04/18/2025

Barometer of mobile Internet connections in Kenya

04/01/2024 - 03/31/2025

Agenda

nperf

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2 Executive summary

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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.
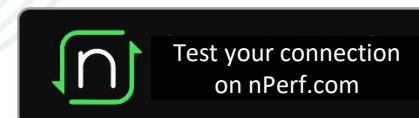
300k+ tests daily worldwide.

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!

Télécharger dans l'App Store

DISPONIBLE SUR Google Play

Test your connection on nPerf.com

2. Executive Summary

The subscribers of Safaricom enjoyed the best mobile Internet performances in 2025.

Mobile Internet connections in Kenya

	Airtel	Faiba	Safaricom
▼ Download bitrates (Mb/s)	14.54	13.97	27.91
▲ Upload bitrates (Mb/s)	4.05	6.25	9.99
◀▶ Latency (ms)	97.70	46.18	81.37
🌐 Web browsing (%)	35.22	35.22	38.13
▶ Youtube streaming (%)	64.84	64.54	73.78
nPerf Score (nPoints)	31 182	37 147	45 474

Source : nperf.com

Safaricom

Best mobile Internet performance in 2025

No.1 MOBILE NETWORK PERFORMANCE
nperf AWARDS

Source : nperf.com

airtel   Faiba Mobile   Safaricom

Source : nperf.com

The subscribers of Safaricom enjoyed the best 4G Internet performances in Kenya in 2025.

4G mobile Internet connections in Kenya

	Airtel	Faiba	Safaricom
Download bitrates (Mb/s)	14.65	13.97	23.32
Upload bitrates (Mb/s)	4.27	6.25	9.90
Latency (ms)	96.20	46.18	85.44
Web browsing (%)	35.85	35.22	37.75
Youtube streaming (%)	65.10	64.54	74.03
nPerf Score (nPoints)	31 793	37 147	43 521

Source : nperf.com

The mobile internet market in Kenya is dominated by a handful of key players, with Safaricom maintaining its leading position in the overall nPerf ranking for a second consecutive year. With an average score of 45,474 nPoints, Safaricom demonstrates solid performance across most key indicators. In the 4G segment, Safaricom also holds the top position, offering users reliable high-speed connectivity. When examining specific performance metrics, Safaricom leads in download speeds, upload speeds, browsing experience, and video streaming quality, while Faiba distinguishes itself with the best latency results.

Safaricom: leadership in multiple metrics

With 45,474 nPoints, Safaricom secures the first place in the overall ranking and maintains its leadership position in the 4G category. The operator delivers the highest download bitrate at 27.91 Mbps and upload speeds at 9.99 Mbps, enabling smooth streaming and efficient file sharing for users. Safaricom also leads in both browsing performance (38.13%) and video streaming quality (73.78%), providing subscribers with a fluid online experience for everyday internet activities. These solid results across all categories make Safaricom a well-balanced choice for mobile internet users in Kenya.

Faiba: Efficient in network responsiveness

Faiba takes the second position with 37,147 nPoints. The operator stands out particularly for its network responsiveness, achieving the best latency performance at 46.18 ms. This advantage translates into a more reactive experience for time-sensitive applications like online gaming and video calls. With download speeds of 13.97 Mbps and upload speeds of 6.25 Mbps, Faiba delivers good performance for general internet use, though it falls short of the market leader in these areas.

Airtel: Competitive performance in key areas

Airtel secures the third position with 31,182 nPoints. The operator provides reasonable download speeds of 14.54 Mbps and upload speeds of 4.05 Mbps, sufficient for standard internet activities. With a browsing performance of 35.22% and streaming quality of 64.84%, Airtel offers a satisfactory experience for general web browsing and video consumption.

In conclusion, Safaricom maintains its position as the leading mobile internet provider in Kenya, delivering the best overall performance across most metrics. The Kenyan mobile internet market shows healthy competition, with each operator demonstrating particular strengths, and Airtel showing promising improvement. This competitive environment benefits consumers by driving continued network enhancements across the market.

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 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 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.
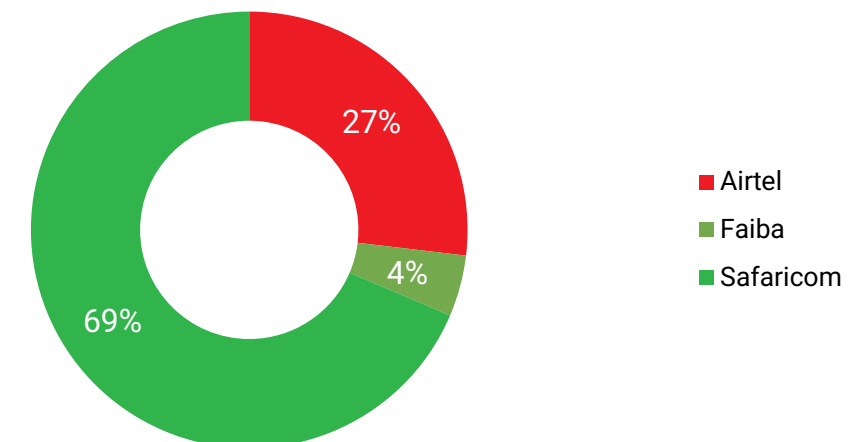
📺 Streaming performance

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 3.0% 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.
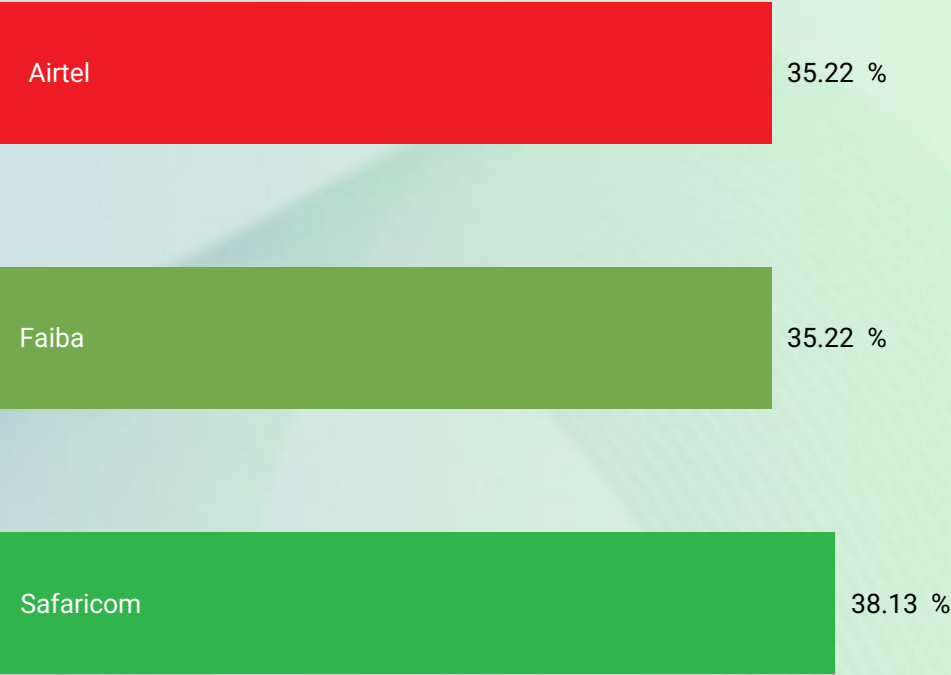
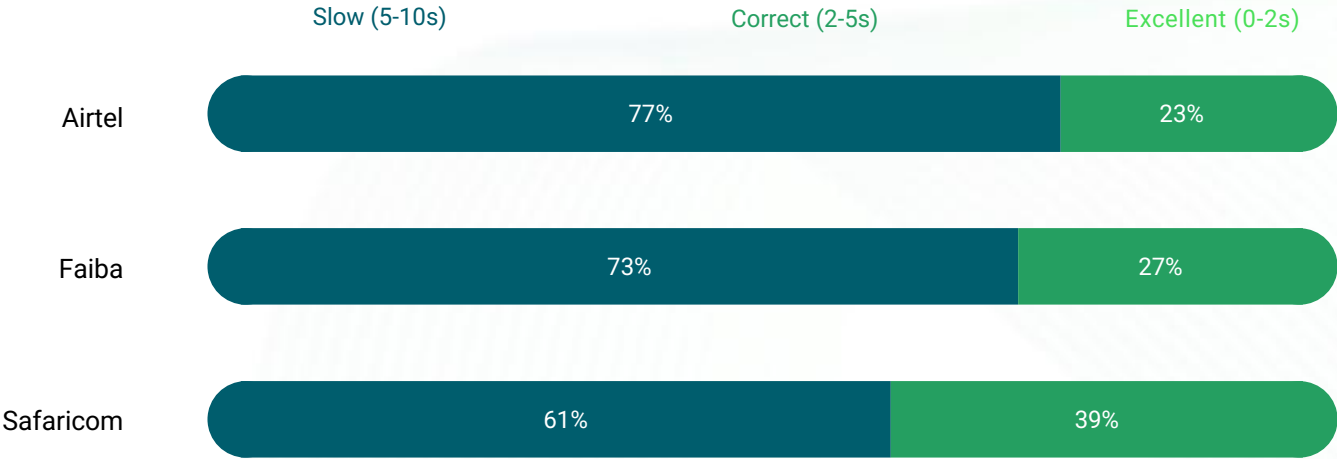Overall distribution of the tests per provider (ISPs Share)

- 🟥 Airtel — 27%
- 🟩 Faiba — 4%
- 🟩 Safaricom — 69%

Source : nperf.com

Quality of Experience : Browsing

Browsing Performance rate (average)

Airtel	35.22 %
Faiba	35.22 %
Safaricom	38.13 %

The subscribers of Safaricom enjoyed the best mobile Internet browsing performance in 2025.
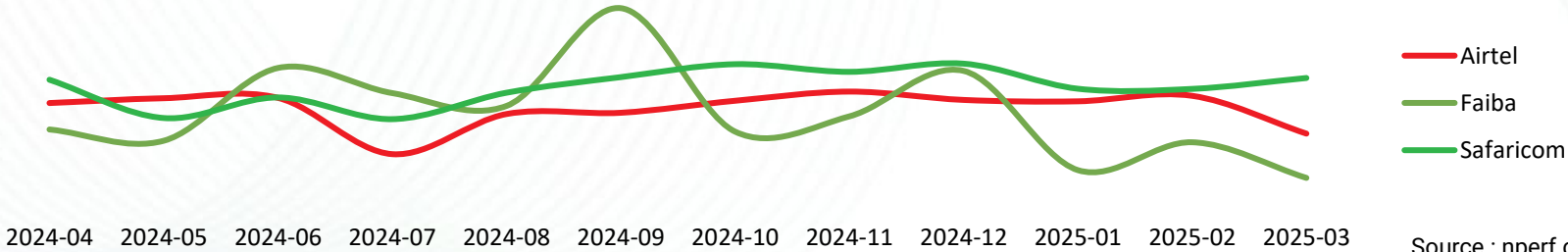
Browsing Performance results ventilation (average)

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

	Slow	Excellent
Airtel	77%	23%
Faiba	73%	27%
Safaricom	61%	39%

Source : nperf.com

Browsing Performance rate (average)

Busy Time		Idle Time
33.54 %	Airtel	35.68 %
35.06 %	Faiba	34.80 %
35.96 %	Safaricom	38.76 %

Source : nperf.com

Browsing performance rate (average) evolution over the year

Legend: Airtel, Faiba, Safaricom

2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03

Source : nperf.com

Quality of Experience : Streaming

Streaming Performance rate (average)

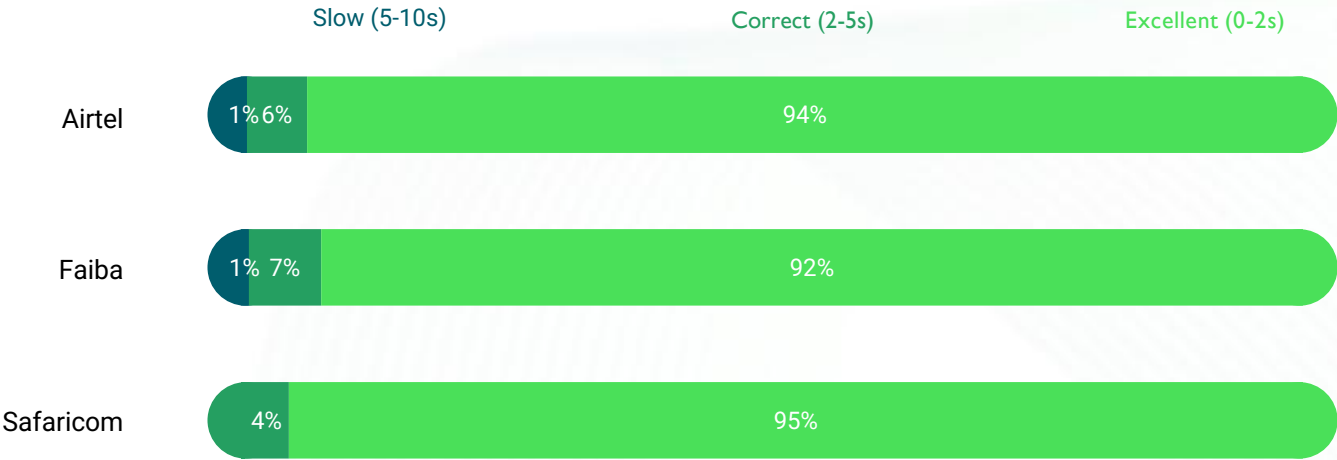|	
Airtel	64.84 %
Faiba	64.54 %
Safaricom	73.78 %

Source : nperf.com

The subscribers of Safaricom enjoyed the best mobile Internet streaming performance in 2025.

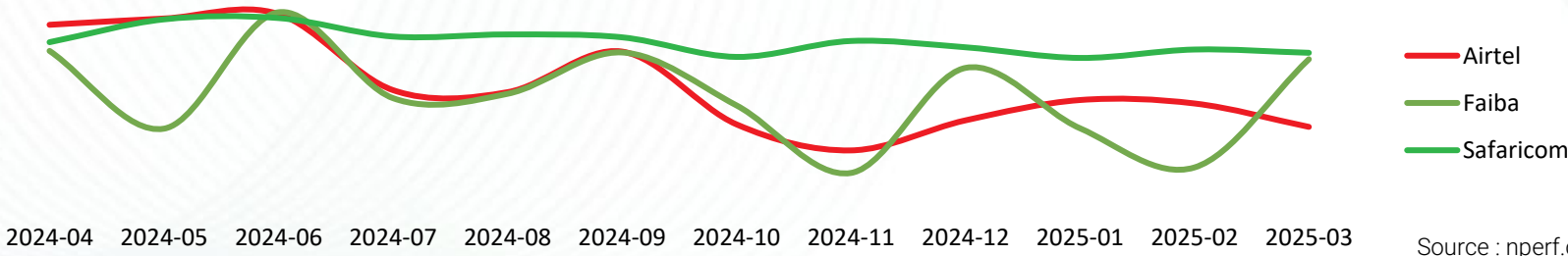## Streaming Performance results ventilation (average)

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

	Slow	Correct	Excellent
Airtel	1%	6%	94%
Faiba	1%	7%	92%
Safaricom		4%	95%

Source : nperf.com

Streaming Performance rate (average)

Busy Time		Idle Time
54.63 %	Airtel	67.48 %
50.43 %	Faiba	69.27 %
68.00 %	Safaricom	75.26 %

Source : nperf.com

Streaming performance rate (average) evolution over the year

— Airtel
— Faiba
— Safaricom

2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03

Source : nperf.com

Speed : Download

Download Speed (average)

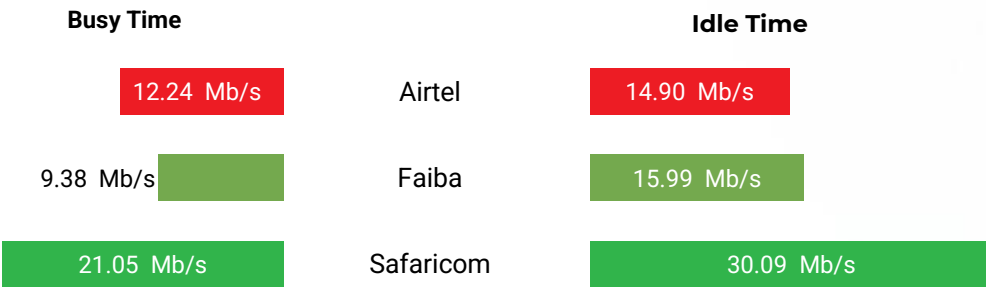|	
Airtel	14.54 Mb/s
Faiba	13.97 Mb/s
Safaricom	27.91 Mb/s
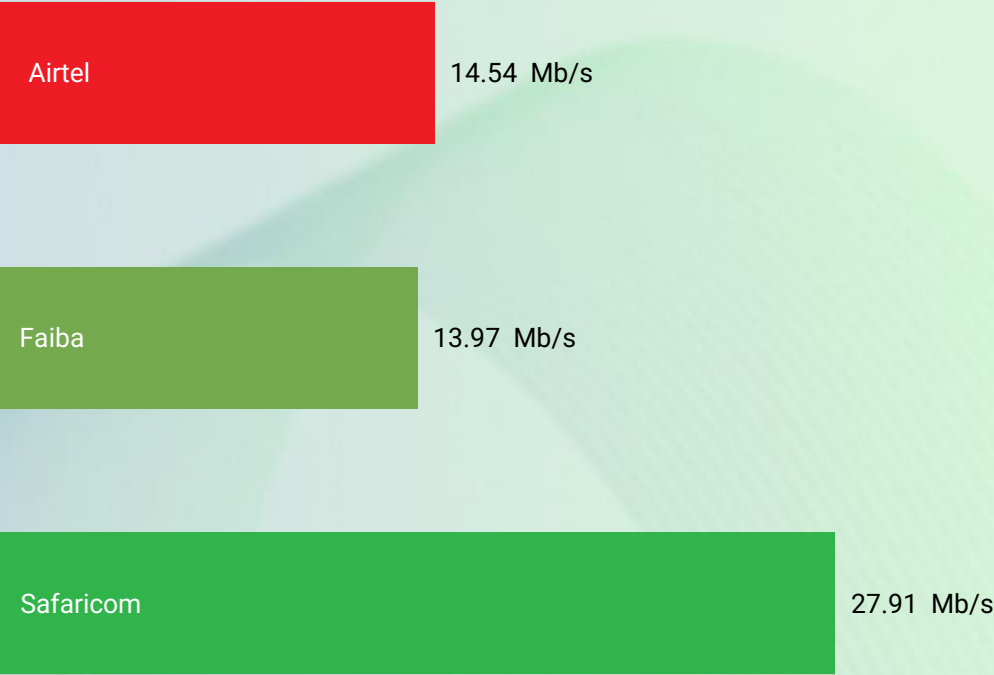
Source : nperf.com

The subscribers of Safaricom enjoyed the best average mobile Internet download speed in 2025.

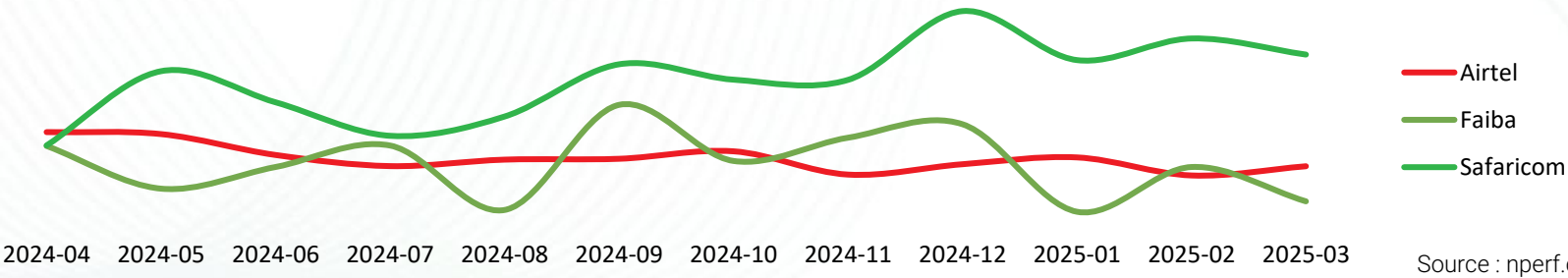## Download Speed results ventilation (average)

	Low (0-10 Mb/s)	Correct (10-25 Mb/s)	Excellent (25+ Mb/s)
Airtel	41%	32%	27%
Faiba	45%	29%	26%
Safaricom	26%	27%	48%

Source : nperf.com

Download Speed (average)

Busy Time		Idle Time
12.24 Mb/s	Airtel	14.90 Mb/s
9.38 Mb/s	Faiba	15.99 Mb/s
21.05 Mb/s	Safaricom	30.09 Mb/s

Source : nperf.com

Download Speed evolution over the year (average)

Legend: Airtel, Faiba, Safaricom

2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03

Source : nperf.com

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Speed : Upload

Upload Speed (average)

Airtel — 4.05 Mb/s

Faiba — 6.25 Mb/s

Safaricom — 9.99 Mb/s
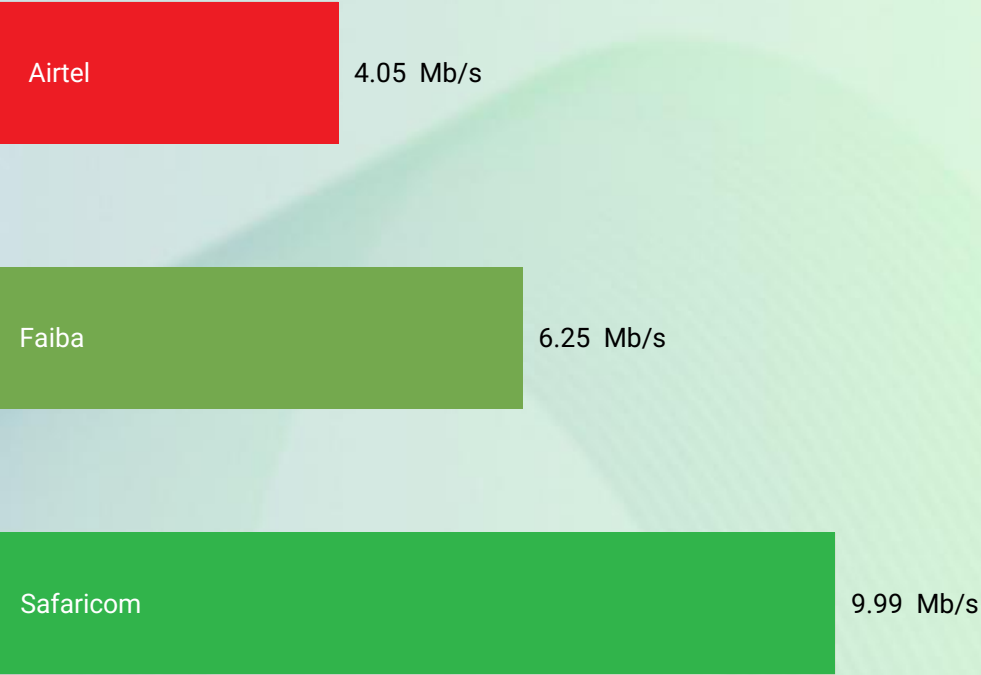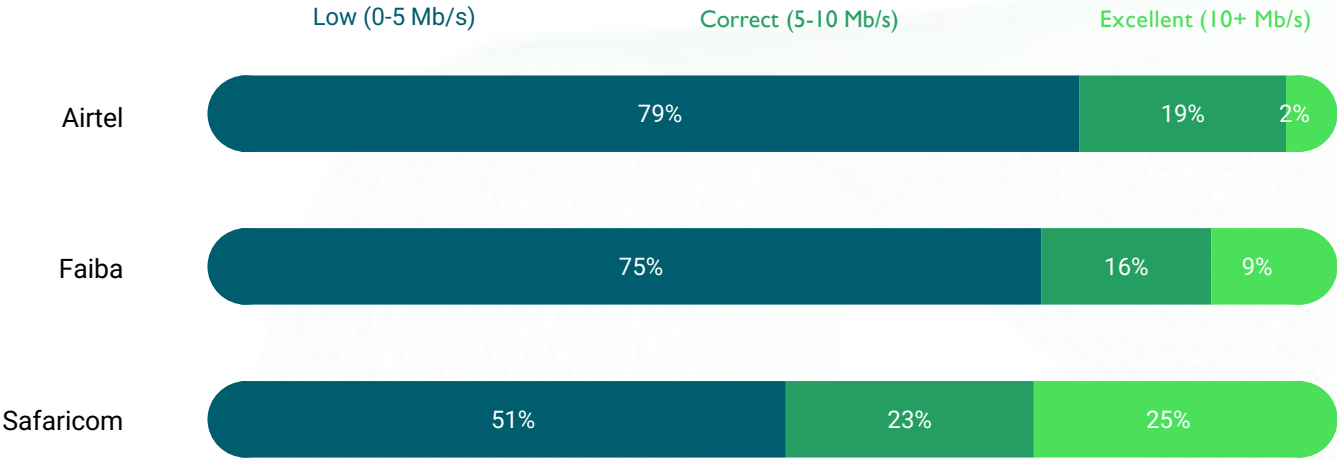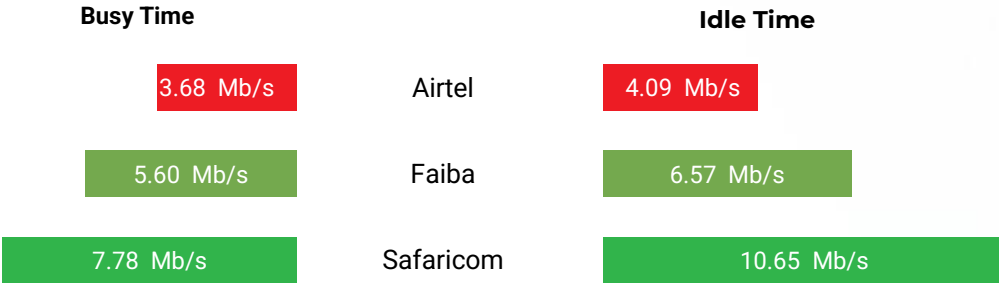
Source : nperf.com

The subscribers of Safaricom enjoyed the best average mobile Internet upload speed in 2025.

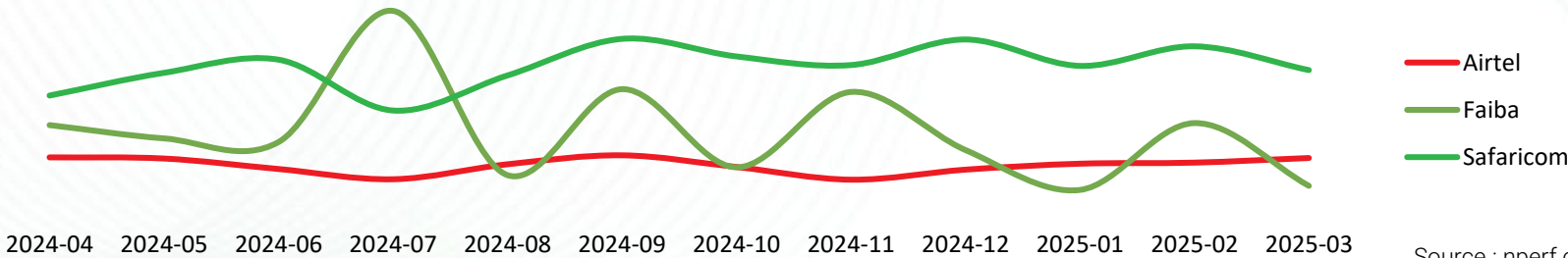## Upload Speed results ventilation (average)

	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
Airtel	79%	19%	2%
Faiba	75%	16%	9%
Safaricom	51%	23%	25%

Source : nperf.com

Upload Speed (average)

	Busy Time		Idle Time
Airtel	3.68 Mb/s		4.09 Mb/s
Faiba	5.60 Mb/s		6.57 Mb/s
Safaricom	7.78 Mb/s		10.65 Mb/s

Source : nperf.com

Upload Speed evolution over the year (average)

Legend: Airtel, Faiba, Safaricom

2024-04　2024-05　2024-06　2024-07　2024-08　2024-09　2024-10　2024-11　2024-12　2025-01　2025-02　2025-03

Source : nperf.com

Speed : Latency

Latency Speed (average)

Airtel — 97.70 ms

Faiba — 46.18 ms

Safaricom — 81.37 ms
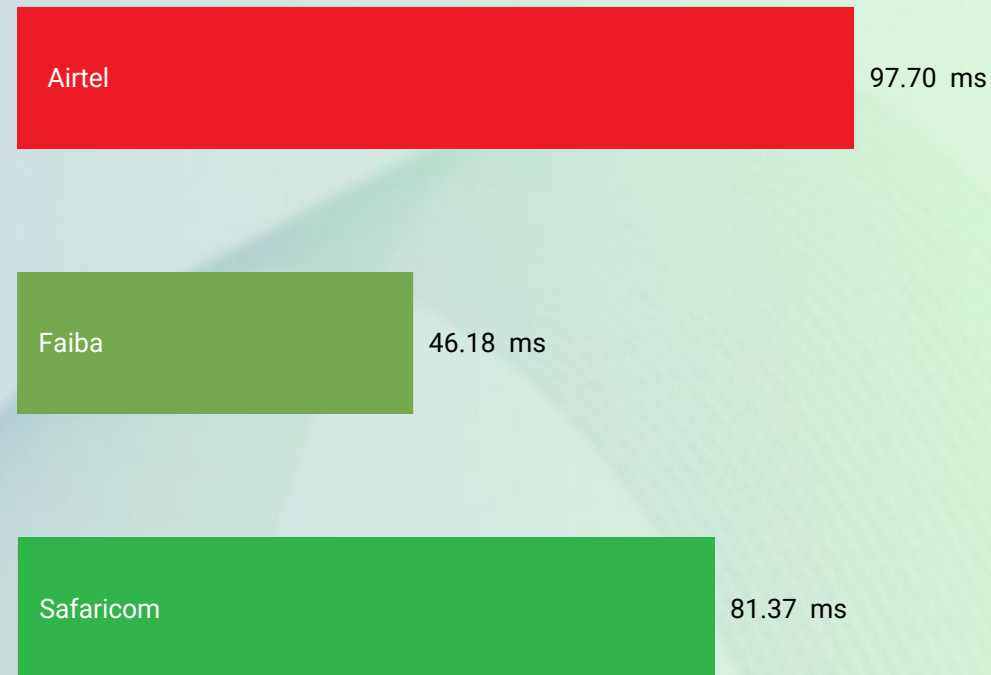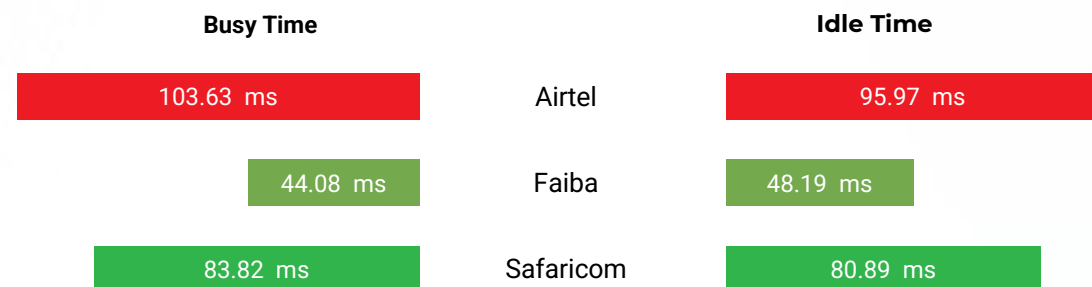
The subscribers of Faiba enjoyed the best average mobile Internet latency speed in 2025.
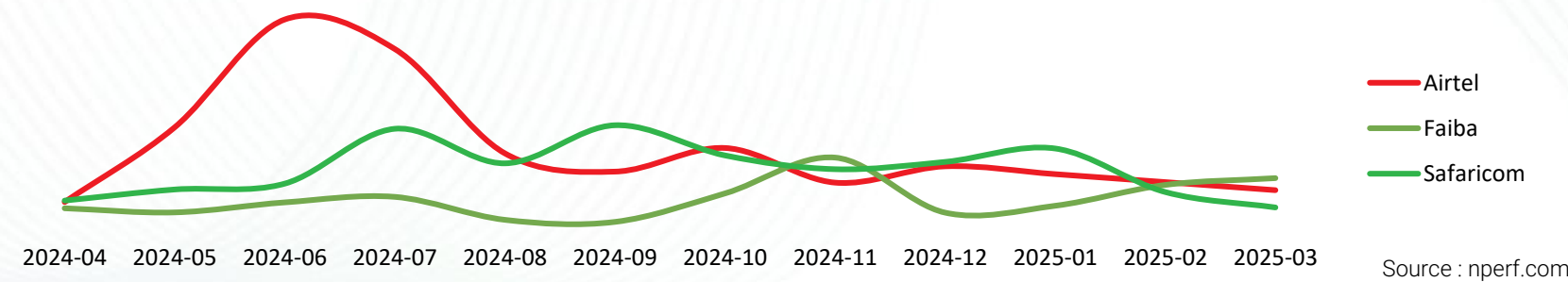
Latency Speed results ventilation (average)

Slow (5-10s) — Correct (30-100 ms) — Excellent (0-30 ms)

	Slow (5-10s)	Correct (30-100 ms)	Excellent (0-30 ms)
Airtel	34%	38%	28%
Faiba	9%	37%	54%
Safaricom	11%	43%	46%

Latency Speed (average)

	Busy Time		Idle Time
Airtel	103.63 ms		95.97 ms
Faiba	44.08 ms		48.19 ms
Safaricom	83.82 ms		80.89 ms
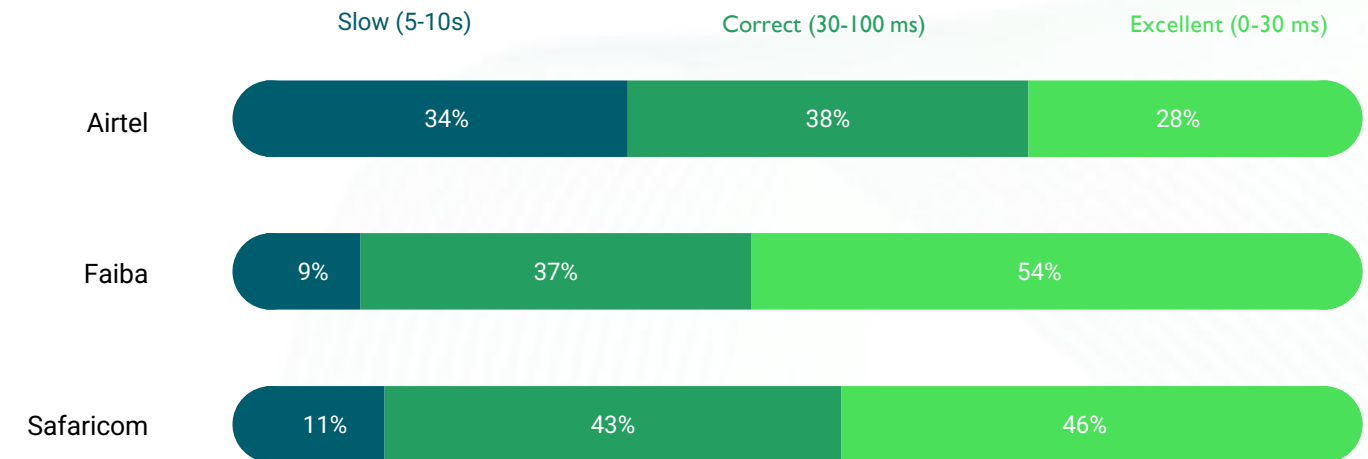
Latency Speed evolution over the year (average)
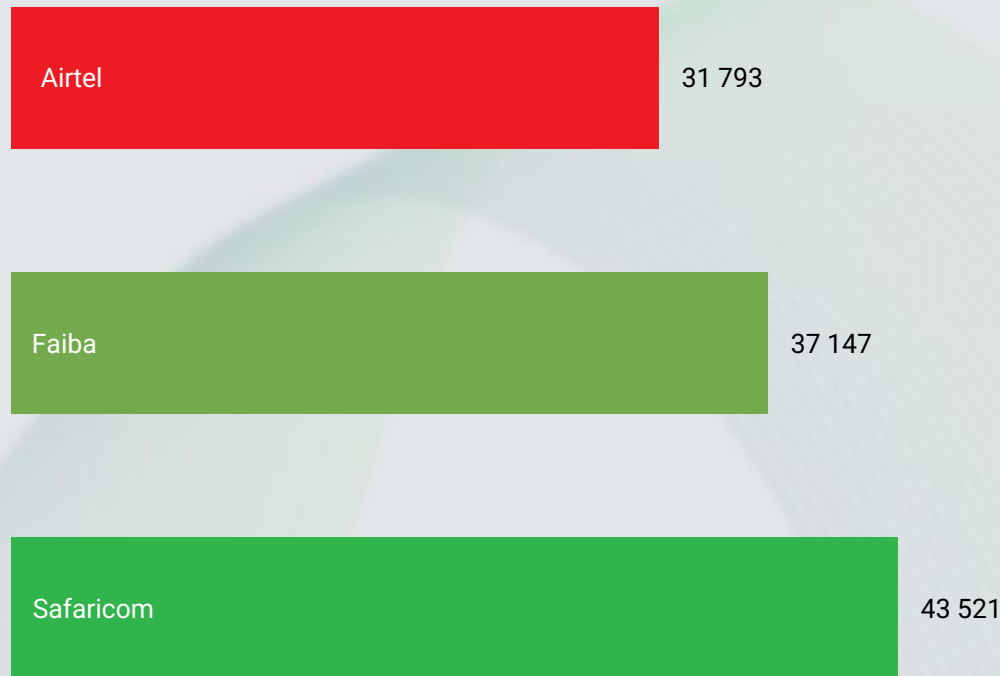
— Airtel
— Faiba
— Safaricom

2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03

nPerf Score (nPoints)

Operator	Score
Airtel	31 793
Faiba	37 147
Safaricom	43 521

Source : nperf.com

The subscribers of Safaricom enjoyed the best 4G Internet performances in 2025.
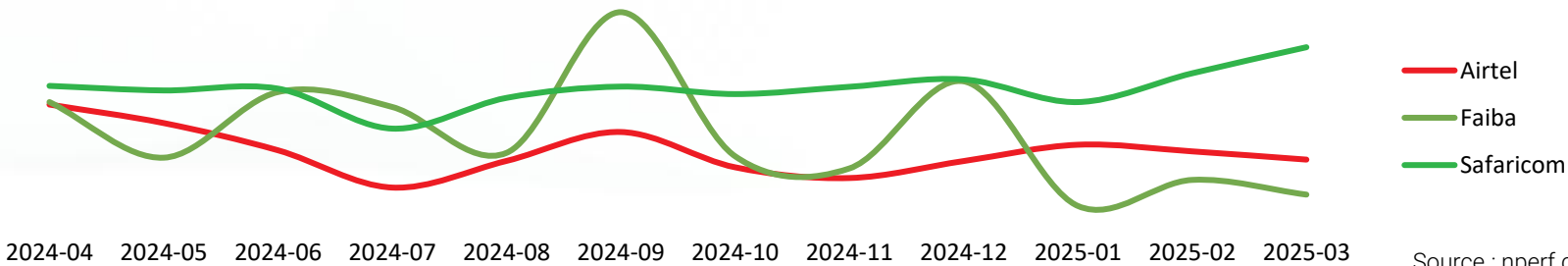
- Best performances 4G: Safaricom

- Best web browsing performances 4G: Safaricom

- Best video streaming performances 4G: Safaricom

- Fastest performances (Download) 4G: Safaricom

- Fastest performances (Upload) 4G: Safaricom

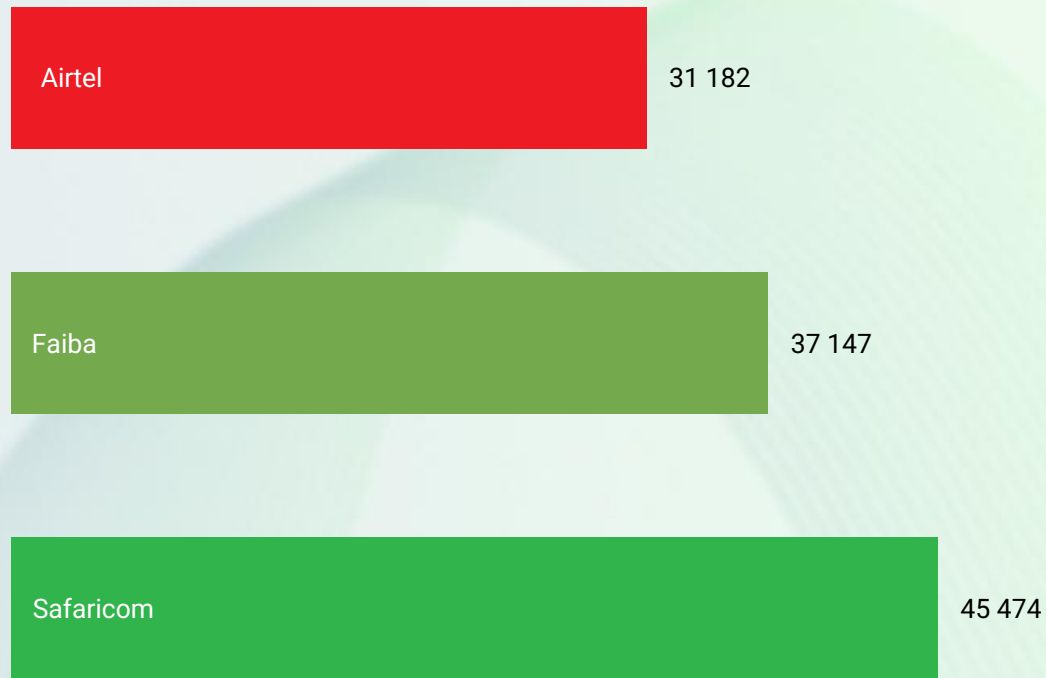- 4G connections with the lowest latency: Faiba

Source : nperf.com

nPerf score evolution over the year (average)

Legend: Airtel, Faiba, Safaricom

2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03

Source : nperf.com

Source : nperf.com

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Mobile Internet performance in Kenya

nPerf Score (nPoints)

- Airtel — 31 182
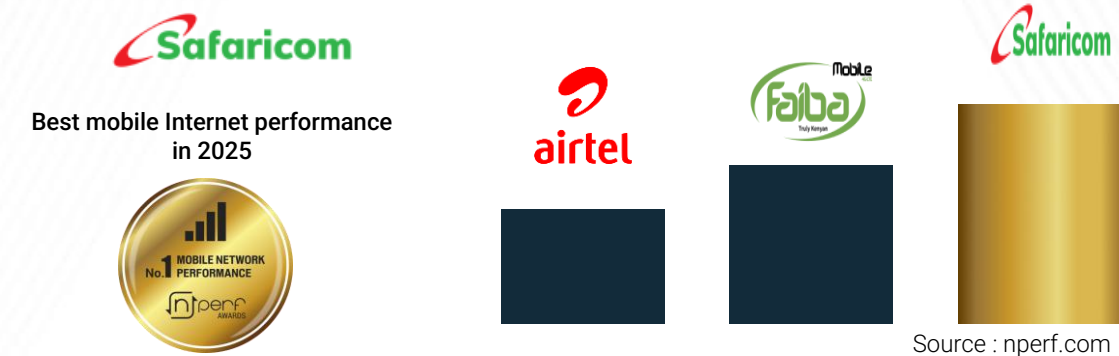- Faiba — 37 147
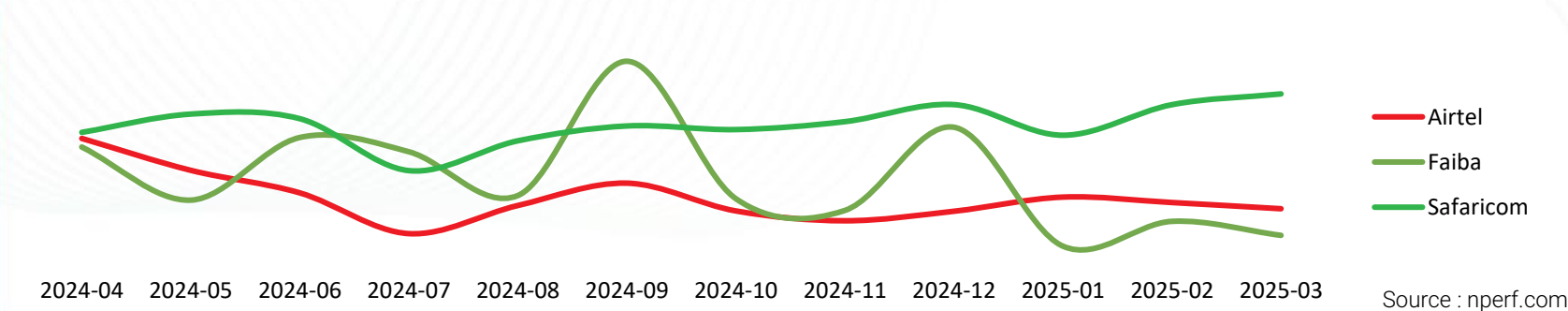- Safaricom — 45 474

Source : nperf.com

The subscribers of Safaricom enjoyed the best mobile Internet performances in 2025.

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

Safaricom
Best mobile Internet performance in 2025

Source : nperf.com

nPerf score evolution over the year (average)

- Airtel
- Faiba
- Safaricom

2024-04 2024-05 2024-06 2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03

Source : nperf.com