01/21/2025

Barometer of mobile 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.
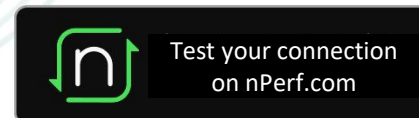
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2. Executive Summary

The subscribers of Entel enjoyed the best mobile Internet performances in 2024.

Mobile Internet connections in Chile

	Claro	Entel	Movistar	WOM
Download bitrates (Mb/s)	30,28	67,81	48,70	48,05
Upload bitrates (Mb/s)	12,14	17,24	12,85	14,85
Latency (ms)	45,01	38,62	40,83	42,82
Web browsing (%)	45,99	50,20	49,29	46,45
Youtube streaming (%)	68,80	80,14	77,38	64,38
nPerf Score (nPoints)	52 913	71 870	64 461	56 456

Source : nperf.com

Best mobile Internet performance in 2024

No.1 MOBILE NETWORK PERFORMANCE
nperf AWARDS

Source : nperf.com

Claro e) Movistar WOM
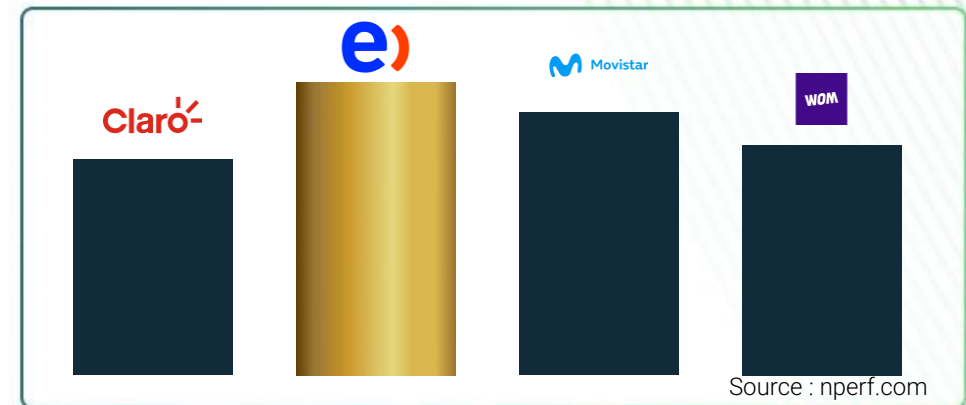
Source : nperf.com

The subscribers of Entel enjoyed the best 5G Internet performances in Chile in 2024.

5G mobile Internet connections in Chile

		Claro	Entel	Movistar	WOM
▼	Download bitrates (Mb/s)	79,53	156,65	122,50	117,28
▲	Upload bitrates (Mb/s)	20,75	29,57	21,51	28,54
◀▶	Latency (ms)	27,49	30,23	33,58	37,11
🌐	Web browsing (%)	59,83	60,59	57,78	51,64
▶	Youtube streaming (%)	66,17	84,45	84,59	71,46
	nPerf Score (nPoints)	76 037	95 946	88 209	76 074

Source : nperf.com

Introduction

In 2024, Entel emerges as the sole leader in the mobile technology sector in Chile. With a particular focus on the advancement of 5G technology, Entel has demonstrated significant improvements across key performance indicators. The sector has seen a notable evolution in the nPerf Score, reflecting an overall positive trend in mobile connectivity.

Entel has solidified its position as the leader in 2024, taking over from the previous year's co-leadership with WOM. This year, Entel stands out as the clear leader, showcasing superior performances in several categories. The company leads in Download speed, Upload speed, Latency, Browsing, and Video streaming, highlighting its comprehensive dominance in the mobile sector.

Entel: Leader with exceptional performance.

For the period of 2024, Entel has achieved a remarkable position as the leader with an outstanding nPerf Score. The operator excels in multiple domains, leading in all major KPIs: Download speed, Upload speed, Latency, Browsing, and Video streaming. Entel's focus on 5G technology has also paid off, as it is the undisputed leader in this category, confirming its pioneering status. With an impressive 21% improvement in its overall score, Entel demonstrates its commitment to enhancing mobile connectivity and delivering top-notch services to its users.

Movistar: Excellence in specific categories.

Movistar, while not the leader, has shown significant prowess in certain areas. Its overall score reflects a substantial improvement of 17.5% over the previous period, showcasing its dedication to enhancing service quality. Movistar has made notable strides in Browsing and Video streaming, where it maintains a competitive edge. The operator continues to contribute positively to the sector by focusing on delivering quality mobile experiences.

WOM: Strong contender with competitive performances.

WOM has maintained a strong presence in the sector, particularly excelling in Video streaming. Although no longer a leader, WOM continues to be a formidable competitor, maintaining high standards in Download and Upload speed. The operator's commitment to delivering reliable and fast mobile internet services cements its role as a key player in the industry.

Claro: Upholding quality in mobile services.

Claro, while not leading in any specific category, offers consistent and reliable mobile services. The operator ensures a stable experience with competitive Download and Upload speed. Claro remains a valuable contributor to the sector, focusing on providing dependable mobile internet connectivity.

Conclusion

Entel has firmly established itself as the leader in 2024, excelling across all major KPIs and focusing on 5G technology. Movistar, WOM, and Claro continue to play significant roles in the sector, each contributing unique strengths and maintaining competitiveness. The positive trends observed highlight the vibrant and dynamic nature of the mobile sector in Chile, promising continued advancements and improved connectivity for consumers.

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 birate

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 birate

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.
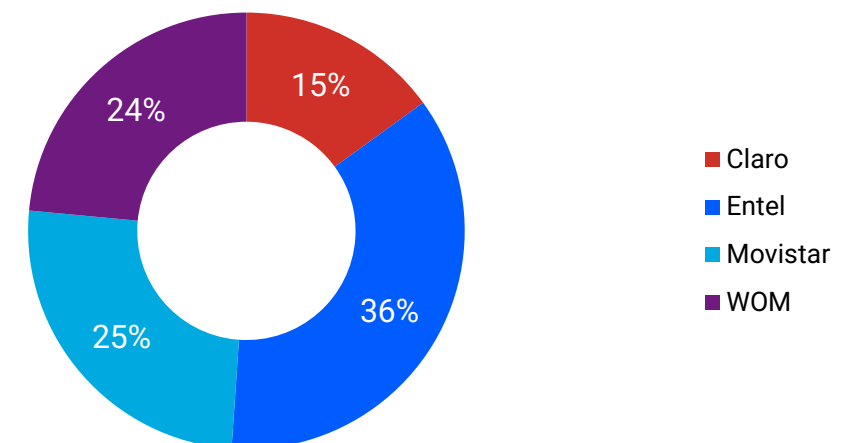
▣ Streaming performance

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 3% 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.
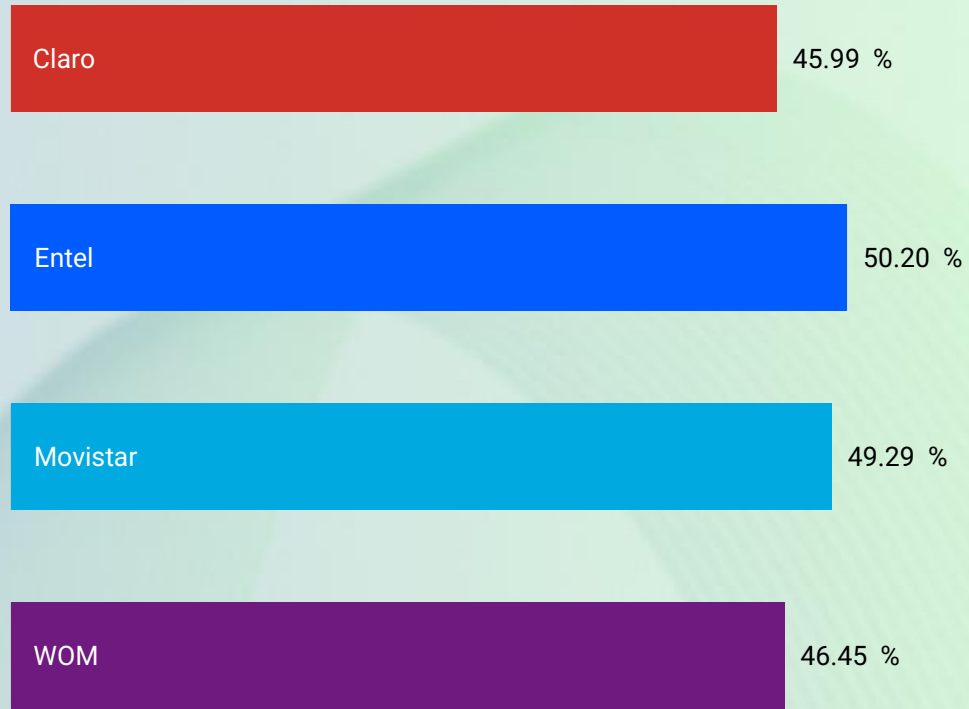
Overall distribution of the tests per provider (ISPs Share)

- 🟥 Claro — 15%
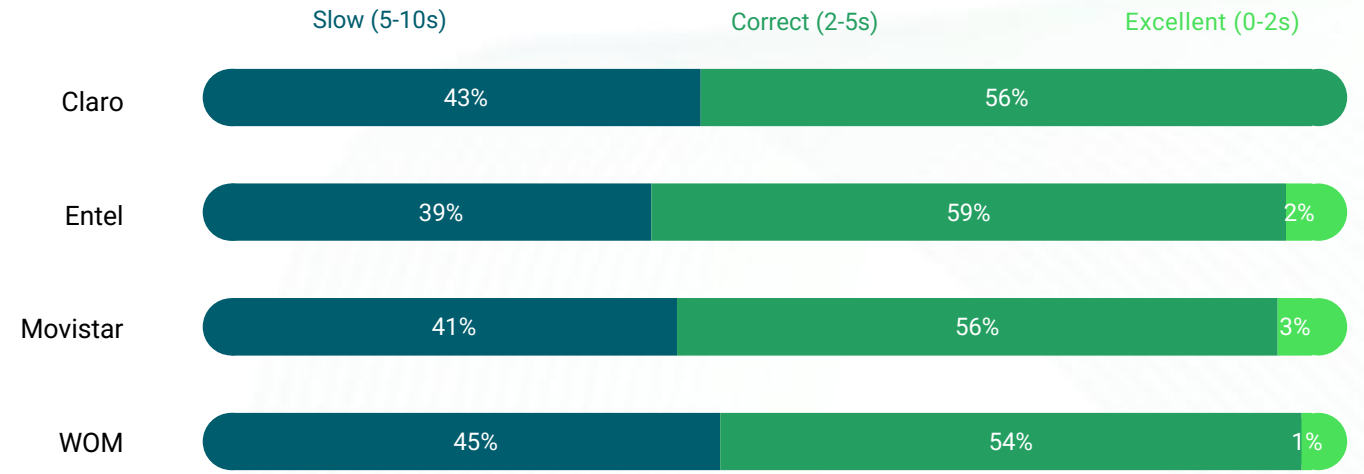- 🟦 Entel — 36%
- 🟦 Movistar — 25%
- 🟪 WOM — 24%

Source : nperf.com

Quality of Experience : Browsing

Browsing Performance rate (average)

Operator	Rate
Claro	45.99 %
Entel	50.20 %
Movistar	49.29 %
WOM	46.45 %

Source : nperf.com

The subscribers of Entel enjoyed the best mobile Internet Internet browsing performance in 2024.

Browsing Performance results ventilation (average)

Slow (5-10s)   Correct (2-5s)   Excellent (0-2s)

Operator	Slow (5-10s)	Correct (2-5s)	Excellent (0-2s)
Claro	43%	56%	
Entel	39%	59%	2%
Movistar	41%	56%	3%
WOM	45%	54%	1%

Source : nperf.com

Browsing Performance rate (average)

	Busy Time	Idle Time
Claro	42.54 %	47.28 %
Entel	48.67 %	50.73 %
Movistar	48.36 %	49.73 %
WOM	44.89 %	46.99 %

Source : nperf.com

Browsing performance rate (average) evolution over the year

Legend: Claro, Entel, Movistar, WOM — 2024-01 through 2024-12

Source : nperf.com

Quality of Experience : Streaming

Streaming Performance rate (average)

Operator	Rate
Claro	68.80 %
Entel	80.14 %
Movistar	77.38 %
WOM	64.38 %
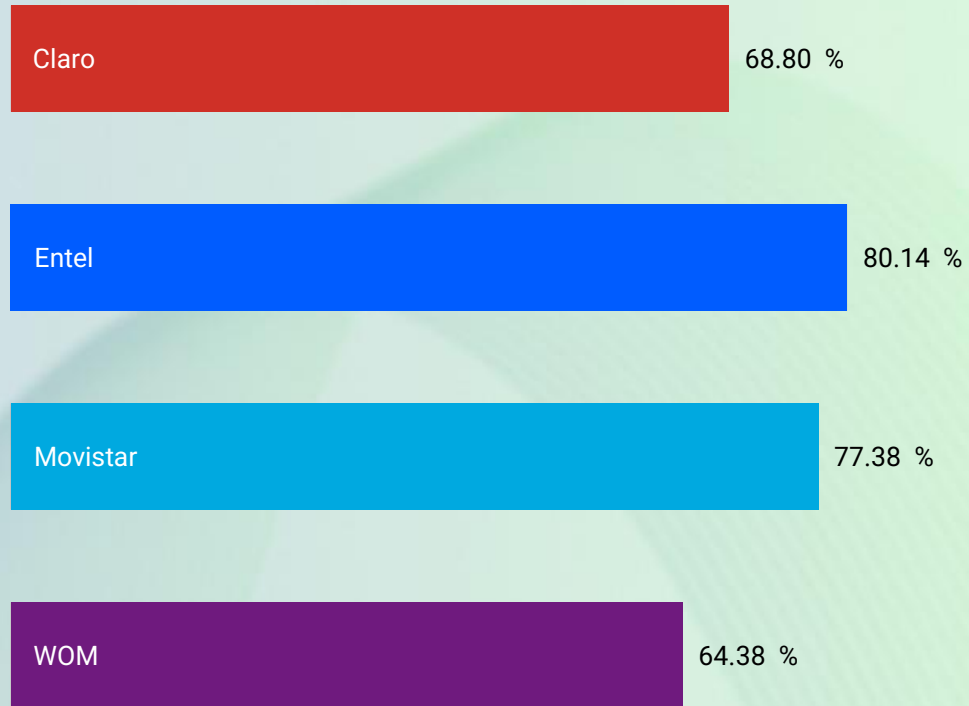
Source : nperf.com

The subscribers of Entel enjoyed the best mobile Internet streaming performance in 2024.

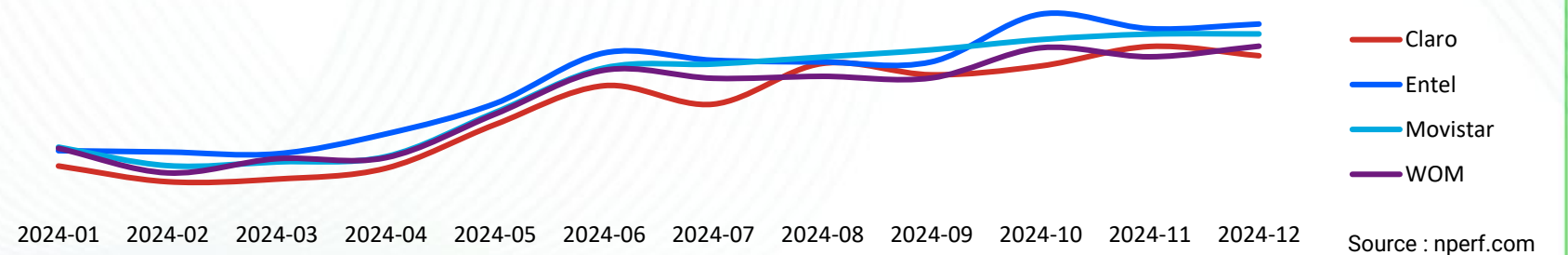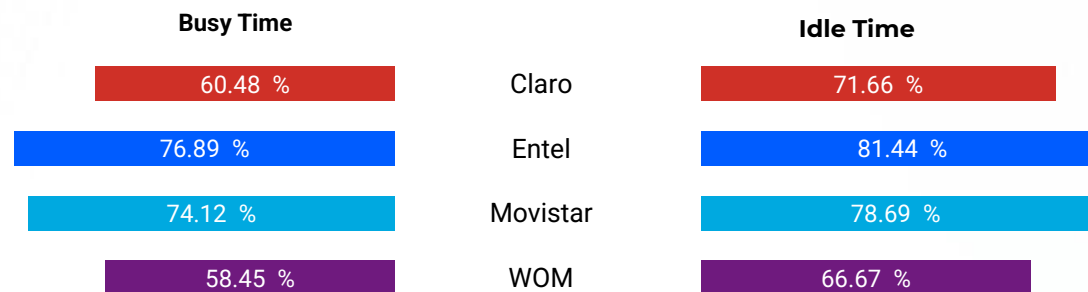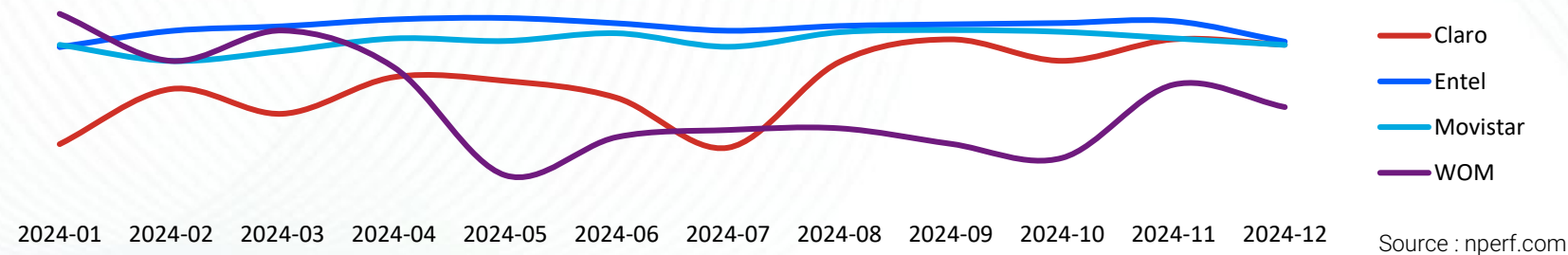## Streaming Performance results ventilation (average)
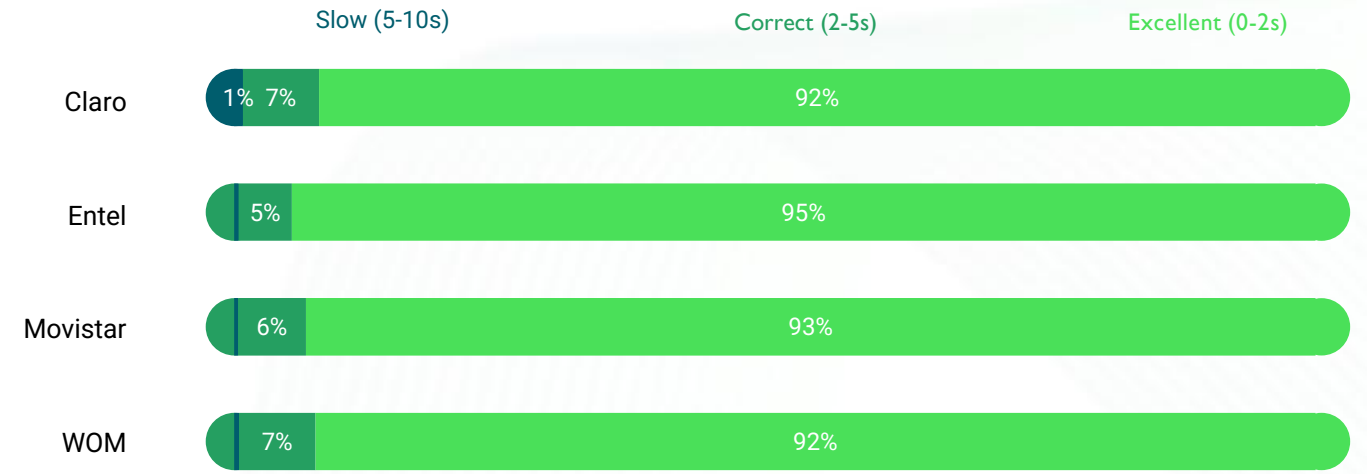
Slow (5-10s)   Correct (2-5s)   Excellent (0-2s)

Operator	Slow	Correct	Excellent
Claro	1%	7%	92%
Entel		5%	95%
Movistar		6%	93%
WOM		7%	92%

Source : nperf.com

Streaming Performance rate (average)

	Busy Time		Idle Time
Claro	60.48 %		71.66 %
Entel	76.89 %		81.44 %
Movistar	74.12 %		78.69 %
WOM	58.45 %		66.67 %

Source : nperf.com

Streaming performance rate (average) evolution over the year

Legend: Claro, Entel, Movistar, WOM — months 2024-01 through 2024-12

Source : nperf.com

Speed : Download

Download Speed (average)

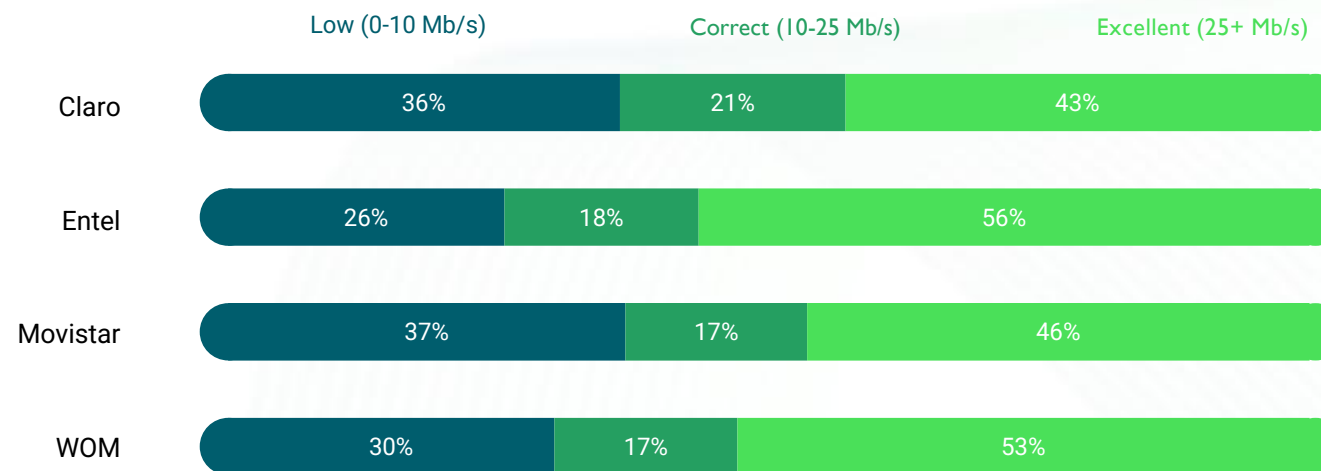| Provider	Speed
Claro	30.28 Mb/s
Entel	67.81 Mb/s
Movistar	48.70 Mb/s
WOM	48.05 Mb/s
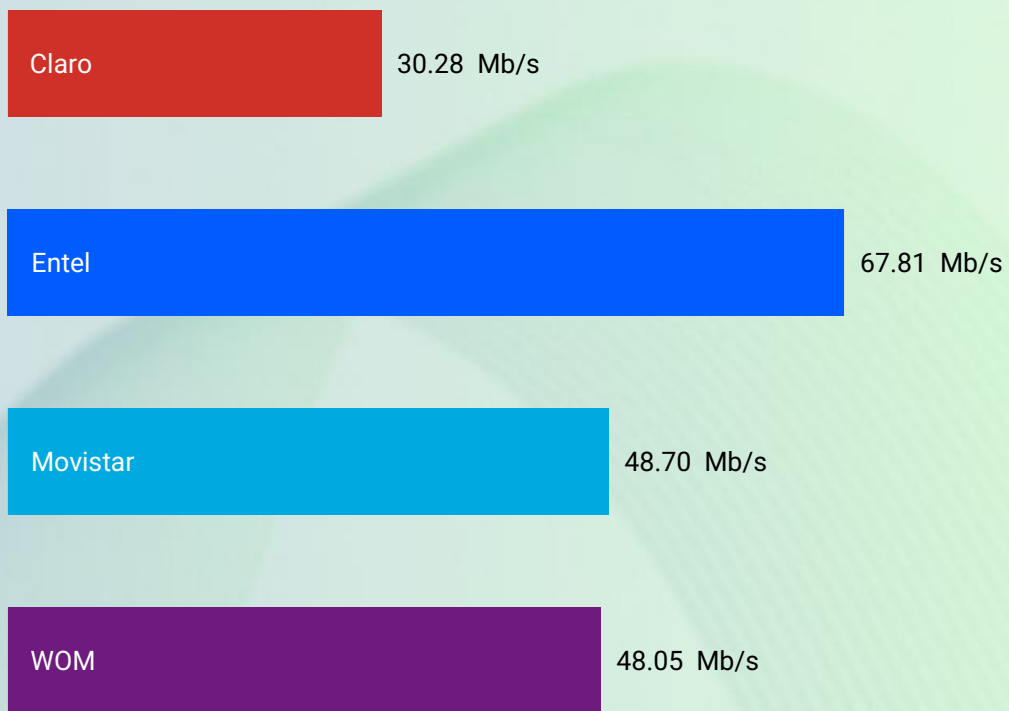
Source : nperf.com

The subscribers of Entel enjoyed the best average mobile Internet download speed in 2024.
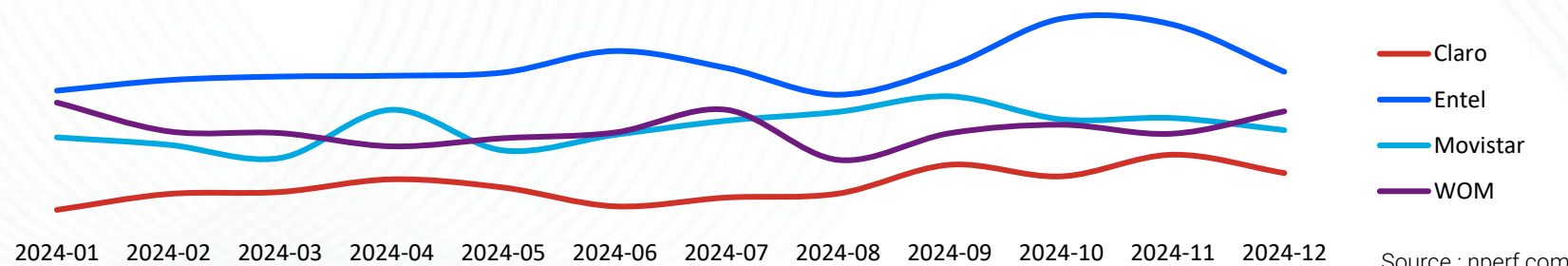
Download Speed results ventilation (average)

Low (0-10 Mb/s)   Correct (10-25 Mb/s)   Excellent (25+ Mb/s)

Provider	Low (0-10 Mb/s)	Correct (10-25 Mb/s)	Excellent (25+ Mb/s)
Claro	36%	21%	43%
Entel	26%	18%	56%
Movistar	37%	17%	46%
WOM	30%	17%	53%

Source : nperf.com

Download Speed (average)

	Busy Time	Provider	Idle Time
	21.98 Mb/s	Claro	33.58 Mb/s
	56.10 Mb/s	Entel	72.47 Mb/s
	46.19 Mb/s	Movistar	51.15 Mb/s
	37.19 Mb/s	WOM	52.91 Mb/s

Source : nperf.com

Download Speed evolution over the year (average)

Legend: Claro, Entel, Movistar, WOM

2024-01 2024-02 2024-03 2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12

Source : nperf.com

Speed : Upload

Upload Speed (average)

Claro — 12.14 Mb/s

Entel — 17.24 Mb/s

Movistar — 12.85 Mb/s

WOM — 14.85 Mb/s
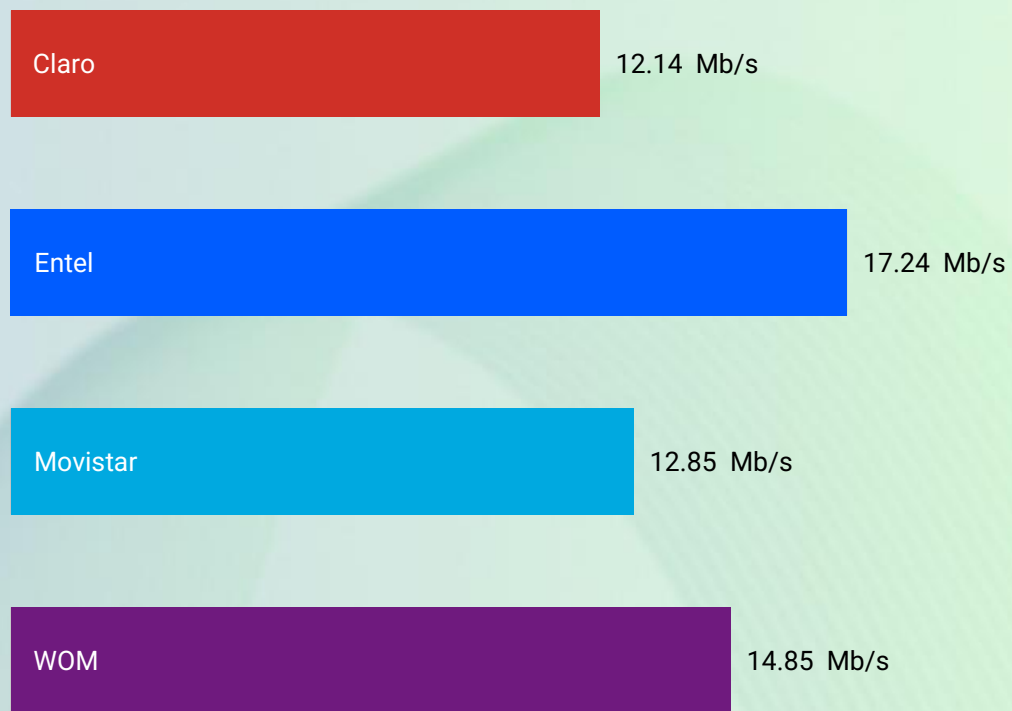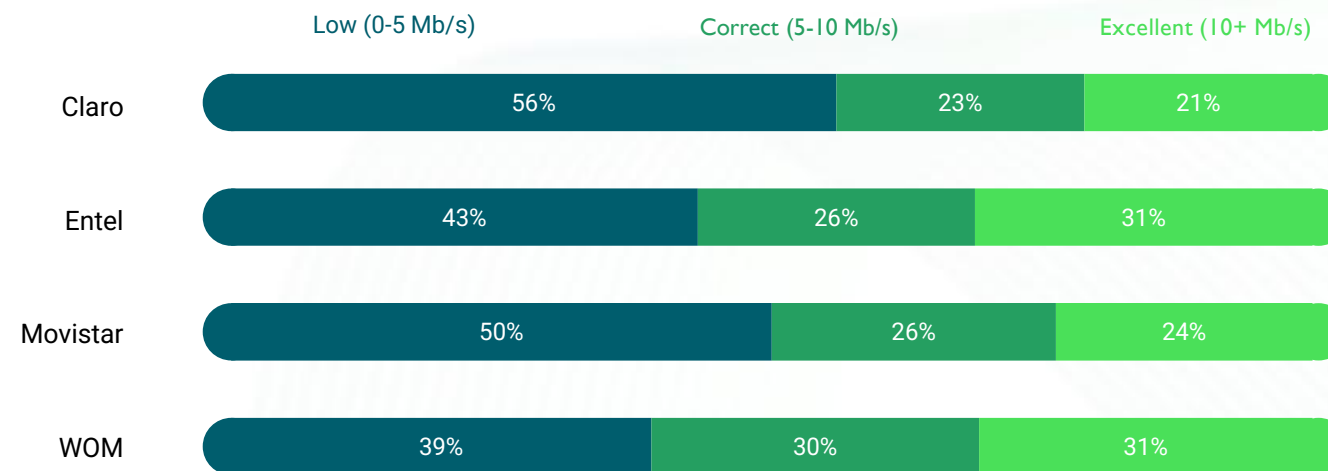
Source : nperf.com

The subscribers of Entel enjoyed the best average mobile Internet upload speed in2024.
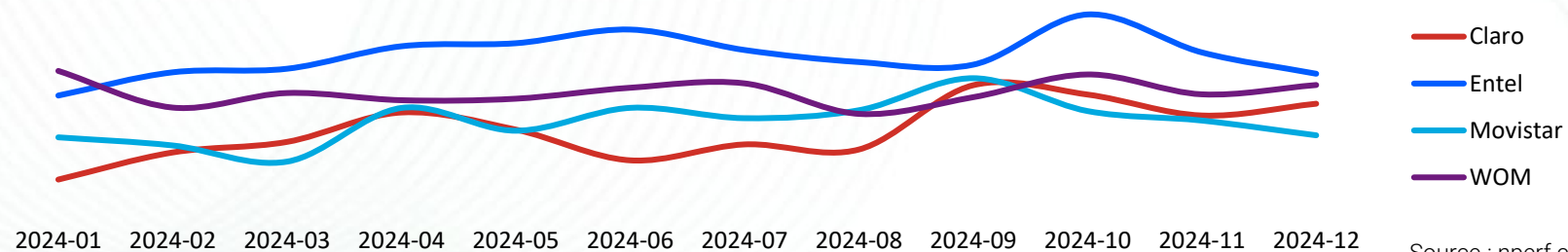
Upload Speed results ventilation (average)

	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
Claro	56%	23%	21%
Entel	43%	26%	31%
Movistar	50%	26%	24%
WOM	39%	30%	31%

Source : nperf.com

Upload Speed (average)

Busy Time		Idle Time
9.94 Mb/s	Claro	12.96 Mb/s
15.59 Mb/s	Entel	17.87 Mb/s
11.78 Mb/s	Movistar	13.43 Mb/s
12.82 Mb/s	WOM	15.66 Mb/s

Source : nperf.com

Upload Speed evolution over the year (average)

— Claro
— Entel
— Movistar
— WOM

2024-01 2024-02 2024-03 2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12

Source : nperf.com

Speed : Latency

Latency Speed (average)

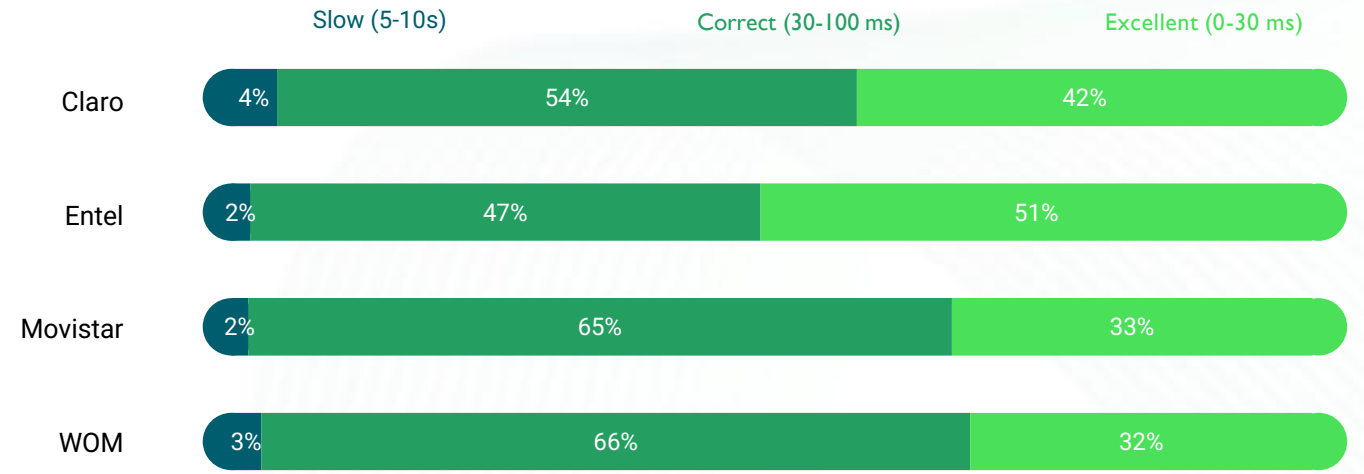| Operator	Latency
Claro	45.01 ms
Entel	38.62 ms
Movistar	40.83 ms
WOM	42.82 ms
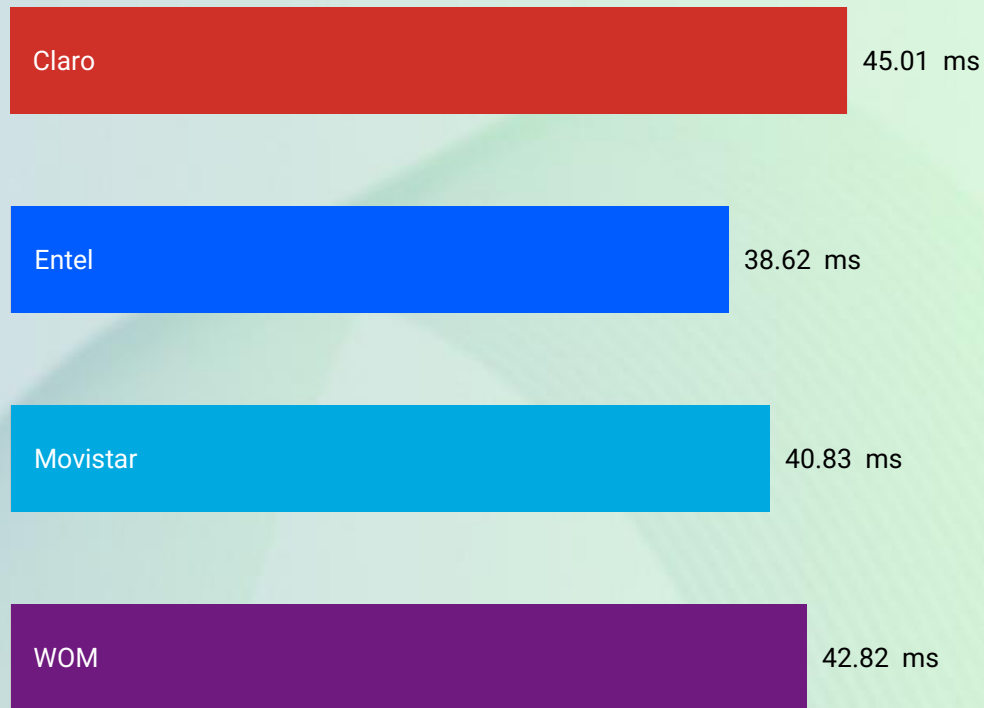
Source : nperf.com

The subscribers of Entel enjoyed the best average mobile Internet latency speed in 2024.

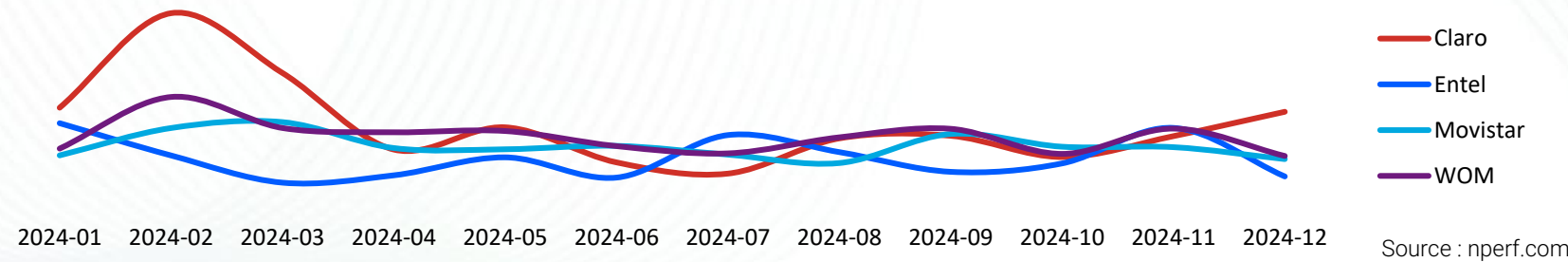## Latency Speed results ventilation (average)

Slow (5-10s)   Correct (30-100 ms)   Excellent (0-30 ms)

Operator	Slow (5-10s)	Correct (30-100 ms)	Excellent (0-30 ms)
Claro	4%	54%	42%
Entel	2%	47%	51%
Movistar	2%	65%	33%
WOM	3%	66%	32%

Source : nperf.com

Latency Speed (average)

	Busy Time		Idle Time
Claro	51.22 ms		42.67 ms
Entel	40.03 ms		37.93 ms
Movistar	42.17 ms		40.07 ms
WOM	47.24 ms		40.51 ms

Source : nperf.com

Latency Speed evolution over the year (average)
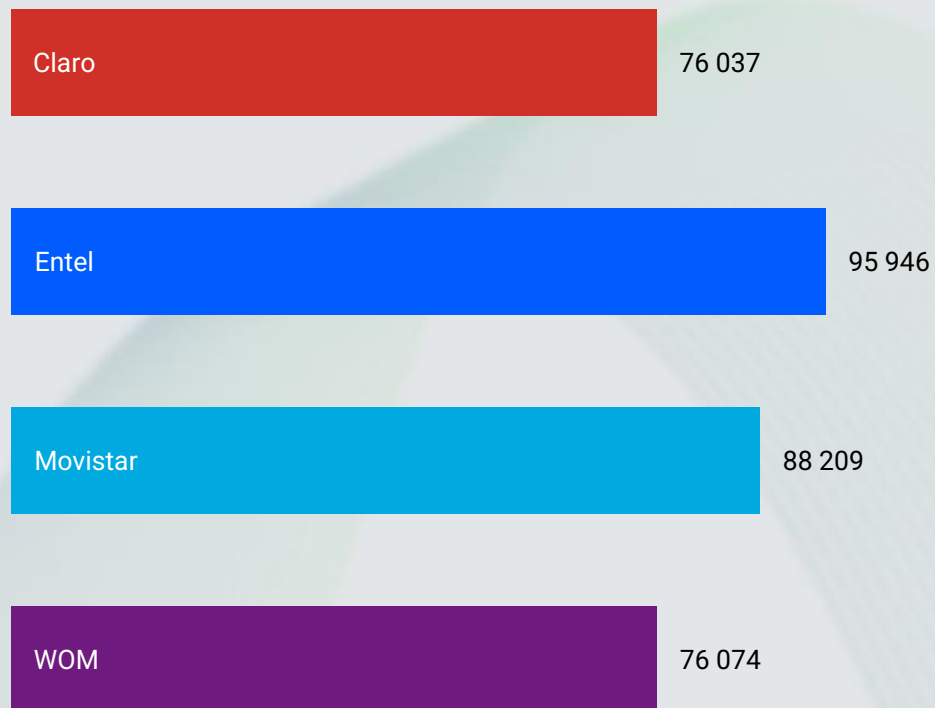
Legend: Claro, Entel, Movistar, WOM

2024-01 2024-02 2024-03 2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12

Source : nperf.com

nPerf Score (nPoints)

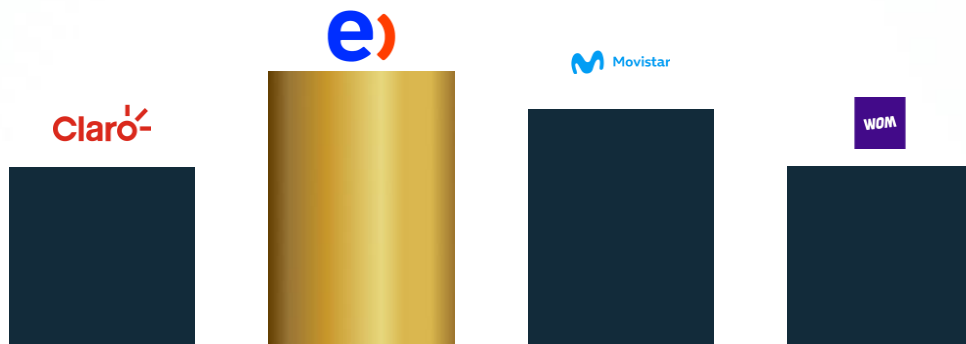| Operator	Score
Claro	76 037
Entel	95 946
Movistar	88 209
WOM	76 074

Source : nperf.com

The subscribers of Entel enjoyed the best 5G Internet performances in 2024.
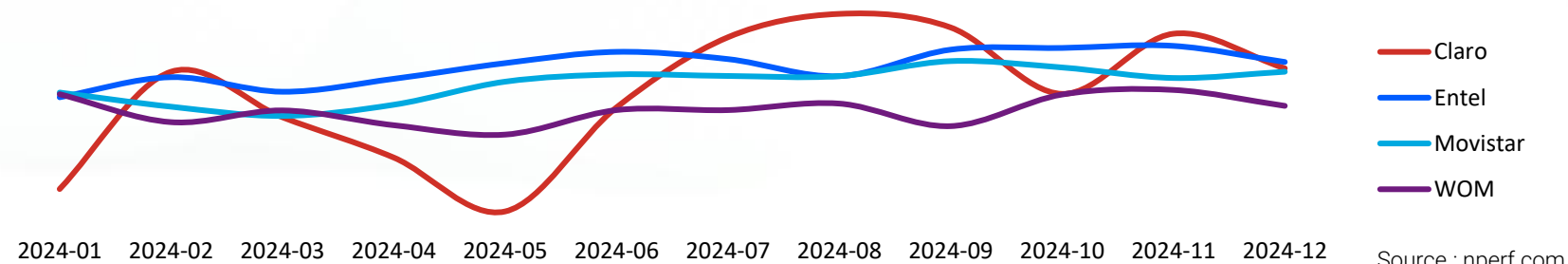
- Best performances 5G: Entel
- Best web browsing performances 5G: Claro and Entel
- Best video streaming performances 5G: Entel and Movistar
- Fastest performances (Download) 5G: Entel
- Fastest performances (Upload) 5G: Entel
- 5G connections with the lowest latency: Claro
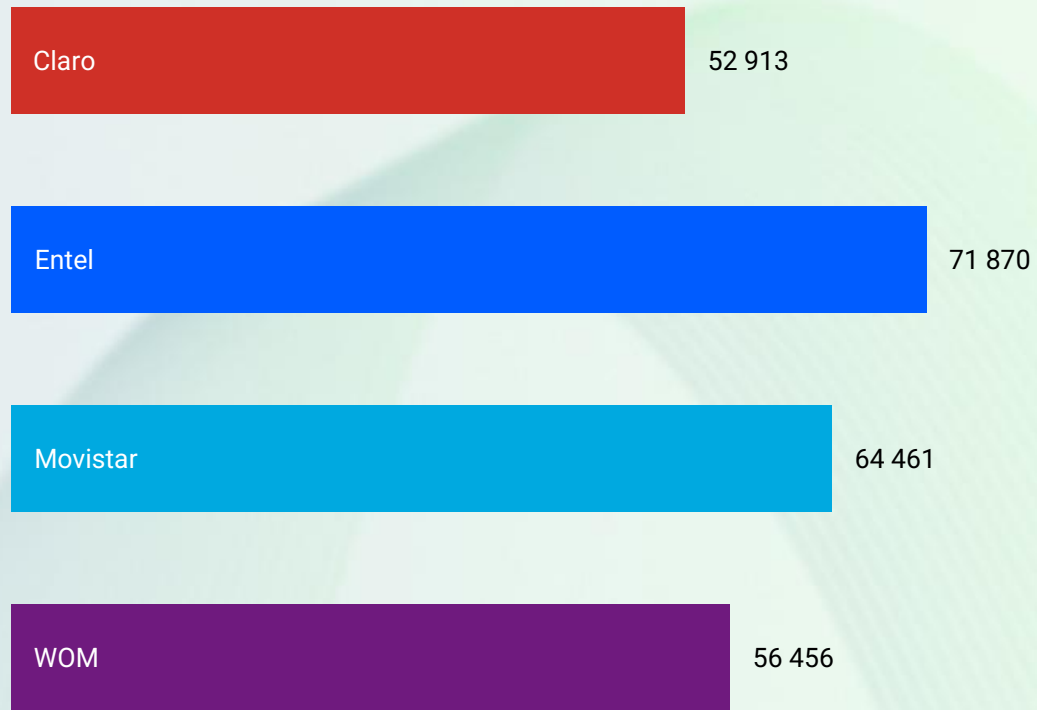
Source : nperf.com

Source : nperf.com

nPerf score evolution over the year (average)

Legend: Claro, Entel, Movistar, WOM

X-axis: 2024-01, 2024-02, 2024-03, 2024-04, 2024-05, 2024-06, 2024-07, 2024-08, 2024-09, 2024-10, 2024-11, 2024-12

Source : nperf.com

Mobile Internet performance in Chile

nPerf Score (nPoints)

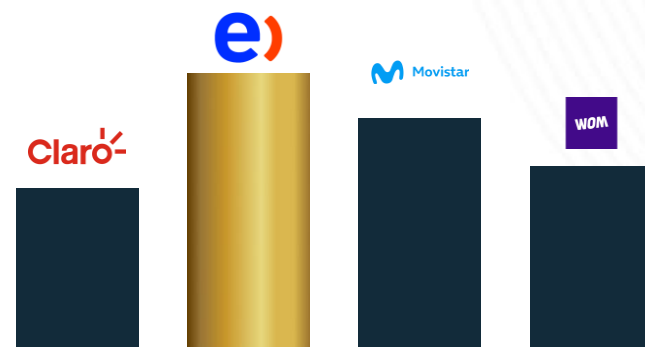|	
Claro	52 913
Entel	71 870
Movistar	64 461
WOM	56 456

Source : nperf.com

The subscribers of Entel enjoyed the best mobile Internet performances in 2024.

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.

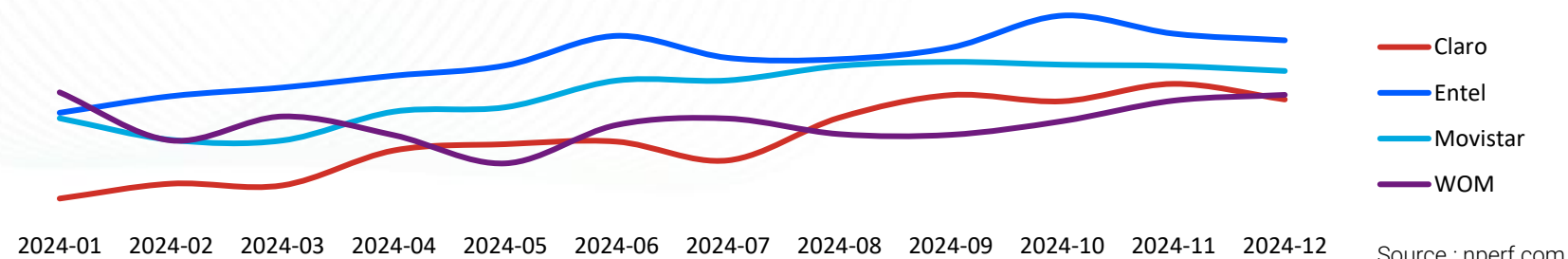Thus, this score reflects the overall quality of the connection experienced by the user.

Source : nperf.com

Best mobile Internet performance in 2024

MOBILE NETWORK No.1 PERFORMANCE

nperf AWARDS

Claro   Movistar   WOM

Source : nperf.com

nPerf score evolution over the year (average)

Legend: Claro, Entel, Movistar, WOM

2024-01 2024-02 2024-03 2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12

Source : nperf.com