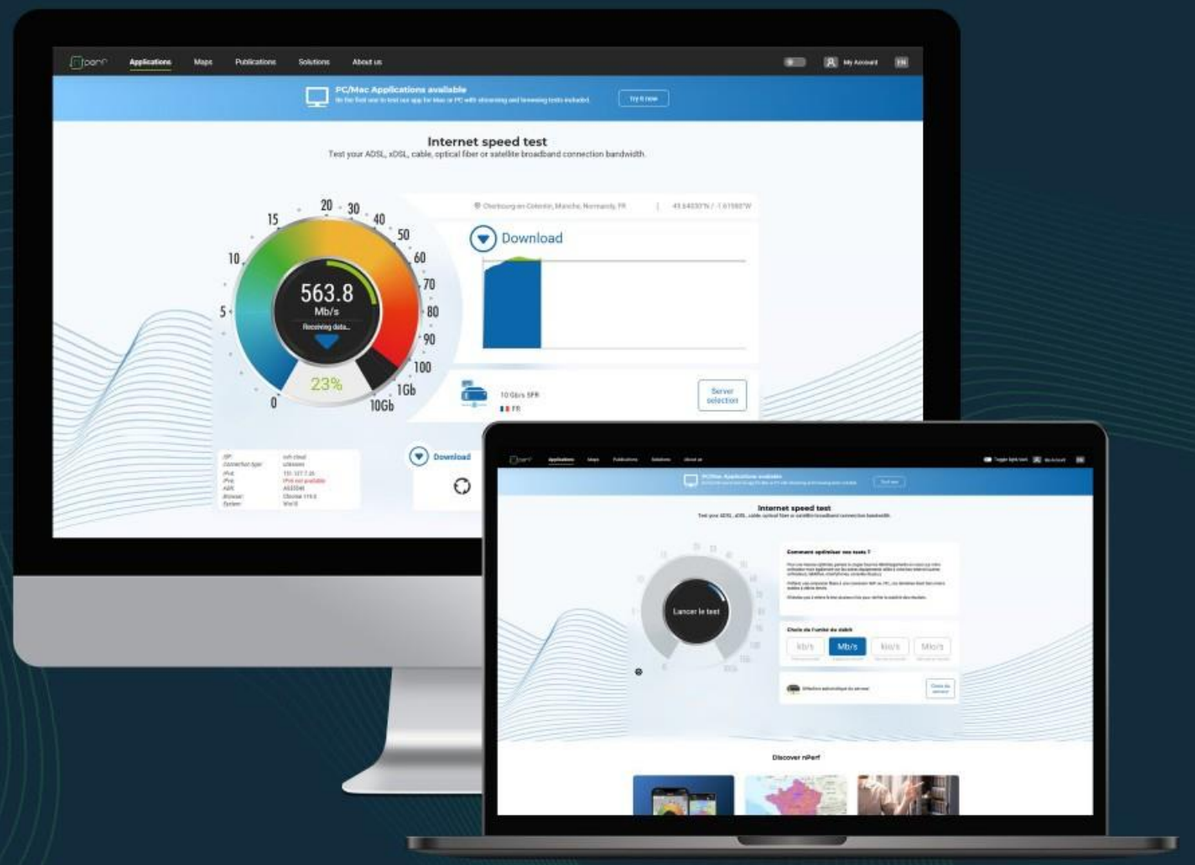
August 13, 2024

Barometer of fixed Internet connections in Guatemala

1 year, from July 2023 to June 2024



Agenda

1. Introducing nPerf
2. Executive summary
3. Analysis
4. Methodology
5. nPerf Network assesment

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!

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2. Executive Summary

Claro, offers the best mobile Internet performance 2024 in Guatemala.

Fixed Internet connections in Guatemala — 1 year, from July 2023 to June 2024

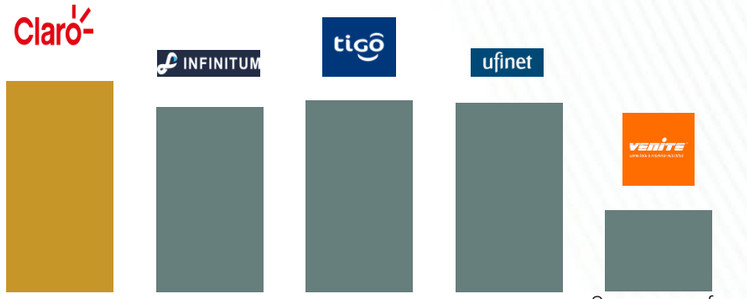
	Claro	Infinitum	Tigo	UFINET	Venite
Download bitrates (Mb/s)	62.89	38.47	55.24	38.16	16.18
Upload bitrates (Mb/s)	23.12	38.24	14.79	38.47	5.11
Latency (ms)	74.56	55.18	70.23	54.01	75.07
Web browsing (%)	73.31	68.89	72.43	68.57	62.71
Youtube streaming (%)	88.33	77.91	85.81	80.34	70.80
nPerf Score (nPoints)	82 110	74 691	76 555	75 939	45 687

Source : nperf.com

Claro

Best fixed Internet performance in 2024

Source : nperf.com



Source : nperf.com

3. Analysis

Introduction

In Guatemala's telecommunications market, Claro holds the leading position, followed by Tigo in second place, Ufinet in third, Infinitum in fourth and Venite in last. This ranking highlights the varied strengths and performance levels of each Internet service provider (ISP) across key metrics such as download and upload speeds, web browsing, streaming, and latency.

Claro leads with superior download speed and user experience

Claro stands out as the leader due to its excellent performance in both speed and user experience. With a download speed of 62 Mbps, a web browsing score of 73% and a streaming score of 88%, Claro provides a top-tier Internet experience that secures its top position in the market.

Tigo solid in download speed and web browsing

Tigo secures the second position, excelling particularly in Web browsing with a score of 72% and in download speed with 55 Mbps. These strengths make Tigo a competitive option for users who prioritize efficient download for activities.

Ufinet champion in latency and upload speed

Ufinet secures the third position, excelling particularly in latency with a score of 54 ms and in upload speed with 38 Mbps. These strengths make Ufinet a competitive option for users who prioritize quick response times and efficient uploads for activities such as video conferencing and file sharing.

Infinitum solid latency and upload performance

Infinitum holds the third position, showing good performance in latency 55 ms and upload speed 38 Mbps. While not leading in any single category, Infinitum offers reliable service that meets the needs of many users.

Venite lagging behind

In the last position, Venite significantly trails its competitors with an average score of 45687 nPoints. Venite's performance does not allow it to compete effectively in the Guatemalan telecommunications market, impacting its attractiveness to users.

Conclusion

The Guatemala telecommunications market is led by Claro, thanks to its superior performance in download speed, web browsing, and streaming. Tigo follows in second place, excelling in download and browsing. Ufinet ranks third leading latency and upload. Infinitum rank fourth with solid performance in latency and uploads, while Venite lags behind in the last position. This competitive landscape offers users a variety of options based on their specific needs, whether they prioritize speed, latency, or overall reliability.

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 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

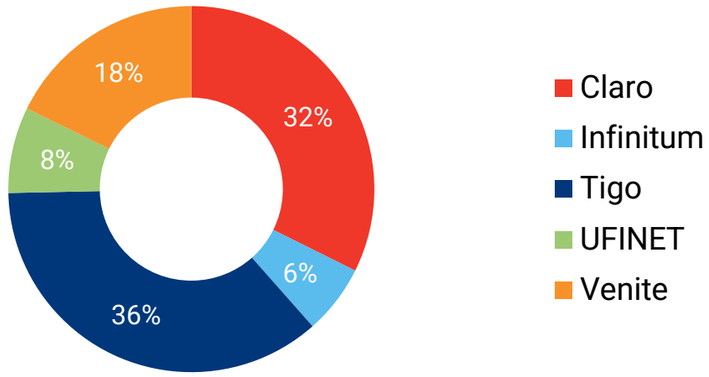
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the perceived quality by the user.

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 4.5% 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.

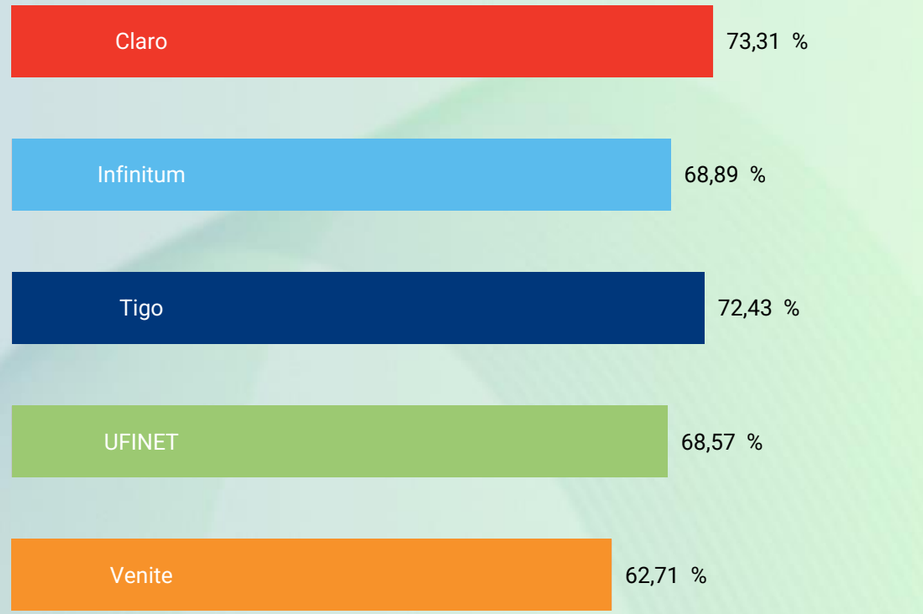
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com

Quality of Experience : Browsing

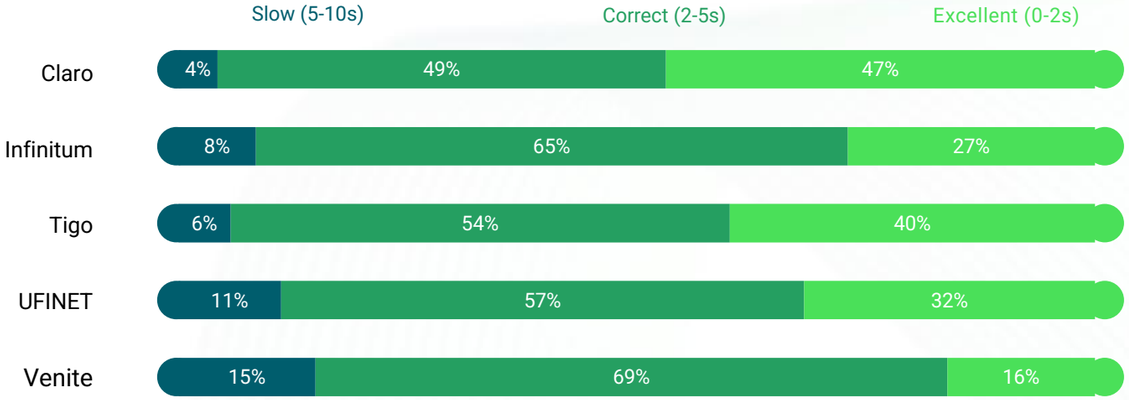
Browsing Performance rate (average)



Source : nperf.com

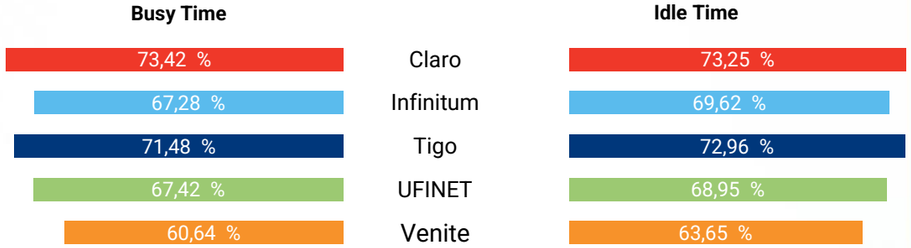
The subscribers of Claro and Tigo enjoyed the best mobile Internet browsing performance in 2024.

Browsing Performance results ventilation (average)



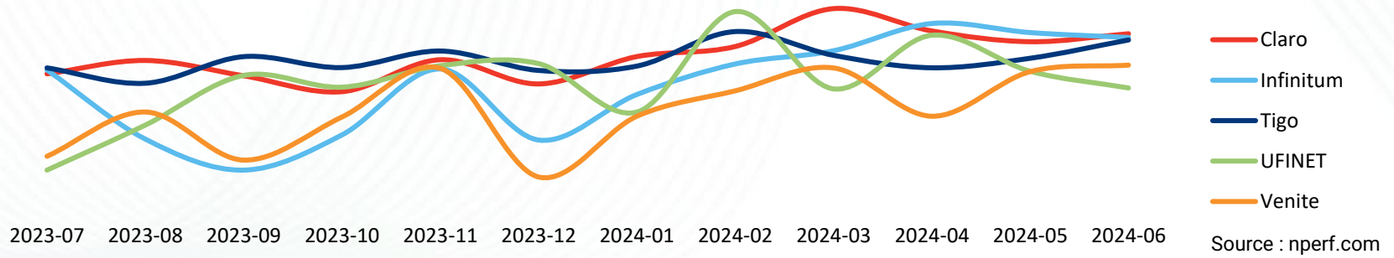
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

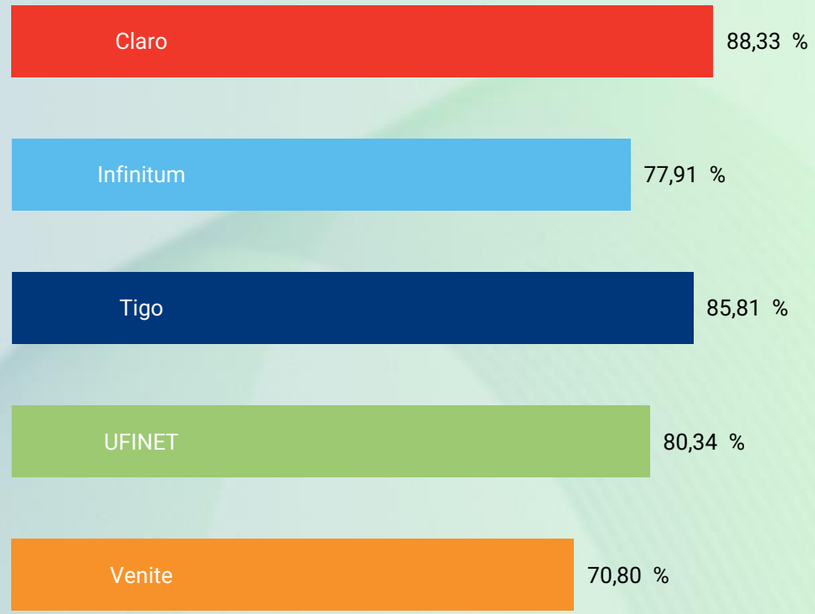
Browsing performance rate (average) evolution over the year



Source : nperf.com

Quality of Experience : Streaming

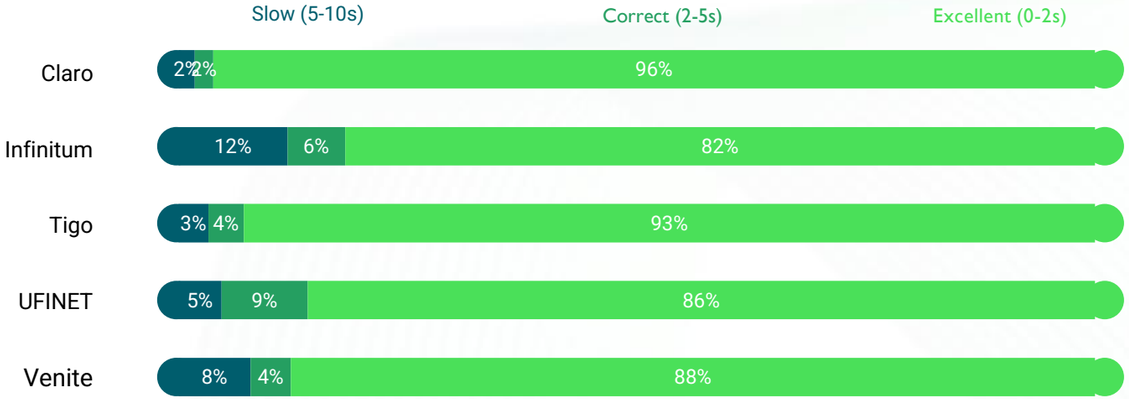
Streaming Performance rate (average)



Source : nperf.com

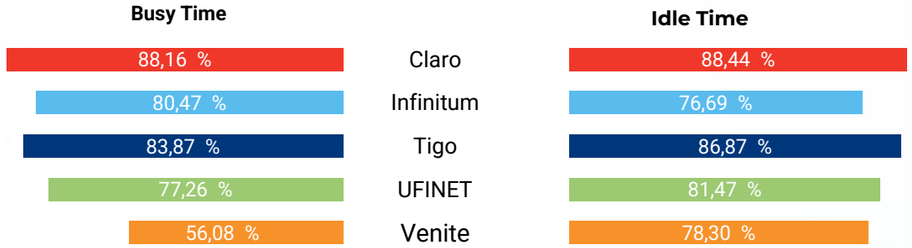
The subscribers of Claro enjoyed the best mobile Internet streaming performance in 2024.

Streaming Performance results ventilation (average)



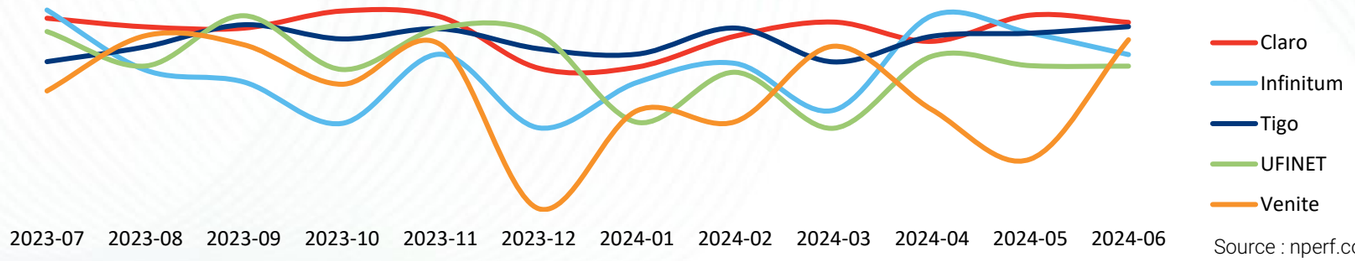
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

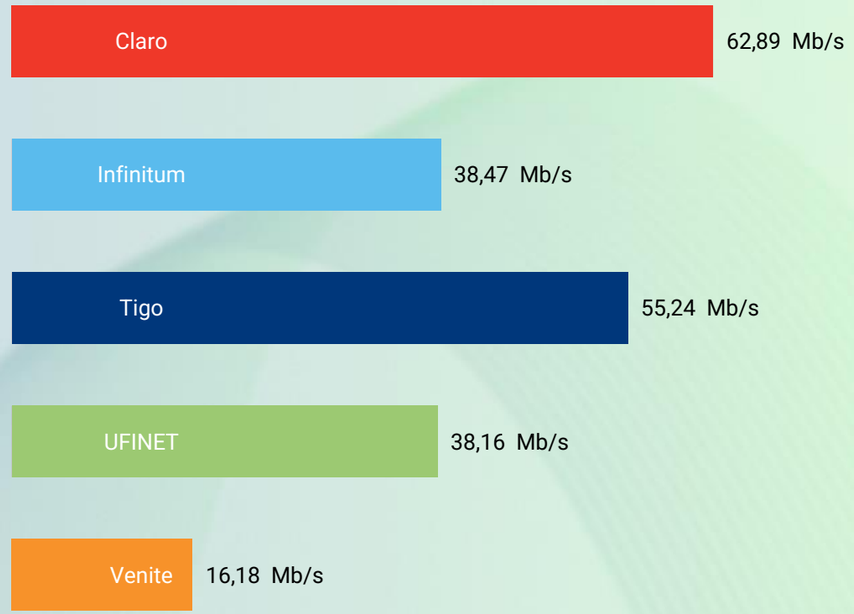
Streaming performance rate (average) evolution over the year



Source : nperf.com

Speed : Download

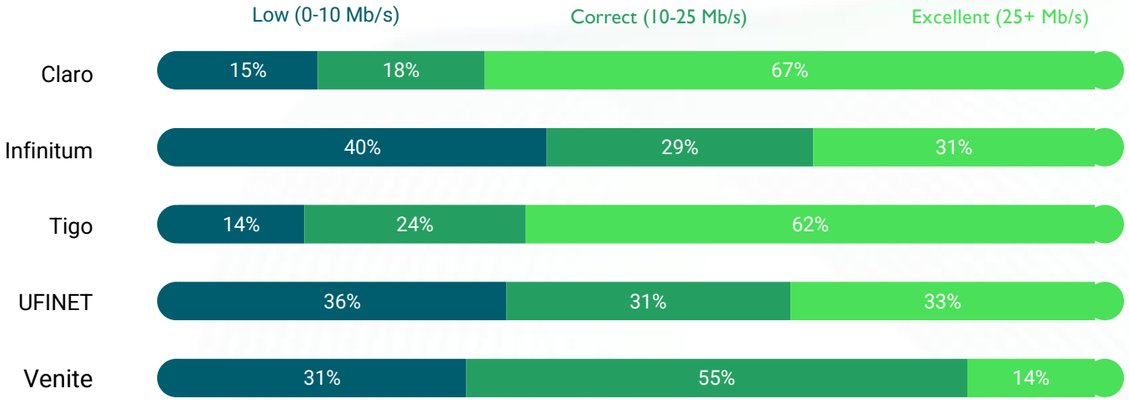
Download Speed (average)



Source : nperf.com

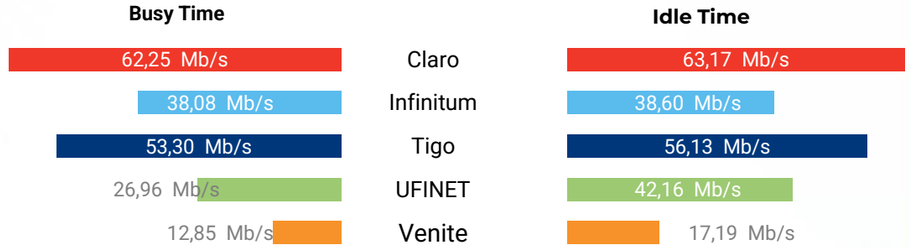
The subscribers of Claro enjoyed the best average mobile Internet download speed in 2024.

Download Speed results ventilation (average)



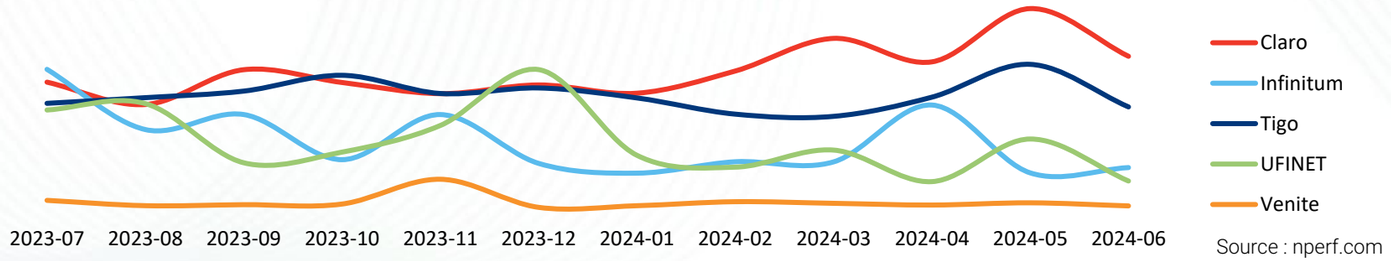
Source : nperf.com

Download Speed (average)



Source : nperf.com

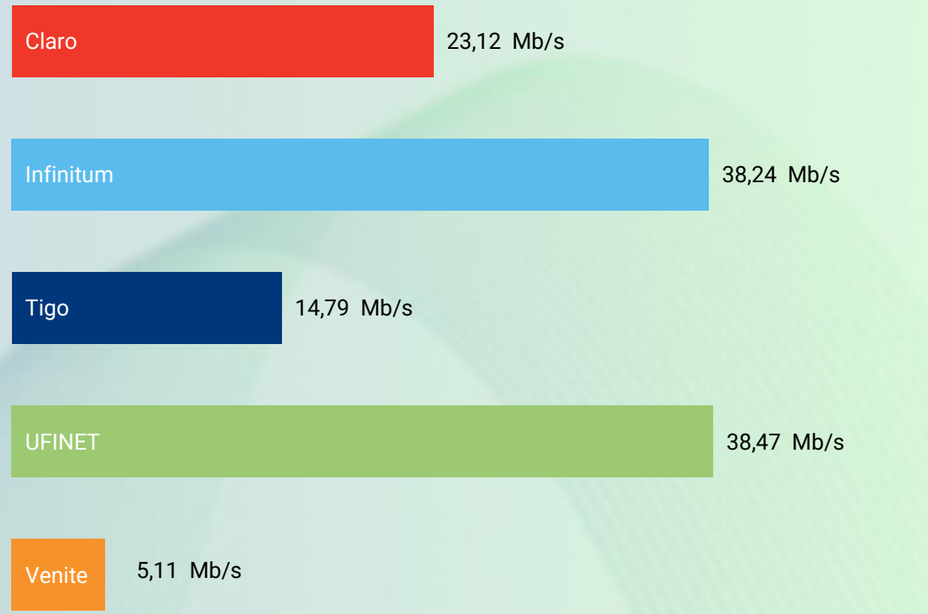
Download Speed evolution over the year (average)



Source : nperf.com

Speed : Upload

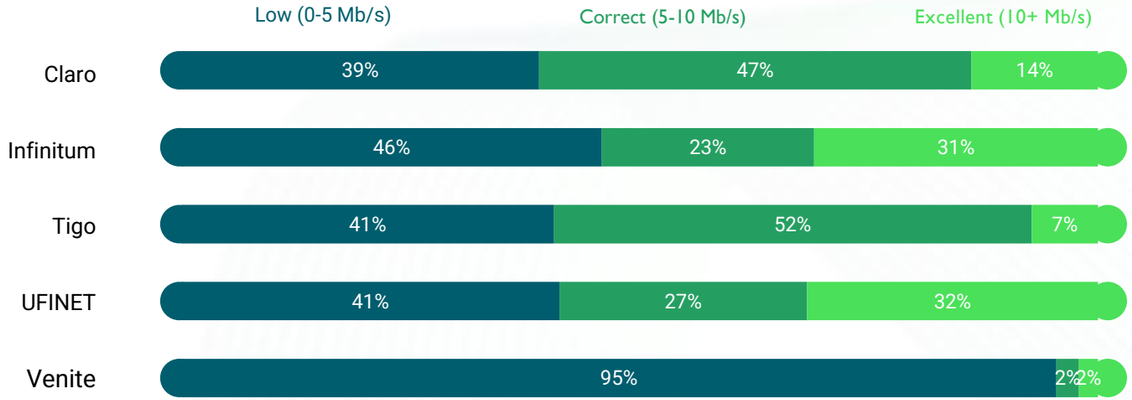
Upload Speed (average)



Source : nperf.com

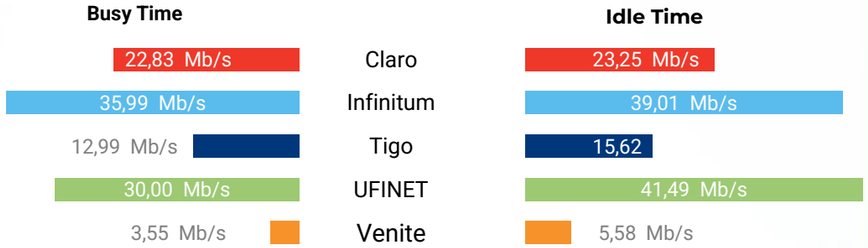
The subscribers of Infinitum and UFINET enjoyed the best average mobile Internet upload speed in 2024.

Upload Speed results ventilation (average)



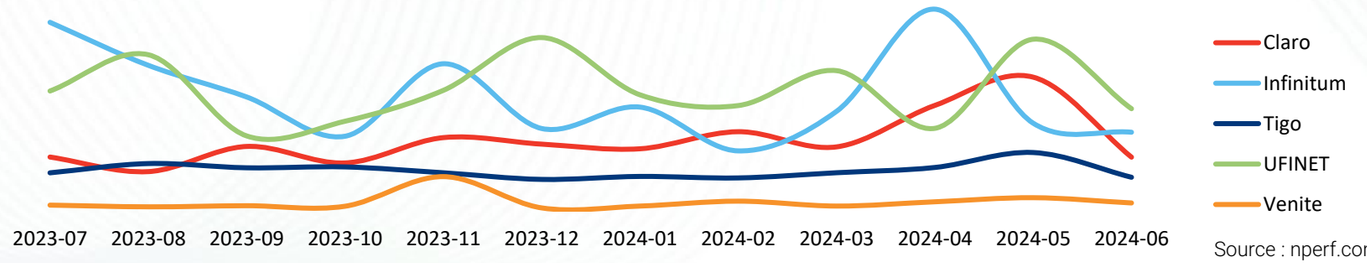
Source : nperf.com

Upload Speed (average)



Source : nperf.com

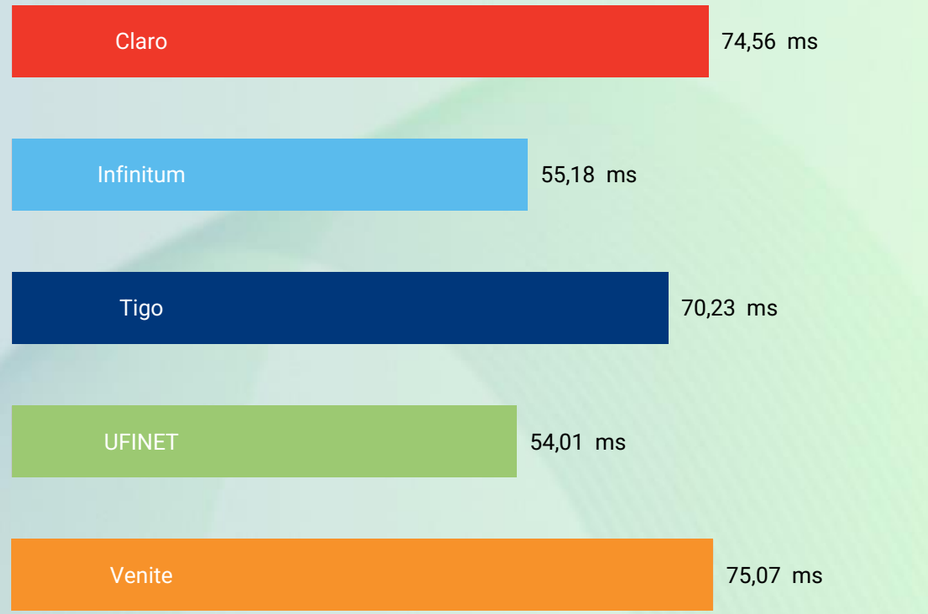
Upload Speed evolution over the year (average)



Source : nperf.com

Speed : Latency

Latency Speed (average)



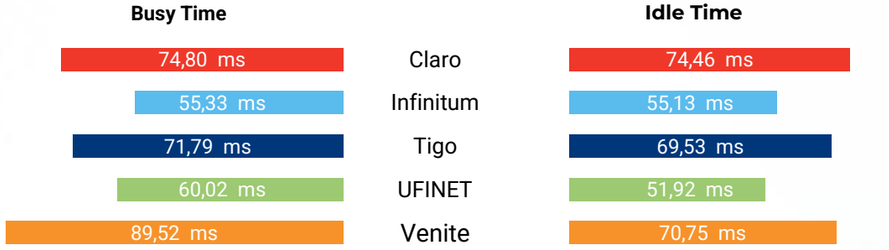
Source : nperf.com

The subscribers of Infinitum and UFINET enjoyed the best average mobile Internet latency speed in 2024.

Latency Speed results ventilation (average)

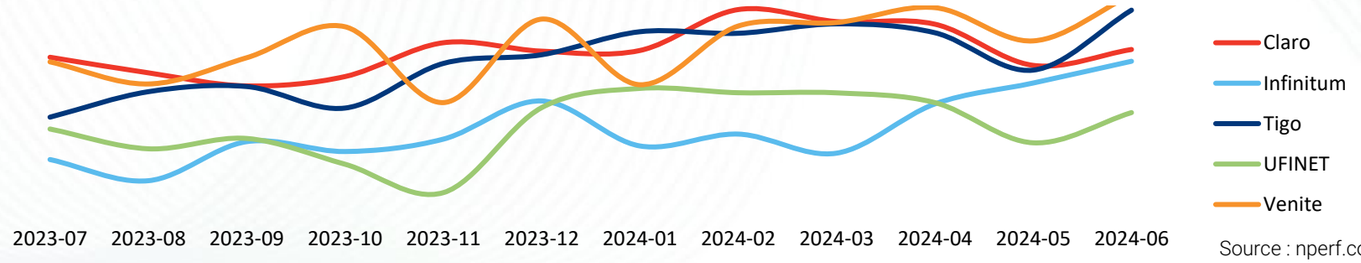
Source : nperf.com

Latency Speed (average)



Source : nperf.com

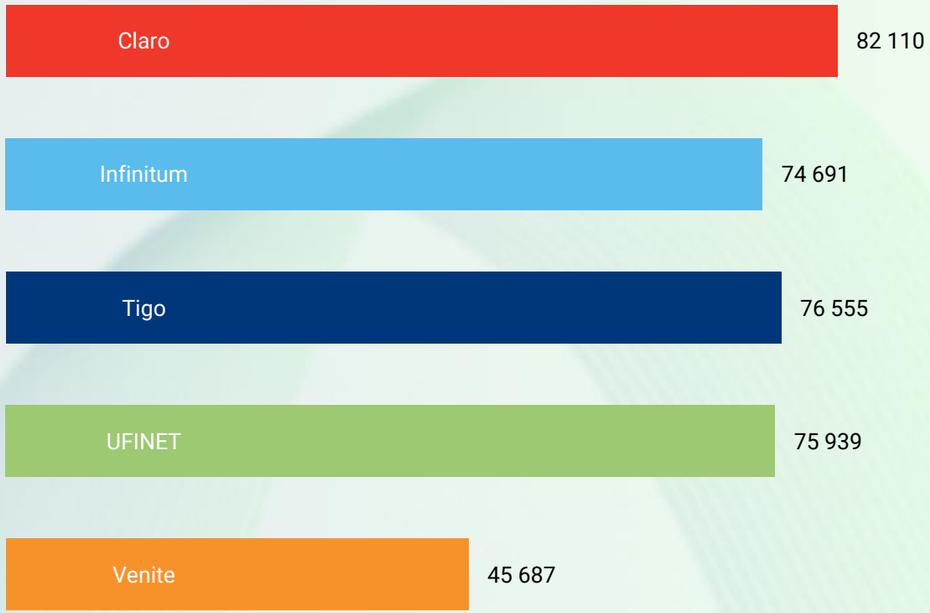
Latency Speed evolution over the year (average)



Source : nperf.com

Fixed Internet performance in Guatemala

nPerf Score (nPoints)



Source : nperf.com

The subscribers of Claro enjoyed the best fixed Internet performances in Guatemala 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.

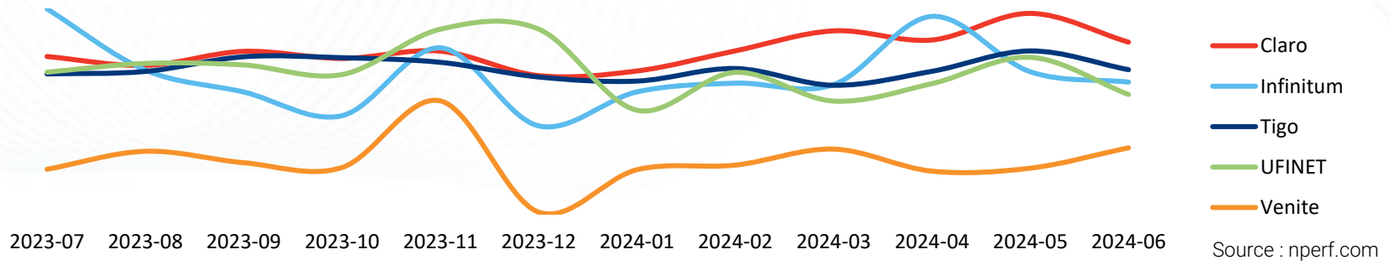
Source : nperf.com

Claro

Best fixed Internet performance in 2024

Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com


perf
We qualify your connection