

July 24, 2024



Barometer of mobile Internet connections in Colombia

01/07/2023 - 30/06/2024



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 Claro enjoyed the best mobile Internet performances in Colombia during 2024.

Mobile Internet connections in Colombia

01/07/2023 - 30/06/2024

	Claro Movil	Movistar Movil	Tigo Movil	WOM / Avantel
Download bitrates (Mb/s)	58.87	17.57	21.26	9.48
Upload bitrates (Mb/s)	16.64	8.59	10.10	7.08
Latency (ms)	56.59	50.41	45.65	43.48
Web browsing (%)	45.08	49.73	48.86	54.08
Youtube streaming (%)	70.06	75.56	63.64	79.78
nPerf Score (nPoints)	58 462	49 556	47 791	47 113

Source : nperf.com

Claro

Best mobile Internet performance in 2024



Source : nperf.com






Source : nperf.com

Introduction

In Colombia's telecommunications market, Claro holds the leading position, followed by Movistar in second place, Tigo in third, and WOM in last. This ranking highlights the varied strengths and performance levels of each mobile Internet service provider (ISP) in key metrics such as download and upload speeds, web browsing, and YouTube streaming.

Claro leads with superior speed

Claro stands out as the undisputed leader due to its excellent performance in speed. With a download speed of 58.87 Mbps and an upload speed of 16.64 Mbps, Claro provides a top-tier internet experience, securing its top position in the market.

Movistar: solid overall performance

Movistar secures the second position with an average score of 49,556 nPoints. While not leading in any specific category, Movistar offers reliable service that meets the needs of many users.

Tigo: strong download performance

Tigo holds the third position, with a good download performance and an average score of 47,791 nPoints. Tigo provides reliable download speeds, making it a competitive option for users prioritizing fast downloads.

WOM: last and champion in streaming and browsing

WOM is in a very mixed situation with very low results on speed but excelling in web browsing and YouTube streaming, with scores of 54.08% and 79.78% respectively. Despite being last overall, WOM strong streaming performance makes it a good choice for users who prioritize high-quality streaming services.

Conclusion

The Colombian telecommunications market is led by Claro, thanks to its superior download and upload speeds. Movistar follows in second place with solid overall performance. Tigo ranks third with strong download performance, while WOM excels in streaming but lags behind in other areas, placing it last overall. This competitive landscape provides users with various options based on their specific needs, whether they prioritize speed, streaming quality, or overall reliability.

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:

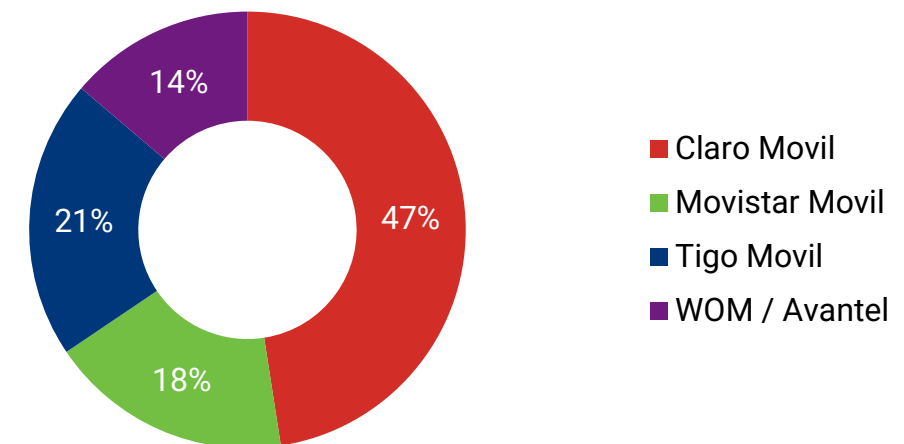
- ▼ **Download bitrate:**
Indicates the amount of data your connection can receive in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.
- ▲ **Upload bitrate:**
Indicates the amount of data your connection can send in one second from the nPerf 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 4.7% 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.

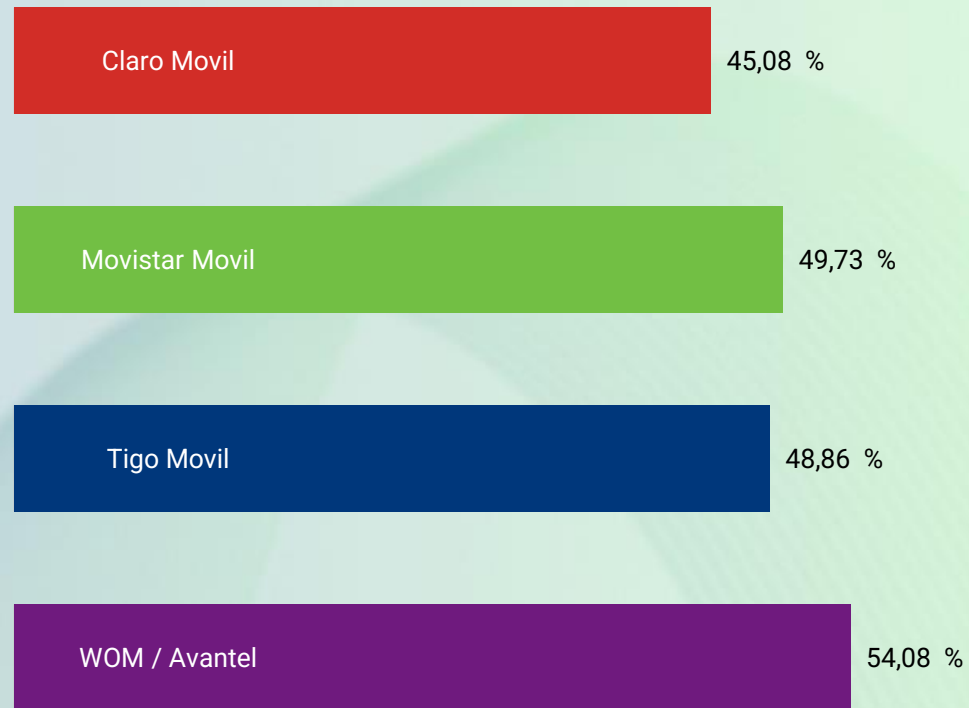
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



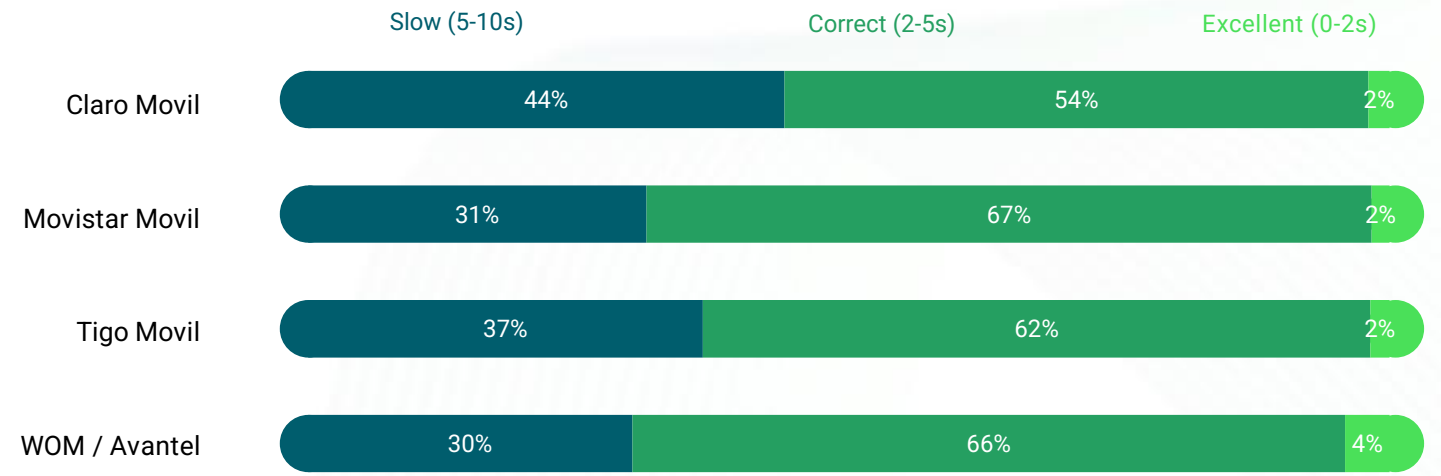
Browsing Performance rate (average)



Source : nperf.com

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

Browsing Performance results ventilation (average)



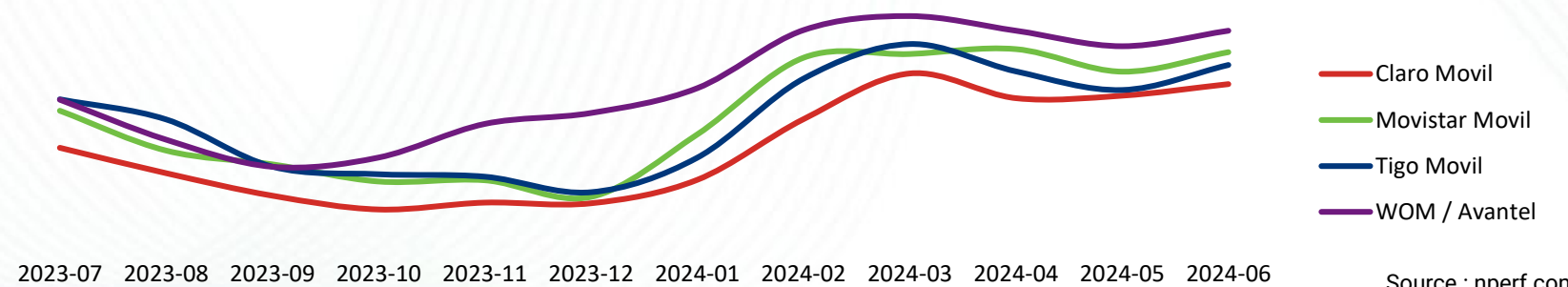
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

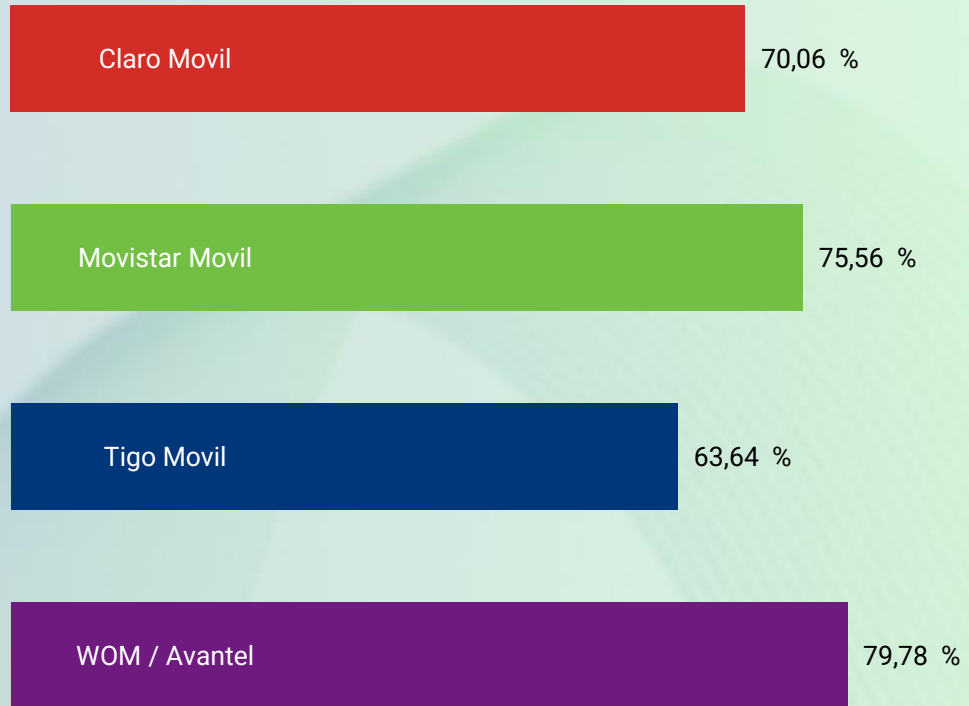
Browsing performance rate (average) evolution over the year



Source : nperf.com



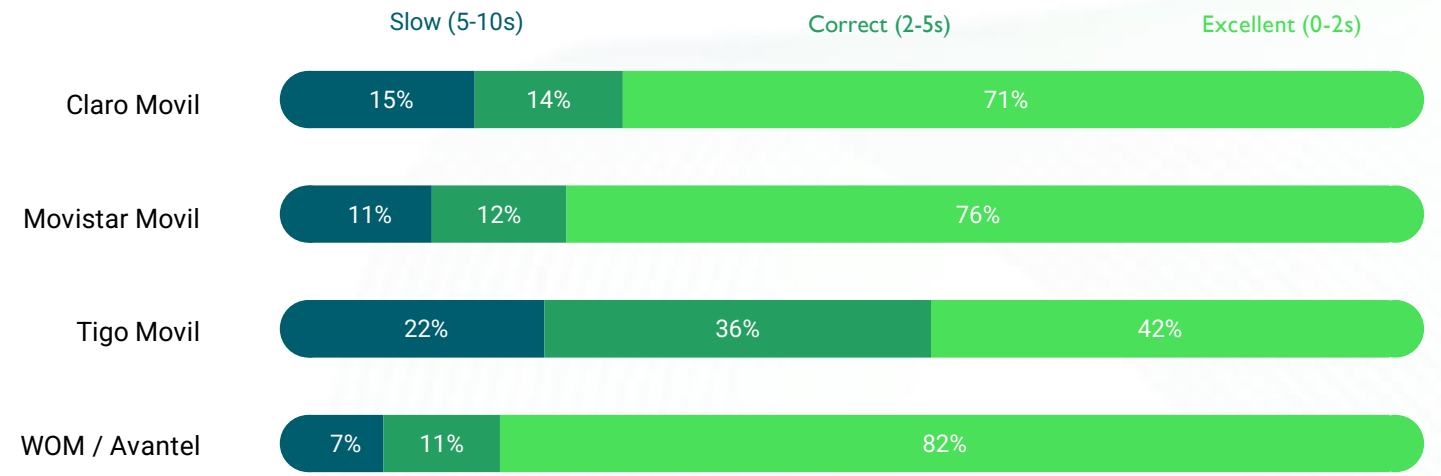
Streaming Performance rate (average)



Source : nperf.com

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

Streaming Performance results ventilation (average)



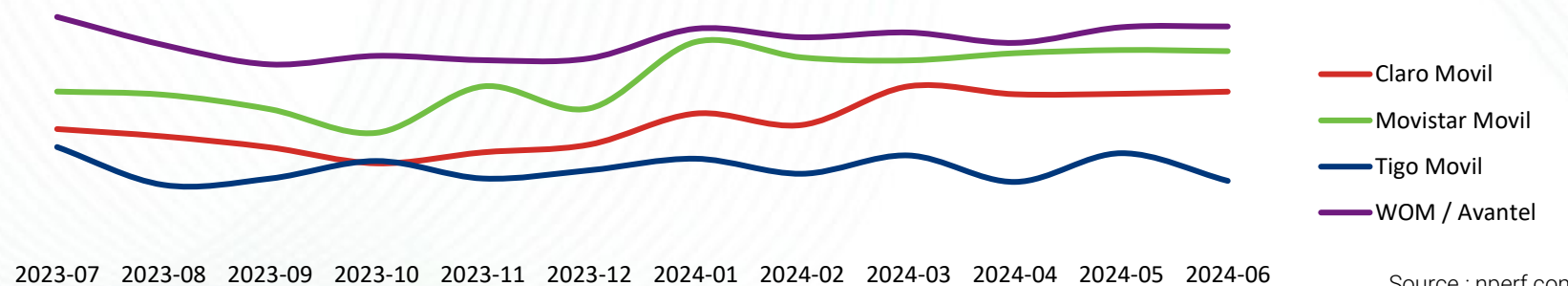
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

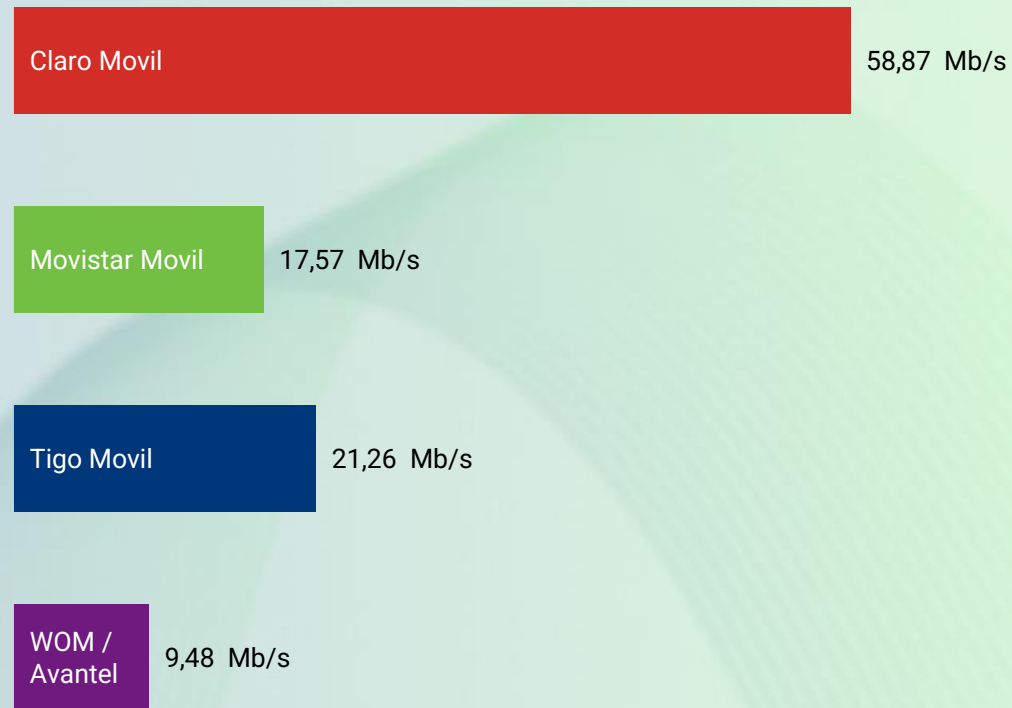
Streaming performance rate (average) evolution over the year



Source : nperf.com



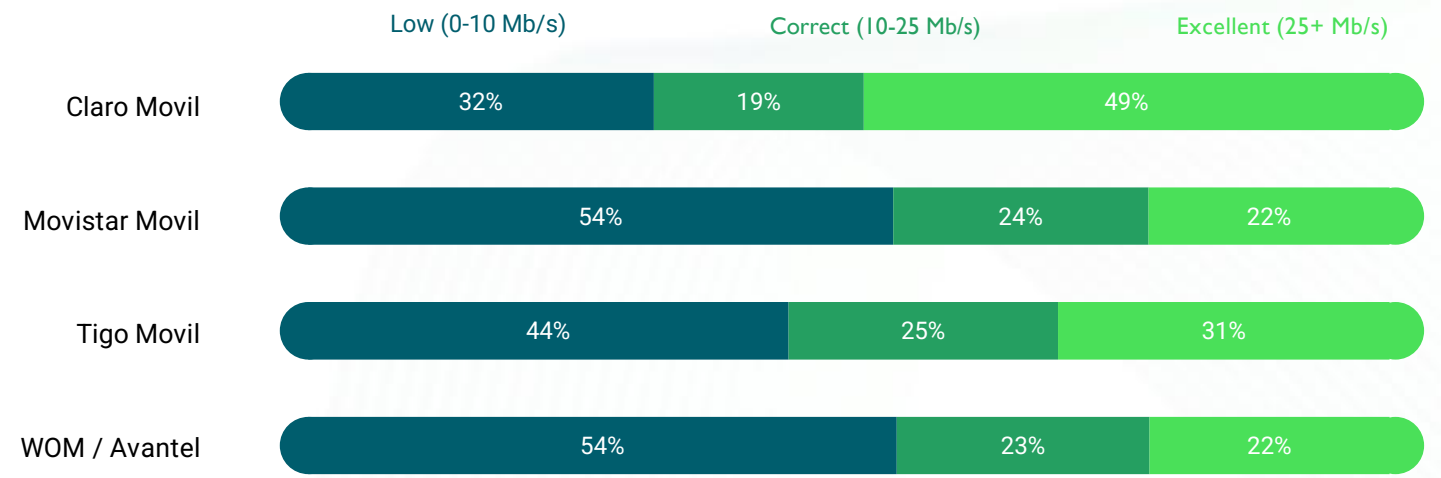
Download Speed (average)



Source : nperf.com

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

Download Speed results ventilation (average)



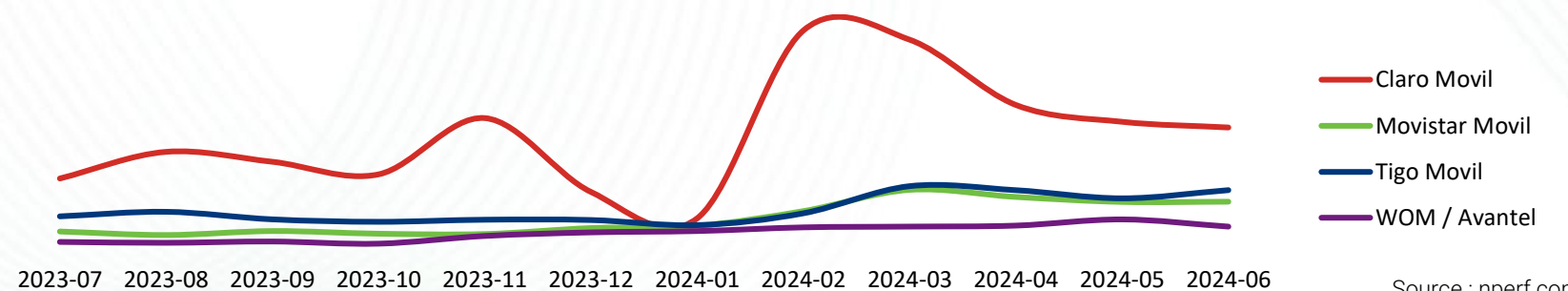
Source : nperf.com

Download Speed (average)



Source : nperf.com

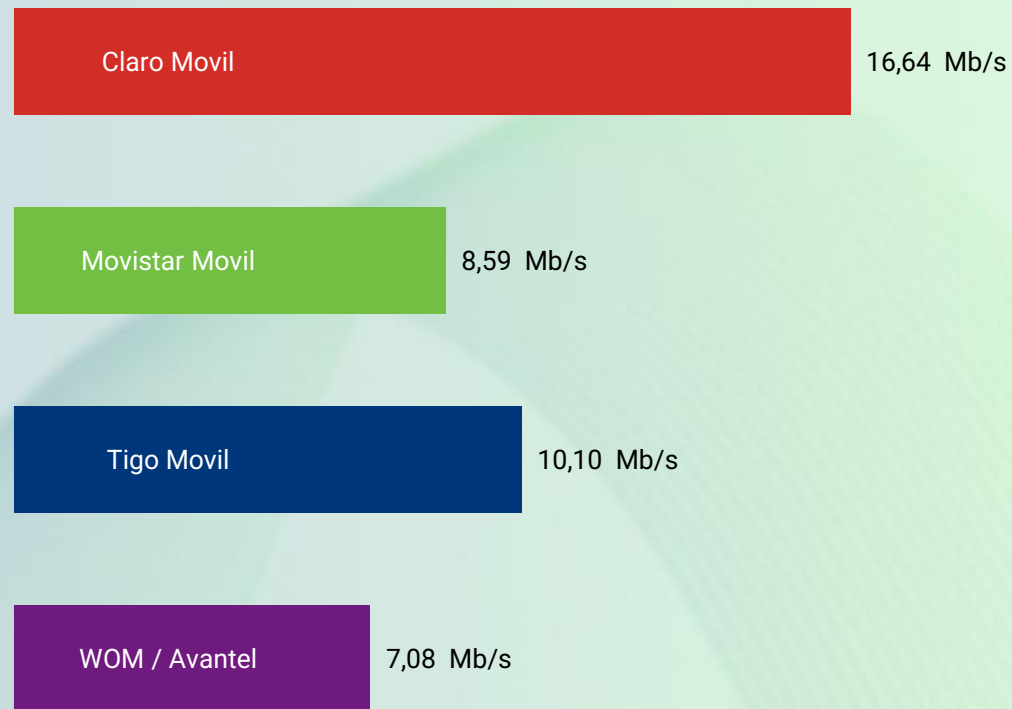
Download Speed evolution over the year (average)



Source : nperf.com



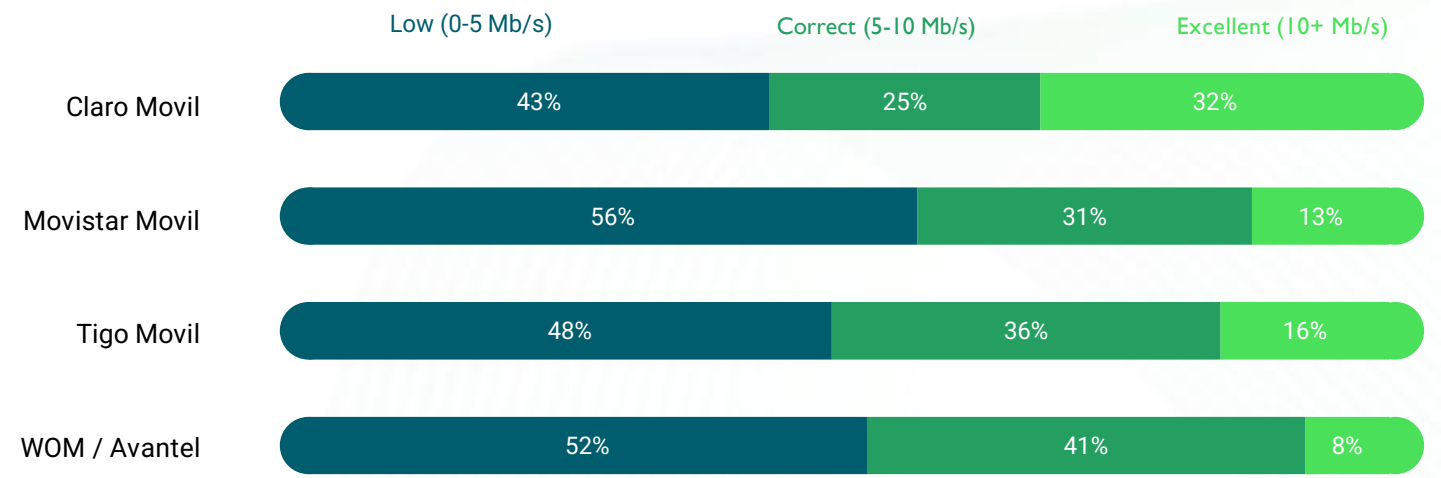
Upload Speed (average)



Source : nperf.com

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

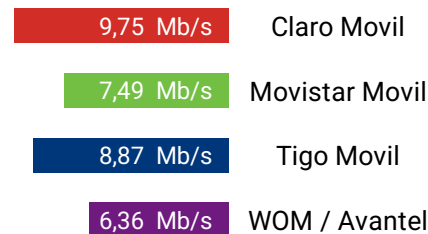
Upload Speed results ventilation (average)



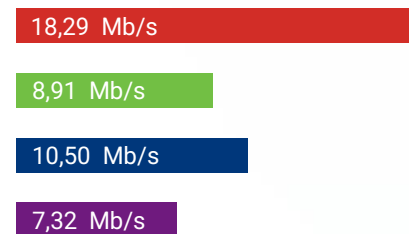
Source : nperf.com

Upload Speed (average)

Busy Time

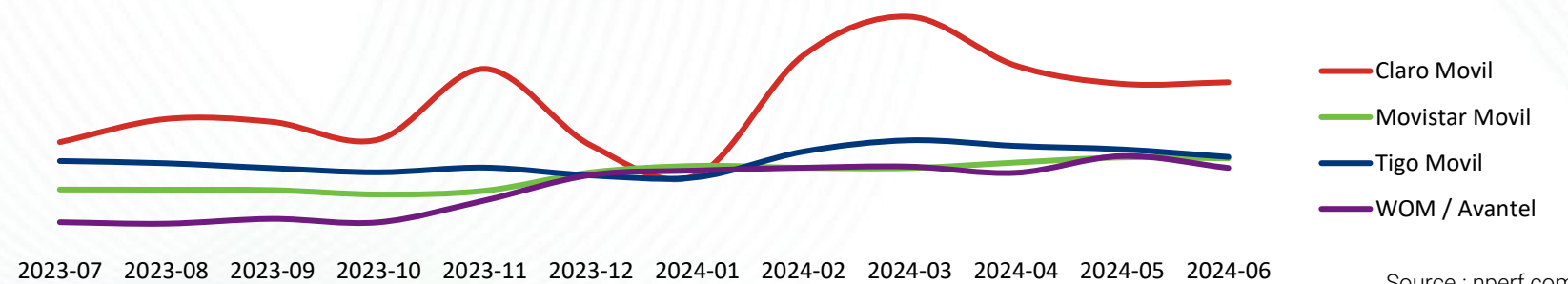


Idle Time



Source : nperf.com

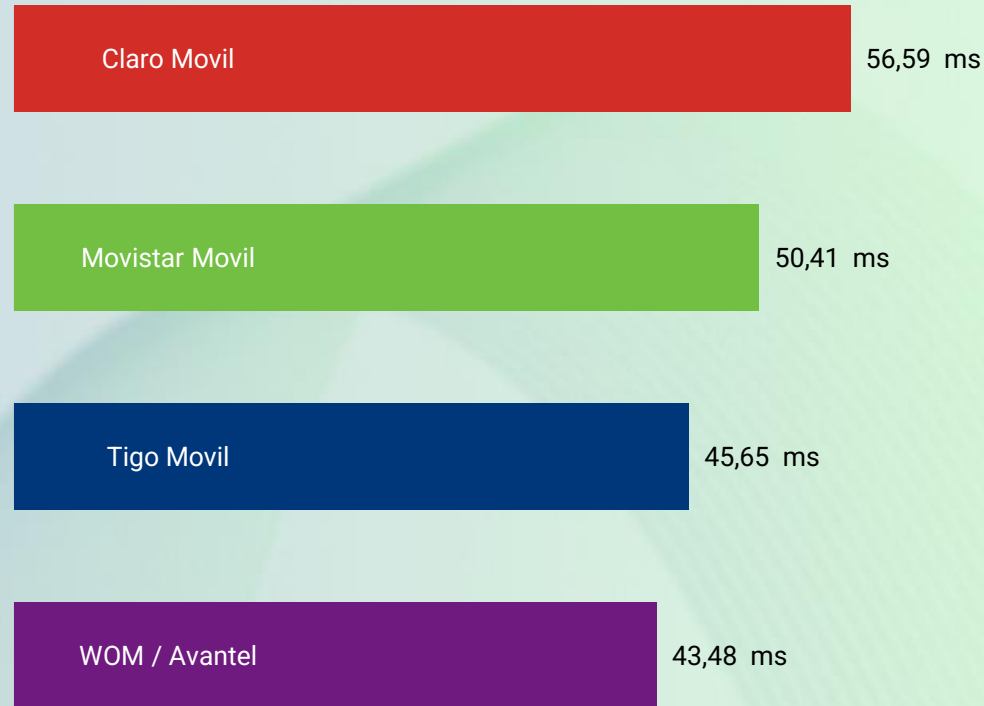
Upload Speed evolution over the year (average)



Source : nperf.com



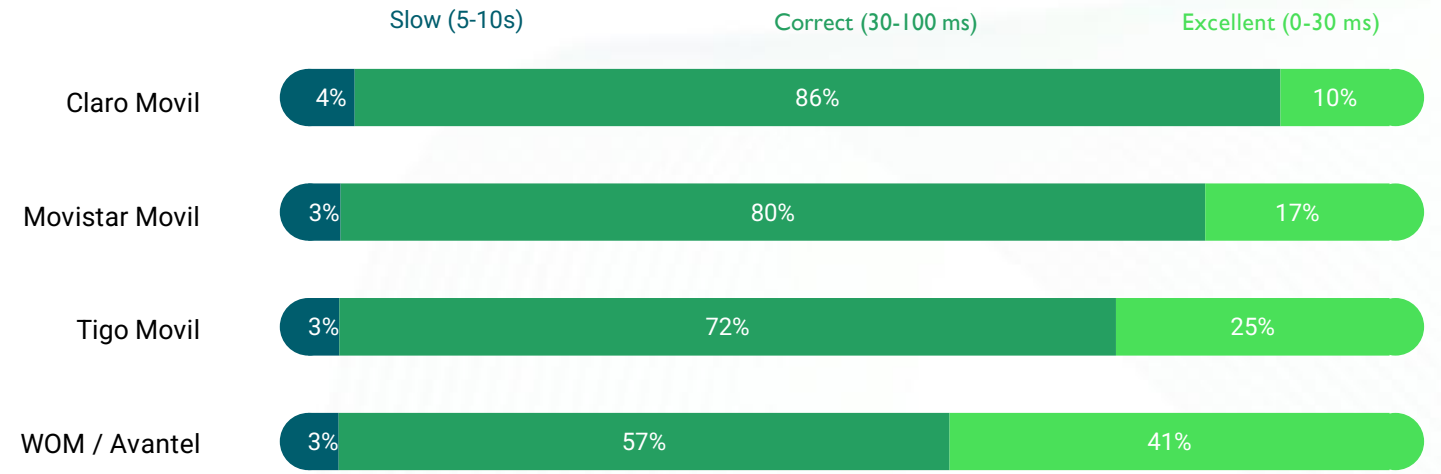
Latency Speed (average)



Source : nperf.com

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

Latency Speed results ventilation (average)



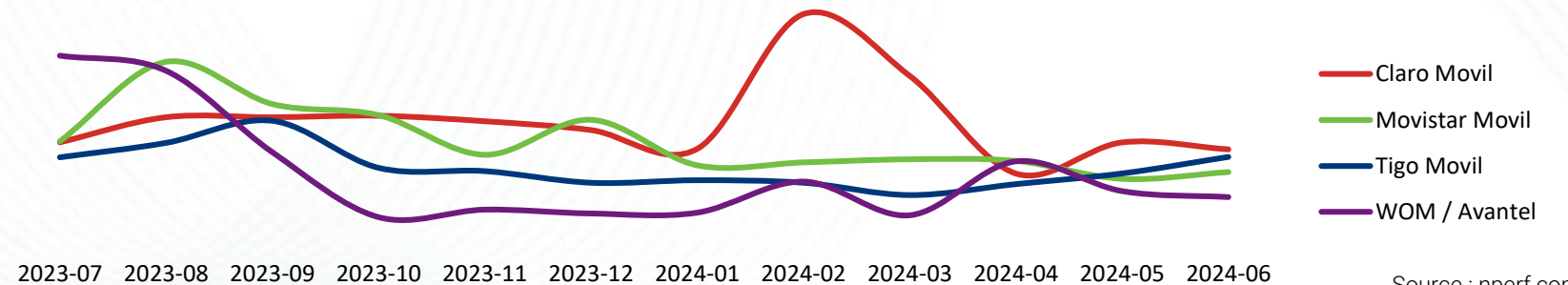
Source : nperf.com

Latency Speed (average)



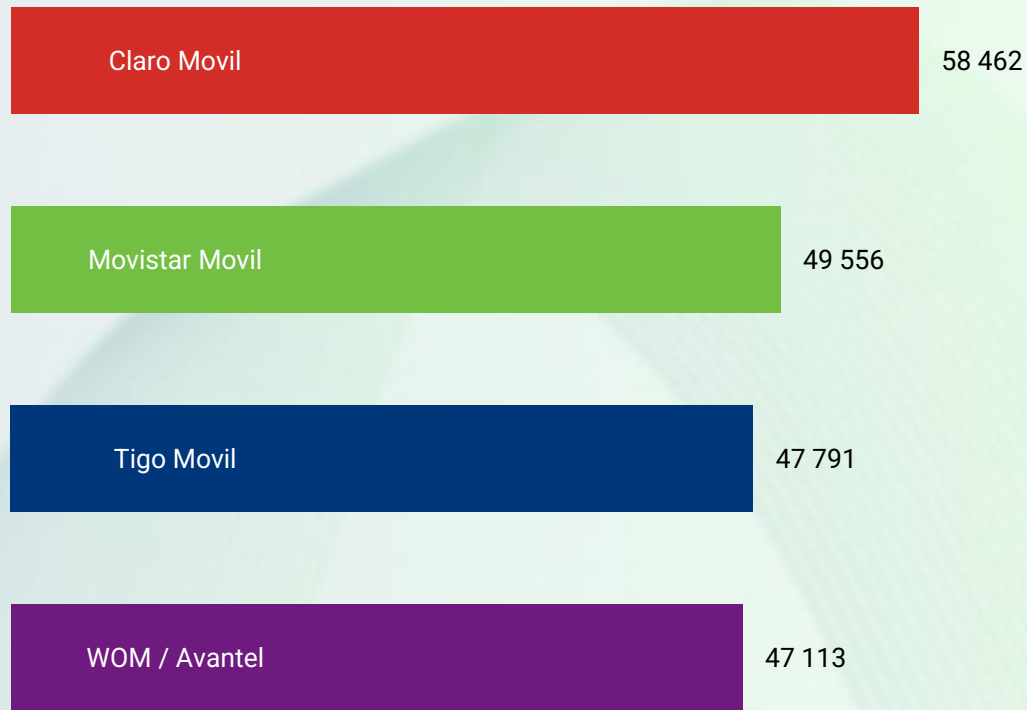
Source : nperf.com

Latency Speed evolution over the year (average)



Source : nperf.com

nPerf Score (nPoints)



Source : nperf.com

The subscribers of Claro enjoyed the best mobile 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

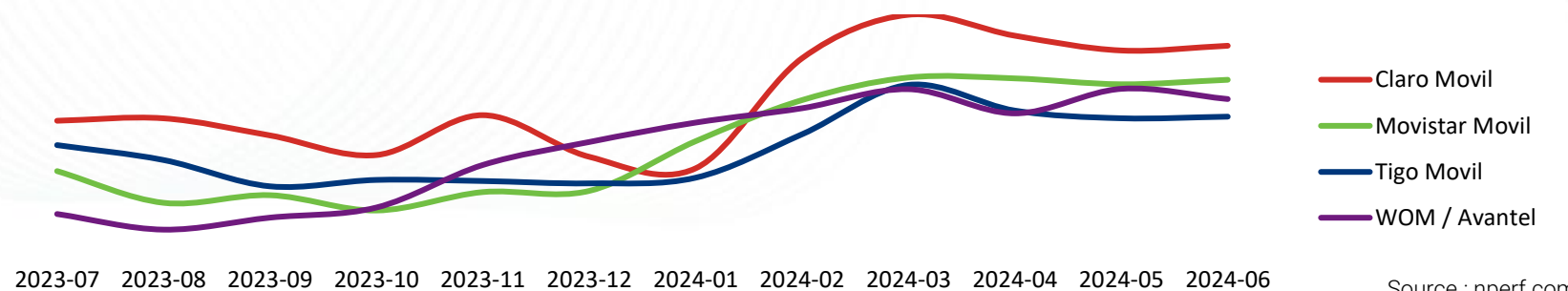


Best mobile Internet performance in 2024



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com



We qualify your connection