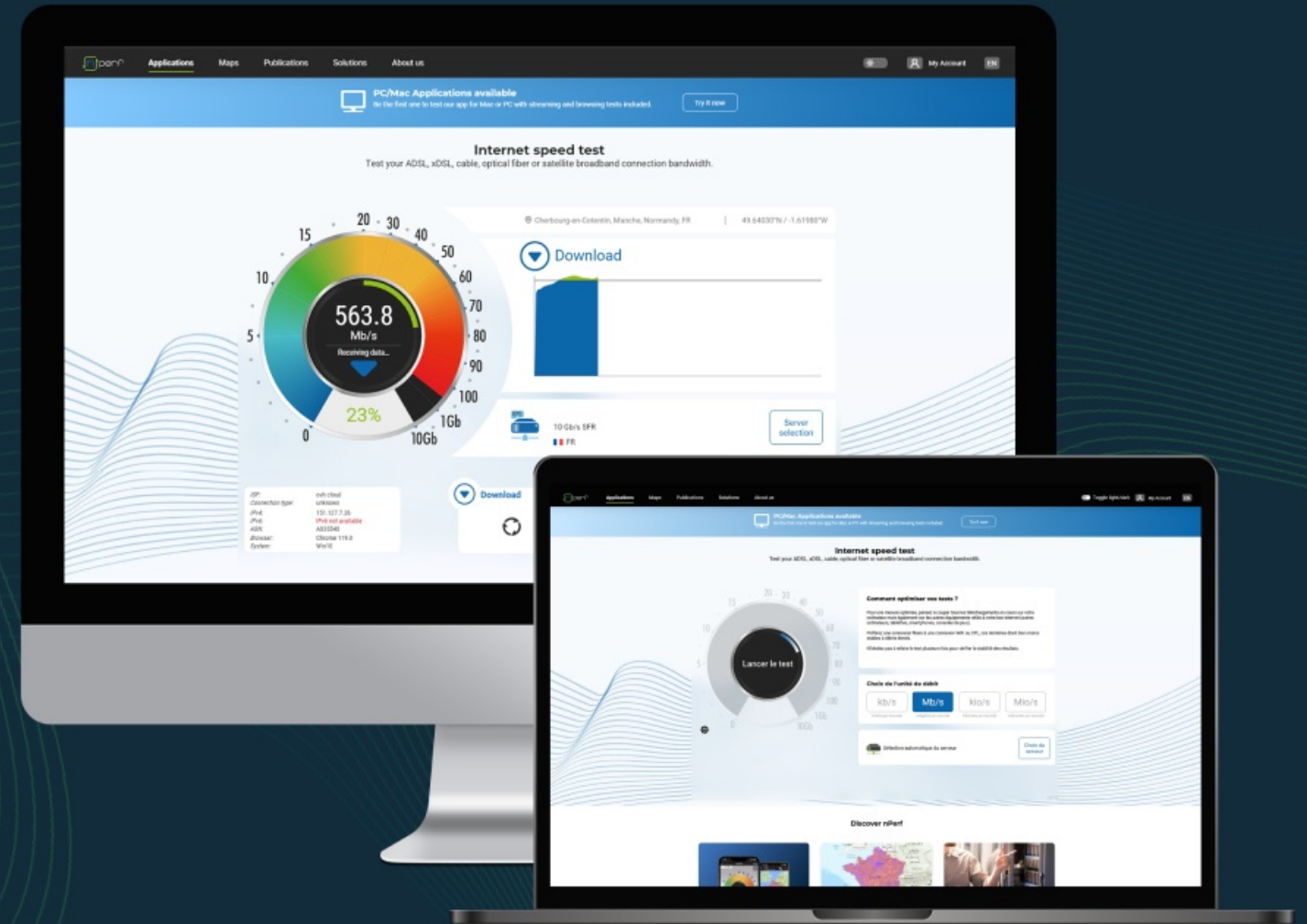


February 12, 2024



Barometer of fixed Internet Connections in the United Kingdom.

01/01/2023 - 31/12/2023



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nPerf**

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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.



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2. Executive Summary



The subscribers of Virgin Media, Fibrus and Vodafone enjoyed the best broadband performances in the United Kingdom during 2023.

Fixed Internet connections in the United Kingdom

	BT / EE / Plusnet	Fibrus	Sky	TalkTalk	Virgin Media	Vodafone
▼ Download bitrates (Mb/s)	180.01	161.95	92.29	118.54	283.93	156.08
▲ Upload bitrates (Mb/s)	54.67	95.33	25.10	43.41	48.23	97.30
◀▶ Latency (ms)	25.87	23.94	22.47	24.72	24.91	23.78
nPerf Score (nPoints)	142 336	146 540	128 393	134 825	149 253	146 243



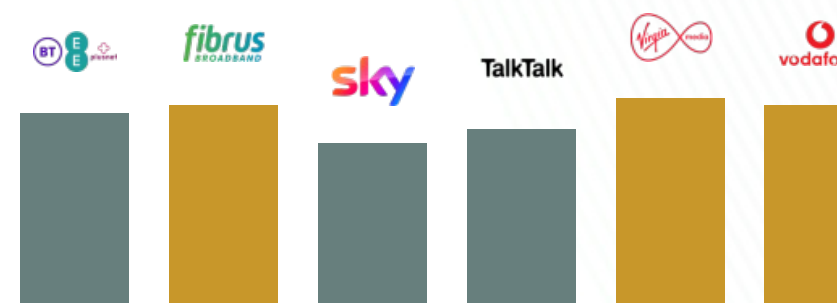
Best fixed Internet performance
in 2023



Source : nperf.com

FTTH Fixed Internet connections in the United Kingdom

	BT / EE / Plusnet	Fibrus	Virgin Media	Vodafone
▼ Download bitrates (Mb/s)	560.36	414.02	584.85	455.89
▲ Upload bitrates (Mb/s)	183.75	281.26	162.13	371.27
◀▶ Latency (ms)	14.62	21.22	18.96	20.22
nPerf Score (nPoints)	179 582	172 081	175 189	176 658



Source : nperf.com

A Three-Way Tie: Fibrus, Virgin Media, and Vodafone

Fibrus, Virgin Media, and Vodafone share the top spot, each demonstrating exceptional strengths in different areas.

Virgin Media stands out with the highest download bitrate at a remarkable 283.93 Mb/s, setting a gold standard for streaming and large data downloads. Its upload bitrate and latency are competitive at 48.23 Mb/s and 24.91 ms respectively, culminating in an nPerf score of 149,253 nPoints.

Fibrus, on the other hand, showcases a balanced profile with a strong upload bitrate of 95.33 Mb/s and a solid download speed of 161.95 Mb/s. Its standout feature is the lowest latency among the leaders at 23.94 ms, contributing to its nPerf score of 146,540 nPoints.

Vodafone impresses with the best upload bitrate of 97.3 Mb/s, complemented by a robust download speed of 156.08 Mb/s. Its performance in latency is commendable at 23.78 ms, leading to an nPerf score of 146,243 nPoints.

BT / EE / Plusnet follows closely in fourth position, offering a download bitrate of 180.01 Mb/s and an upload speed of 54.67 Mb/s. With a latency of 25.87 ms, they achieve an nPerf score of 142,336 nPoints, representing a solid option for users seeking a balance between speed and reliability.

TalkTalk and Sky provide viable alternatives. TalkTalk delivers a download speed of 118.54 Mb/s and an upload bitrate of 43.41 Mb/s, with a latency of 24.72 ms, resulting in an nPerf score of 134,825 nPoints. Sky, although at a lower tier with a download speed of 92.29 Mb/s and an upload speed of 25.1 Mb/s, offers the lowest latency of 22.47 ms, achieving an nPerf score of 128,393 nPoints.

Conclusion

This unique scenario in the UK fixed broadband market, with a three-way tie for the top position, underscores the competitive nature of the industry. Fibrus, Virgin Media, and Vodafone each bring distinct advantages to the table, catering to diverse user needs. Whether it's Virgin Media's superior download speeds, Fibrus's balanced approach, or Vodafone's upload prowess, consumers have excellent options at their disposal. As ISPs continue to innovate and improve, the ultimate winners are the users, who benefit from enhanced connectivity and service quality.

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 fixed 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) :

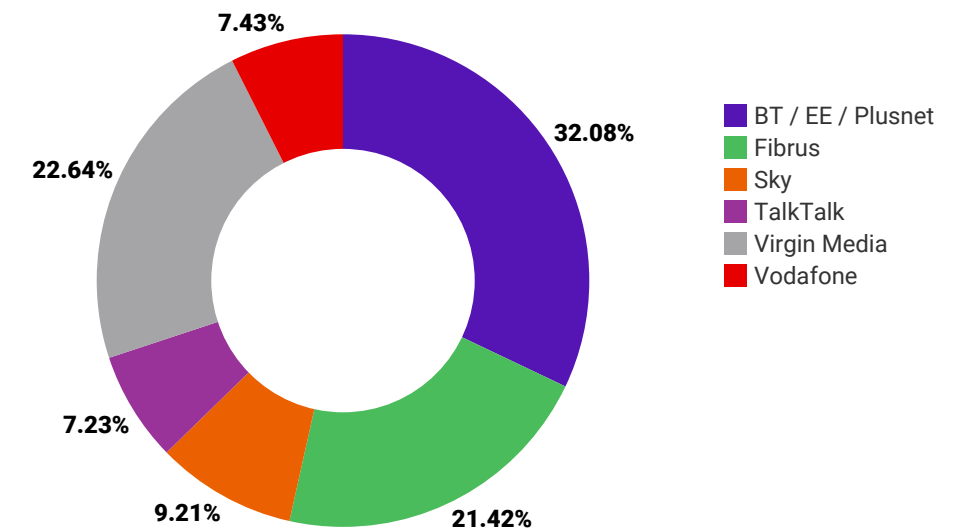
It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.

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.

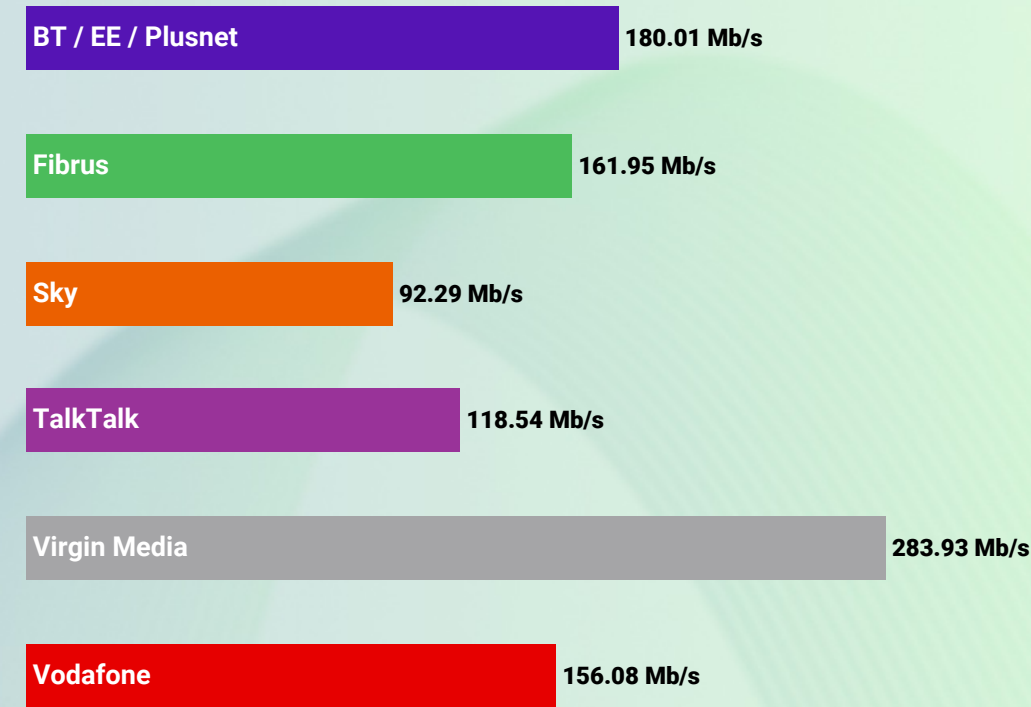
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



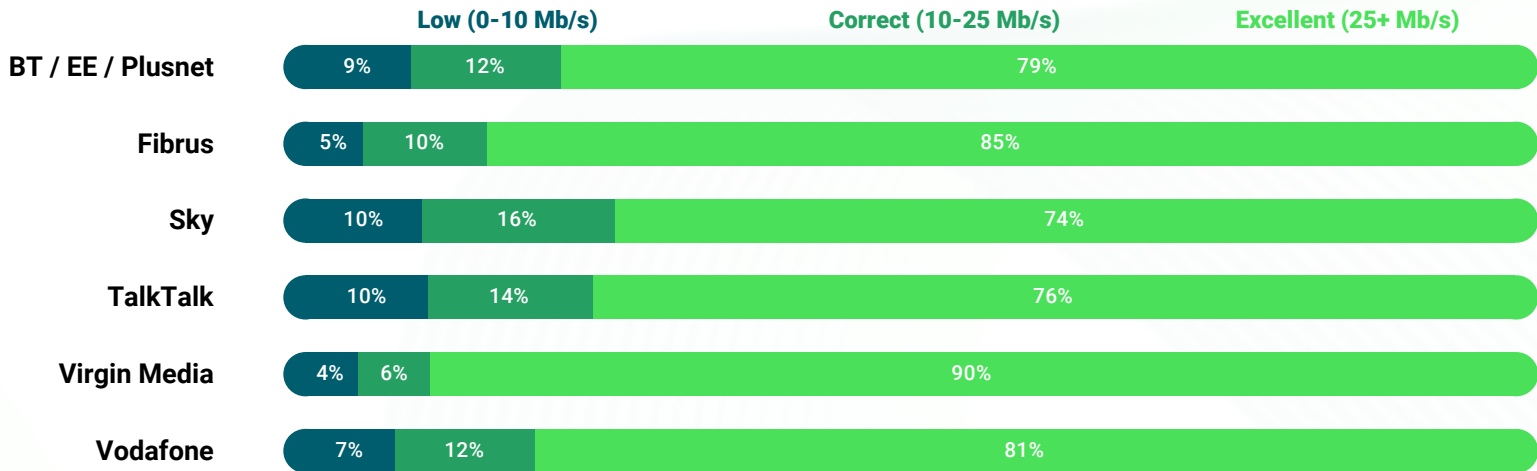
Download Speed (average)



Source : nperf.com

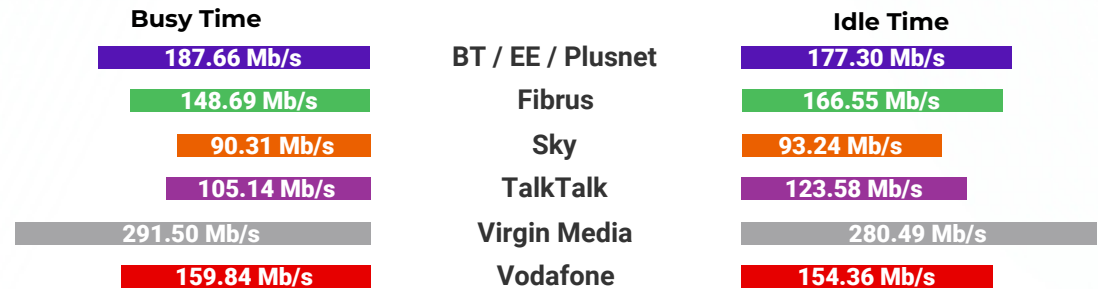
The subscribers of Virgin Media enjoyed the best average broadband download speed in 2023.

Download Speed results ventilation (average)



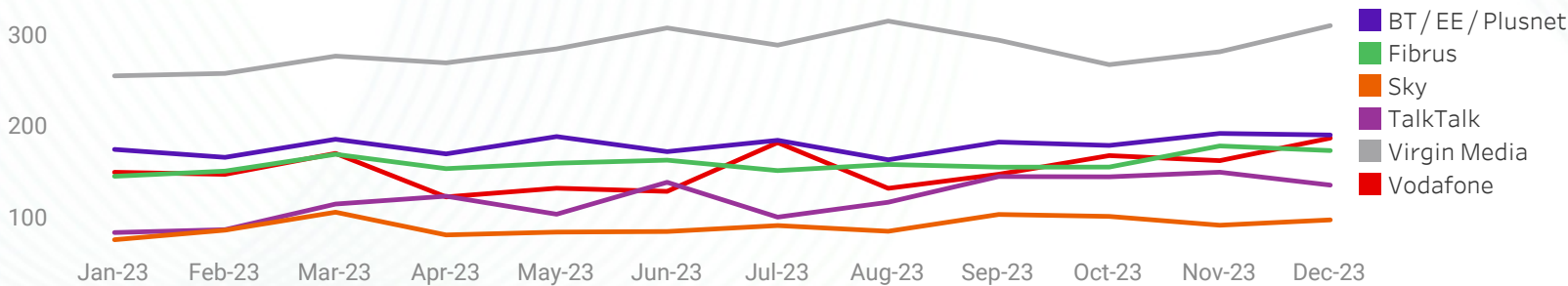
Source : nperf.com

Download Speed (average)



Source : nperf.com

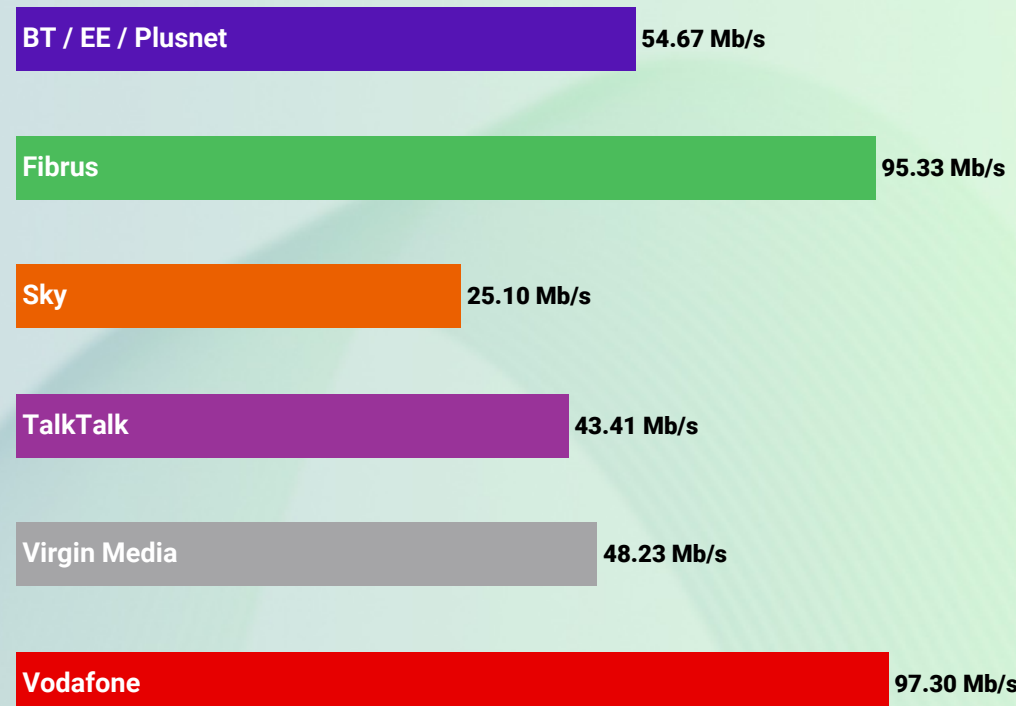
Download Speed evolution over the year (average)



Source : nperf.com



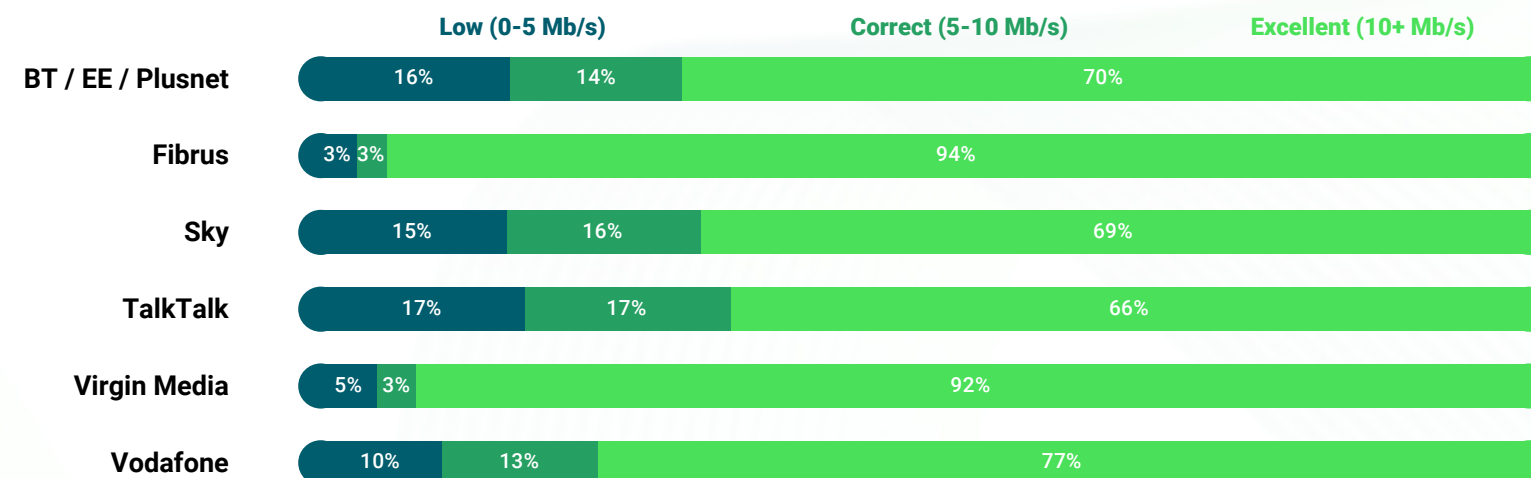
Upload Speed (average)



Source : nperf.com

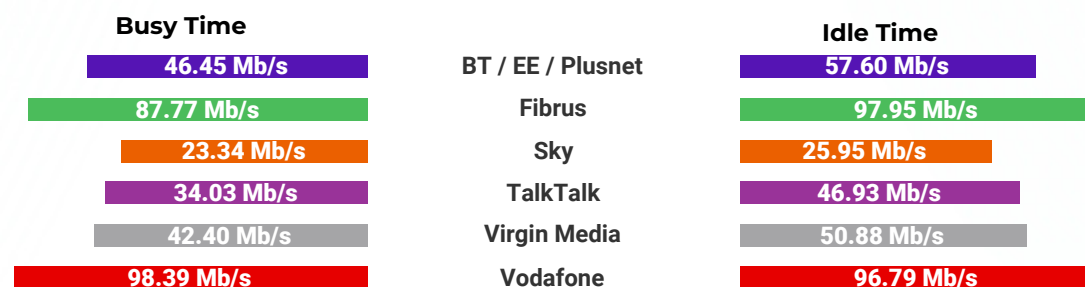
The subscribers of Vodafone and Fibrus enjoyed the best average broadband upload speed in 2023.

Upload Speed results ventilation (average)



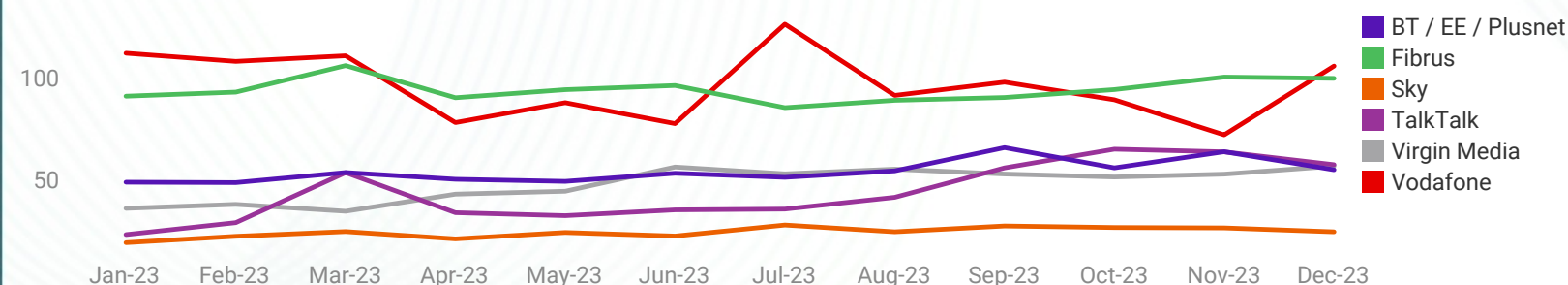
Source : nperf.com

Upload Speed (average)



Source : nperf.com

Upload Speed evolution over the year (average)



Source : nperf.com



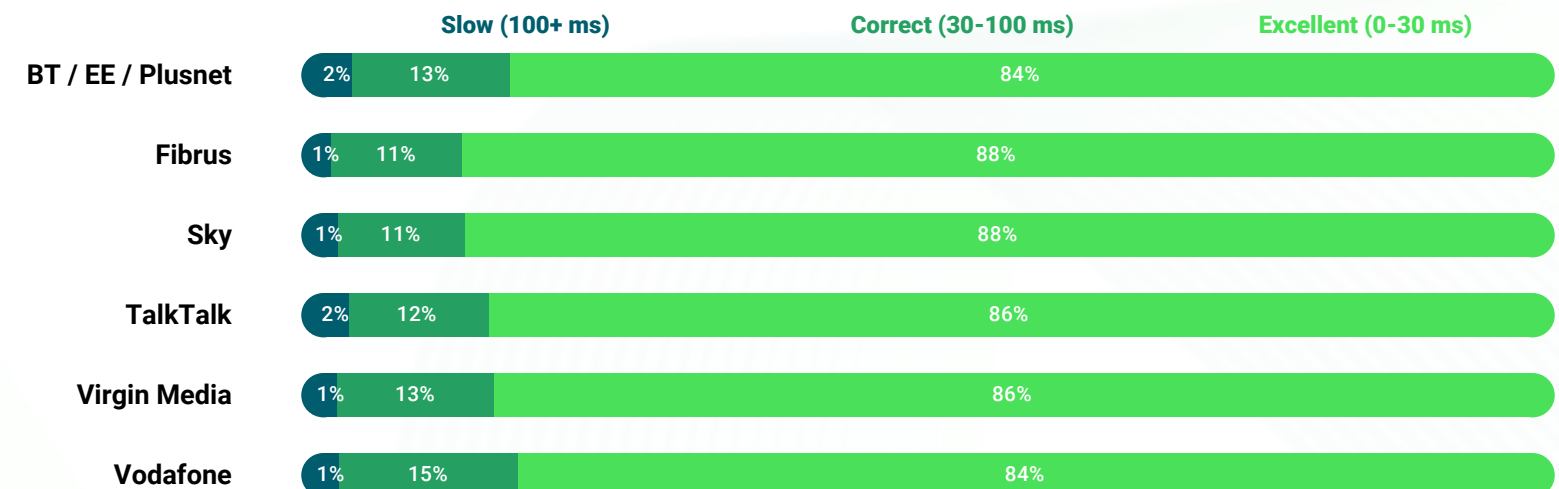
Latency Speed (average)



Source : nperf.com

The subscribers of Sky enjoyed the best average broadband latency in 2023.

Latency Speed results ventilation (average)



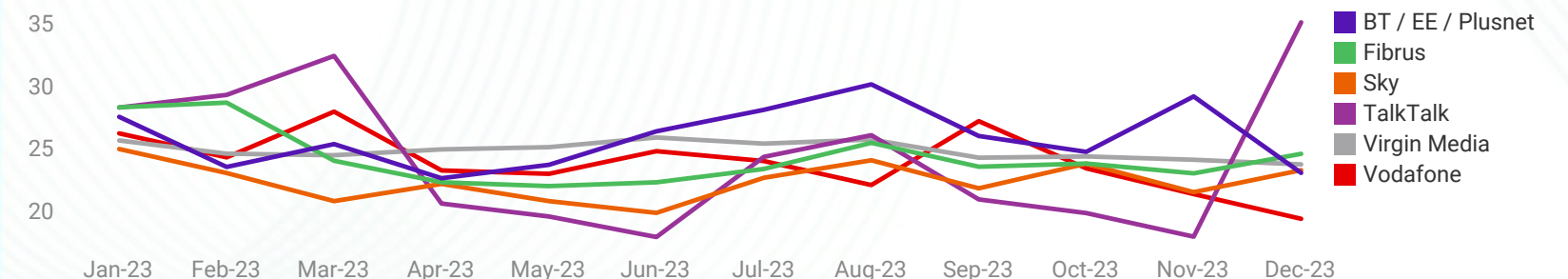
Source : nperf.com

Latency Speed (average)



Source : nperf.com

Average latency Speed evolution over the year



Source : nperf.com

nPerf Score (nPoints)



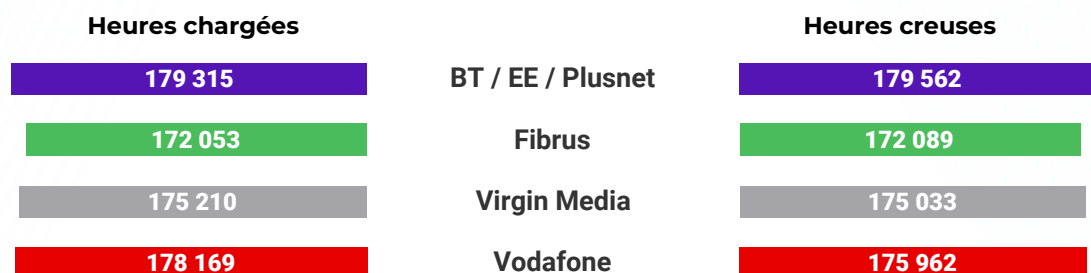
Source : nperf.com

The subscribers of BT/EE/Plusnet, Vodafone and Virgin Media enjoyed the best broadband performances in the United Kingdom during 2023 on FTTH.

- Best FTTH Internet Performance : BT/EE/Plusnet (179 582 nPoints), Vodafone (176 658 nPoints) and Virgin Media (175 189 nPoints)
- Best FTTH Download speed : Virgin Media (584.85 Mb/s)
- Best FTTH Upload speed : Vodafone (371.27 Mb/s)
- Best FTTH Latency speed : BT/EE/Plusnet (16.62 ms)

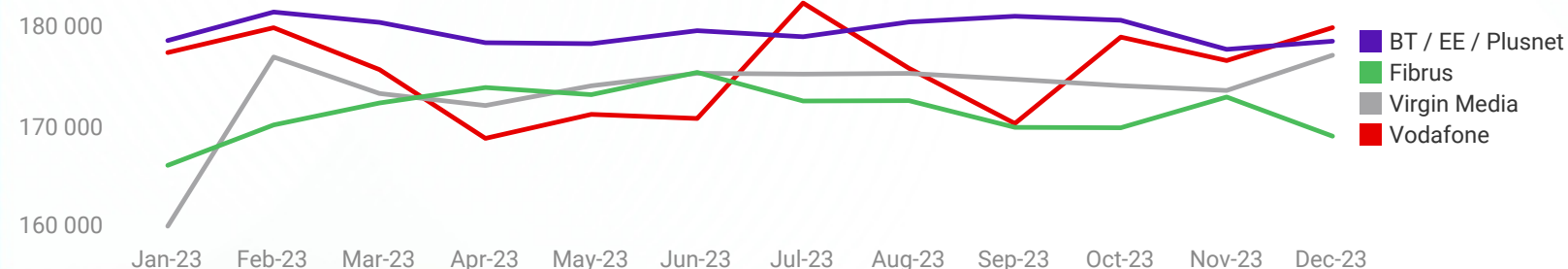
Source : nperf.com

nPerf Score (nPoints)



Source : nperf.com

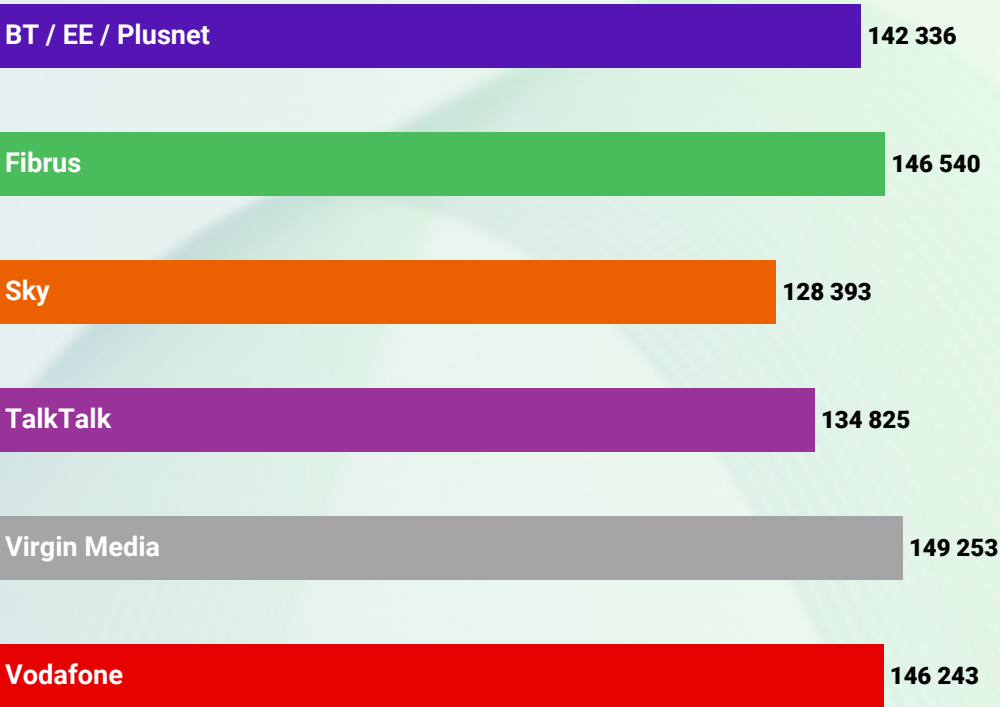
nPerf score evolution over the year (average)



Source : nperf.com



nPerf Score (nPoints)



Source : nperf.com

The subscribers of Virgin Media , Fibrus and Vodafone enjoyed the best broadband performances in the United Kingdom during 2023.

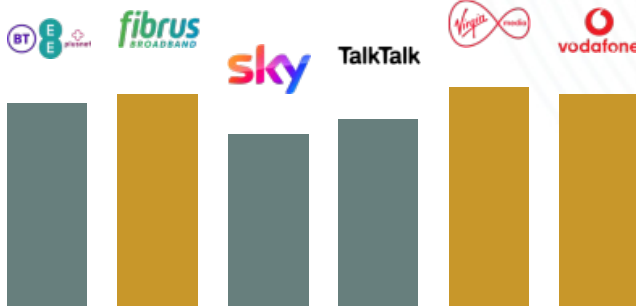
The nperf score takes into account the measured bitrates and the latency. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.

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

Source : nperf.com

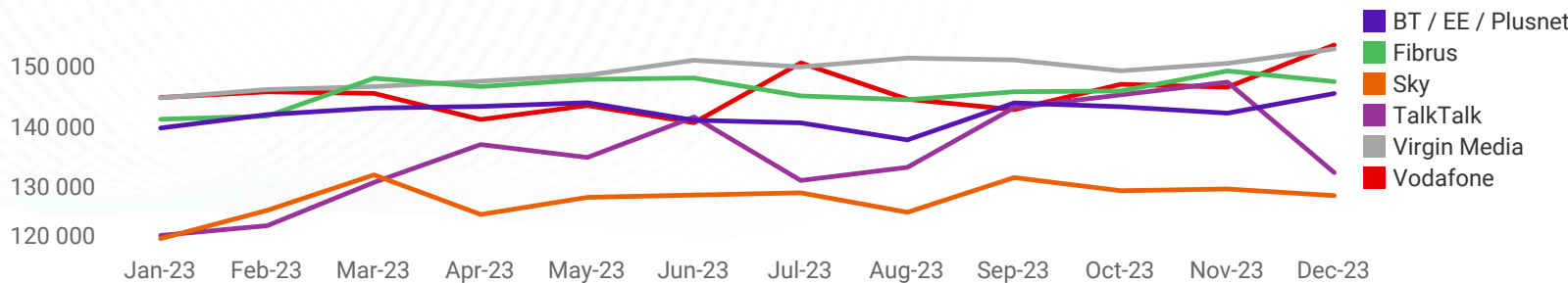


Best fixed Internet performance in 2023



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

