

01/13/2025

Barometer of mobile Internet connections in Sri Lanka

01/01/2024 - 12/31/2024



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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.



300k+ tests daily
worldwide.



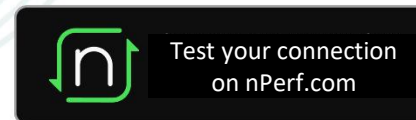
26Md+ coverage
scans in total.



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! Download our app or visit our website!



2. Executive Summary



The subscribers of Dialog and Mobitel enjoyed the best mobile Internet performances in 2024.

Mobile Internet connections in Sri Lanka

	Airtel	Dialog	Hutch	Mobitel
▼ Download bitrates (Mb/s)	7,29	9,43	6,14	8,98
▲ Upload bitrates (Mb/s)	2,29	3,19	2,45	3,53
◀▶ Latency (ms)	183,01	193,17	148,67	120,69
🌐 Web browsing (%)	18,79	20,94	14,77	20,00
🎥 Youtube streaming (%)	55,87	52,57	56,31	49,80
📶 nPerf Score (nPoints)	16 156	18 128	15 001	18 167

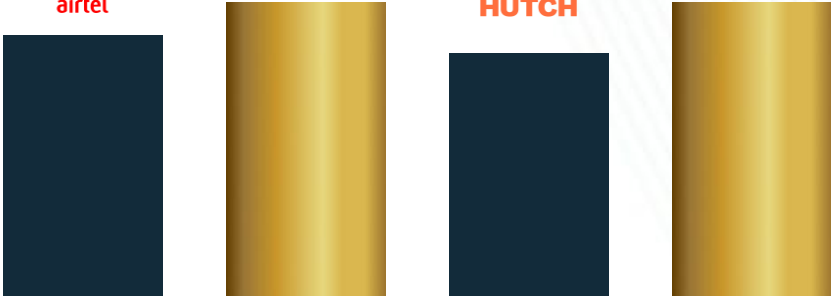
Source : nperf.com



Best mobile Internet performance
in 2024



Source : nperf.com



Source : nperf.com

The subscribers of Dialog and Mobitel enjoyed the best 4G Internet performances in Sri Lanka in 2024.

4G mobile Internet connections in Sri Lanka

	Airtel	Dialog	Hutch	Mobitel
 Download bitrates (Mb/s)	7,67	9,58	6,92	9,20
 Upload bitrates (Mb/s)	2,41	3,31	2,77	3,78
 Latency (ms)	182,77	192,71	147,45	120,60
 Web browsing (%)	18,87	21,11	15,13	19,96
 Youtube streaming (%)	56,39	52,74	57,13	50,19
 nPerf Score (nPoints)	16 713	18 402	16 244	18 568

Source : nperf.com

Introduction

In 2024, the landscape has witnessed significant shifts with new leaders emerging. The Score nPerf highlights the evolving dynamics, and the current period sees Dialog and Mobitel as co-leaders, marking a change from 2023. These operators share the title of market winners, showcasing their strong presence in the mobile sector. The focus on 4G technology continues, with Mobitel and Dialog leading the charge, maintaining competitive performance in this area. Key performance indicators (KPIs) reveal Dialog as the leader in Download speed, while Mobitel excels in Upload speed and Latency. Hutch and Airtel show strength in Video streaming, indicating a diverse competitive field. Positive trends and robust capabilities characterize the market, underscoring its dynamic nature.

Dialog: Co-leader of the market and domination in Download speed and Browsing.

For the period Q1 2024-Q4 2024, Dialog stands out as a co-leader with a solid performance, achieving a score of 18128. The operator leads in Download speed, reflecting its commitment to high-speed connectivity. Dialog also excels in Browsing, showcasing its ability to provide a seamless online experience. While not dominating all categories, Dialog's significant improvement in score, with an increase of 12.8%, highlights its focus on delivering enhanced services. Dialog's contributions strengthen the market's competitiveness, driving innovation and quality.

Hutch: Excellence in Video streaming.

During the current period, Hutch has made remarkable strides, marked by a 35.7% improvement in its score. Although not a market leader, Hutch's proficiency in Video streaming is noteworthy, positioning it as a key player in this category. The operator's score of 15001 reflects its dedication to enhancing user experience,

particularly in streaming services. Hutch continues to contribute positively to the market, supporting the diverse needs of consumers.

Mobitel: Co-leader of the market and excellence in Upload speed and Latency.

Mobitel emerges as a co-leader in the market with a commendable score of 18167, reflecting its strong performance across multiple KPIs. The operator leads in Upload speed and Latency, demonstrating its capability to provide reliable and efficient services. Mobitel's focus on 4G technology further solidifies its position, ensuring users benefit from superior connectivity. The operator's consistent contributions underscore its role as a pivotal player in the market, driving progress and innovation.

Airtel: Excellence in Video streaming.

Airtel has achieved notable success in Video streaming, distinguishing itself in this competitive category. With a score of 16156, Airtel shows its commitment to delivering quality streaming services to its users. The operator's improvement of 31.2% in score highlights its focus on enhancing performance and meeting consumer expectations. Airtel's efforts contribute to the market's dynamic environment, fostering innovation and diversity.

Conclusion

The mobile market in 2024 is characterized by strong performances and emerging leadership. Dialog and Mobitel share the title of market co-leaders, each excelling in specific KPIs such as Download and Upload speed, respectively. Hutch and Airtel distinguish themselves in Video streaming, showcasing the competitive and vibrant nature of the market. The positive developments and strengths of these operators promise continued growth and innovation in the mobile sector.

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 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

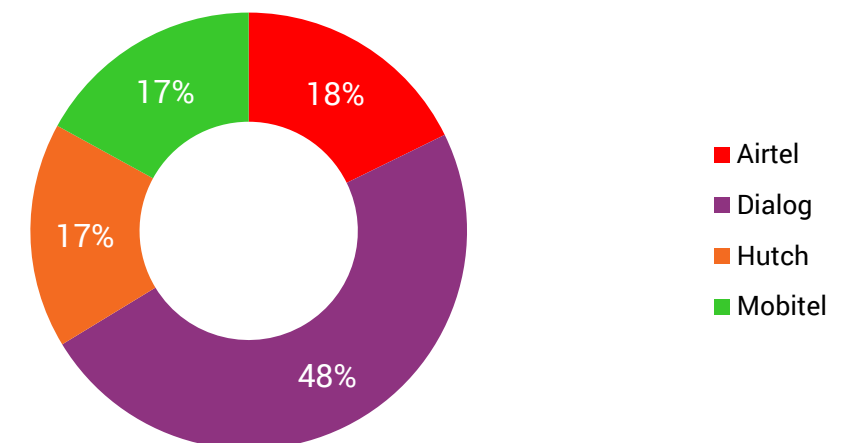
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the perceived quality by the user.

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% 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.

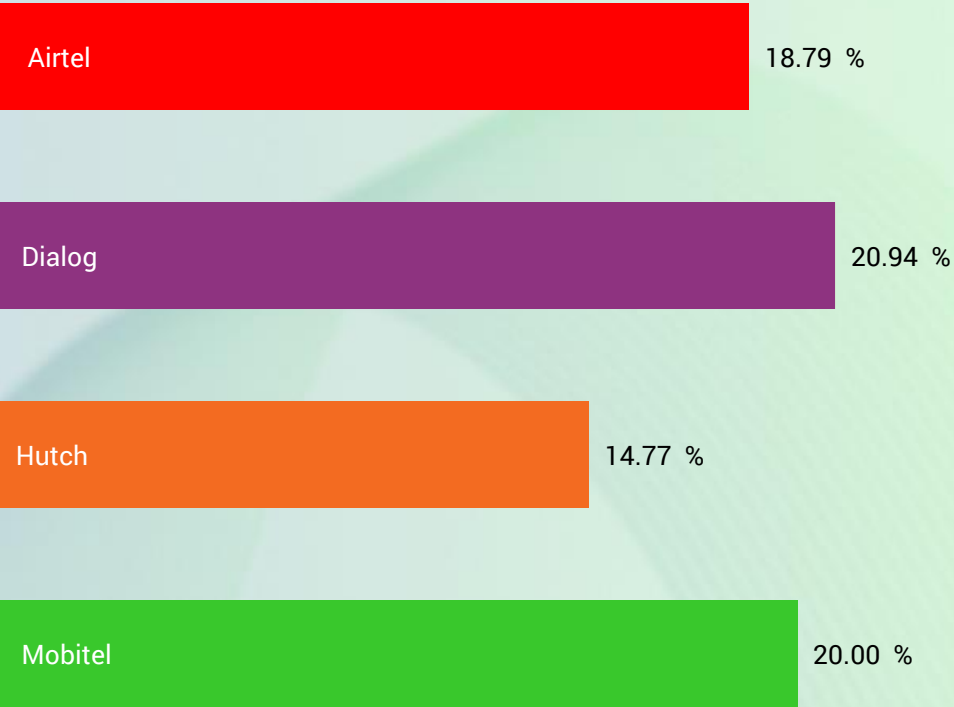
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



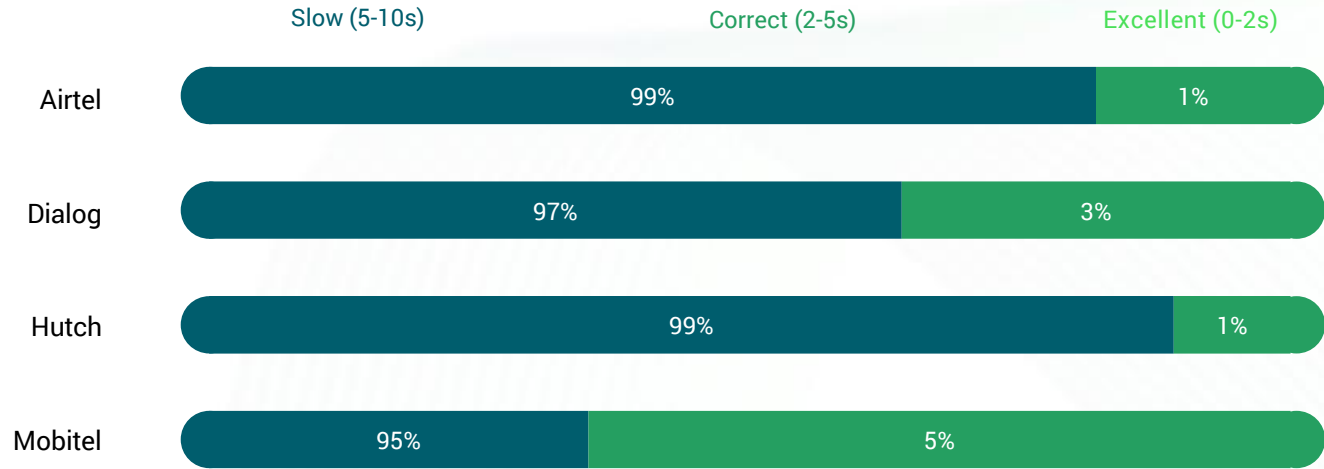
Browsing Performance rate (average)



Source : nperf.com

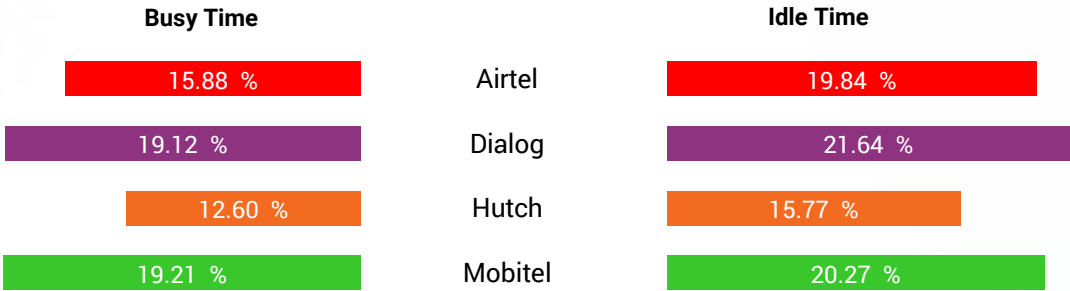
The subscribers of Dialog enjoyed the best mobile Internet Internet browsing performance in 2024.

Browsing Performance results ventilation (average)



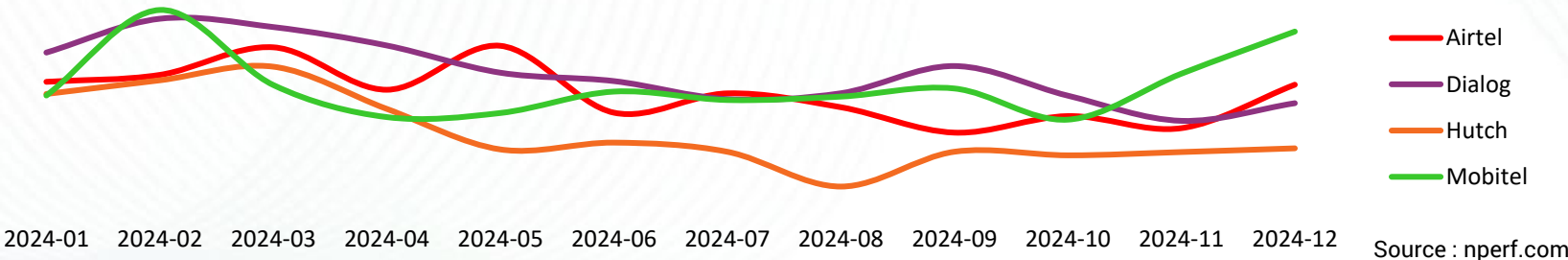
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

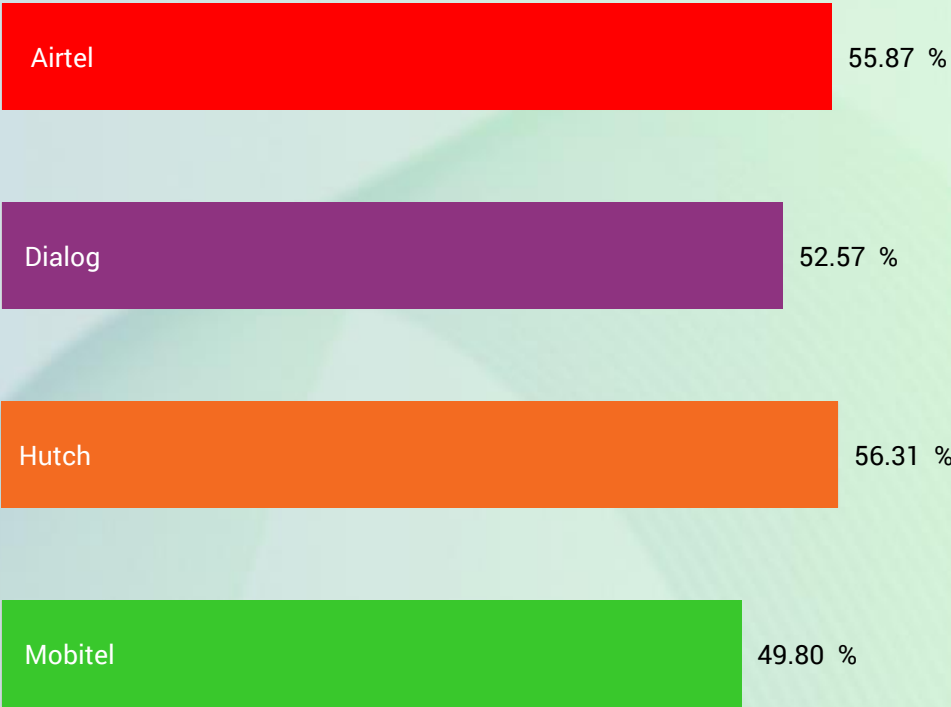
Browsing performance rate (average) evolution over the year



Source : nperf.com



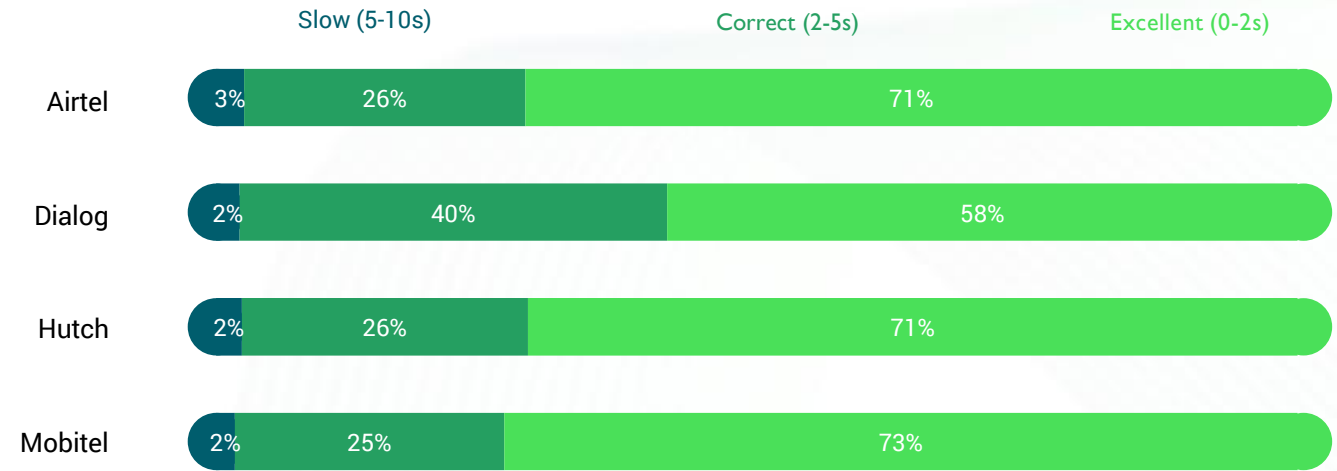
Streaming Performance rate (average)



Source : nperf.com

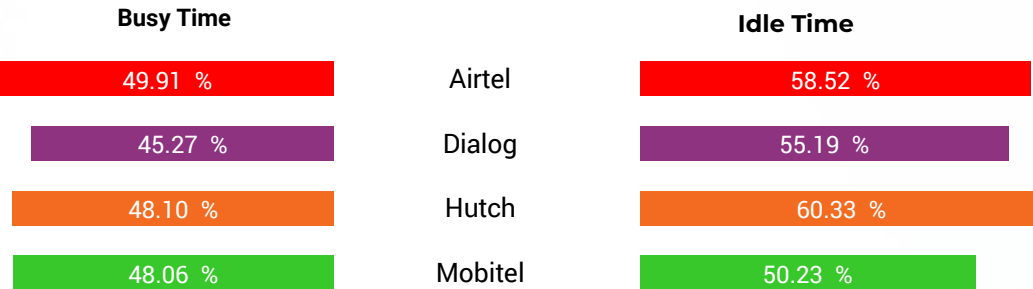
The subscribers of Airtel and Hutch enjoyed the best mobile Internet streaming performance in 2024.

Streaming Performance results ventilation (average)



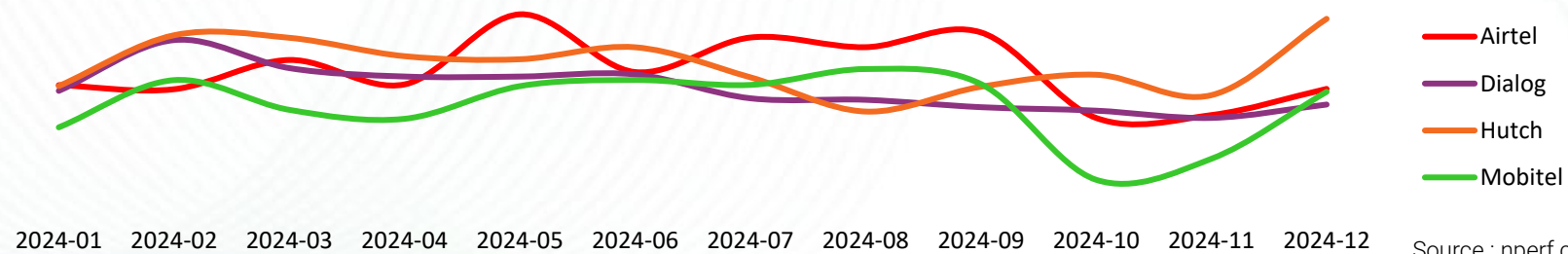
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

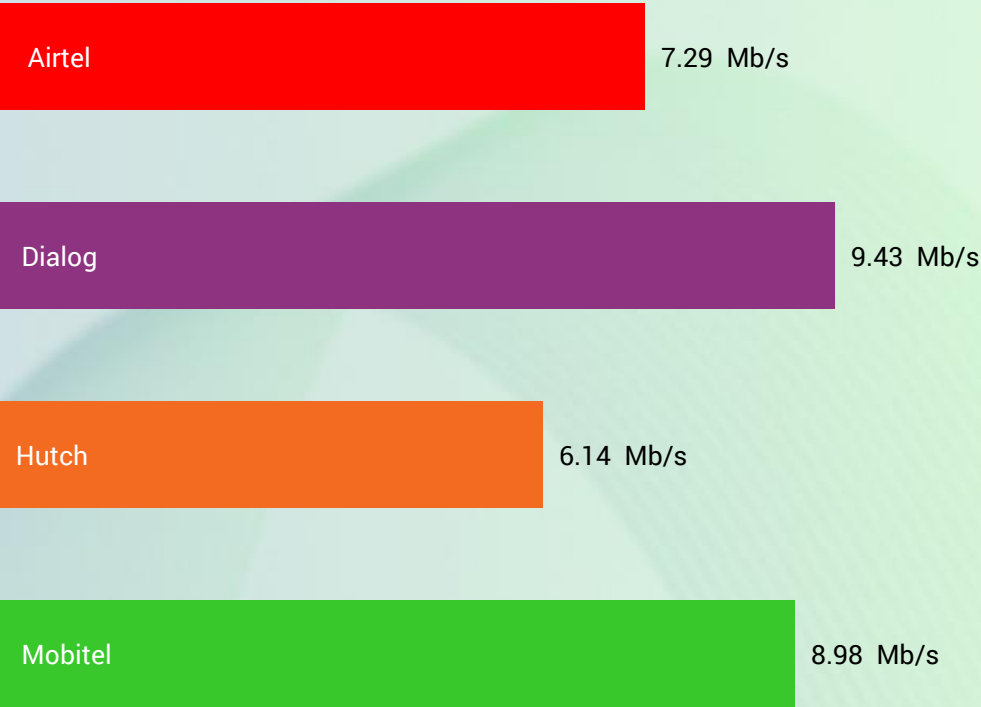
Streaming performance rate (average) evolution over the year



Source : nperf.com



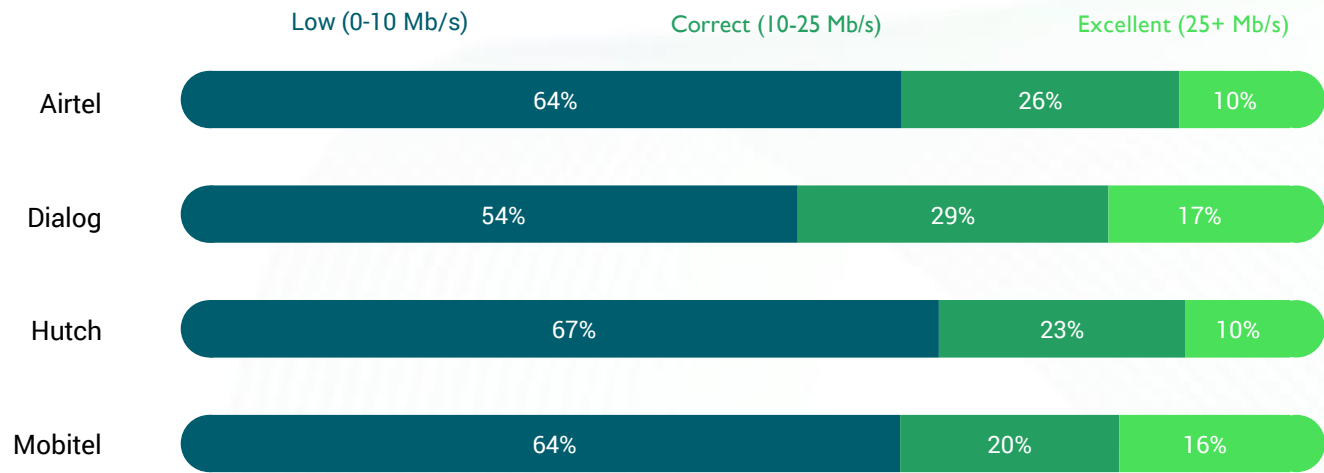
Download Speed (average)



Source : nperf.com

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

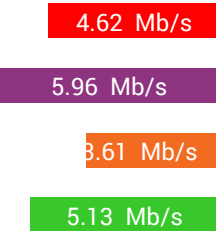
Download Speed results ventilation (average)



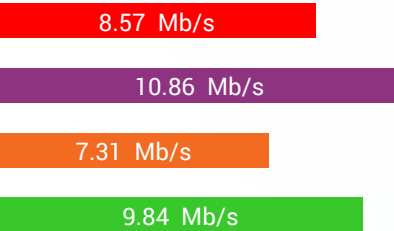
Source : nperf.com

Download Speed (average)

Busy Time

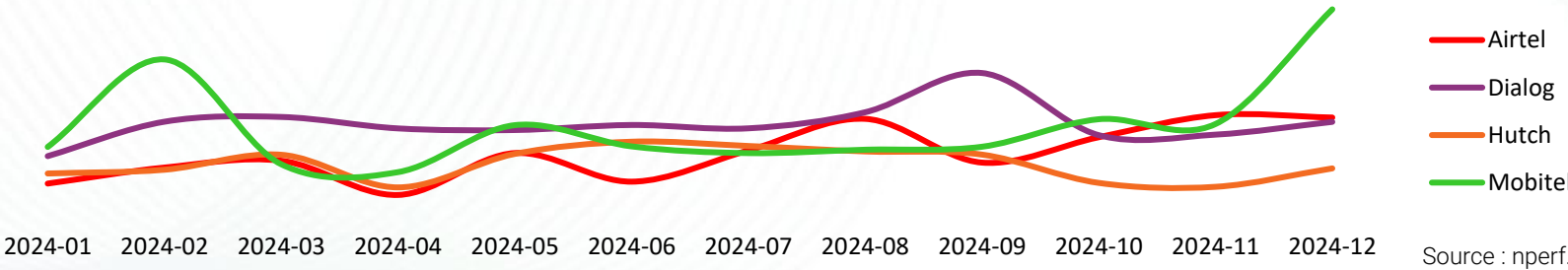


Idle Time



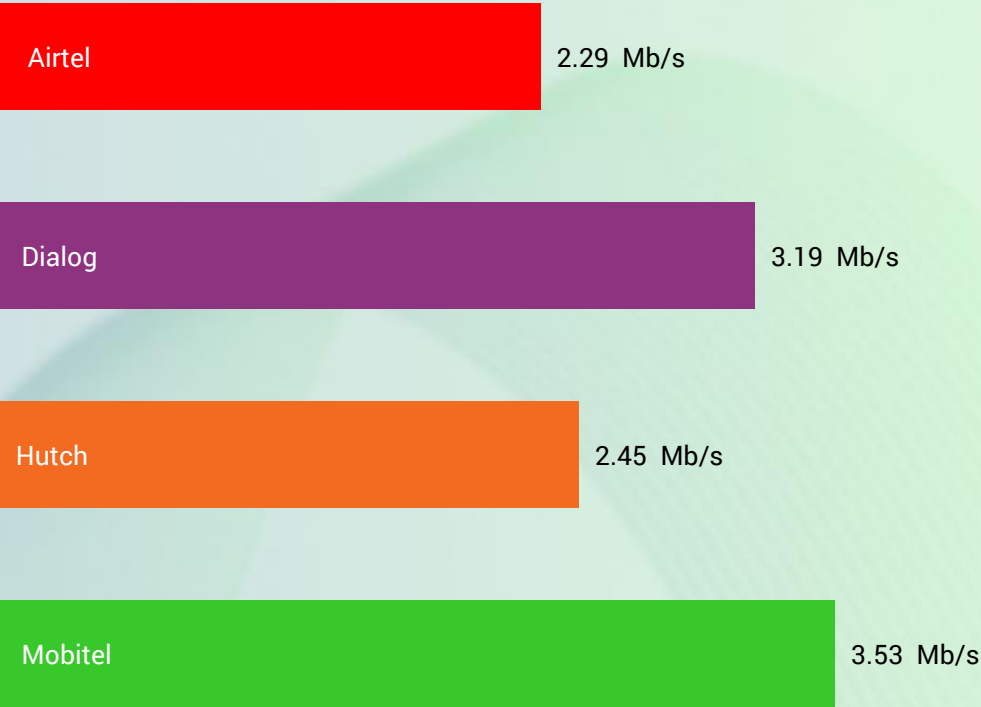
Source : nperf.com

Download Speed evolution over the year (average)





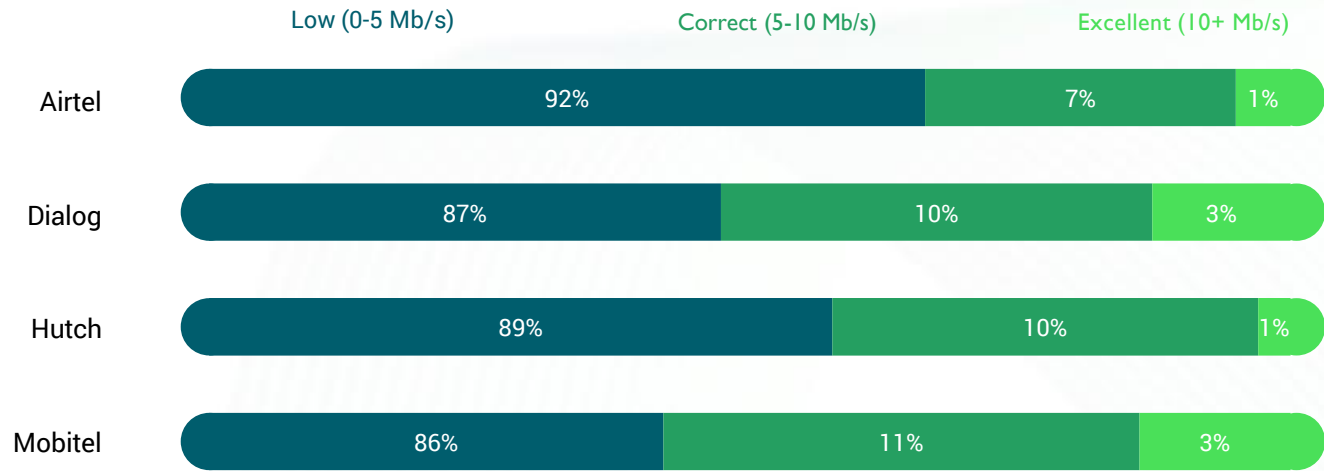
Upload Speed (average)



Source : nperf.com

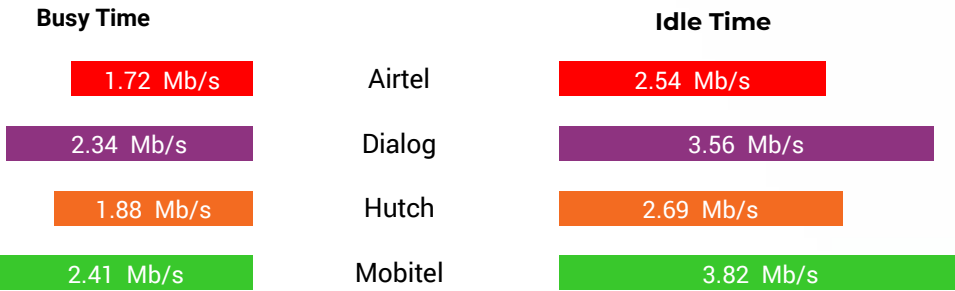
The subscribers of Mobitel enjoyed the best average mobile Internet upload speed in2024.

Upload Speed results ventilation (average)



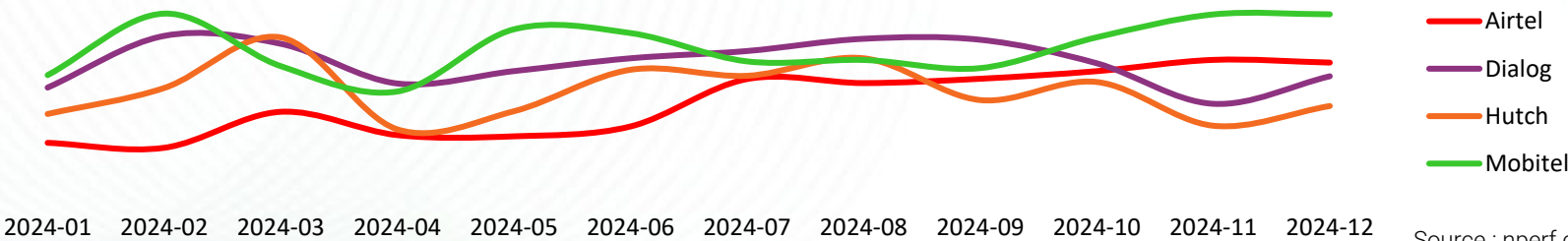
Source : nperf.com

Upload Speed (average)



Source : nperf.com

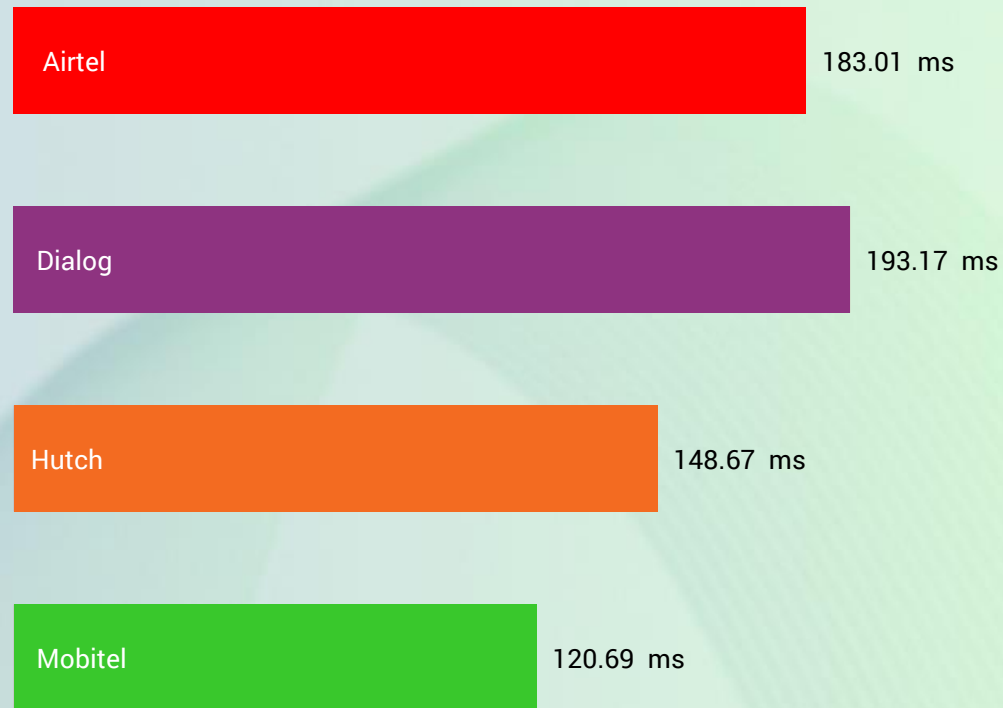
Upload Speed evolution over the year (average)



Source : nperf.com



Latency Speed (average)



Source : nperf.com

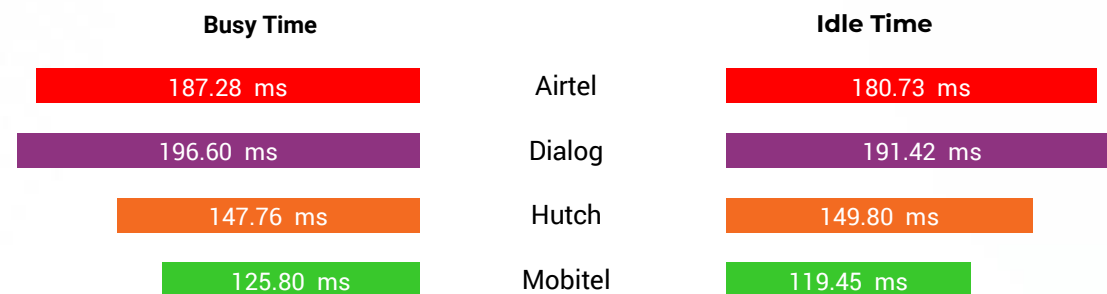
The subscribers of Mobitel enjoyed the best average mobile Internet latency speed in 2024.

Latency Speed results ventilation (average)



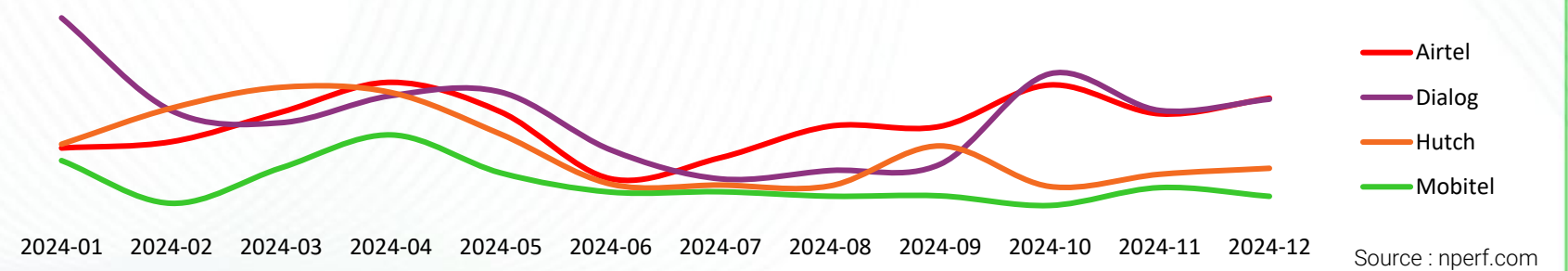
Source : nperf.com

Latency Speed (average)

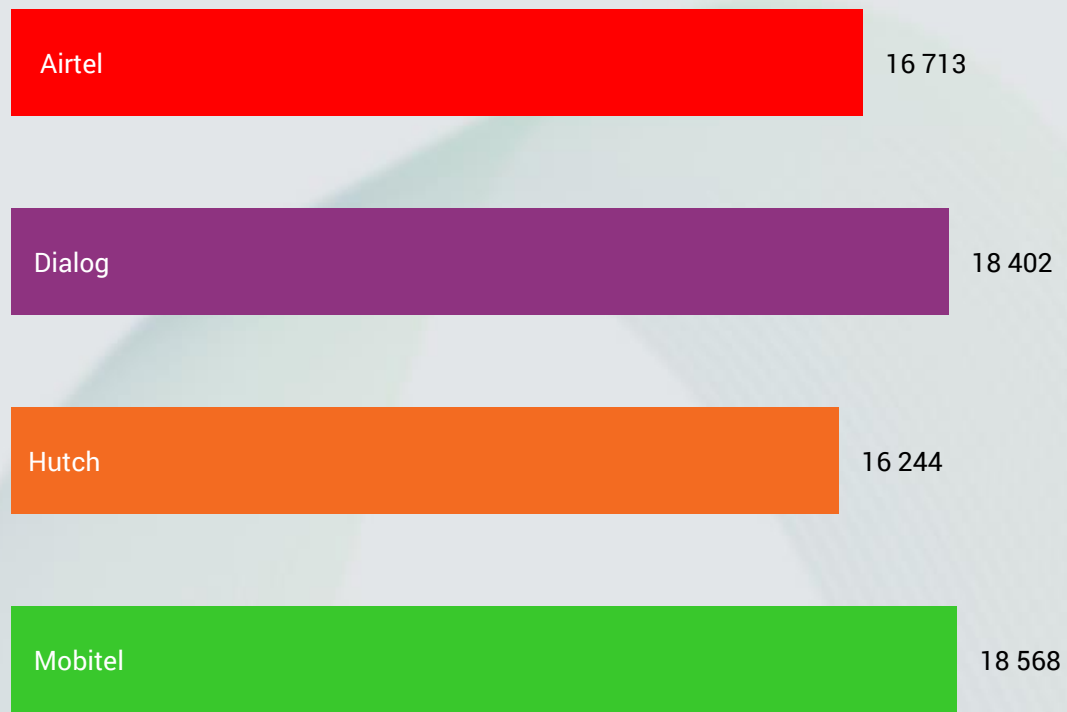


Source : nperf.com

Latency Speed evolution over the year (average)



nPerf Score (nPoints)

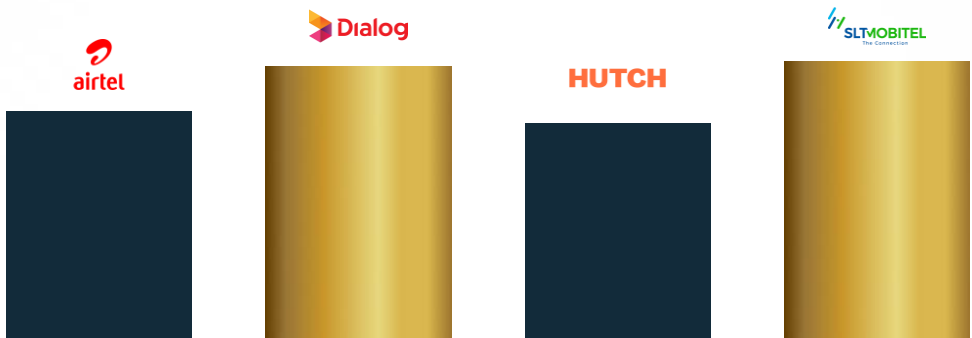


Source : nperf.com

The subscribers of Dialog and Mobitel enjoyed the best 4G Internet performances in 2024.

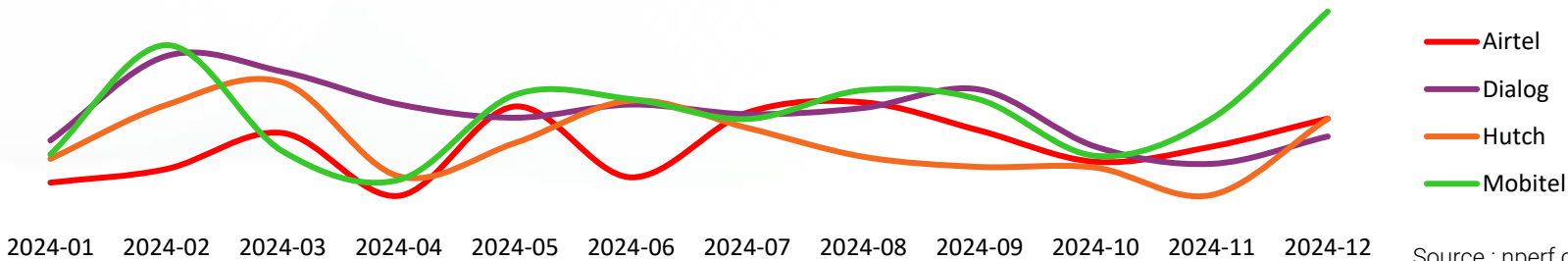
- Best performances 4G: Dialog and Mobitel
- Best web browsing performances 4G: Dialog
- Best video streaming performances 4G: Airtel and Hutch
- Fastest performances (Download) 4G: Dialog
- Fastest performances (Upload) 4G: Mobitel
- 4G connections with the lowest latency: Mobitel

Source : nperf.com



Source : nperf.com

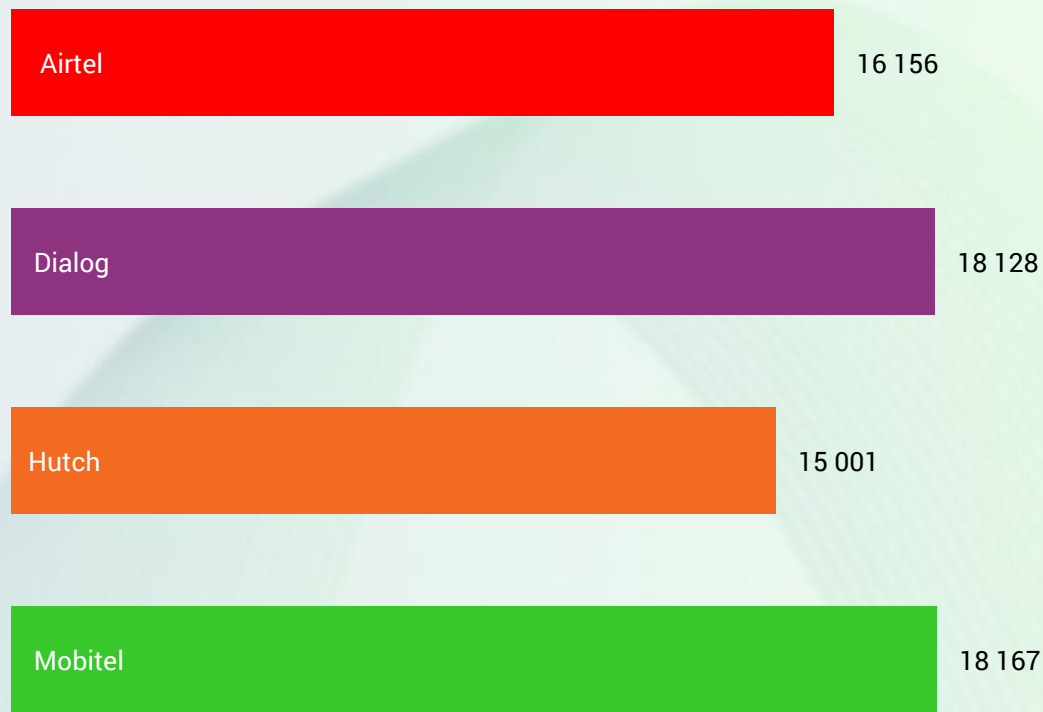
nPerf score evolution over the year (average)



Source : nperf.com



nPerf Score (nPoints)



Source : nperf.com

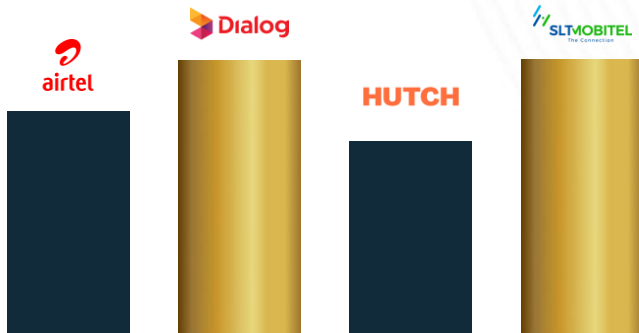
The subscribers of Dialog and Mobitel enjoyed the best mobile Internet performances in 2024.

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

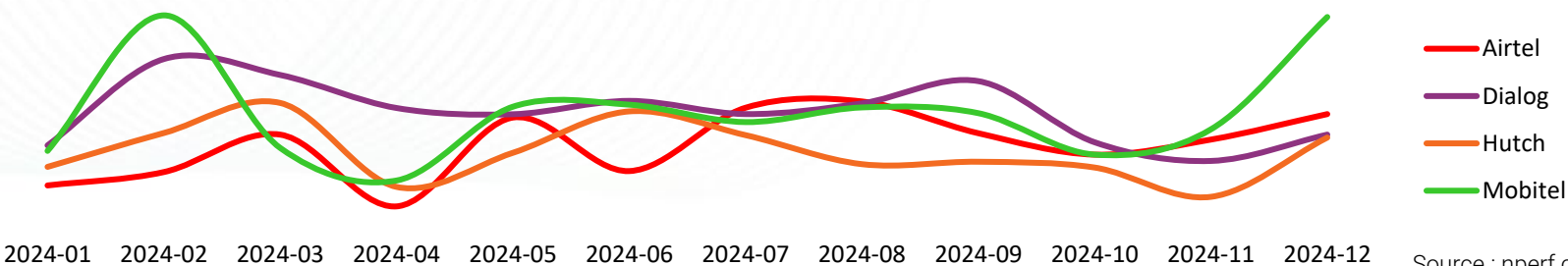


Best mobile Internet performance in 2024



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

The background features a series of thin, light-colored wavy lines that flow horizontally across the frame, creating a sense of motion and depth. These lines are more densely packed in some areas, creating a subtle gradient effect.

The logo consists of a stylized 'n' inside a square frame, followed by the word 'perf' in a lowercase, sans-serif font. The 'n' is formed by a thick white line that curves around the square's perimeter, with a small arrowhead pointing upwards at the top right corner. The word 'perf' is in a clean, modern, lowercase sans-serif typeface.