nperf

We qualify your connection

Barometer of fixed Internet Connections in Jordan.

01/01/2023 - 31/12/2023
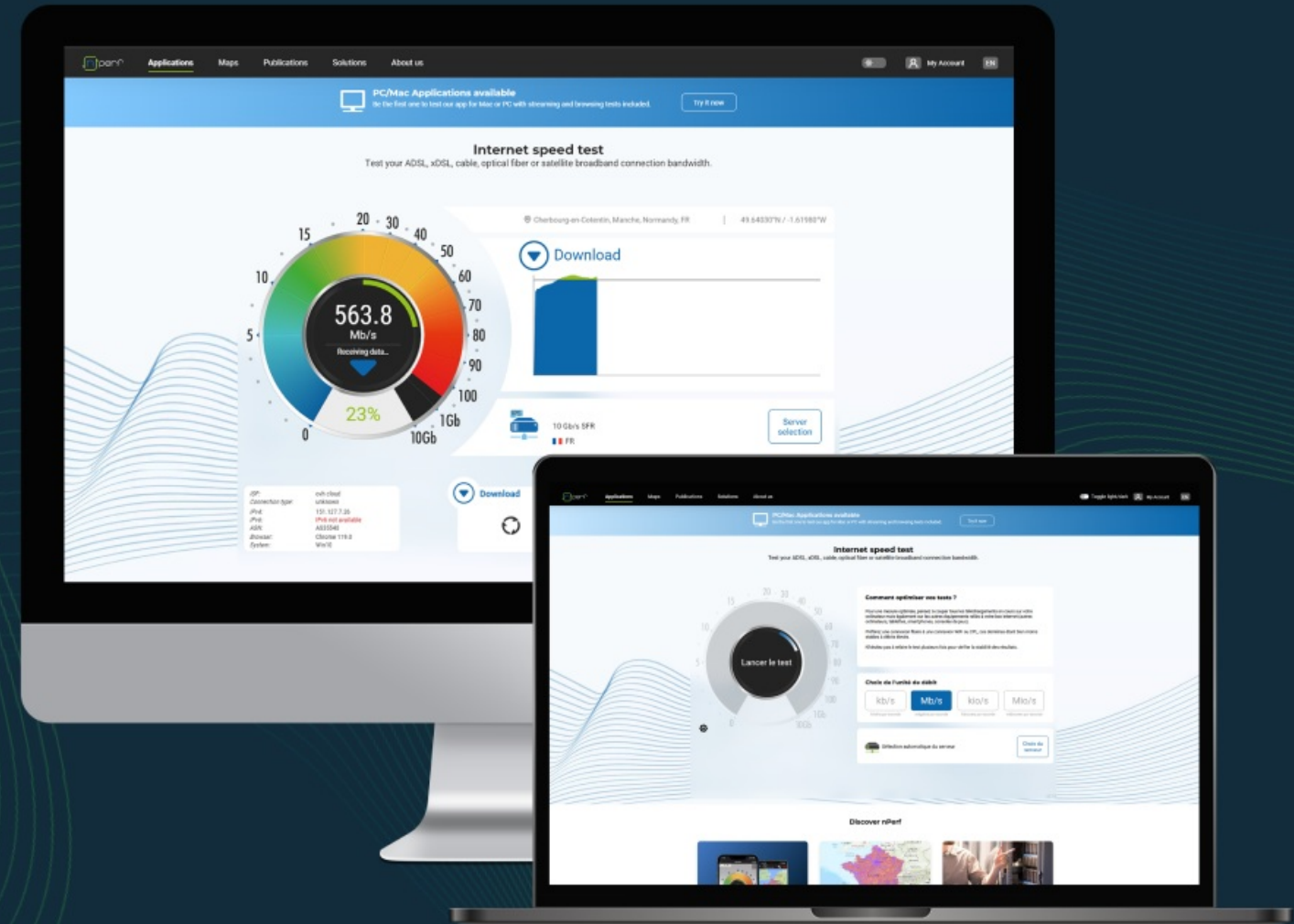
1. Introducing nPerf

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!
Dowload our app or visit our website!

Available on the App Store

GET IT ON Google Play

Test your connection on nPerf.com

The subscribers of Orange enjoyed the best broadband performances in Jordan during 2023.

Fixed Internet connections in Jordan

	Orange	Umniah	Zain
▼ Download bitrates (Mb/s)	63.25	23.39	25.89
▲ Upload bitrates (Mb/s)	59.44	15.80	23.47
◀▶ Latency (ms)	21.09	46.97	40.45
🌐 Web browsing (%)	62.50	50.51	53.61
▶ Youtube streaming (%)	84.23	75.52	79.80
⧉ nPerf Score (nPoints)	95 664	56 393	64 535

Source : nperf.com

orange™

Best fixed Internet performance in 2023

No.1 BROADBAND PERFORMANCE
nperf AWARDS

Source : nperf.com

Source : nperf.com

3. Analysis

In the dynamic fixed Internet market of Jordan, the performance of Internet Service Providers (ISPs) such as Orange, Umniah, and Zain is critical in defining the user experience. Through an in-depth analysis focused on key metrics like download and upload bitrates, latency, web browsing scores, YouTube streaming scores, and overall nPerf scores, we aim to unravel the capabilities of these ISPs in delivering superior fixed Internet services. This evaluation not only highlights the current service levels but also provides insights into potential areas for enhancement, contributing to the broader narrative of digital connectivity in Jordan.

Orange: Setting the standard

Orange leads the fixed Internet sector in Jordan with an outstanding nPerf score of 95,664 nPoints, distinguished by its high download and upload bitrates of 63.25 Mb/s and 59.44 Mb/s respectively. These scores are crucial for bandwidth-intensive activities, ensuring a smooth and efficient online experience. Orange's latency is commendably low at 21.09 ms, contributing to a responsive service. Moreover, its web browsing and YouTube streaming scores of 62.5 and 84.23 respectively underscore its ability to deliver content effectively, making it a top choice for users seeking quality and reliability.

Zain: A Competent challenger

Zain holds a strong position with a nPerf score of 64,535 nPoints. It offers competitive download and upload bitrates of 25.89 Mb/s and 23.47 Mb/s respectively, suitable for a variety of online activities. With a latency of 40.45 ms, Zain ensures a reasonably responsive Internet experience. The ISP's web browsing and YouTube streaming scores stand at 53.61 and 79.8 respectively, demonstrating its capability to offer reliable service for media consumption and general Internet use.

Umniah: Room for growth

Umniah, with an nPerf score of 56,393 nPoints, shows potential for growth. Its download and upload bitrates are at 23.39 Mb/s and 15.8 Mb/s respectively, which may affect performance in demanding online tasks. The highest latency among the ISPs at 46.97 ms might impact the smoothness of the service. However, Umniah's web browsing and YouTube streaming scores of 50.51 and 75.52 highlight its ability to provide satisfactory service, albeit with opportunities for enhancement to meet user expectations better.

Conclusion

The analysis of Jordan's fixed Internet market reveals a competitive landscape where ISPs like Orange, Zain, and Umniah each contribute to the service ecosystem with varying levels of quality. Orange stands out with the highest overall nPerf score, reflecting superior performance across all evaluated metrics, particularly in download and upload speeds as well as in web browsing and streaming scores. Zain maintains a strong presence with competitive offerings, especially in media consumption, while Umniah, despite its current standings, holds potential for service improvement. This comprehensive evaluation emphasizes the need for a multifaceted approach to assessing ISPs, considering a broad spectrum of performance metrics to gauge their impact on the quality of fixed Internet service and the overall user experience.

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.

🌐 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.

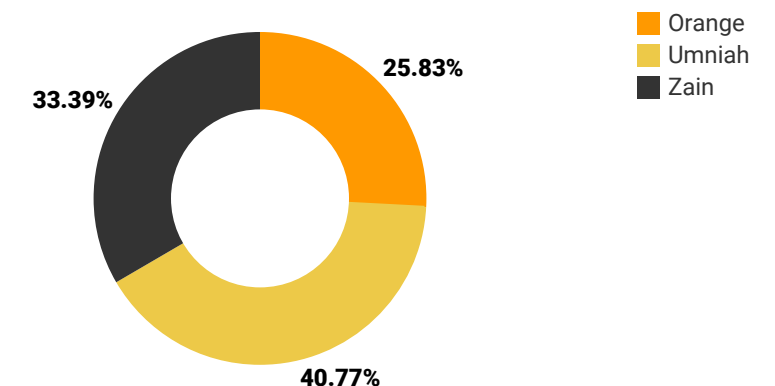### ▶ Streaming performance :

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 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.

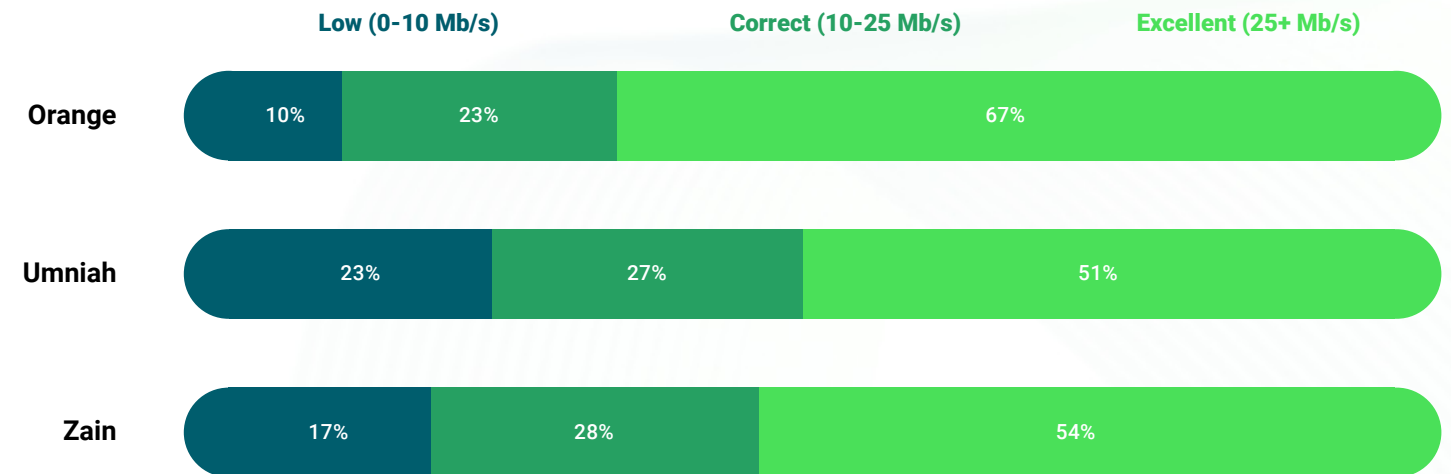**Overall distribution of the tests per provider (ISPs Share)**

- 🟧 Orange
- 🟨 Umniah
- ⬛ Zain

33.39%
25.83%
40.77%

Source : nperf.com

Quality of Experience : Browsing

Browsing Performance rate (average)

Orange — 62.50 %

Umniah — 50.51 %

Zain — 53.61 %

Source : nperf.com

The subscribers of Orange enjoyed the best fixed Internet browsing performance in 2023.
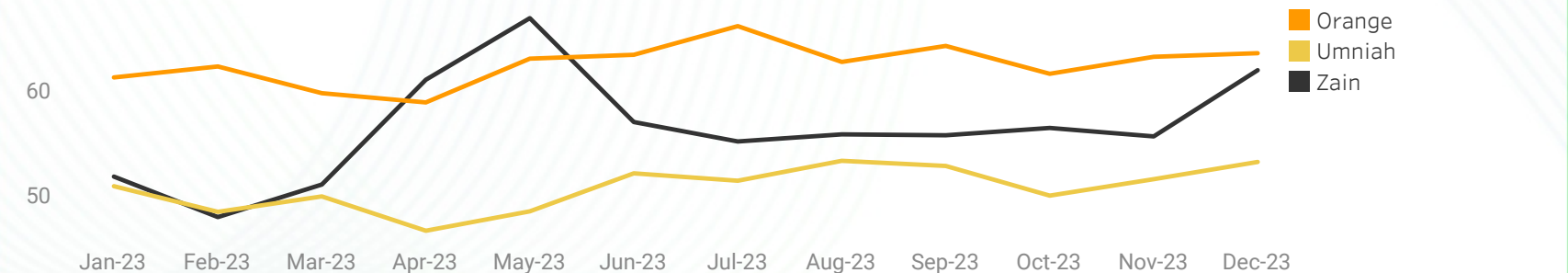
Browsing Performance results ventilation (average)

	Low (0-10 Mb/s)	Correct (10-25 Mb/s)	Excellent (25+ Mb/s)
Orange	10%	23%	67%
Umniah	23%	27%	51%
Zain	17%	28%	54%

Source : nperf.com

Browsing Performance rate (average)

	Busy Time		Idle Time
Orange	62.22 %		62.69 %
Umniah	48.63 %		51.83 %
Zain	51.96 %		54.65 %

Source : nperf.com

Browsing performance rate (average) evolution over the year

Legend: Orange, Umniah, Zain

Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23

Source : nperf.com

Quality of Experience : Streaming

Streaming Performance rate (average)

Orange — 84.23 %

Umniah — 75.52 %

Zain — 79.80 %

Source : nperf.com

Pas de leader

Streaming Performance results ventilation (average)
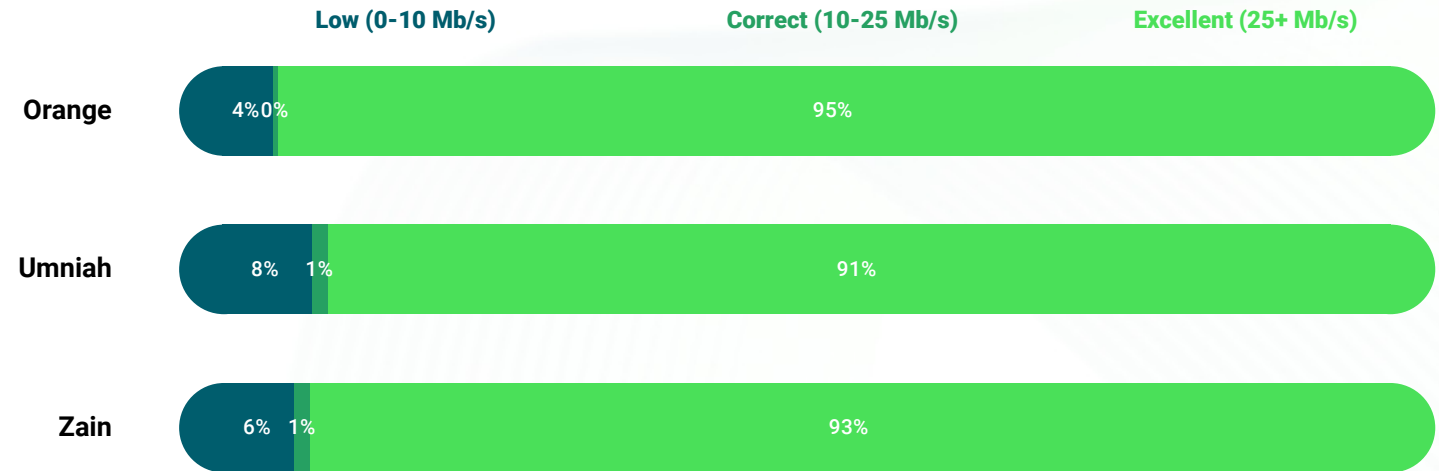
Low (0-10 Mb/s) Correct (10-25 Mb/s) Excellent (25+ Mb/s)

Orange: 4% 0% 95%

Umniah: 8% 1% 91%

Zain: 6% 1% 93%

Source : nperf.com

Streaming Performance rate (average)

	Busy Time		Idle Time
Orange	82.22 %		85.51 %
Umniah	73.59 %		76.88 %
Zain	77.75 %		81.07 %

Source : nperf.com

Streaming performance rate (average) evolution over the year

Nom commercial
Orange
Umniah
Zain

Source : nperf.com

Speed : Download

Download Speed (average)

Orange — 63.25 Mb/s

Umniah — 23.39 Mb/s

Zain — 25.89 Mb/s
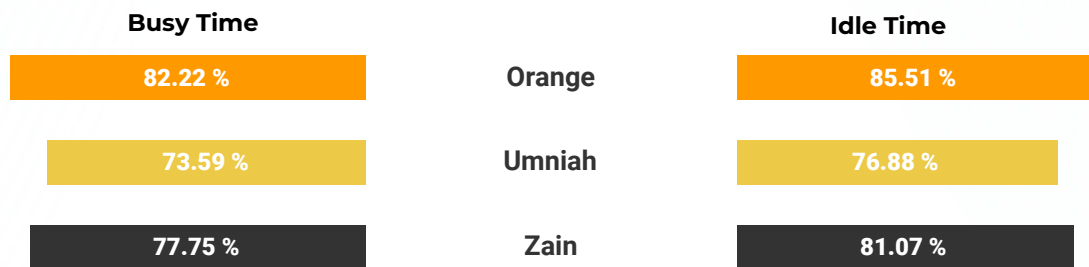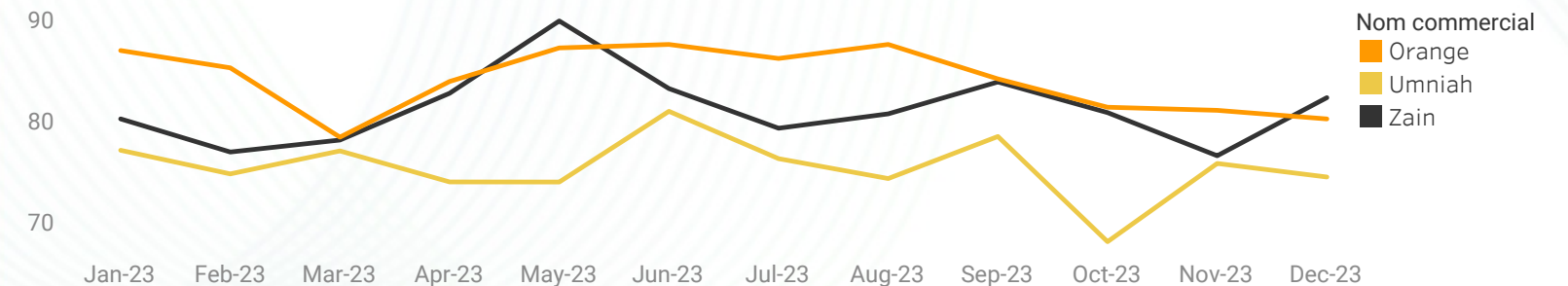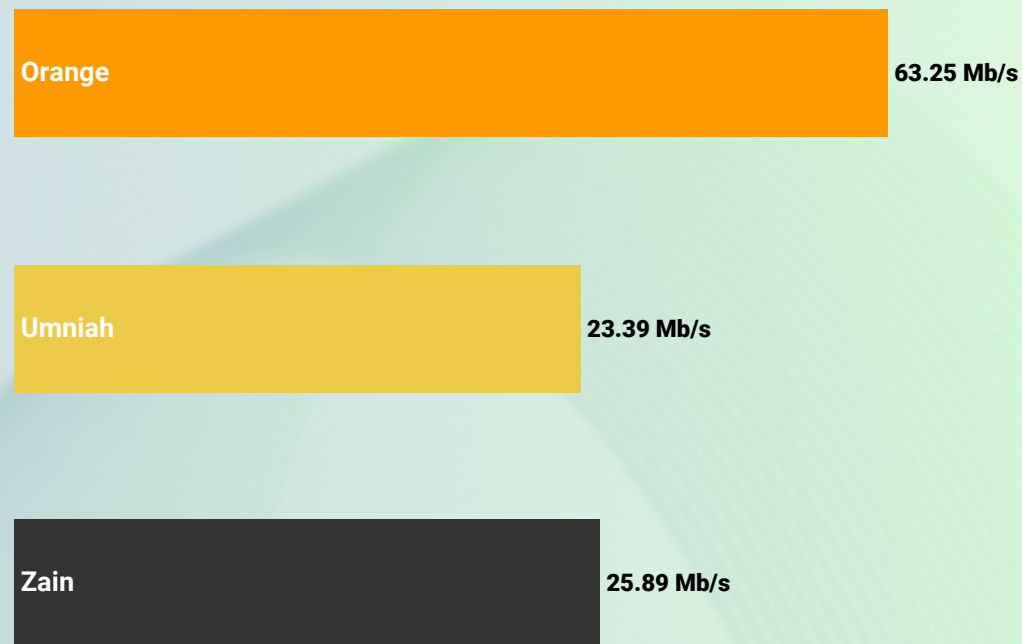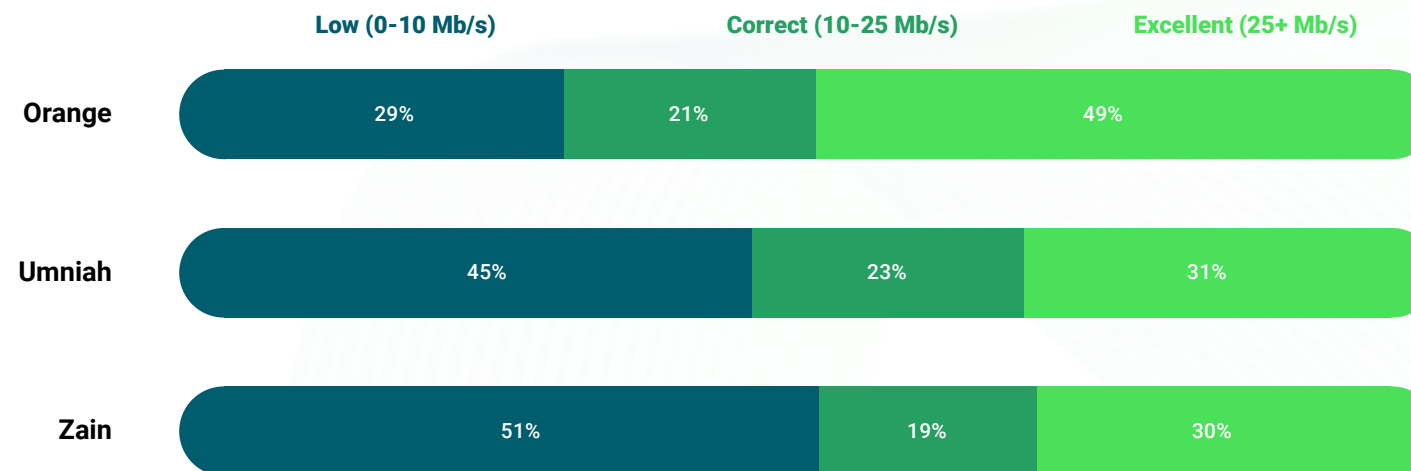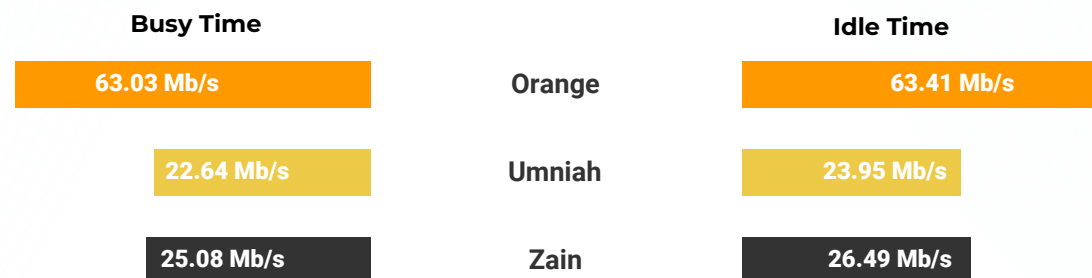
Source : nperf.com

The subscribers of Orange enjoyed the best average broadband download speed in 2023.
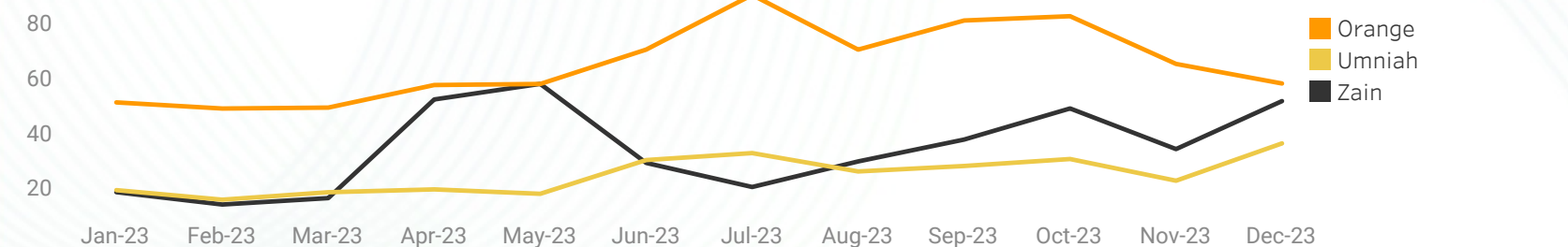
Download Speed results ventilation (average)

	Low (0-10 Mb/s)	Correct (10-25 Mb/s)	Excellent (25+ Mb/s)
Orange	29%	21%	49%
Umniah	45%	23%	31%
Zain	51%	19%	30%

Source : nperf.com

Download Speed (average)

	Busy Time		Idle Time
Orange	63.03 Mb/s		63.41 Mb/s
Umniah	22.64 Mb/s		23.95 Mb/s
Zain	25.08 Mb/s		26.49 Mb/s

Source : nperf.com

Download Speed evolution over the year (average)

Legend: Orange, Umniah, Zain

Source : nperf.com

Upload Speed (average)
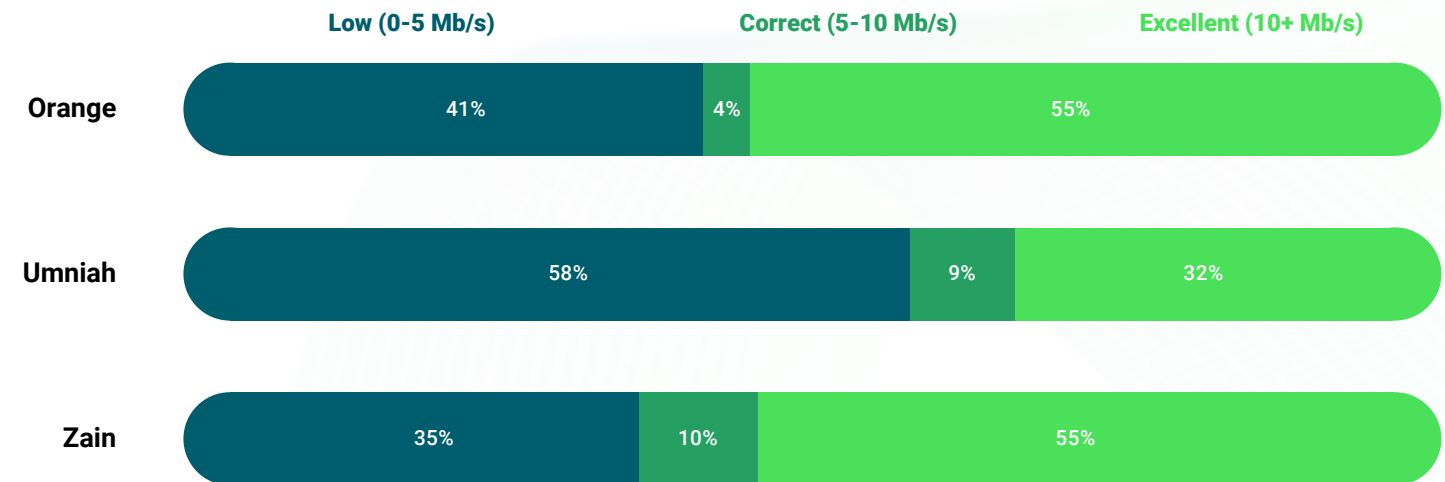
Orange — 59.44 Mb/s

Umniah — 15.80 Mb/s

Zain — 23.47 Mb/s
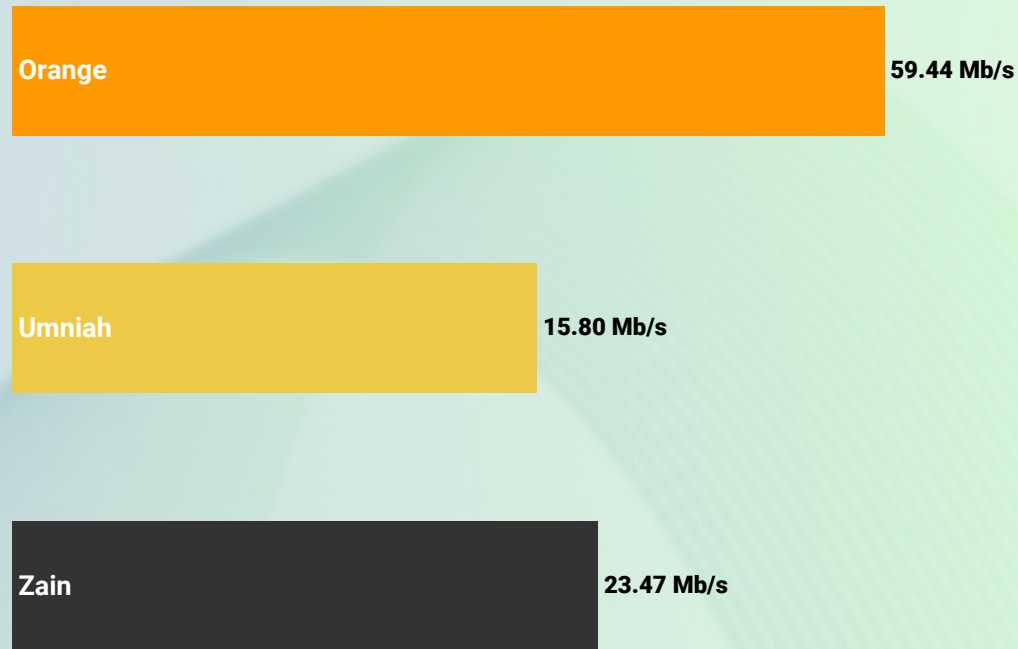
Source : nperf.com

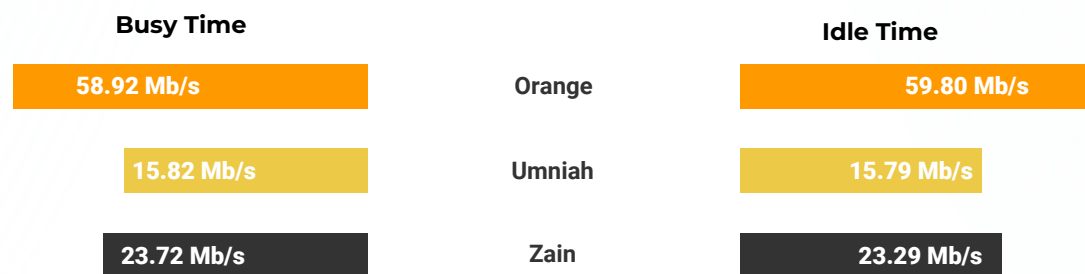## The subscribers of Orange enjoyed the best average broadband upload speed in 2023.

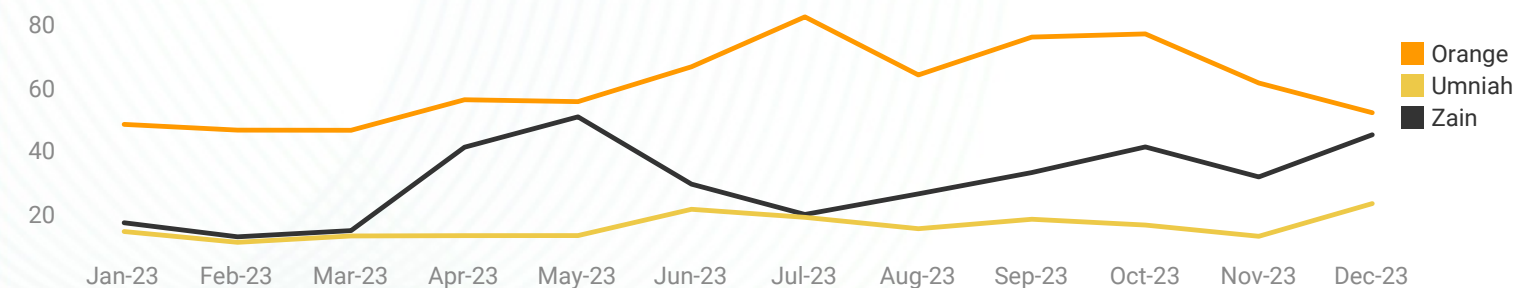### Upload Speed results ventilation (average)

	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
Orange	41%	4%	55%
Umniah	58%	9%	32%
Zain	35%	10%	55%

Source : nperf.com

Upload Speed (average)

	Busy Time		Idle Time
Orange	58.92 Mb/s		59.80 Mb/s
Umniah	15.82 Mb/s		15.79 Mb/s
Zain	23.72 Mb/s		23.29 Mb/s

Source : nperf.com

Upload Speed evolution over the year (average)

Legend: Orange, Umniah, Zain

Months: Jan-23, Feb-23, Mar-23, Apr-23, May-23, Jun-23, Jul-23, Aug-23, Sep-23, Oct-23, Nov-23, Dec-23

Source : nperf.com

Latency Speed (average)
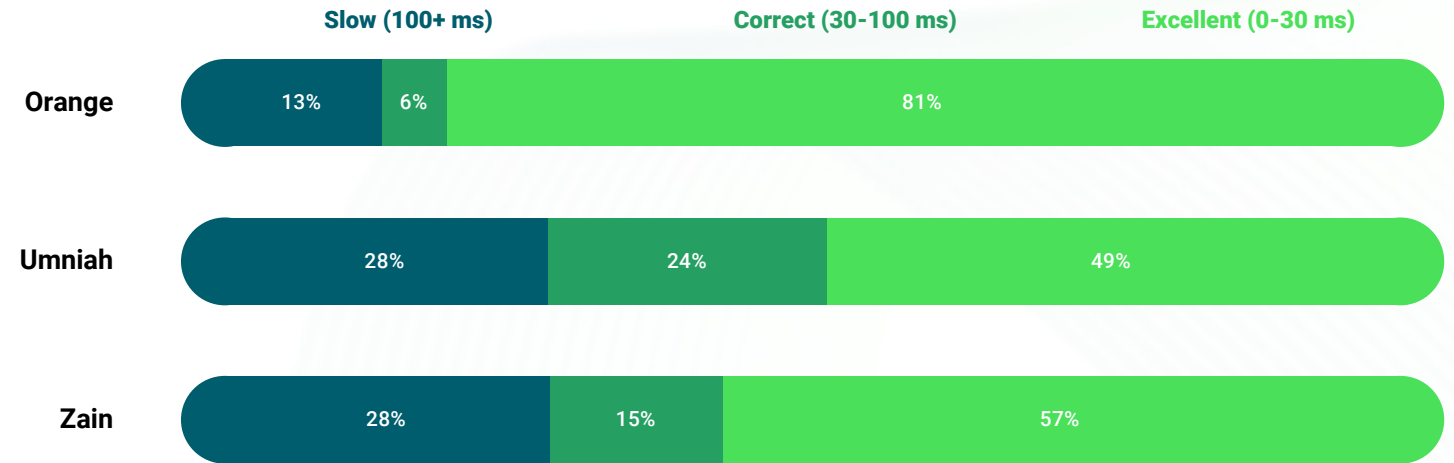
Orange — 21.09 ms
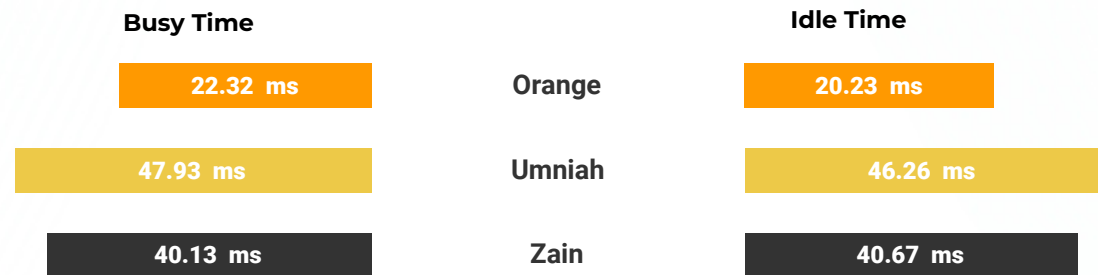
Umniah — 46.97 ms

Zain — 40.45 ms
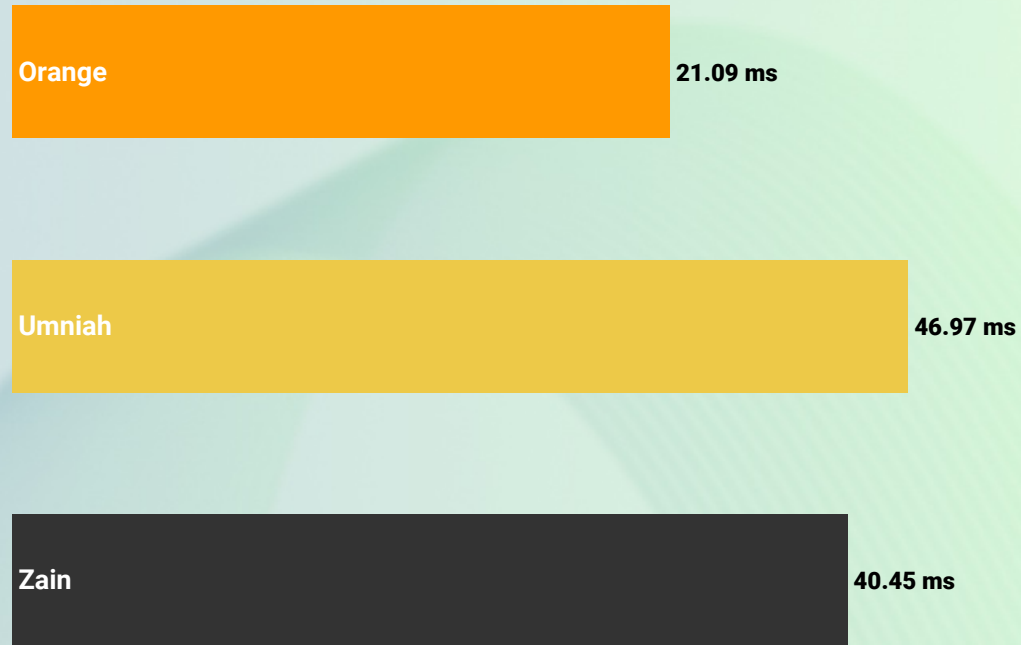
Source : nperf.com

The subscribers of Orange enjoyed the best average broadband latency in 2023.
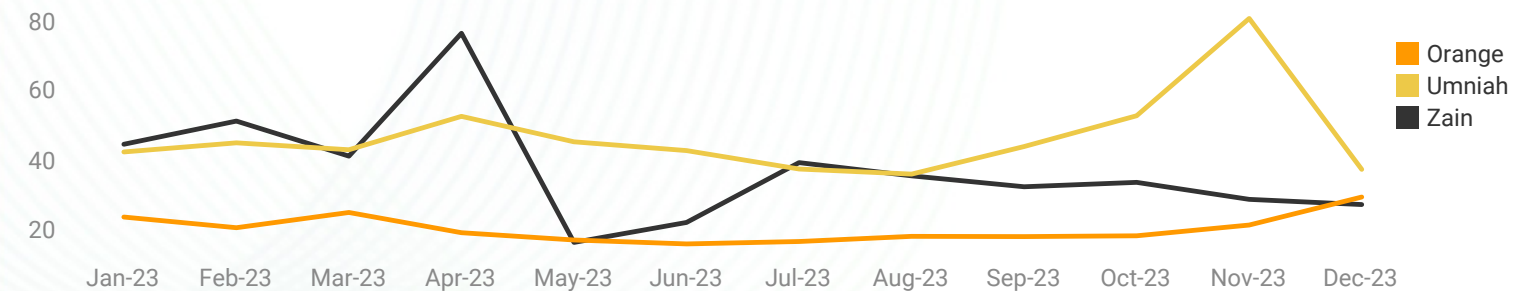
Latency Speed results ventilation (average)

Slow (100+ ms) — **Correct (30-100 ms)** — **Excellent (0-30 ms)**

	Slow (100+ ms)	Correct (30-100 ms)	Excellent (0-30 ms)
Orange	13%	6%	81%
Umniah	28%	24%	49%
Zain	28%	15%	57%

Source : nperf.com

Latency Speed (average)

Busy Time

Idle Time	
Orange	22.32 ms / 20.23 ms
Umniah	47.93 ms / 46.26 ms
Zain	40.13 ms / 40.67 ms

Source : nperf.com

Average latency Speed evolution over the year
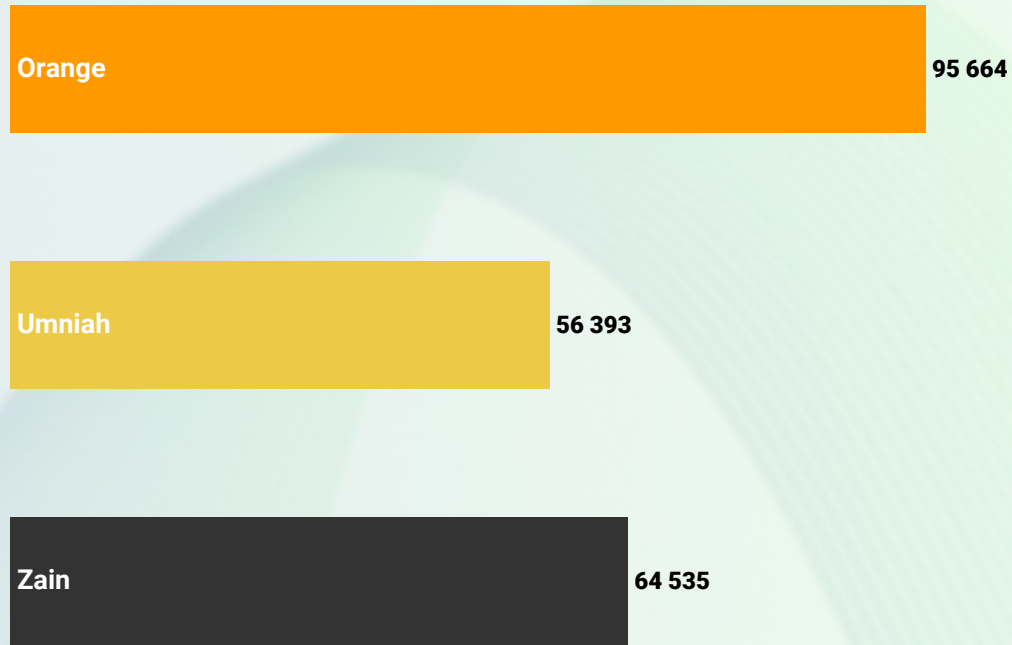
Legend: Orange, Umniah, Zain

Source : nperf.com

Fixed Internet performance in Jordan

nPerf Score (nPoints)

Orange — 95 664
Umniah — 56 393
Zain — 64 535

Source : nperf.com

The subscribers of Orange enjoyed the best broadband performances in Jordan 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.
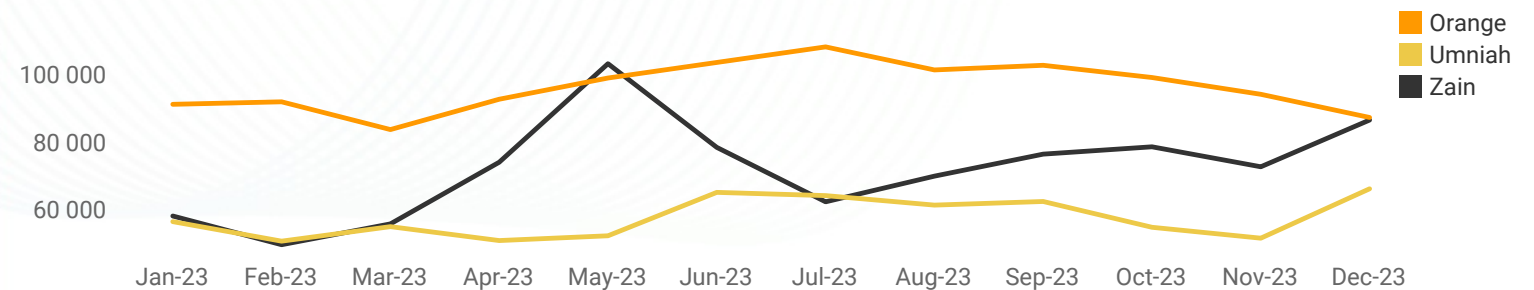
Source : nperf.com

Best fixed Internet performance in 2023

No.1 BROADBAND PERFORMANCE

Source : nperf.com

nPerf score evolution over the year (average)

Legend: Orange, Umniah, Zain

100 000
80 000
60 000

Jan-23 Feb-23 Mar-23 Apr-23 May-23 Jun-23 Jul-23 Aug-23 Sep-23 Oct-23 Nov-23 Dec-23

Source : nperf.com

nperf
We qualify your connection