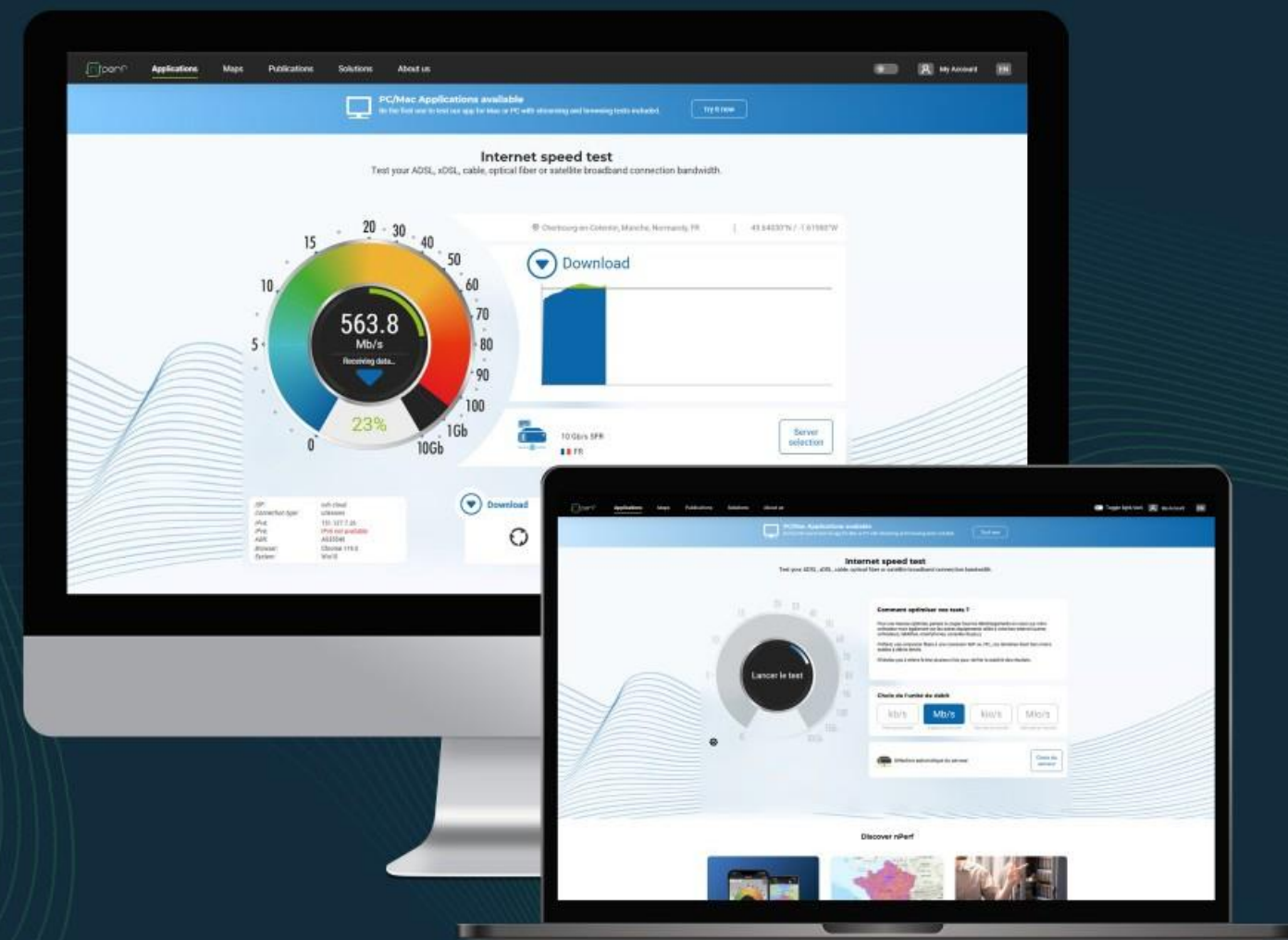




Barometer of fixed Internet connections in Colombia

01/07/2023 - 30/06/2024



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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 ETB enjoyed the best fixed Internet performances in Colombia during 2024.

Fixed Internet connections in Colombia

	Claro	ETB	Movistar	Tigo
▼ Download bitrates (Mb/s)	143,60	150,81	181,38	102,75
▲ Upload bitrates (Mb/s)	56,78	143,88	161,64	48,82
◀▶ Latency (ms)	27,93	21,03	32,13	28,38
🌐 Web browsing (%)	61,94	66,04	63,40	59,44
📺 Youtube streaming (%)	84,12	87,39	85,12	80,94
📊 nPerf Score (nPoints)	100 490	115 897	109 010	91 834

Source : nperf.com



Best fixed Internet performance in 2024



Source : nperf.com



Source : nperf.com

Introduction

In Colombia's telecommunications market, ETB leads the pack, followed by Movistar in second place, Claro in third, and Tigo trailing in the last position. This ranking reflects the varying performances of each internet service provider (ISP) in key areas such as web browsing, youtube streaming, and download and upload speeds.

ETB leads with exceptional performance

ETB stands out as the leader, thanks to its remarkable performance in web browsing (43.64), youtube streaming (87.39), and latency (21.03 ms). These metrics indicate a smooth and efficient user experience, placing ETB at the top of nPerf rankings.

Movistar: a force in speed

Although in second place, Movistar shows formidable performance in terms of speed. With an impressive download speed of 181.3 Mbps and an upload speed of 161.64 Mbps. Its capabilities in terms of speed provide a serious alternative for users seeking fast and reliable connections.

Claro: consistent performance

Claro holds the third position with performances deemed correct in downloading and streaming. While it does not reach the level of ETB or Movistar, Claro remains a competitive choice, offering adequate services for the majority of users.

Tigo: lagging behind

In the last position, Tigo remains far behind its competitors. Tigo's performance does not allow it to effectively compete in the Colombian telecommunications market. This ranking reflects difficulties in maintaining a service level comparable to other ISPs, impacting its attractiveness to users.

Conclusion

The Colombian telecommunications market is dominated by ETB, thanks to its excellent performance in web browsing, youtube streaming, and latency. Movistar follows closely, particularly strong in download and upload speeds. Claro maintains with correct services, while Tigo lags, struggling to compete with its rivals. This hierarchy demonstrates a competitive dynamic where users can choose according to their priorities, whether it be speed, reliability, or the smoothness of the online experience.

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:

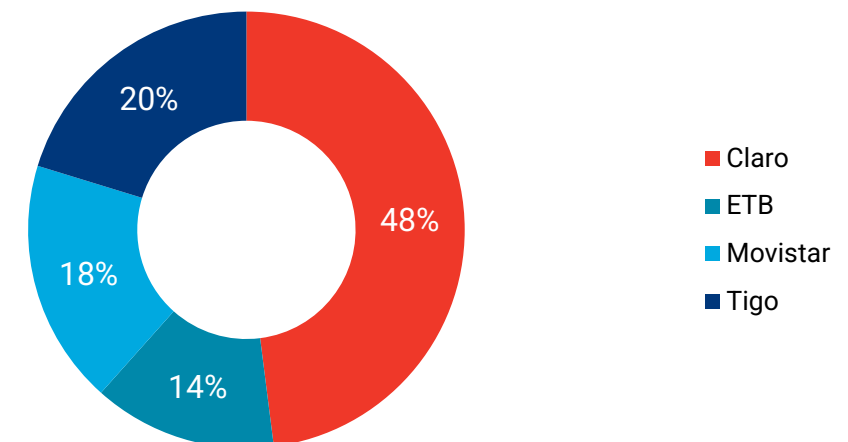
- ▼ **Download bitrate:**
Indicates the amount of data your connection can receive in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.
- ▲ **Upload bitrate:**
Indicates the amount of data your connection can send in one second from the nPerf 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 4.9% 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.

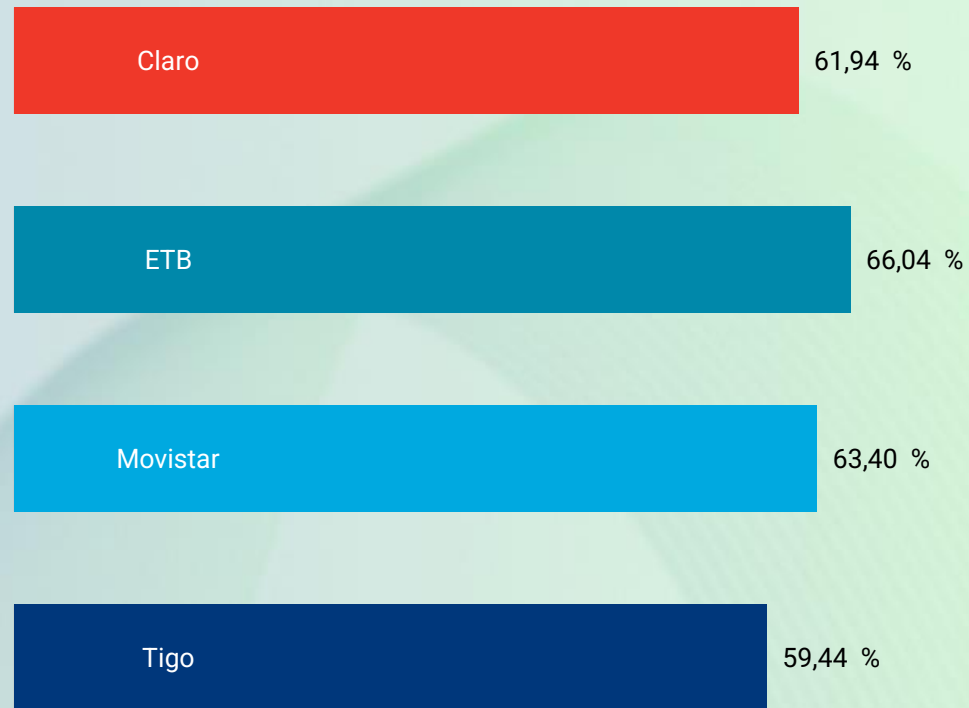
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



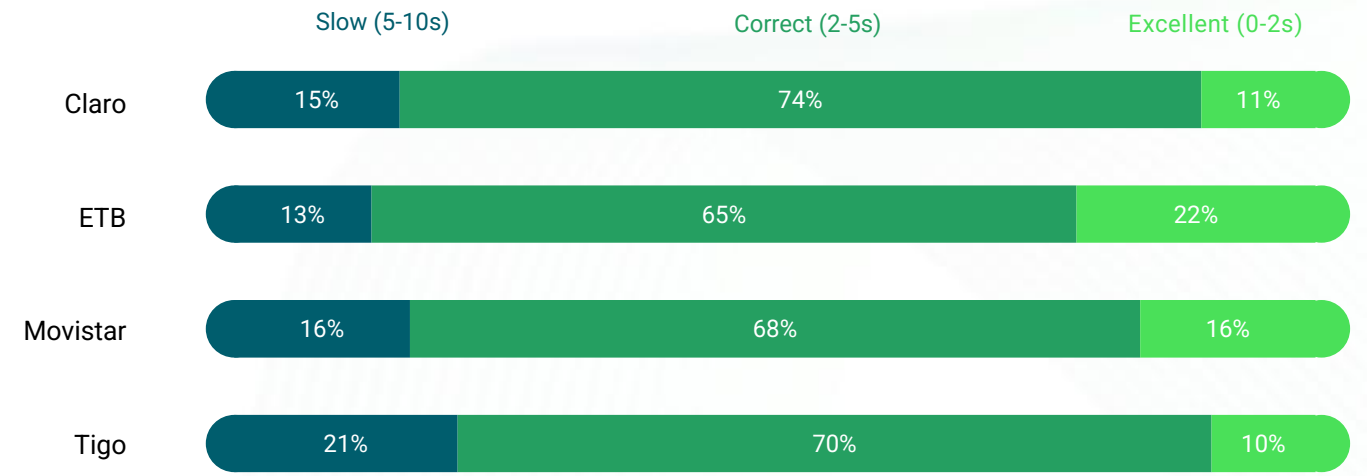
Browsing Performance rate (average)



Source : nperf.com

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

Browsing Performance results ventilation (average)



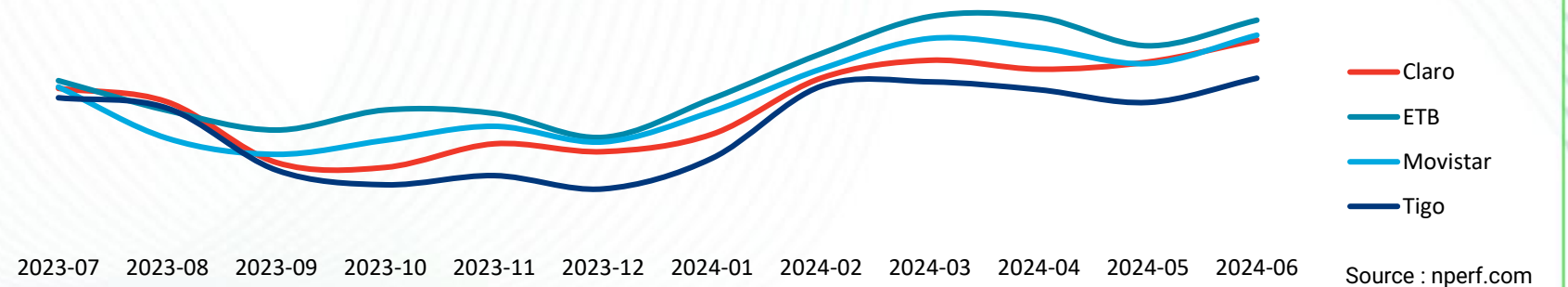
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

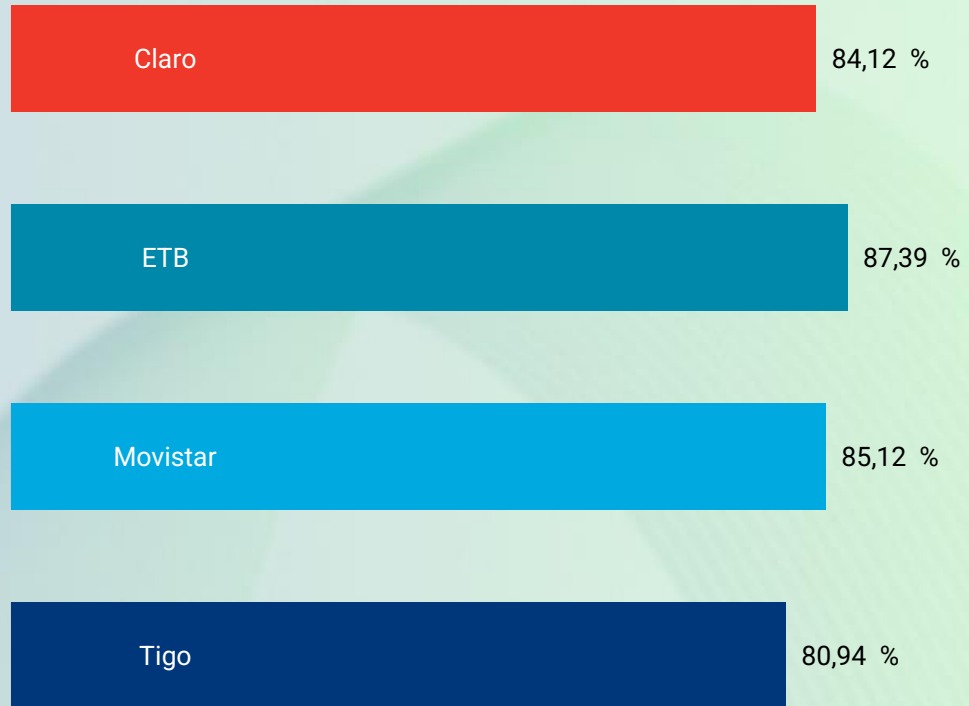
Browsing performance rate (average) evolution over the year



Source : nperf.com



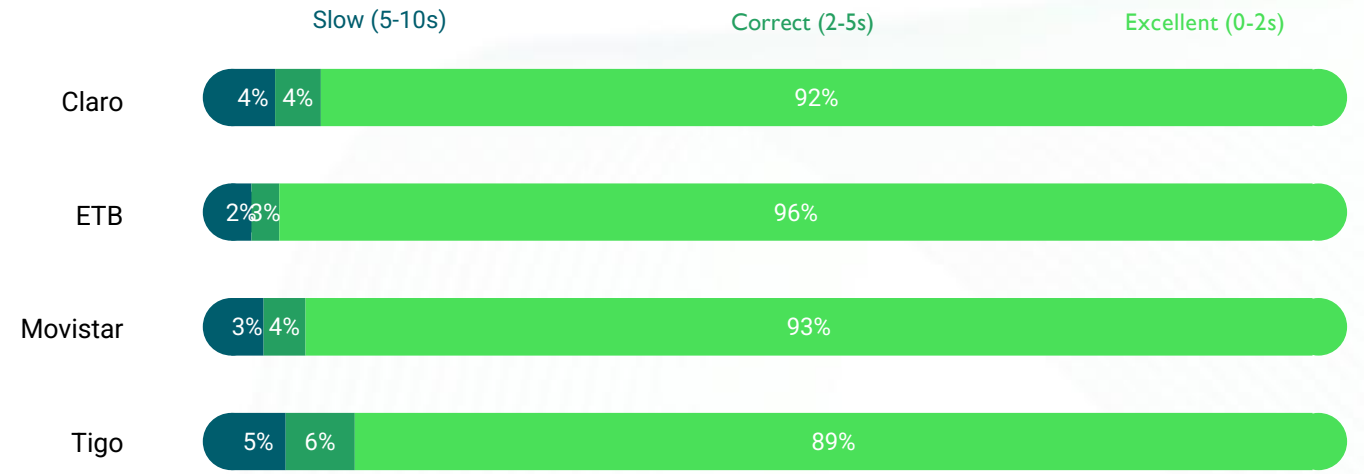
Streaming Performance rate (average)



Source : nperf.com

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

Streaming Performance results ventilation (average)



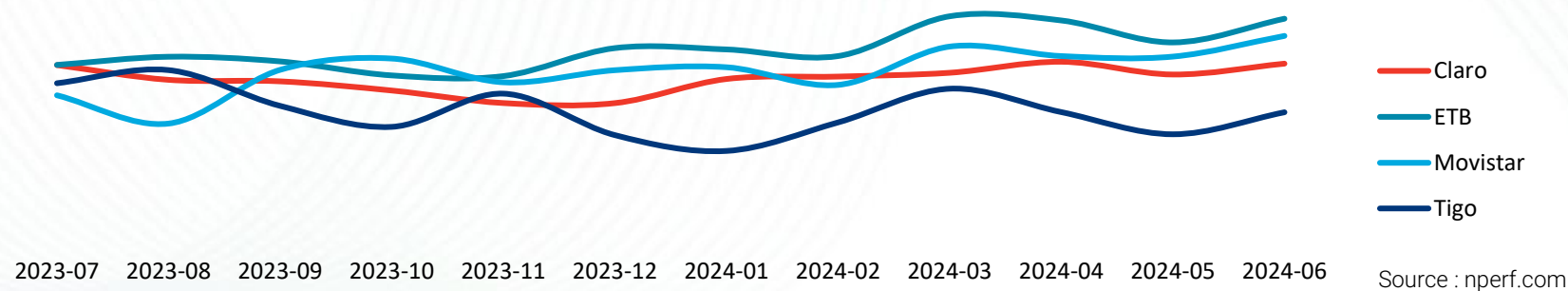
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

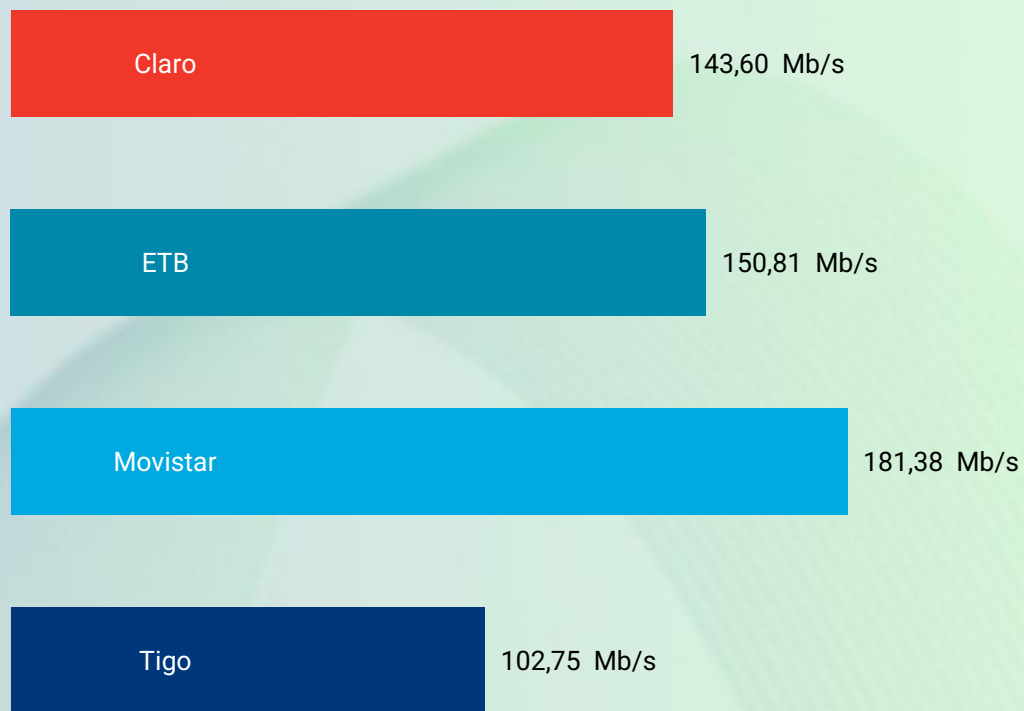
Streaming performance rate (average) evolution over the year



Source : nperf.com



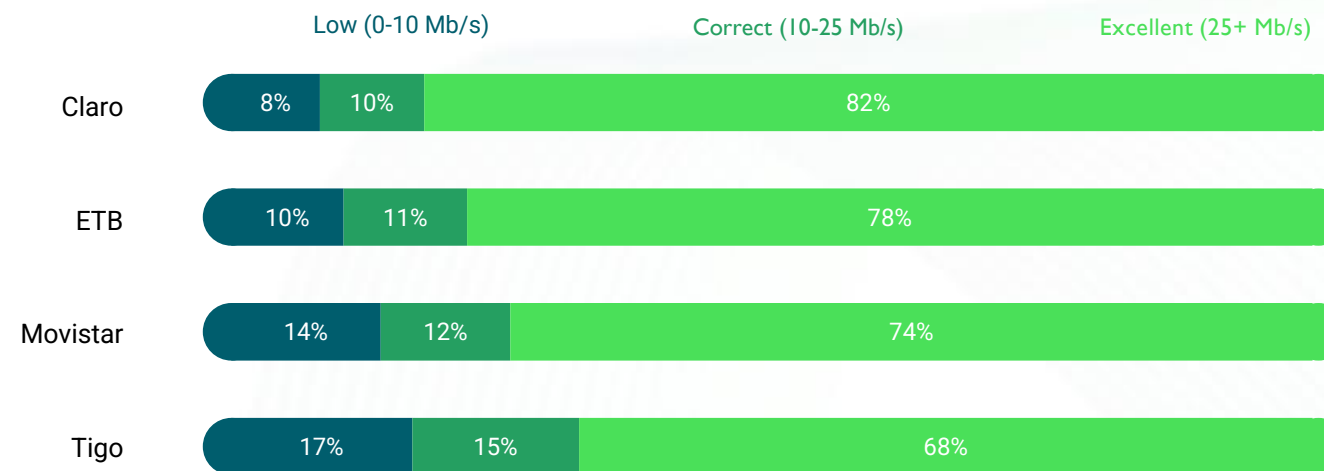
Download Speed (average)



Source : nperf.com

The subscribers of Movistar enjoyed the best average mobile Internet download speed in 2024.

Download Speed results ventilation (average)



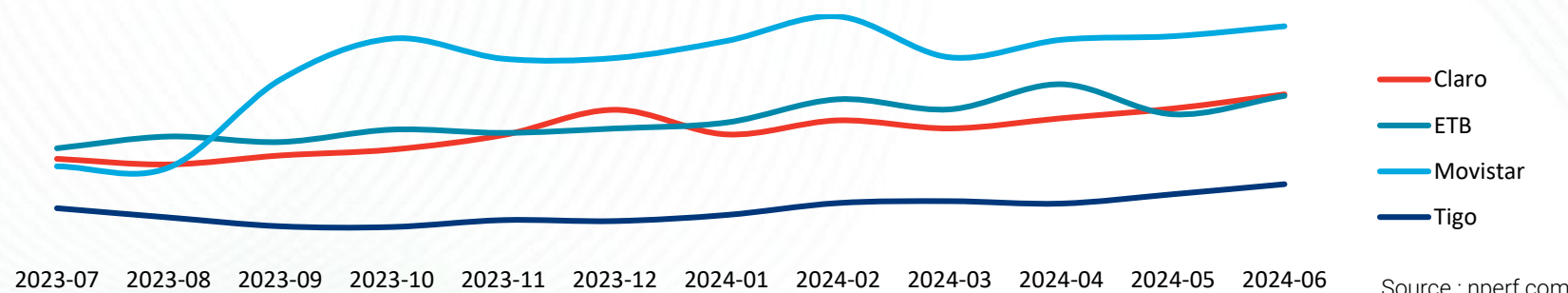
Source : nperf.com

Download Speed (average)



Source : nperf.com

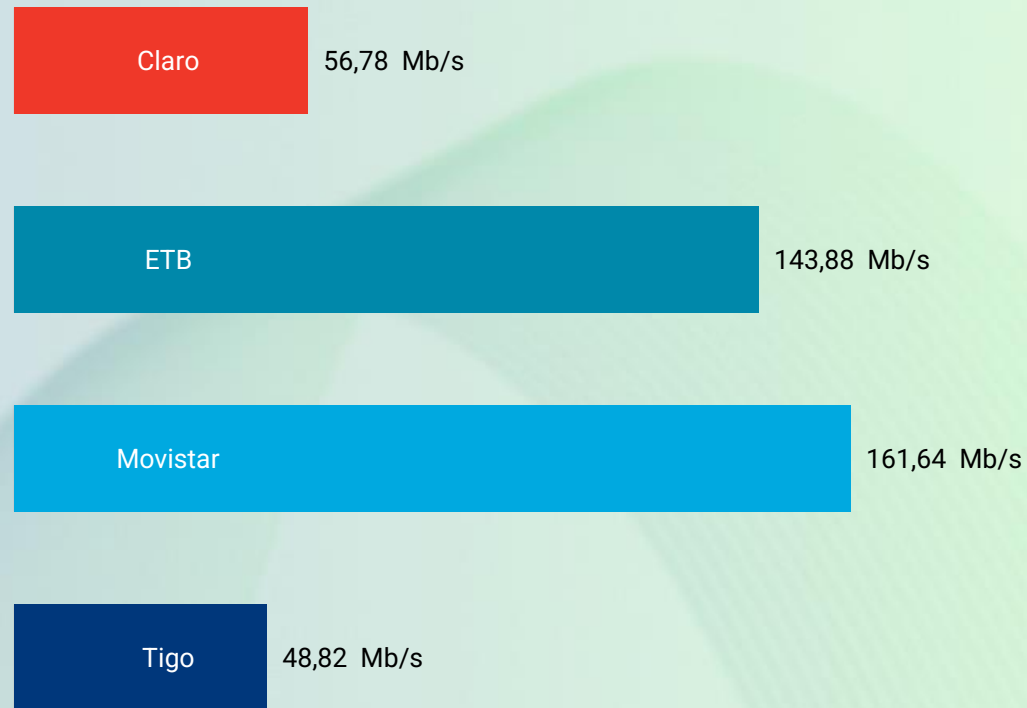
Download Speed evolution over the year (average)



Source : nperf.com



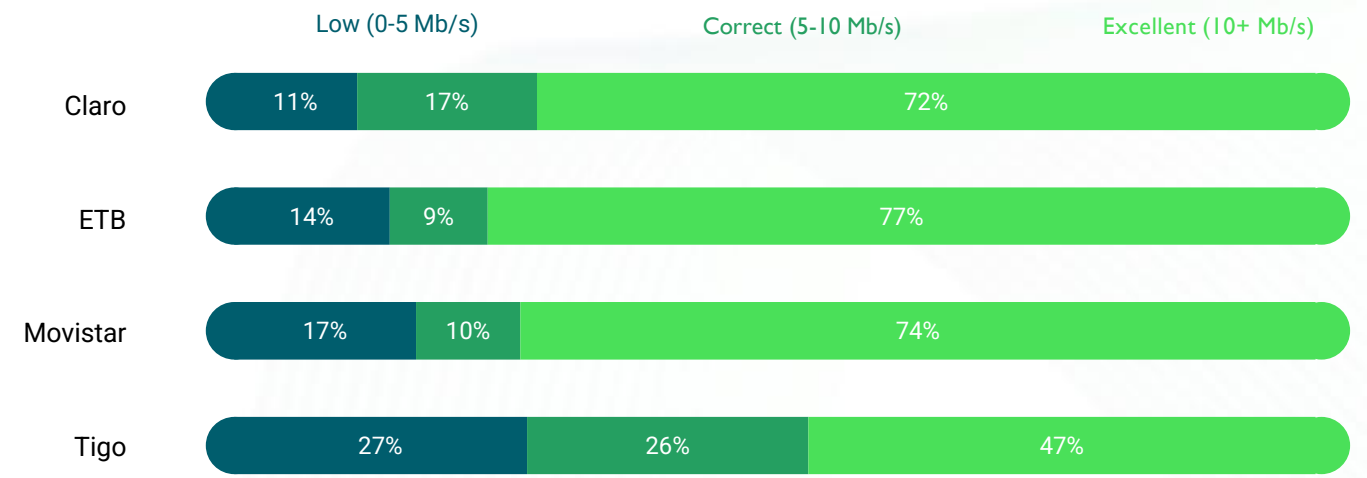
Upload Speed (average)



Source : nperf.com

The subscribers of Movistar enjoyed the best average mobile Internet upload speed in 2024.

Upload Speed results ventilation (average)



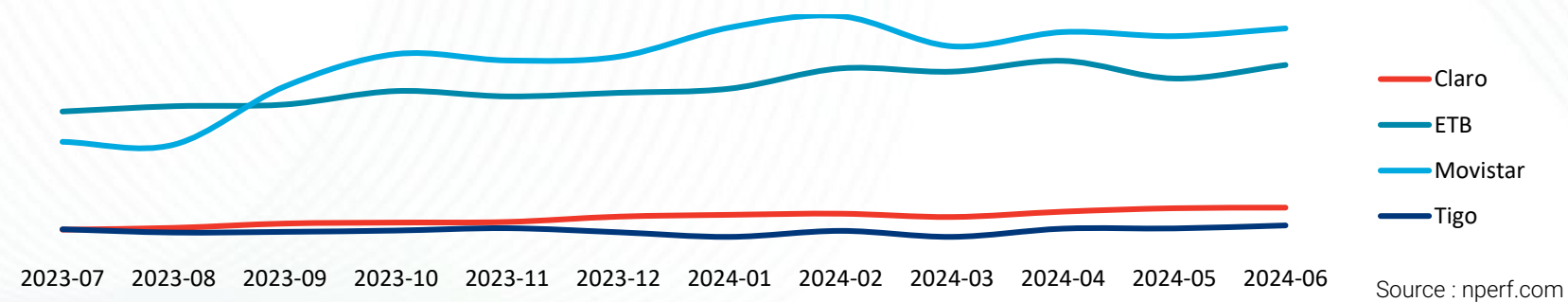
Source : nperf.com

Upload Speed (average)



Source : nperf.com

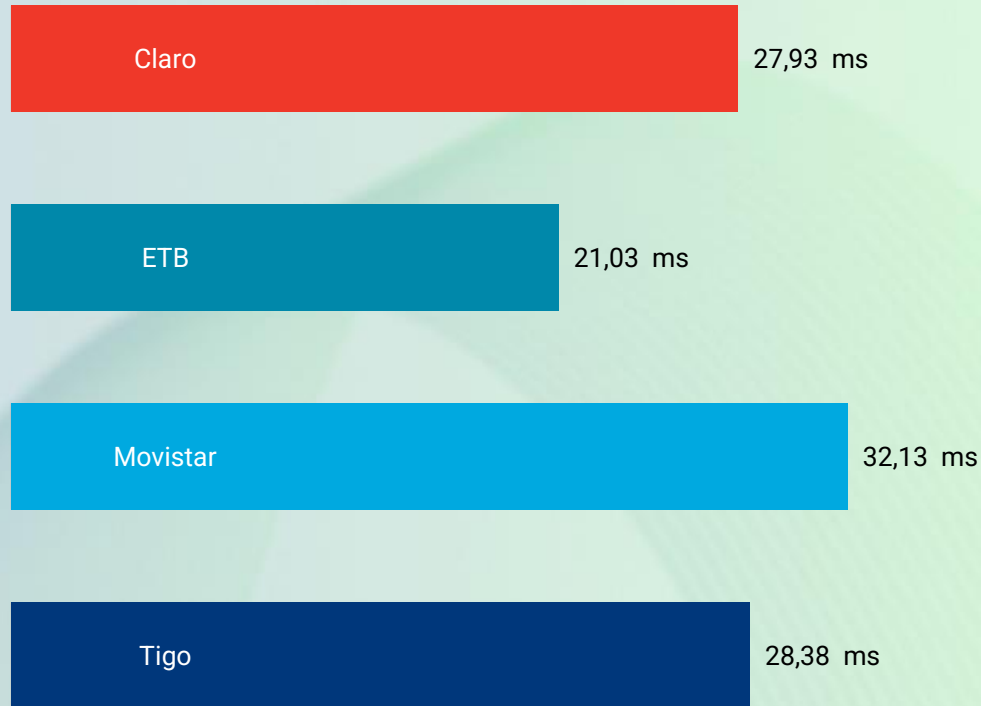
Upload Speed evolution over the year (average)



Source : nperf.com



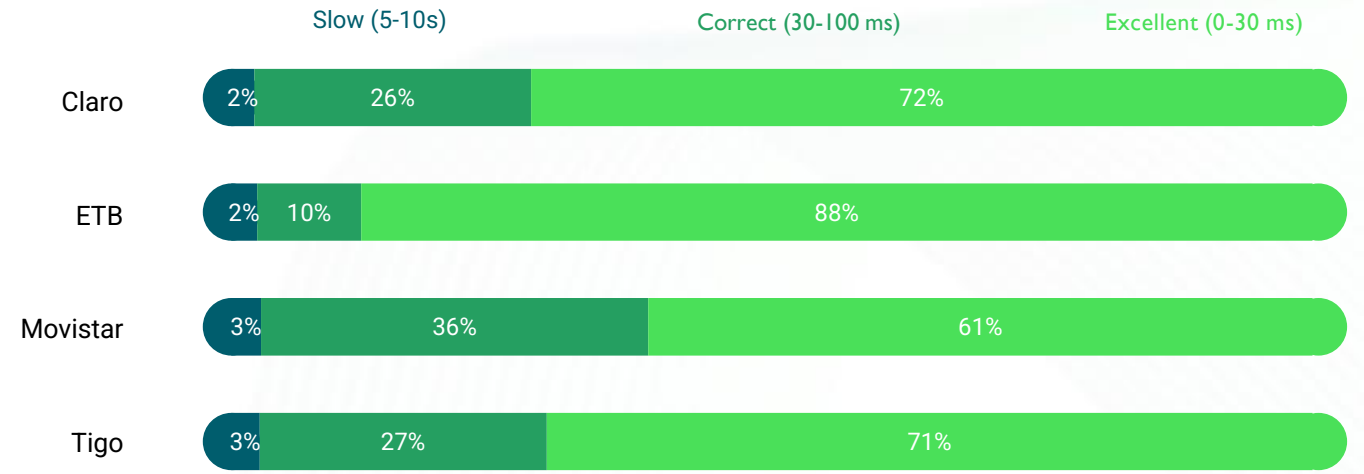
Latency Speed (average)



Source : nperf.com

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

Latency Speed results ventilation (average)



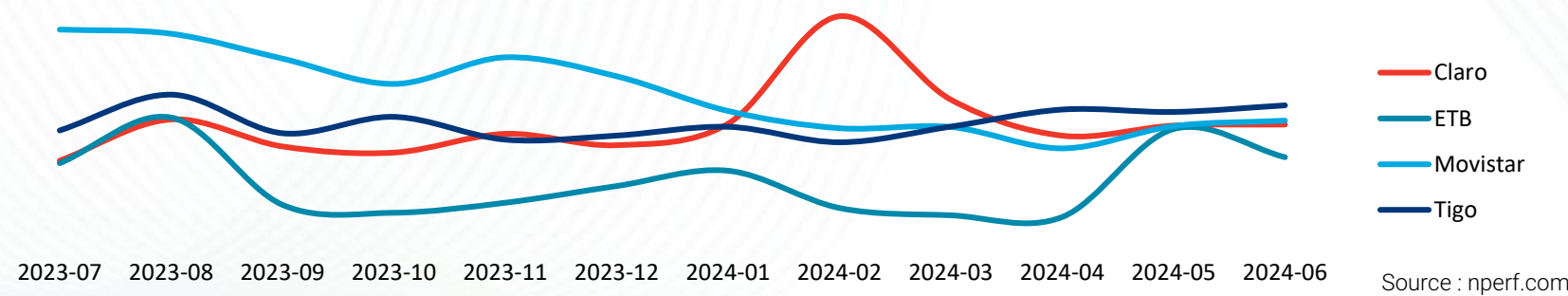
Source : nperf.com

Latency Speed (average)



Source : nperf.com

Latency Speed evolution over the year (average)

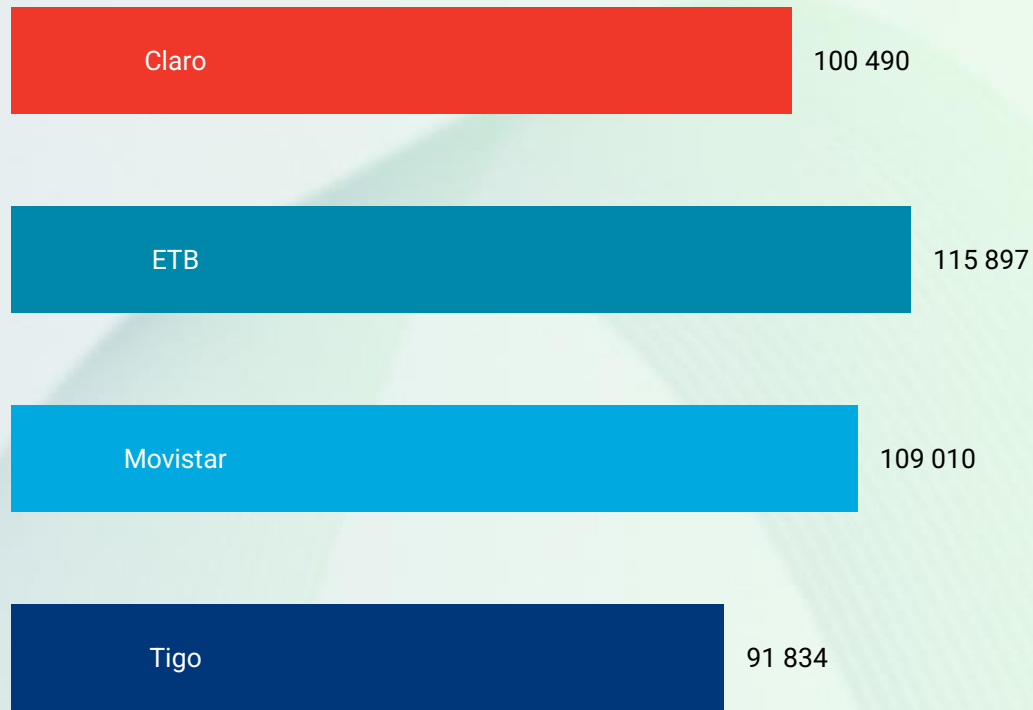


Source : nperf.com

Fixed Internet performance in Colombia



nPerf Score (nPoints)



Source : nperf.com

The subscribers of ETB enjoyed the best fixed Internet performances in Colombia during 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

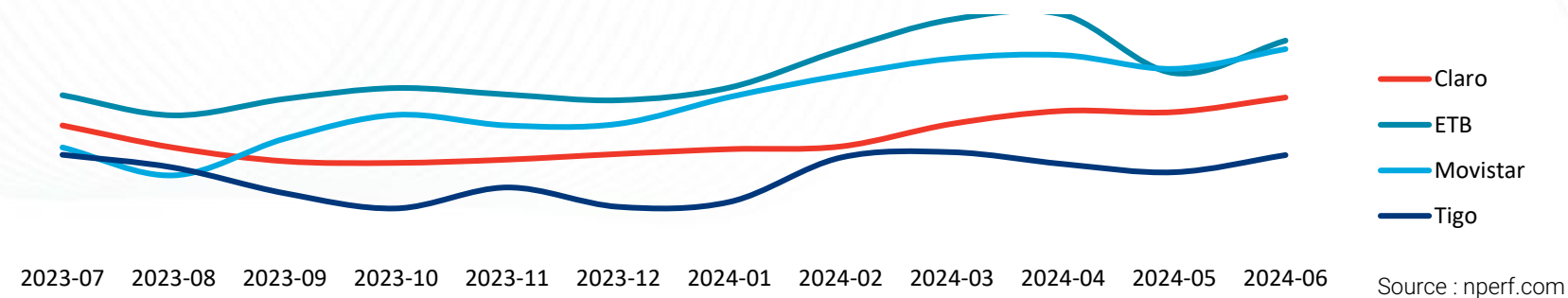


Best fixed Internet performance in 2024



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com



We qualify your connection