February 28, 2024

Barometer of mobile Internet connections in Jordan.

01/01/2023 - 31/12/2023

1 Introducing nPerf

2 Executive summary

3 Analysis

4 Methodology

5 nPerf Network assesment

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

2. Executive Summary

The subscribers of Umniah enjoyed the best mobile Internet performances in Jordan during 2023.

Cellular Internet connections in Jordan

	Orange	Umniah	Zain
Download bitrates (Mb/s)	6.71	16.42	9.49
Upload bitrates (Mb/s)	4.49	11.74	8.20
Latency (ms)	64.30	54.97	53.93
Web browsing (%)	45.06	51.87	49.77
Youtube streaming (%)	71.51	77.13	76.65
nPerf Score (nPoints)	32 443	51 067	43 037

Source : nperf.com

Best mobile Internet performance in 2023

No.1 MOBILE NETWORK PERFORMANCE
nperf AWARDS
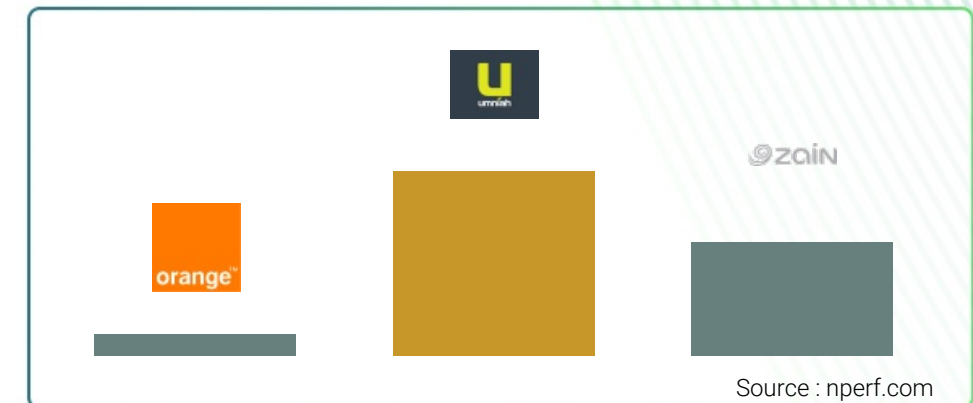
Source : nperf.com

Source : nperf.com

In the context of the mobile Internet market in Jordan, we analyze the performance of leading ISPs, including Orange, Umniah, and Zain. By evaluating key metrics such as download and upload bitrates, latency, web browsing success rates, YouTube streaming quality, and overall nPerf scores, we can determine each ISP's effectiveness in providing high-quality mobile internet services, which are crucial for a seamless user experience.

Umniah: Mobile market leader

Umniah stands out as the leader in the mobile internet market in Jordan with an impressive nPerf score of 51,067 nPoints. It offers the highest download bitrate at 16.42 Mb/s and an upload bitrate of 11.74 Mb/s, ensuring robust performance for a variety of mobile online activities. With a latency of 54.97 ms, Umniah offers a relatively responsive service. The ISP also leads in user experience metrics, with a web browsing scores of 51.87% and a YouTube streaming scores of 77.13%, highlighting its strong ability to efficiently deliver content to mobile devices.

Zain: A Strong contender with balanced offerings

Zain secures the second position with a solid nPerf score of 43,037 nPoints. It provides a download bitrate of 9.49 Mb/s and an upload bitrate of 8.2 Mb/s, catering well to standard mobile internet usage. The latency of 53.93 ms indicates a comparably responsive service, essential for mobile users. Zain's web browsing scores of 49.77% and YouTube streaming scores of 76.65% demonstrate its ability to offer a reliable service for media consumption on mobile devices.

Orange: Potential for improvement

Orange ranks third with an nPerf score of 32,443 nPoints, suggesting areas for enhancement. It has the lowest download and upload bitrates at 6.71 Mb/s and 4.49 Mb/s respectively, which may impact performance during data-intensive mobile tasks. The highest latency of 64.3 ms among the ISPs could affect the responsiveness and smoothness of mobile internet services. Furthermore, Orange's web browsing scores of 45.06% and YouTube streaming scores of 71.51% are the lowest, indicating room for improvement in mobile content delivery.

Conclusion

The analysis of Jordan's mobile internet market reveals a competitive arena where ISPs like Umniah, Zain, and Orange each play distinct roles. Umniah leads with the highest overall nPerf score, showcasing superior performance in download and upload speeds as well as in user experience metrics, making it a top choice for mobile internet users. Zain offers balanced services with competitive media consumption capabilities, while Orange, despite trailing in key performance metrics, has opportunities to bolster its mobile internet services to better meet user expectations. This assessment emphasizes the need for a comprehensive approach in evaluating mobile ISPs, considering a range of performance metrics to understand their impact on the quality of mobile internet service and the overall user 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.
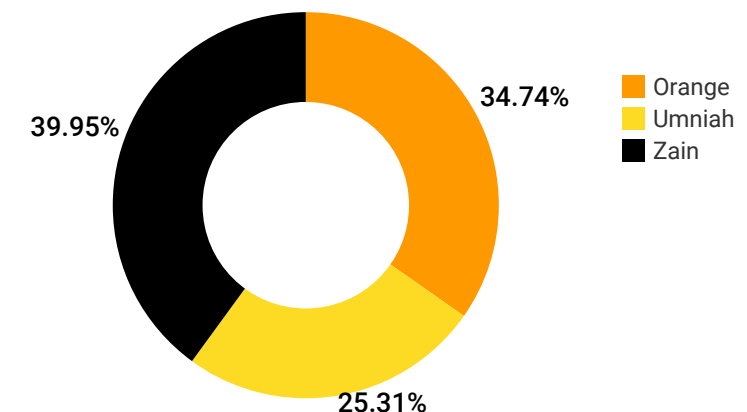
▦▶ Streaming performance :

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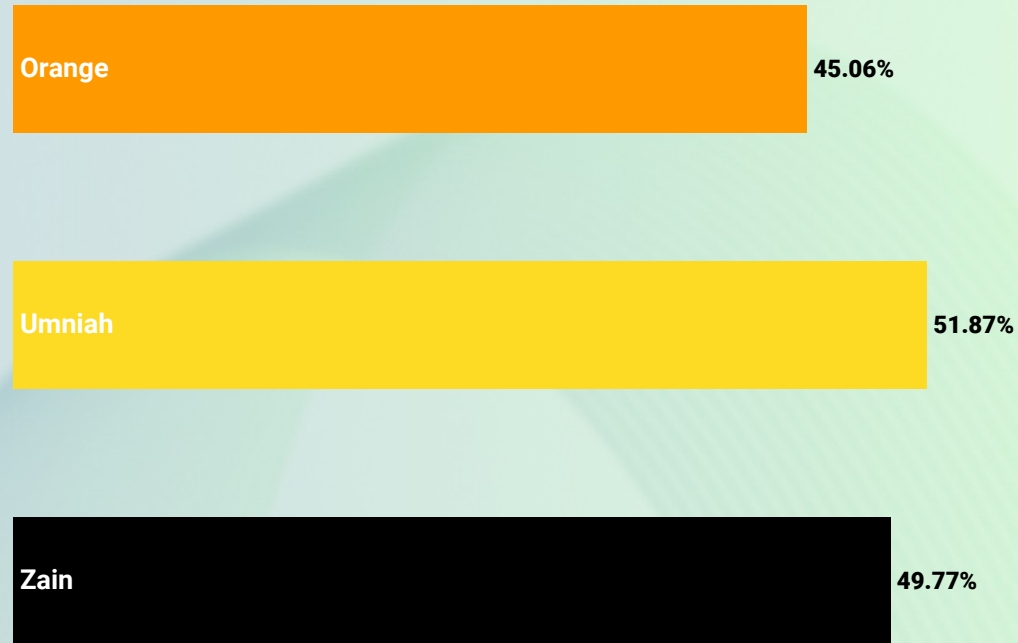
Overall distribution of the tests per provider (ISPs Share)

- 34.74% Orange
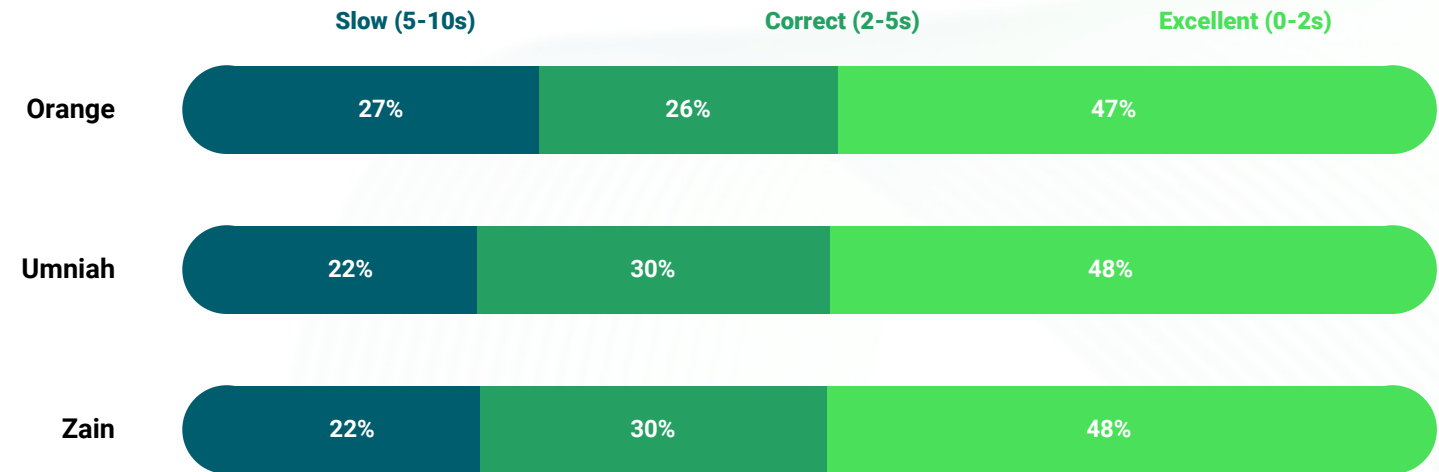- 25.31% Umniah
- 39.95% Zain

Source : nperf.com

Quality of Experience : Browsing

Browsing Performance rate (average)

Orange — 45.06%

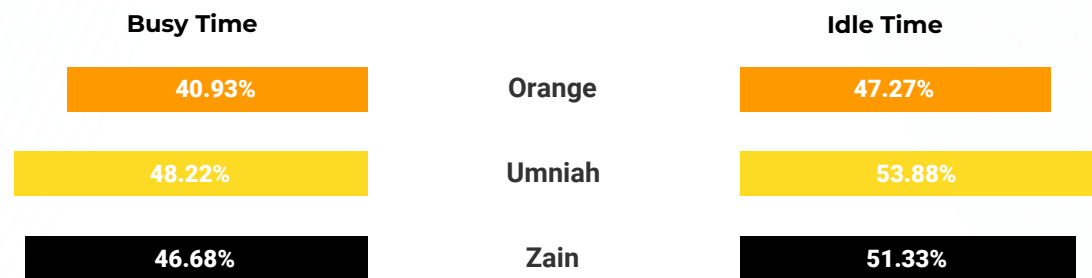Umniah — 51.87%

Zain — 49.77%

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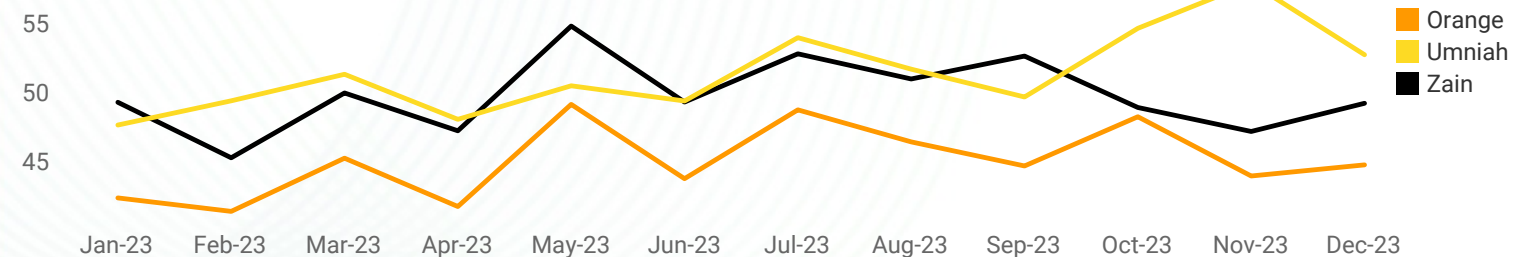
Browsing Performance results ventilation (average)

	Slow (5-10s)	Correct (2-5s)	Excellent (0-2s)
Orange	27%	26%	47%
Umniah	22%	30%	48%
Zain	22%	30%	48%

Browsing Performance rate (average)

	Busy Time		Idle Time
Orange	40.93%		47.27%
Umniah	48.22%		53.88%
Zain	46.68%		51.33%

Browsing performance rate (average) evolution over the year

Legend: Orange, Umniah, Zain

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

Y-axis: 45, 50, 55

Quality of Experience : Streaming

Streaming Performance rate (average)

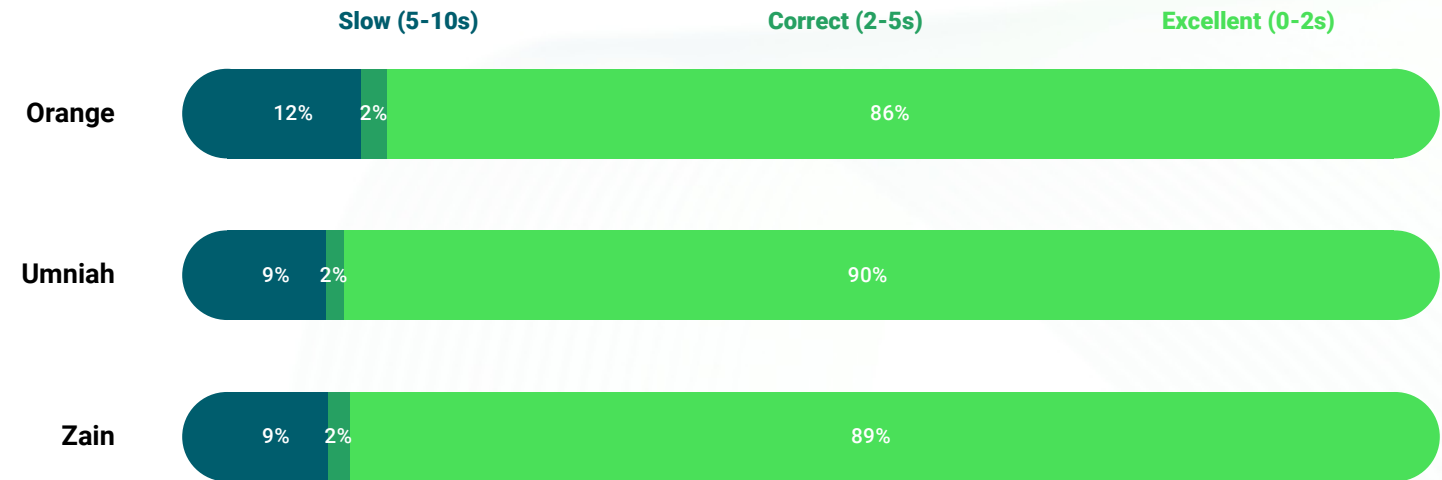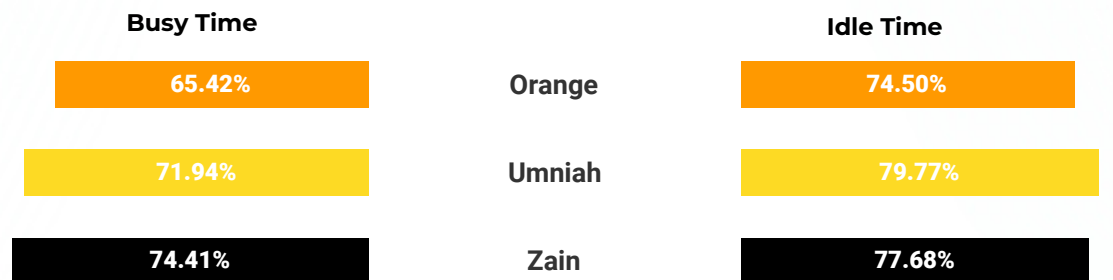| Operator	Rate
Orange	71.51%
Umniah	77.13%
Zain	76.65%

Source : nperf.com

The subscribers of Umniah and Zain enjoyed the best mobile Internet streaming performance in 2023.
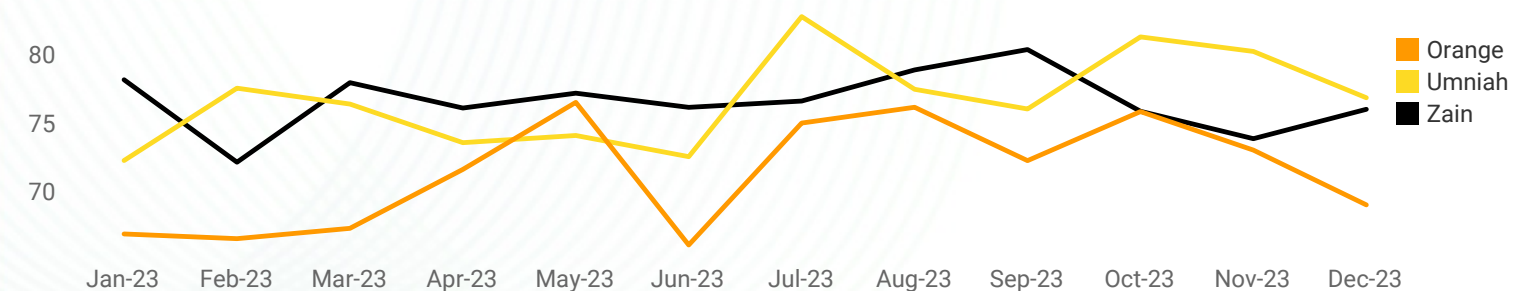
Streaming Performance results ventilation (average)

Slow (5-10s)   **Correct (2-5s)**   **Excellent (0-2s)**

Operator	Slow (5-10s)	Correct (2-5s)	Excellent (0-2s)
Orange	12%	2%	86%
Umniah	9%	2%	90%
Zain	9%	2%	89%

Source : nperf.com

Streaming Performance rate (average)

	Busy Time		Idle Time
Orange	65.42%	Orange	74.50%
Umniah	71.94%	Umniah	79.77%
Zain	74.41%	Zain	77.68%

Source : nperf.com

Streaming performance rate (average) evolution over the year

Legend: Orange, Umniah, Zain

(Jan-23 to Dec-23)

Source : nperf.com

Speed : Download

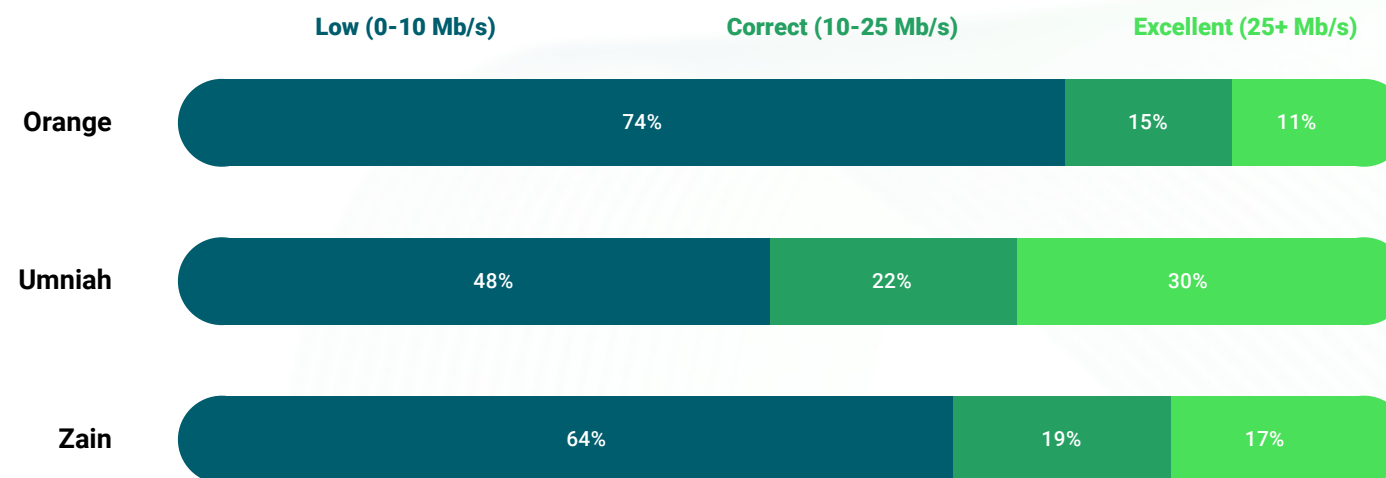## Download Speed (average)

Orange — 6.71 Mb/s

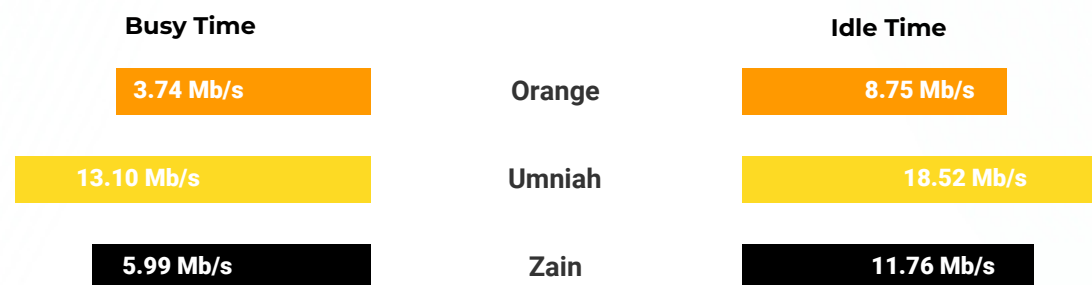Umniah — 16.42 Mb/s

Zain — 9.49 Mb/s

Source : nperf.com

The subscribers of Umniah enjoyed the best average mobile Internet download speed in 2023.

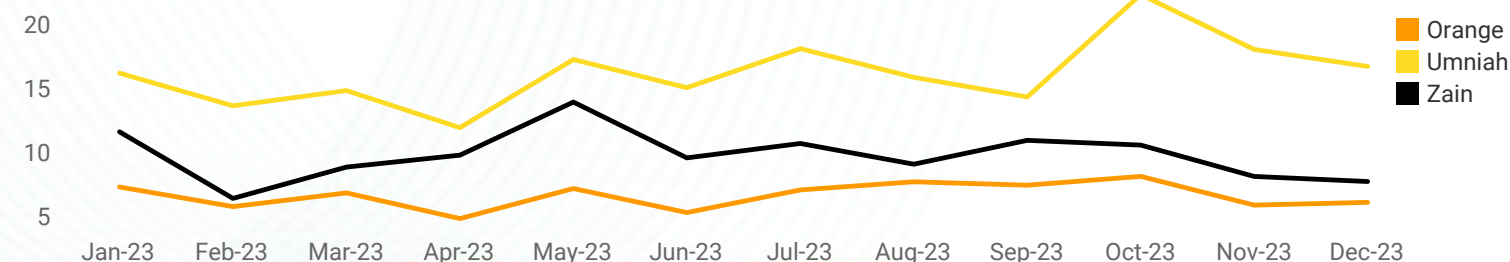## Download Speed results ventilation (average)

	Low (0-10 Mb/s)	Correct (10-25 Mb/s)	Excellent (25+ Mb/s)
Orange	74%	15%	11%
Umniah	48%	22%	30%
Zain	64%	19%	17%

Source : nperf.com

Download Speed (average)

	Busy Time		Idle Time
Orange	3.74 Mb/s		8.75 Mb/s
Umniah	13.10 Mb/s		18.52 Mb/s
Zain	5.99 Mb/s		11.76 Mb/s

Source : nperf.com

Download Speed evolution over the year (average)

Legend: Orange, Umniah, Zain

Source : nperf.com

Speed : Upload

Upload Speed (average)
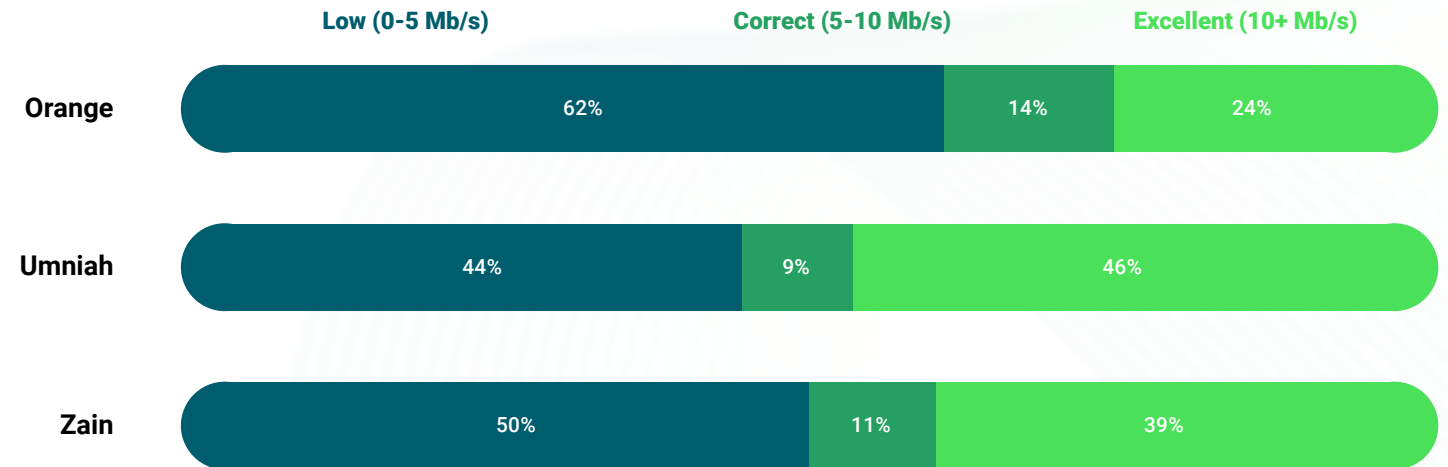
Orange — 4.49 Mb/s
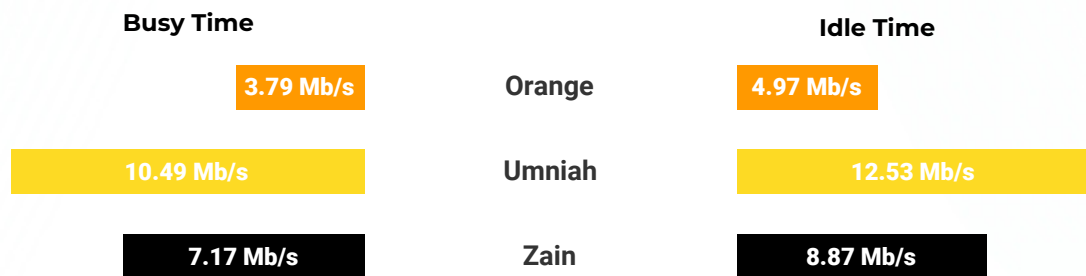
Umniah — 11.74 Mb/s

Zain — 8.20 Mb/s

Source : nperf.com

The subscribers of Umniah enjoyed the best average mobile Internet upload speed in 2023.
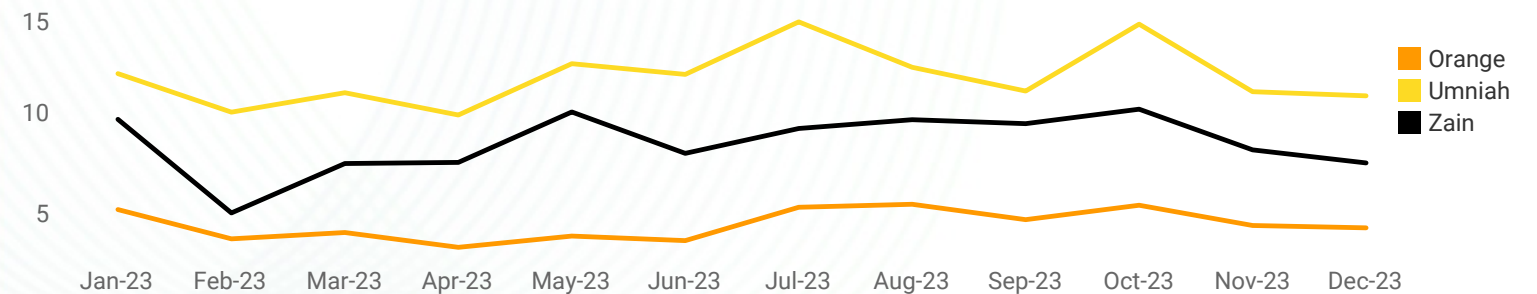
Upload Speed results ventilation (average)

	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
Orange	62%	14%	24%
Umniah	44%	9%	46%
Zain	50%	11%	39%

Source : nperf.com

Upload Speed (average)

	Busy Time		Idle Time
Orange	3.79 Mb/s		4.97 Mb/s
Umniah	10.49 Mb/s		12.53 Mb/s
Zain	7.17 Mb/s		8.87 Mb/s

Source : nperf.com

Upload Speed evolution over the year (average)

Legend: Orange, Umniah, Zain

Source : nperf.com

Speed : Latency

Latency Speed (average)

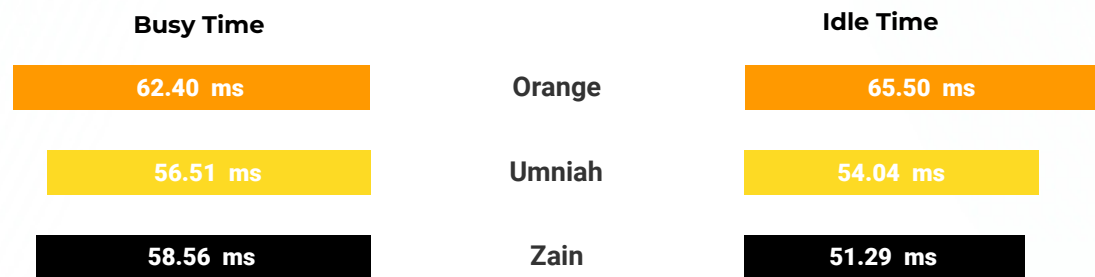| Operator	Latency
Orange	64.30 ms
Umniah	54.97 ms
Zain	53.93 ms

Source : nperf.com

The subscribers of Zain and Umniah enjoyed the best average mobile Internet latency speed in 2023.
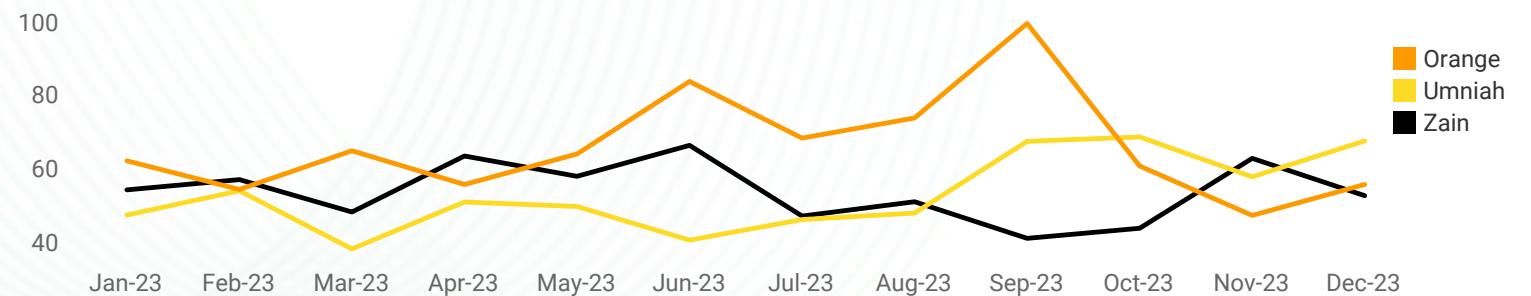
Latency Speed results ventilation (average)

	Slow (100+ ms)	Correct (30-100 ms)	Excellent (0-30 ms)
Orange	37%	11%	51%
Umniah	34%	13%	54%
Zain	35%	13%	52%

Source : nperf.com

Latency Speed (average)

	Busy Time		Idle Time
Orange	62.40 ms		65.50 ms
Umniah	56.51 ms		54.04 ms
Zain	58.56 ms		51.29 ms

Source : nperf.com

Latency Speed evolution over the year (average)

Source : nperf.com
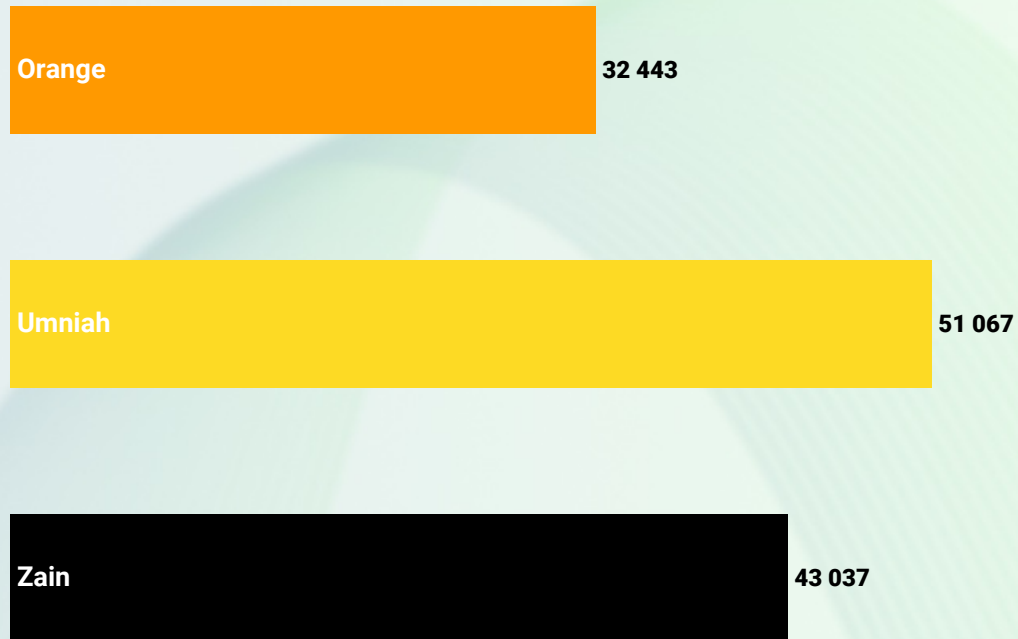
Mobile Internet performance in Jordan

nPerf Score (nPoints)

|	
Orange	32 443
Umniah	51 067
Zain	43 037

Source : nperf.com

The subscribers of Umniah enjoyed the best mobile Internet performances in Jordan during 2023.

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 2023
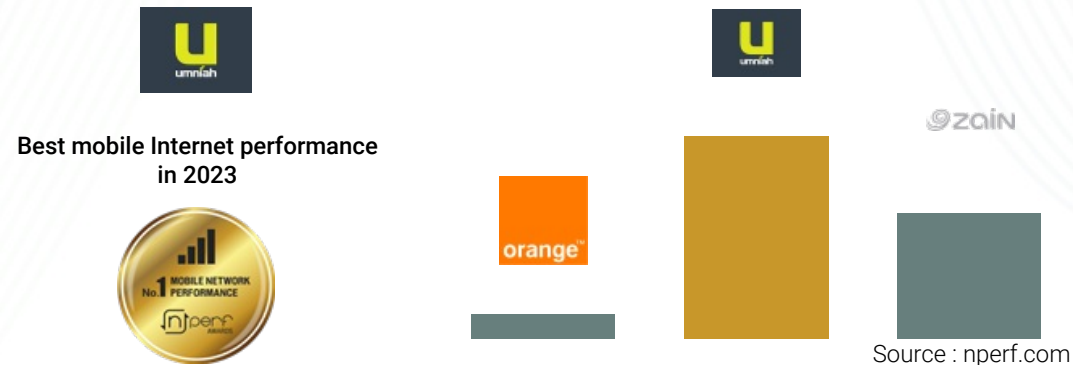
Source : nperf.com

nPerf score evolution over the year (average)

- Orange
- Umniah
- Zain
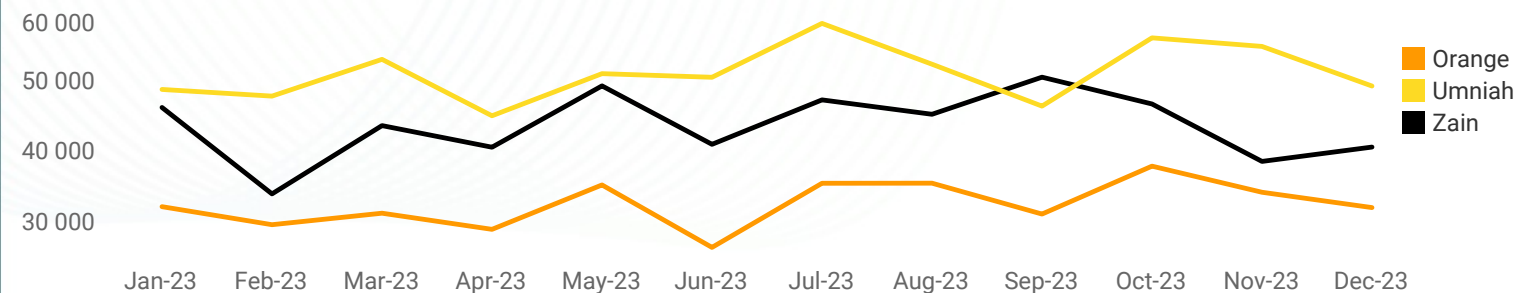
Source : nperf.com

nperf
We qualify your connection