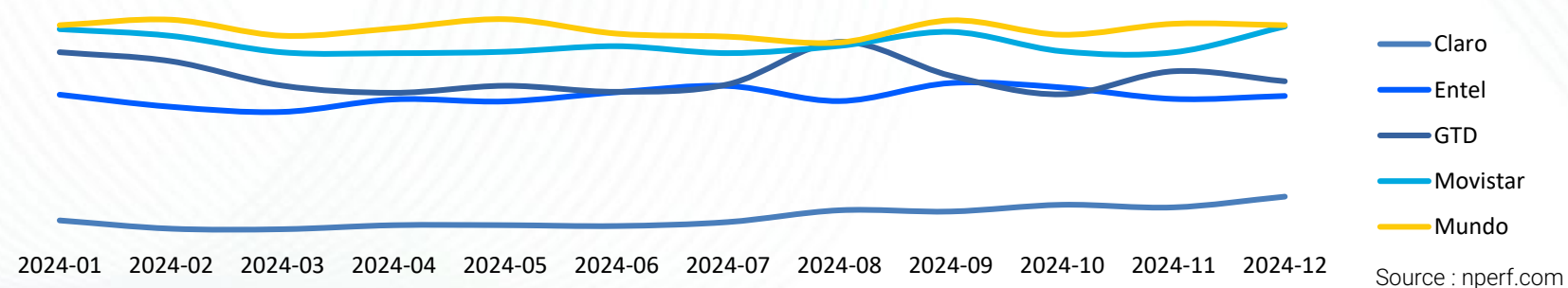
Source : nperf.com

Upload Speed (average)



Source : nperf.com

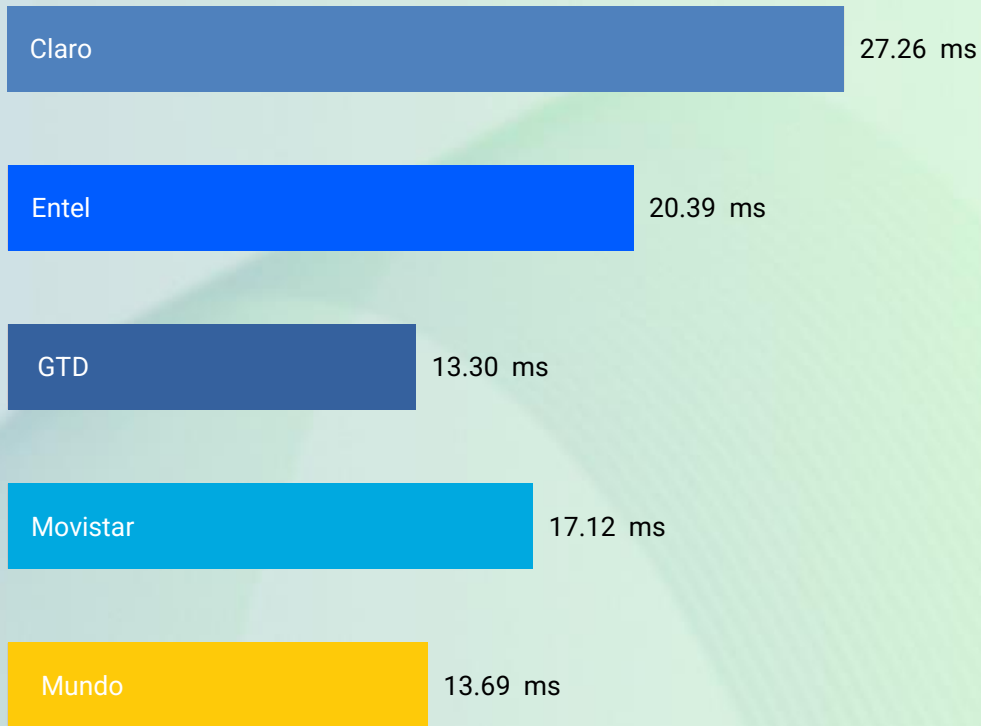
Upload Speed evolution over the year (average)



Source : nperf.com



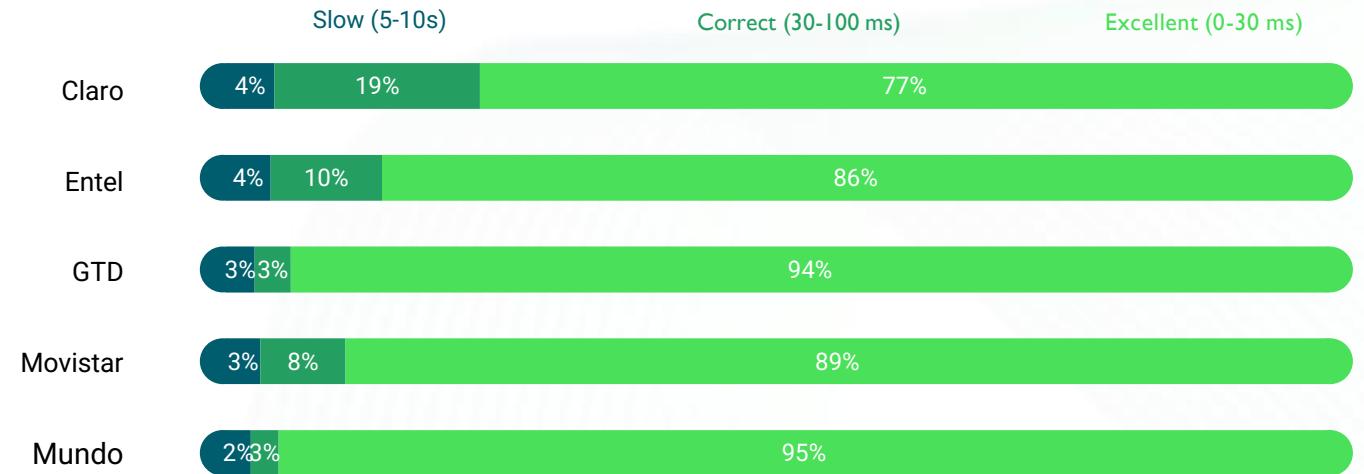
Latency Speed (average)



Source : nperf.com

The subscribers of GTD and Mundo enjoyed the best average fixed Internet latency speed in 2024.

Latency Speed results ventilation (average)



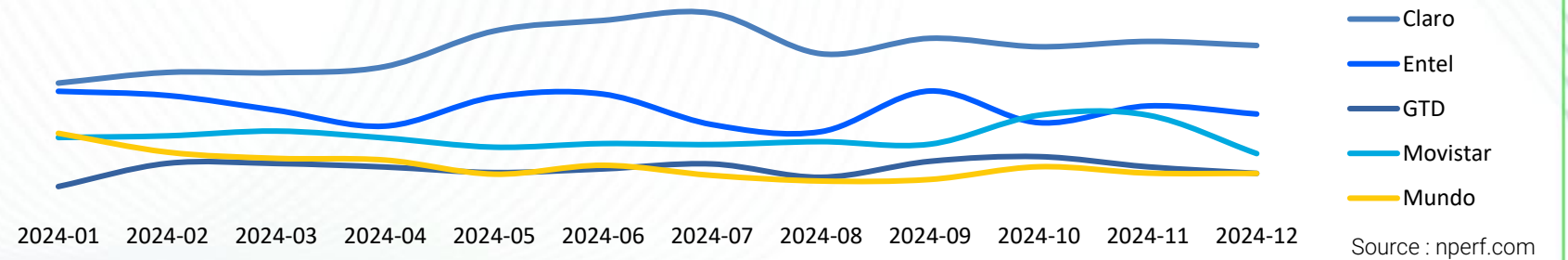
Source : nperf.com

Latency Speed (average)

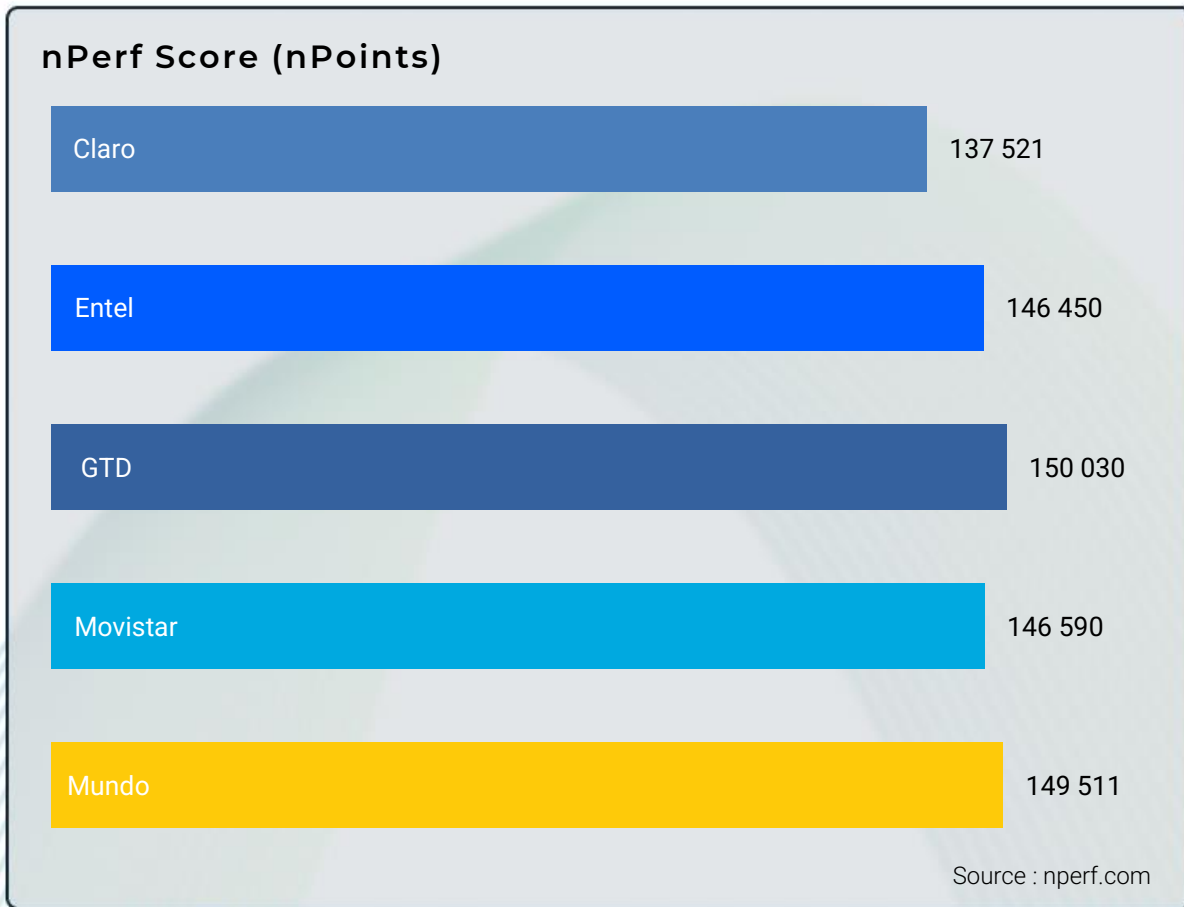


Source : nperf.com

Latency Speed evolution over the year (average)



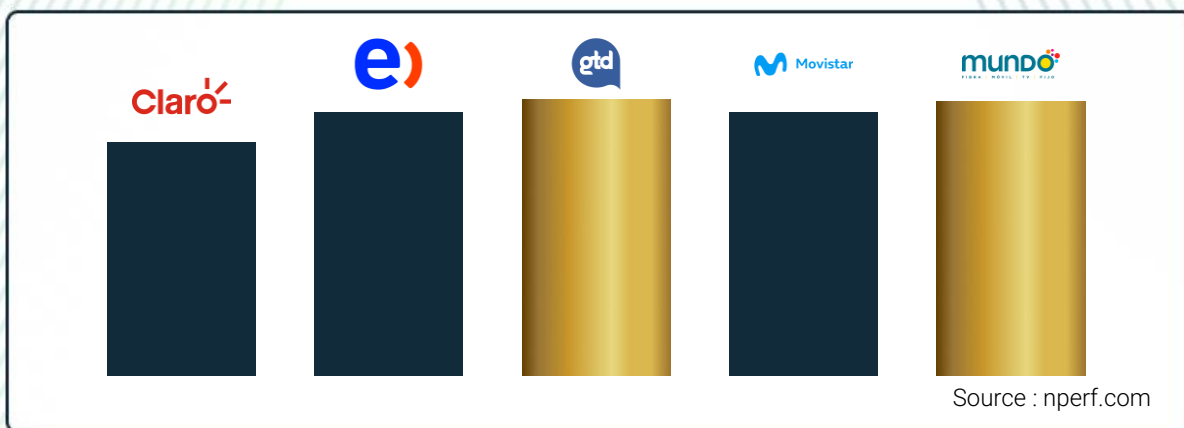
Source : nperf.com



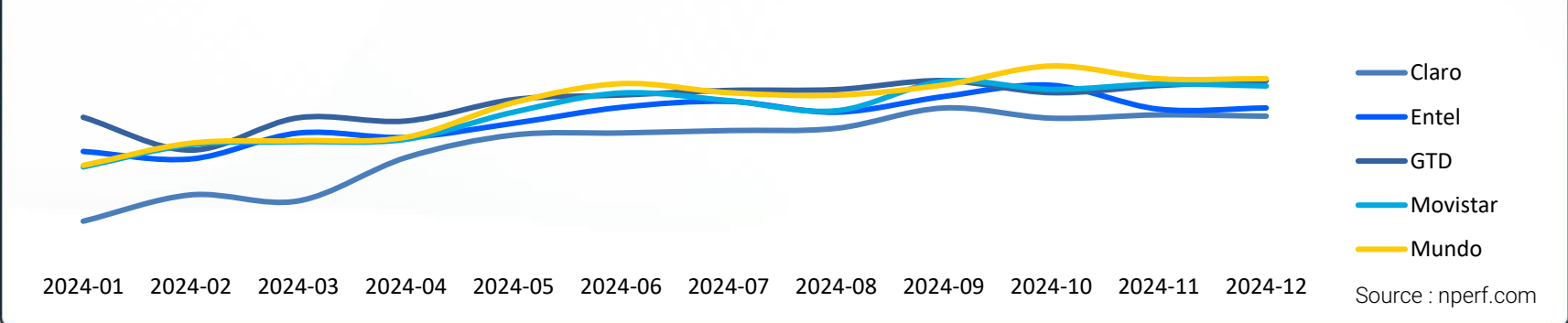
The subscribers of GTD and Mundo enjoyed the best FTTH Internet performances in 2024.

- Best performances FTTH: GTD and Mundo
- Best web browsing performances FTTH: Entel
- Best video streaming performances FTTH: Entel and Movistar
- Fastest performances (Download) FTTH: Mundo
- Fastest performances (Upload) FTTH: Mundo
- FTTH connections with the lowest latency: GTD

Source : nperf.com



nPerf score evolution over the year (average)



nPerf Score (nPoints)

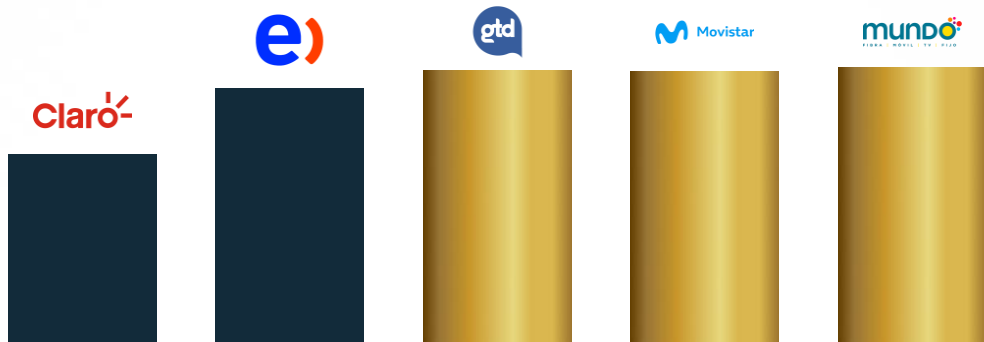


Source : nperf.com

The subscribers of GTD, Movistar and Mundo enjoyed the best WIFI Internet performances in Chile in 2024.

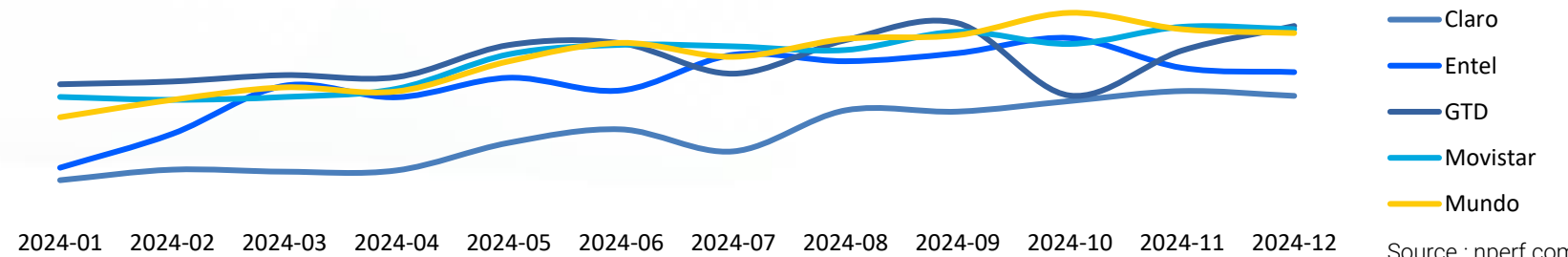
- Best performances WIFI: GTD, Movistar and Mundo
- Best web browsing performances WIFI: Entel, GTD and Movistar
- Best video streaming performances WIFI: Movistar
- Fastest performances (Download) WIFI: Mundo
- Fastest performances (Upload) WIFI: Movistar
- WIFI connections with the lowest latency: GTD

Source : nperf.com



Source : nperf.com

nPerf score evolution over the year (average)

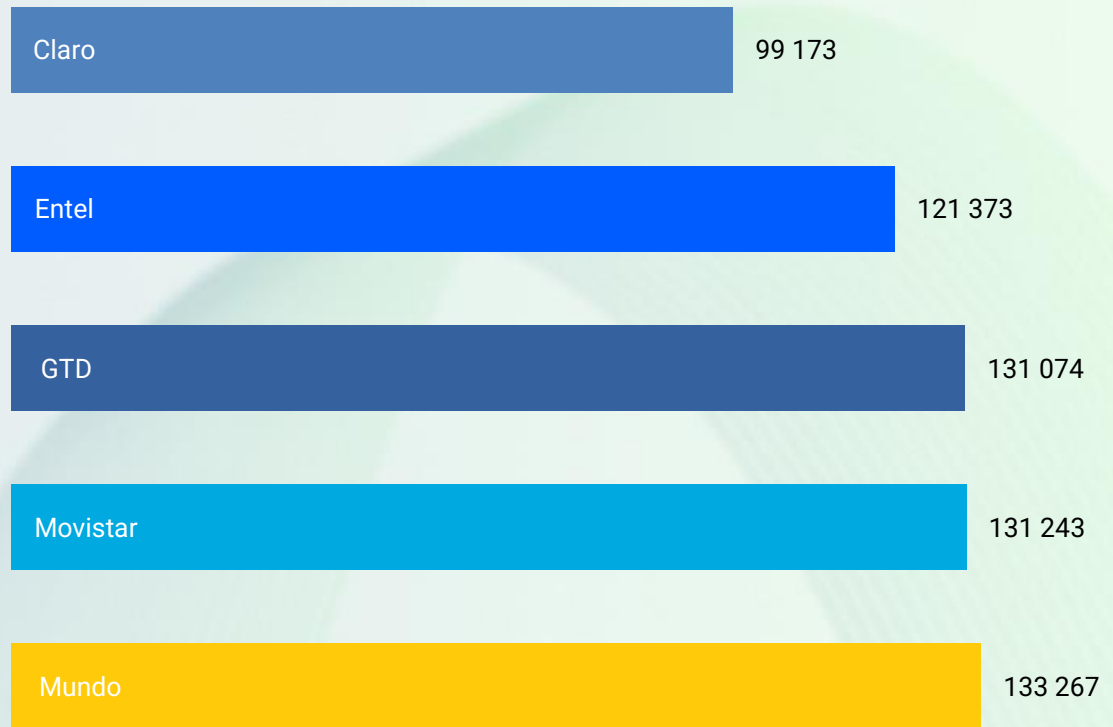


Source : nperf.com

Fixed Internet performance in Chile



nPerf Score (nPoints)



Source : nperf.com

The subscribers of GTD, Movistar and Mundo enjoyed the best fixed Internet performances in 2024.

The nperf score takes into account the measured speeds, 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

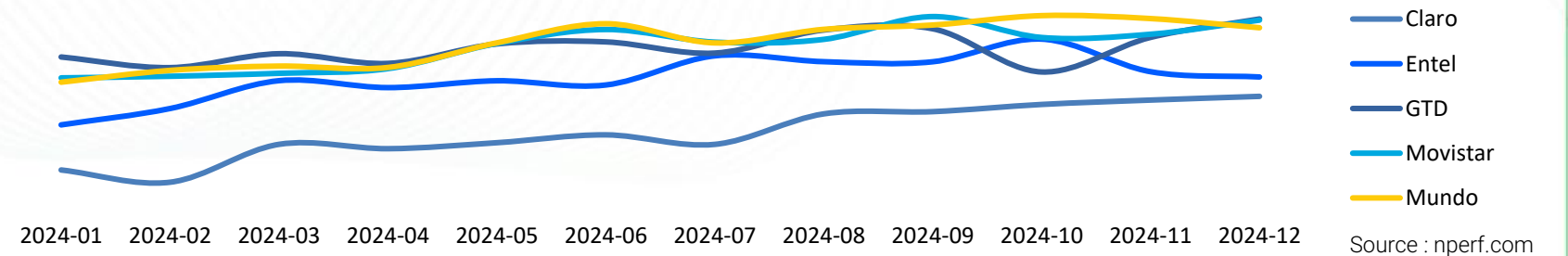


Best fixed Internet performance in 2024



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

The background features a series of thin, light-colored wavy lines that create a sense of motion and depth. These lines are layered and curve across the frame, set against a dark, muted blue background.

↳ perf