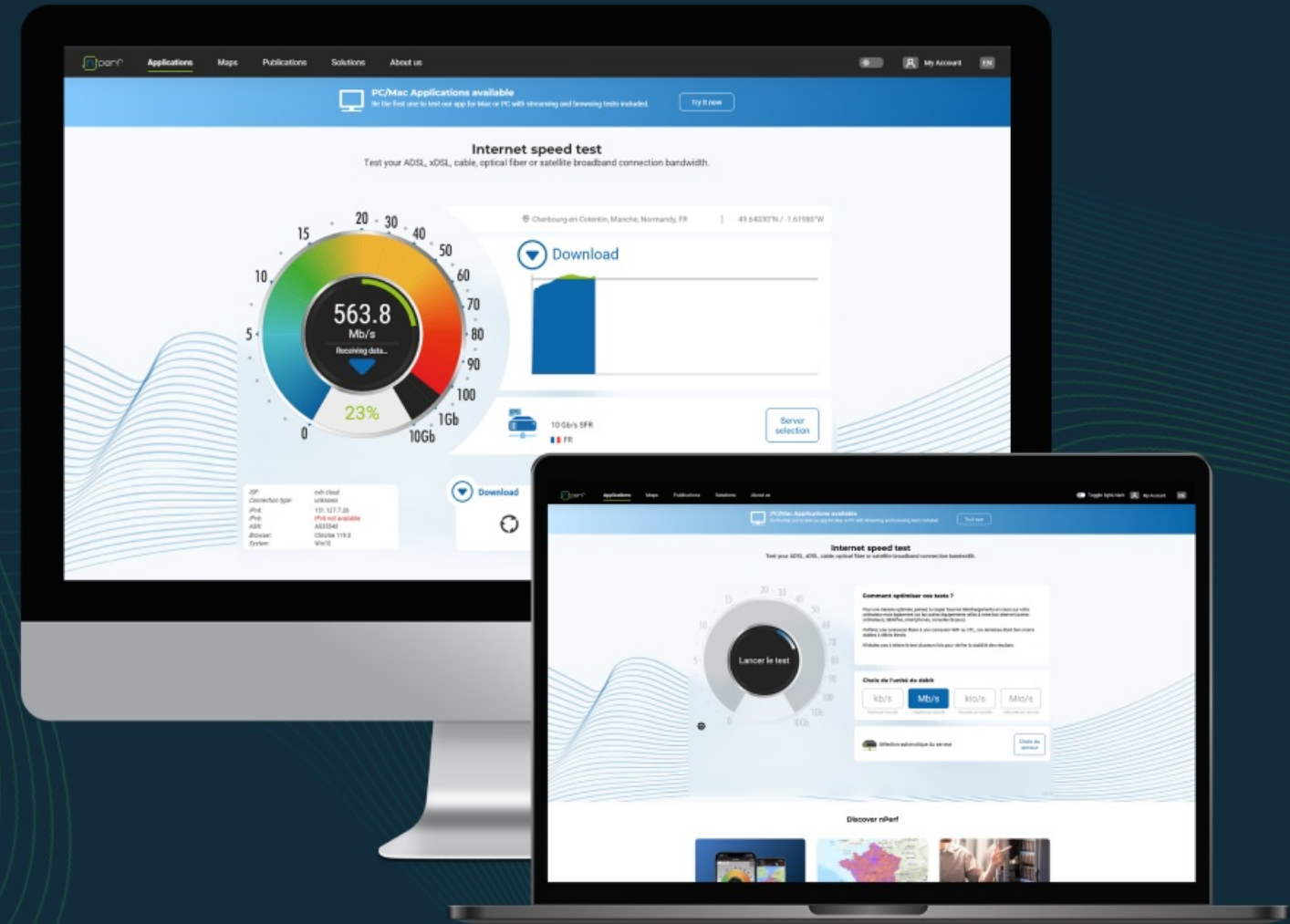January 29, 2024

Barometer of fixed Internet Connections in Luxembourg.

01/01/2023 - 31/12/2023

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!

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 Tango , Orange et POST enjoyed the best broadband performances in Luxembourg during 2023.

Fixed Internet connections in Luxembourg

	eltrona	Luxembourg Online	Orange	POST	Tango
▼ Download bitrates (Mb/s)	204.28	175.62	269.35	203.78	227.28
▲ Upload bitrates (Mb/s)	39.88	114.00	160.73	147.77	154.09
◀▶ Latency (ms)	13.08	20.27	24.02	19.20	18.46
⋔ nPerf Score (nPoints)	153 153	152 315	158 592	157 655	160 378

Source : nperf.com

Best fixed Internet performance in 2023

No.1 BROADBAND PERFORMANCE
nPerf AWARDS

Source : nperf.com

Source : nperf.com

Orange, POST et Tango : une course au sommet

Au Luxembourg, Orange, POST et Tango se partagent la position de leader avec des scores nPerf très proches. Orange excelle particulièrement en vitesse avec 269 Mbps en débit descendant et 161 Mbps en montant, mais sa latence de 24 ms, bien que compétitive, l'empêche de prendre une avance claire. POST et Tango, avec des scores respectifs de 157,655 et 160,378, se distinguent également par des performances élevées, notamment en débit montant où ils surpassent Orange.

Eltrona : une progression remarquable

Eltrona, initialement en quatrième position, a démontré une croissance impressionnante au fil de l'année, finissant en décembre sur le podium. Son score de 153,153 masque une évolution fulgurante, particulièrement en débit descendant où il atteint 204 Mbps. Cette performance est un indicateur clé de son potentiel à concurrencer les leaders.

Luxembourg Online :

Luxembourg Online maintient une présence stable sur le marché avec un score de 152,315. Bien qu'il n'atteigne pas les sommets de ses concurrents en termes de débit, sa performance reste solide, offrant une option fiable aux utilisateurs.

Conclusion

Le marché luxembourgeois de l'internet fixe est marqué par une compétition intense entre les principaux opérateurs. Orange, POST et Tango se livrent une bataille acharnée pour la suprématie, chacun avec ses forces et faiblesses. Eltrona, avec sa croissance notable, démontre qu'il est un concurrent sérieux à ne pas sous-estimer !

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.
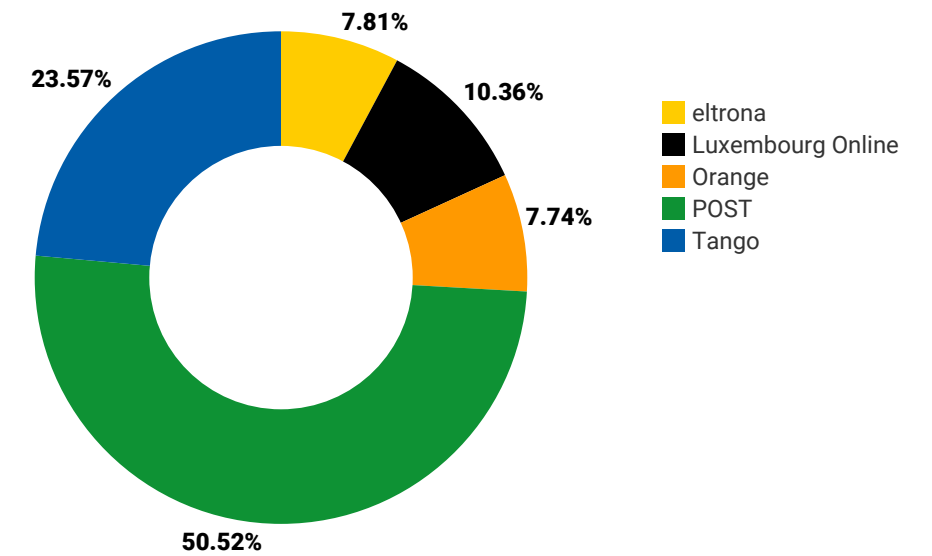
◀▶ **Latency (ping) :**

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.

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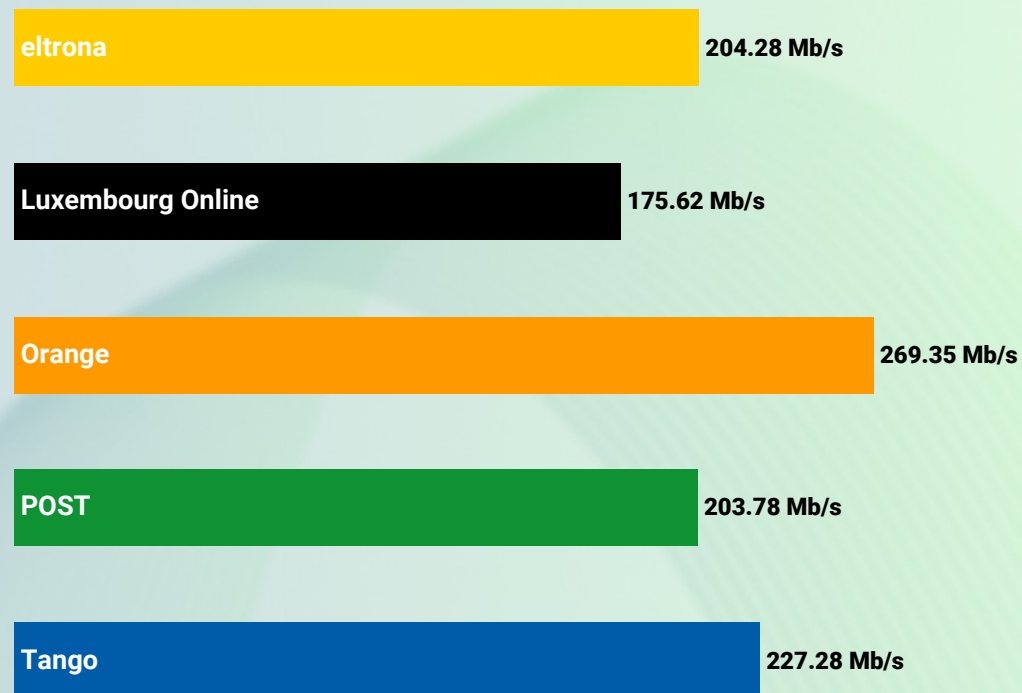
Overall distribution of the tests per provider (ISPs Share)

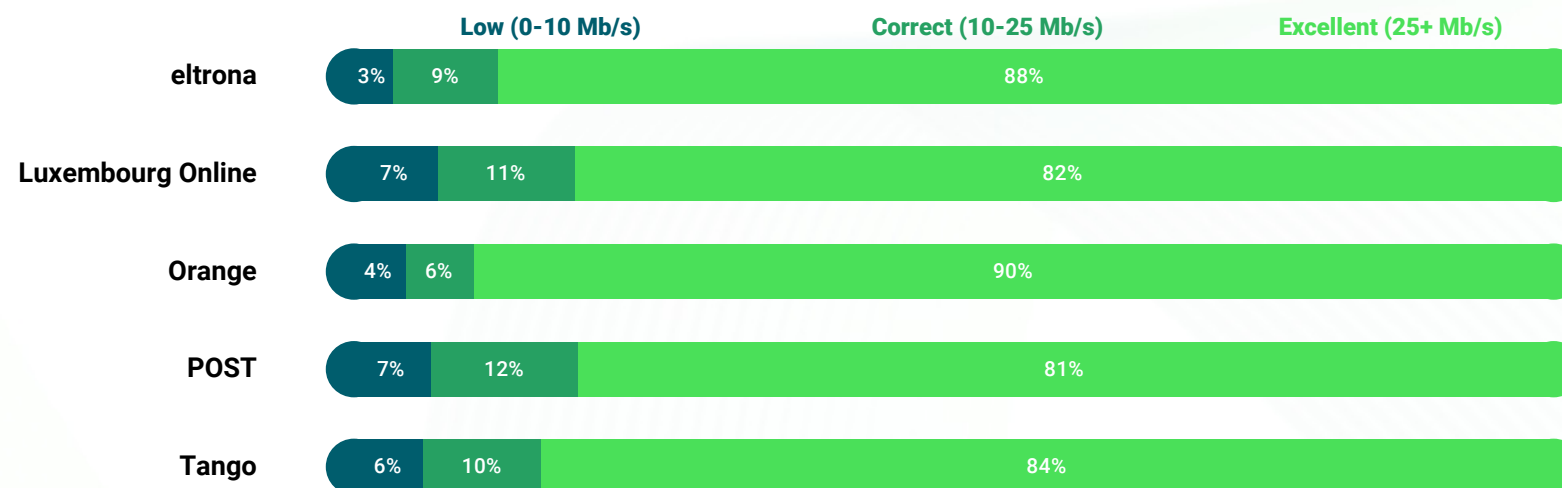|	
7.81%	eltrona
10.36%	Luxembourg Online
7.74%	Orange
50.52%	POST
23.57%	Tango

Source : nperf.com

Speed : Download

Download Speed (average)

- eltrona — **204.28 Mb/s**
- Luxembourg Online — **175.62 Mb/s**
- Orange — **269.35 Mb/s**
- POST — **203.78 Mb/s**
- Tango — **227.28 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)
eltrona	3%	9%	88%
Luxembourg Online	7%	11%	82%
Orange	4%	6%	90%
POST	7%	12%	81%
Tango	6%	10%	84%

Source : nperf.com

Download Speed (average)

Busy Time		Idle Time
210.39 Mb/s	eltrona	200.76 Mb/s
155.77 Mb/s	Luxembourg Online	184.67 Mb/s
260.09 Mb/s	Orange	274.37 Mb/s
159.96 Mb/s	POST	217.32 Mb/s
185.96 Mb/s	Tango	245.01 Mb/s

Source : nperf.com

Download Speed evolution over the year (average)

Legend: eltrona, Luxembourg Online, Orange, POST, Tango

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

Source : nperf.com

Upload Speed (average)

eltrona	39.88 Mb/s
Luxembourg Online	114.00 Mb/s
Orange	160.73 Mb/s
POST	147.77 Mb/s
Tango	154.09 Mb/s
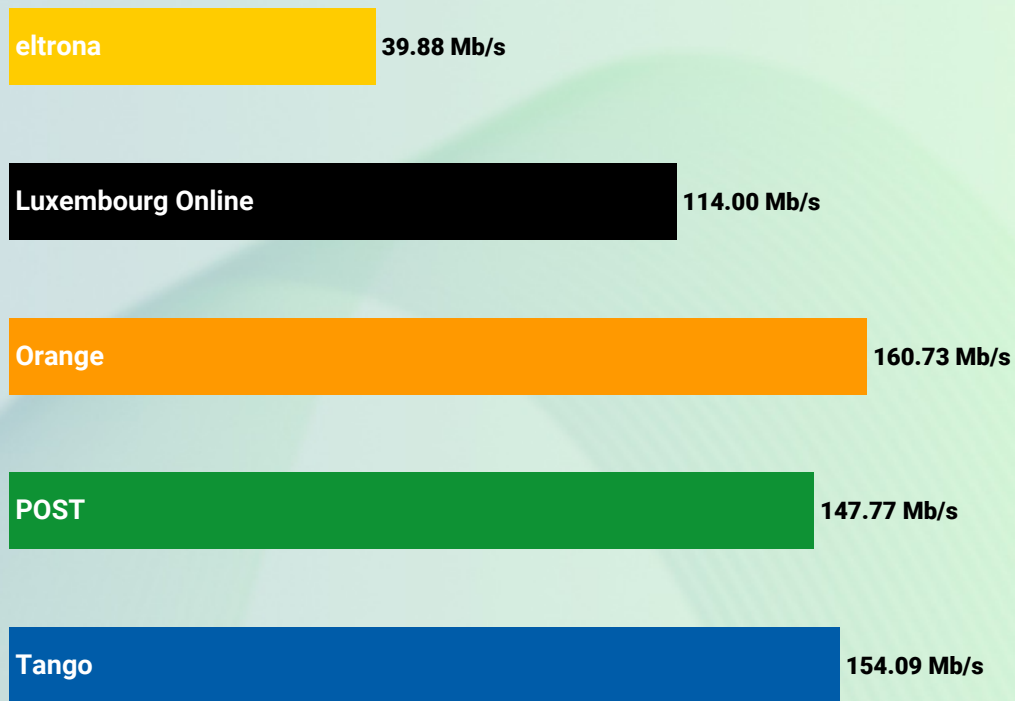
Source : nperf.com

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

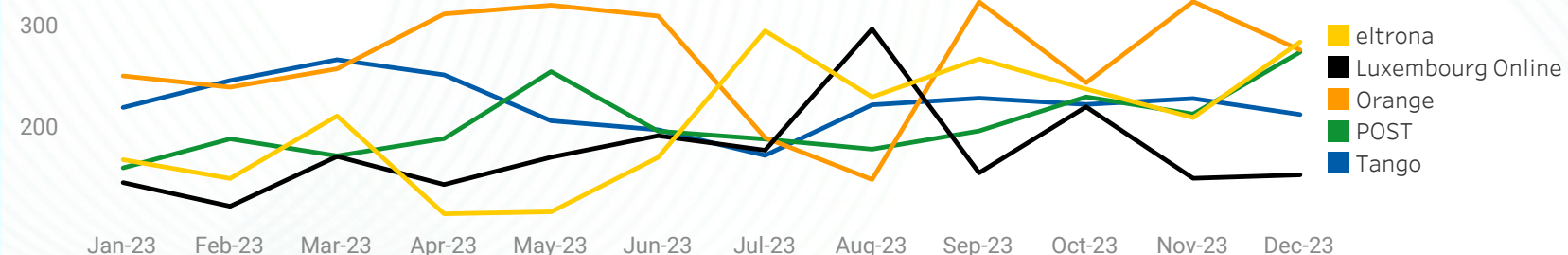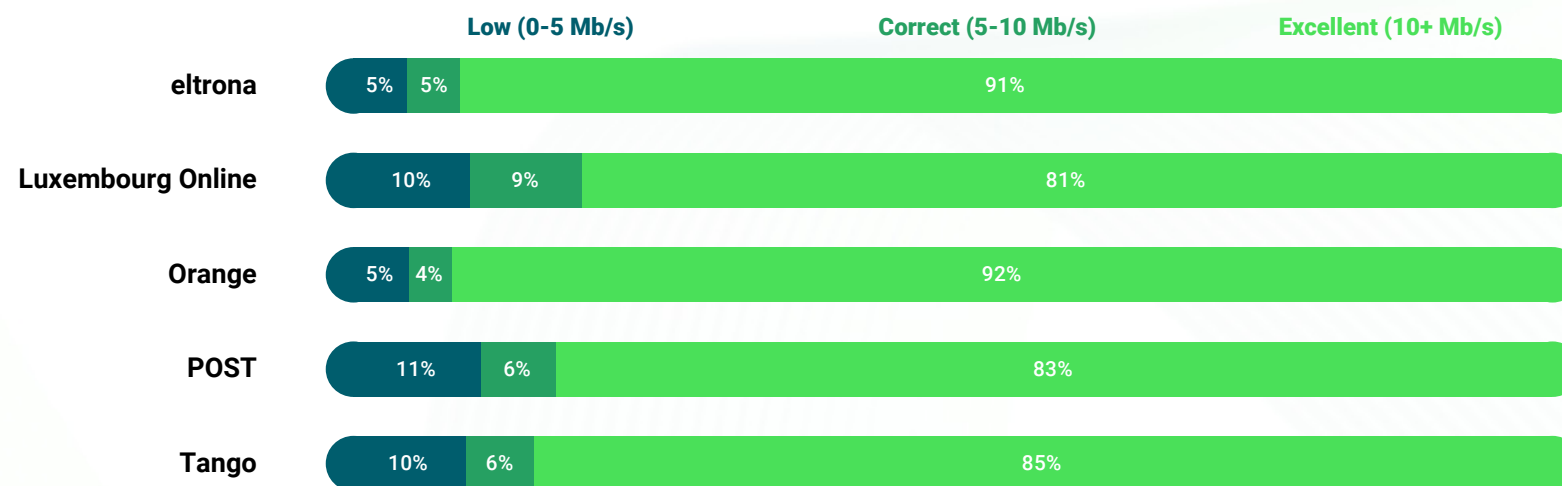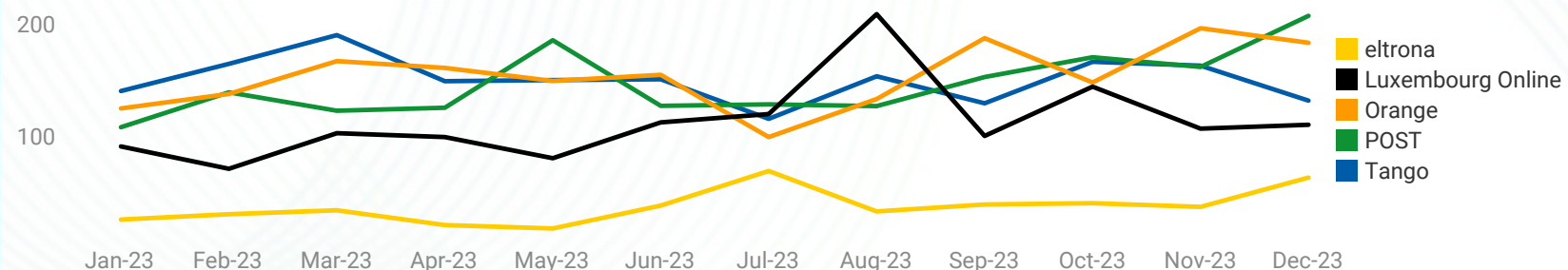## Upload Speed results ventilation (average)

	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
eltrona	5%	5%	91%
Luxembourg Online	10%	9%	81%
Orange	5%	4%	92%
POST	11%	6%	83%
Tango	10%	6%	85%

Source : nperf.com

Upload Speed (average)

	Busy Time	Idle Time
eltrona	37.37 Mb/s	41.33 Mb/s
Luxembourg Online	104.61 Mb/s	118.29 Mb/s
Orange	163.85 Mb/s	159.03 Mb/s
POST	108.11 Mb/s	160.02 Mb/s
Tango	130.64 Mb/s	164.14 Mb/s

Source : nperf.com

Upload Speed evolution over the year (average)

Legend: eltrona, Luxembourg Online, Orange, POST, Tango

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)

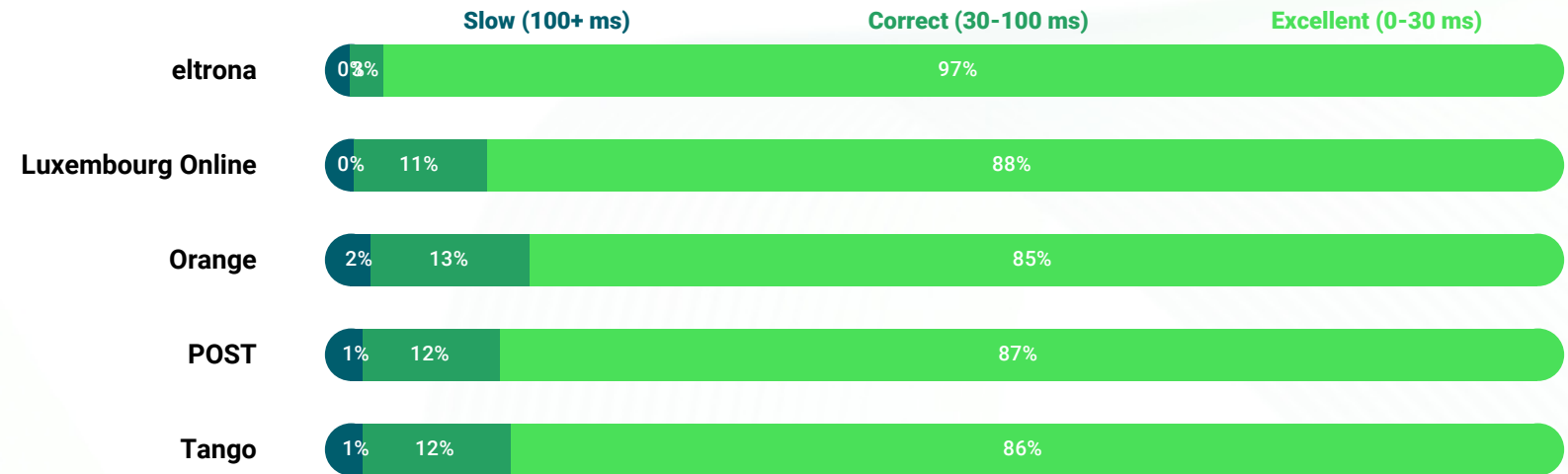|	
eltrona	13.08 ms
Luxembourg Online	20.27 ms
Orange	24.02 ms
POST	19.20 ms
Tango	18.46 ms
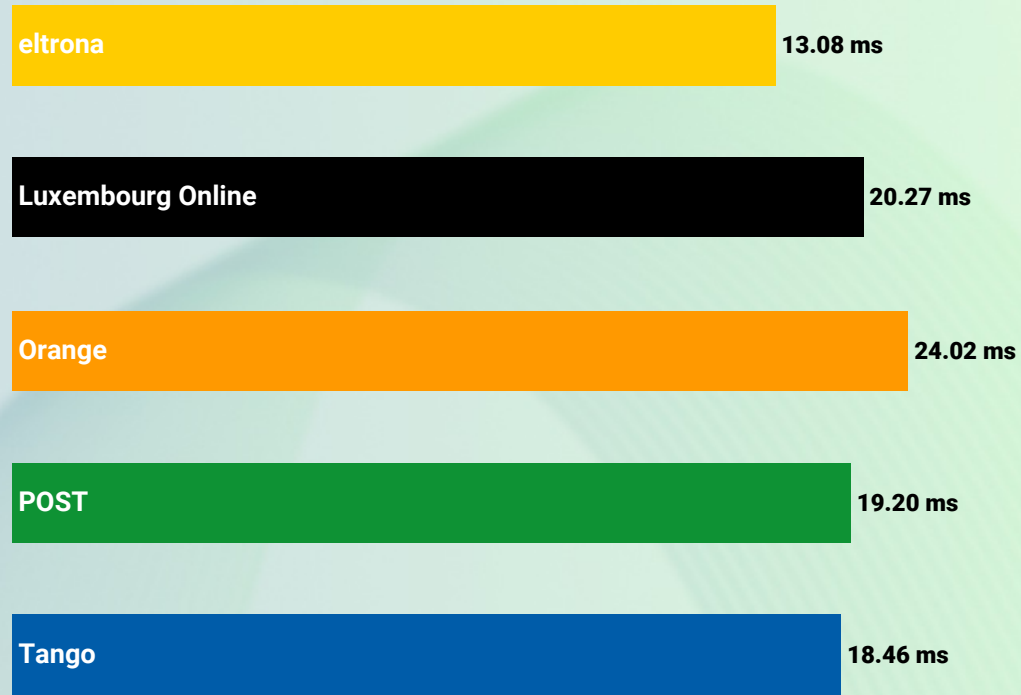
Source : nperf.com

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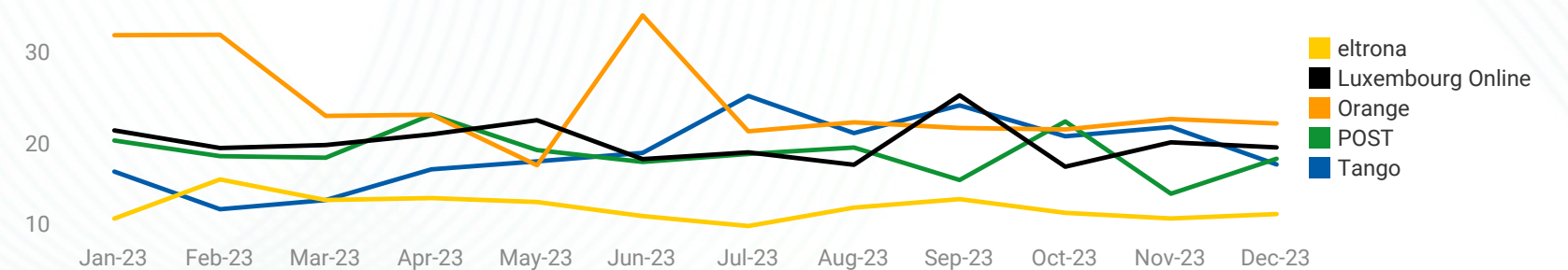
Latency Speed results ventilation (average)

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

	Slow	Correct	Excellent
eltrona	0%	3%	97%
Luxembourg Online	0%	11%	88%
Orange	2%	13%	85%
POST	1%	12%	87%
Tango	1%	12%	86%

Source : nperf.com

Latency Speed (average)

Busy Time		Idle Time
13.05 ms	eltrona	13.09 ms
21.90 ms	Luxembourg Online	19.52 ms
23.71 ms	Orange	24.19 ms
20.80 ms	POST	18.70 ms
18.60 ms	Tango	18.39 ms

Source : nperf.com

Average latency Speed evolution over the year
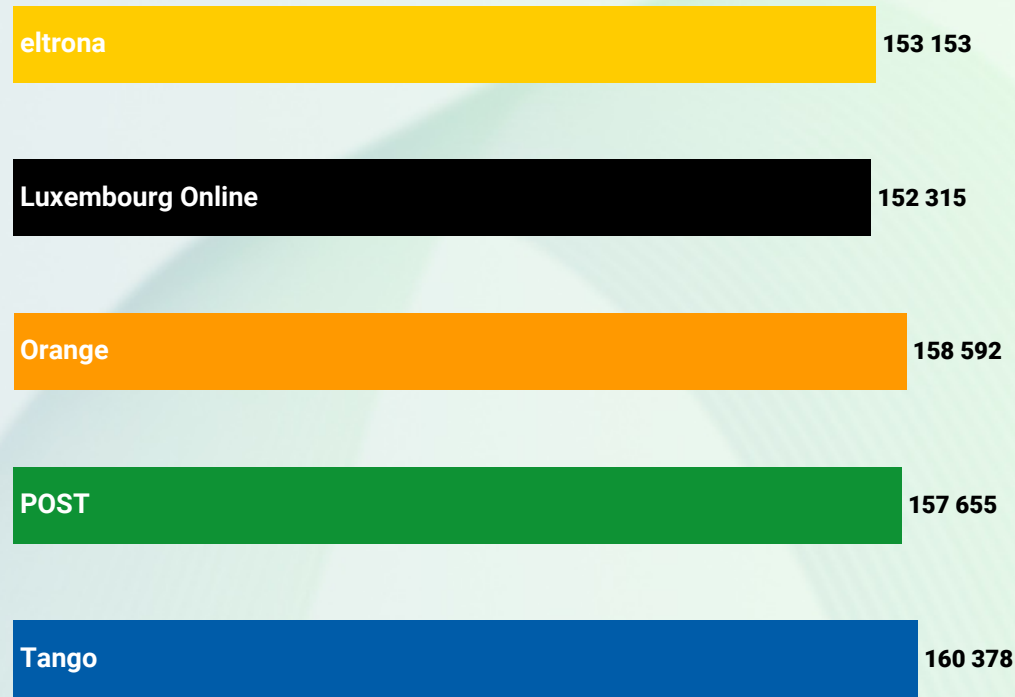
- eltrona
- Luxembourg Online
- Orange
- POST
- Tango

Source : nperf.com

Fixed Internet performance in Luxembourg

nPerf Score (nPoints)

Provider	Score
eltrona	153 153
Luxembourg Online	152 315
Orange	158 592
POST	157 655
Tango	160 378

Source : nperf.com

The subscribers of Tango , Orange et POST enjoyed the best broadband performances in Luxembourg during 2023.
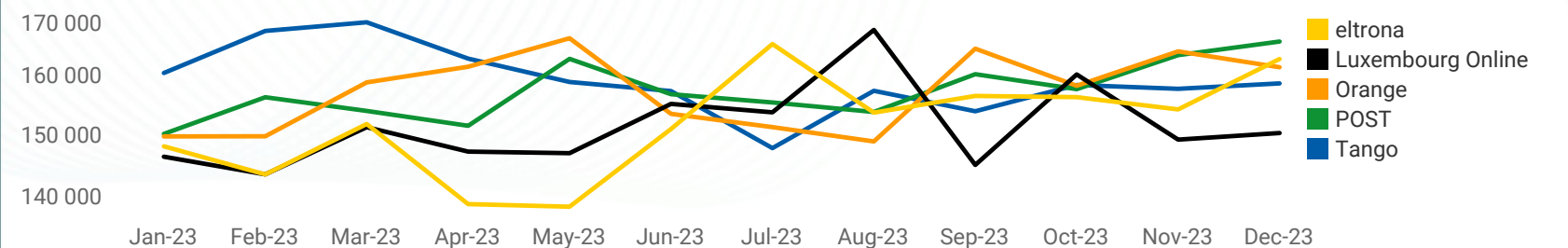
The nperf score takes into account the measured bitrates and the latency. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.

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)

- eltrona
- Luxembourg Online
- Orange
- POST
- Tango

Source : nperf.com

nperf

We qualify your connection