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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 Totalplay enjoyed the best broadband performances in Mexico during 2023.

Fixed Internet connections in Mexico

	Izzi	Megacable	Telmex	Totalplay
Download bitrates (Mb/s)	55.27	81.81	87.68	127.87
Upload bitrates (Mb/s)	18.74	41.66	54.20	63.99
Latency (ms)	64.45	20.53	46.16	20.92
nPerf Score (nPoints)	99 701	132 141	120 248	142 205

FTTH Fixed Internet connections in Mexico

	Megacable	Telmex	Totalplay
Download bitrates (Mb/s)	333.26	301.51	311.58
Upload bitrates (Mb/s)	262.97	216.50	222.84
Latency (ms)	15.17	34.55	14.65
nPerf Score (nPoints)	173 702	155 721	171 843

Best fixed Internet performance in 2023

No.1 BROADBAND PERFORMANCE — nperf AWARDS

Source : nperf.com

Source : nperf.com

Our analysis delves into the Internet Service Providers' performances based on critical metrics: download and upload bitrates, latency, and the comprehensive nPerf scores, which collectively paint a detailed picture of the user experience.

Totalplay confirms its leadership

In the total market segment, Totalplay leads with remarkable download and upload speeds of 127.87 Mb/s and 63.99 Mb/s, respectively, combined with a low latency of 20.92 ms. This exceptional performance is reflected in its top nPerf score of 142,205 points, highlighting Totalplay's superiority in providing high-quality broadband services.

Megacable: the strong competitor

Megacable follows as a strong competitor, offering solid download and upload speeds of 81.81 Mb/s and 41.66 Mb/s, respectively. With a latency of 20.53 ms, Megacable achieves a commendable nPerf score of 132,141 points, showcasing its competitive edge in the market.

Telmex: the consistent contender

Telmex presents itself as a consistent contender with download and upload speeds of 87.68 Mb/s and 54.2 Mb/s, respectively. Despite a higher latency of 46.16 ms, Telmex secures a robust nPerf score of 120,248 points, indicating reliable service delivery.

Izzi: potential for enhancement

Izzi, with download and upload speeds of 55.27 Mb/s and 18.74 Mb/s, respectively, and a higher latency of 64.45 ms, trails with an nPerf score of 99,701 points. This performance suggests room for improvement to elevate its competitive stance.

The FTTH segment: elevating broadband standards

The FTTH segment unveils the transformative potential of fiber technology in enhancing broadband services. Megacable outshines in this category with staggering download and upload speeds of 333.26 Mb/s and 262.97 Mb/s, respectively, complemented by a low latency of 15.17 ms, culminating in the highest FTTH nPerf score of 173,702 points.

Totalplay closely matches this performance in the FTTH arena, showcasing download and upload speeds of 311.58 Mb/s and 222.84 Mb/s, respectively, with an even lower latency of 14.65 ms. Its nPerf score of 171,843 points emphasizes the high-quality service that FTTH technology enables.

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.
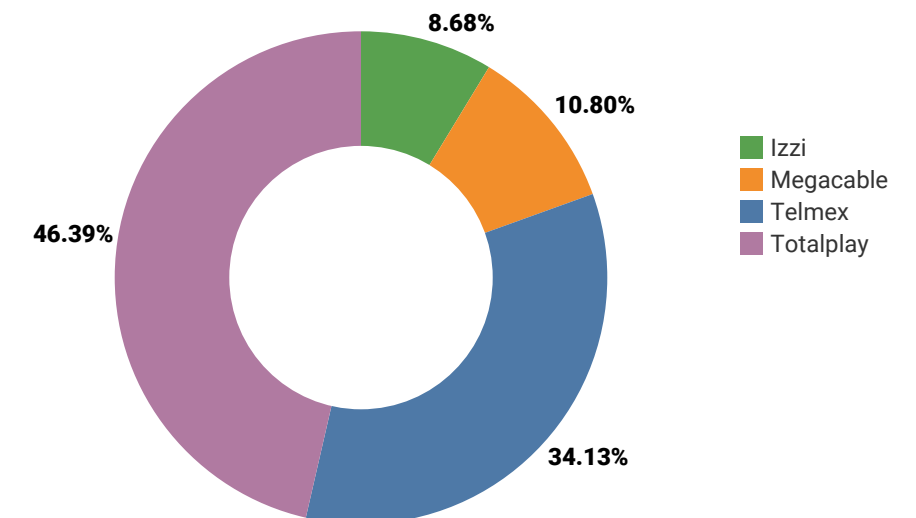
◀▶ Latency (ping) :

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 2 % 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.
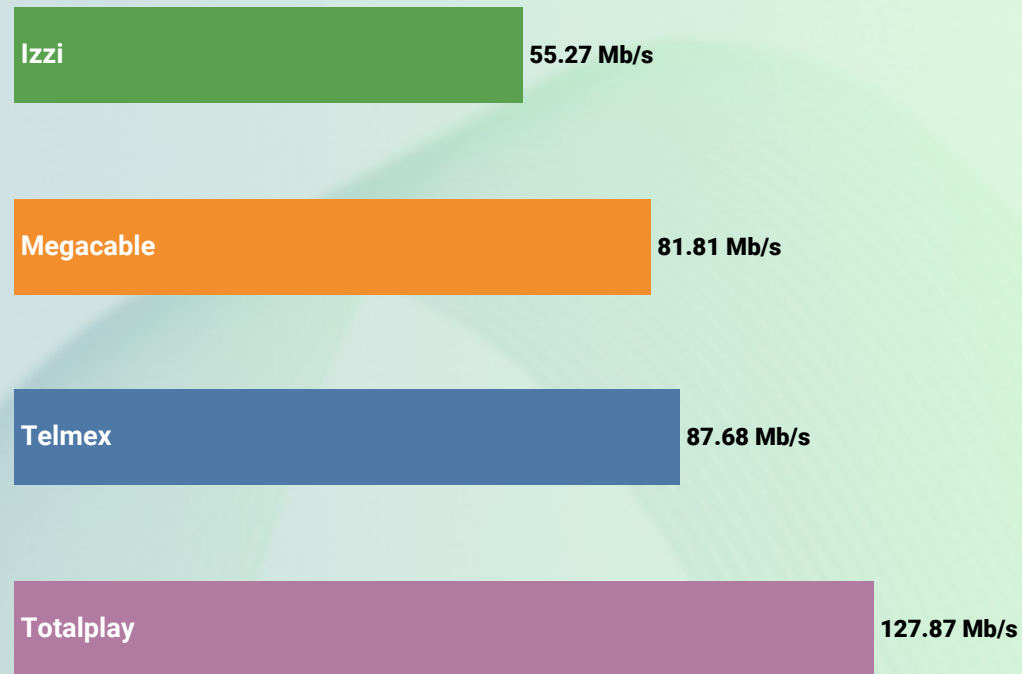
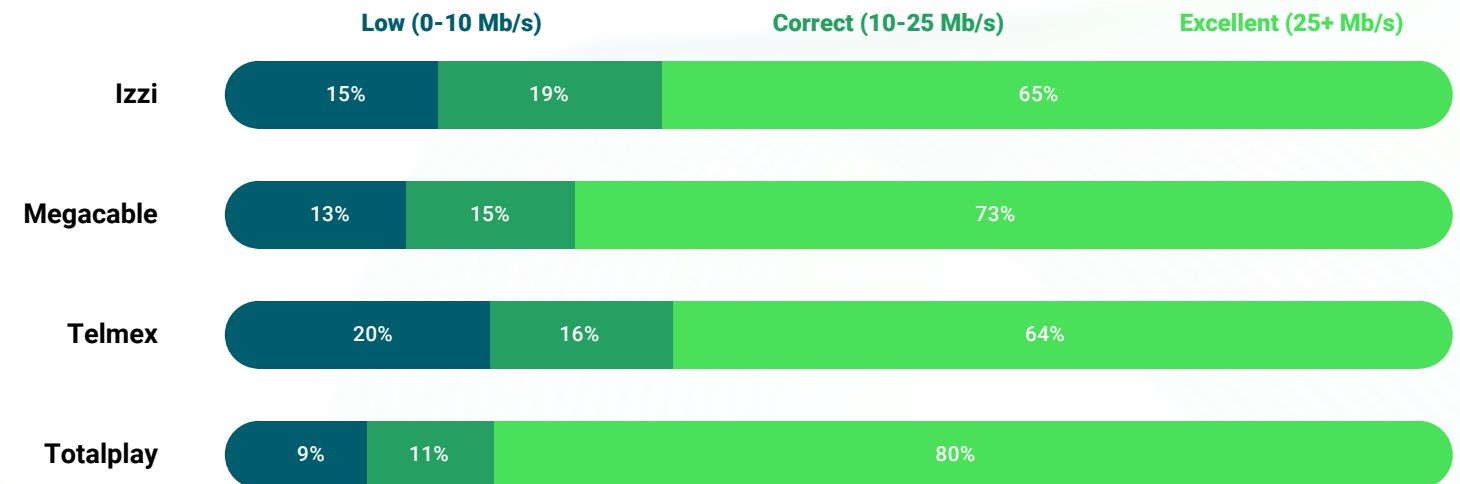**Overall distribution of the tests per provider (ISPs Share)**

- Izzi — 8.68%
- Megacable — 10.80%
- Telmex — 34.13%
- Totalplay — 46.39%

Source : nperf.com

Speed : Download

Download Speed (average)

Izzi	55.27 Mb/s
Megacable	81.81 Mb/s
Telmex	87.68 Mb/s
Totalplay	127.87 Mb/s

Source : nperf.com

The subscribers of Totalplay 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)**

	Low	Correct	Excellent
Izzi	15%	19%	65%
Megacable	13%	15%	73%
Telmex	20%	16%	64%
Totalplay	9%	11%	80%

Source : nperf.com

Download Speed (average)

	Busy Time		Idle Time
Izzi	48.58 Mb/s		58.59 Mb/s
Megacable	72.23 Mb/s		86.04 Mb/s
Telmex	74.81 Mb/s		92.38 Mb/s
Totalplay	116.84 Mb/s		131.48 Mb/s

Source : nperf.com

Download Speed evolution over the year (average)

Legend: Izzi, Megacable, Telmex, Totalplay

Source : nperf.com

Speed : Upload

Upload Speed (average)

Provider	Speed
Izzi	18.74 Mb/s
Megacable	41.66 Mb/s
Telmex	54.20 Mb/s
Totalplay	63.99 Mb/s
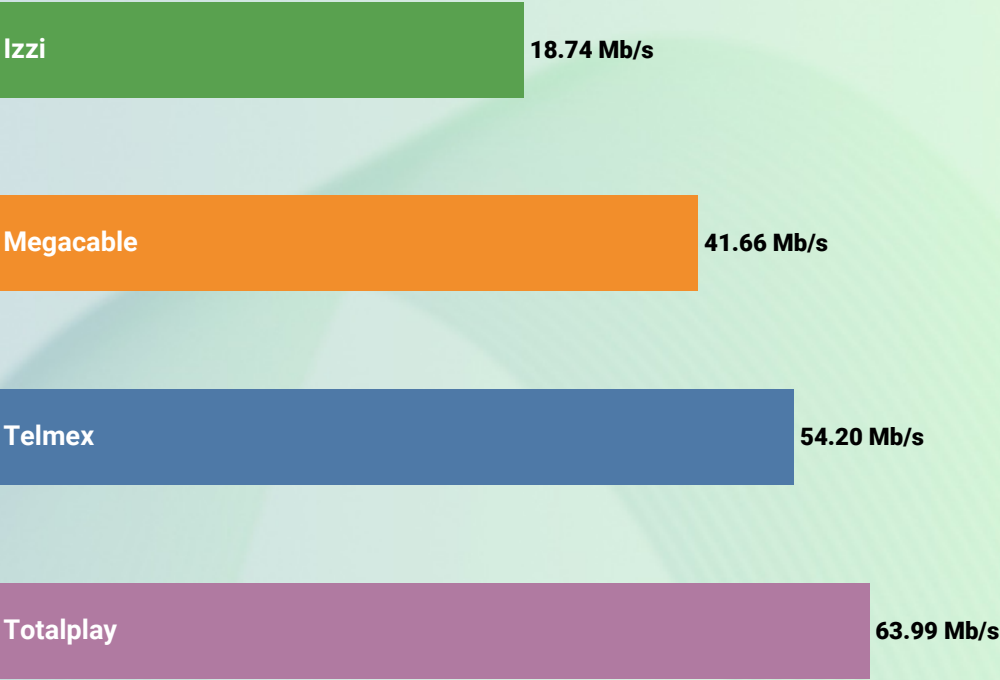
Source : nperf.com

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

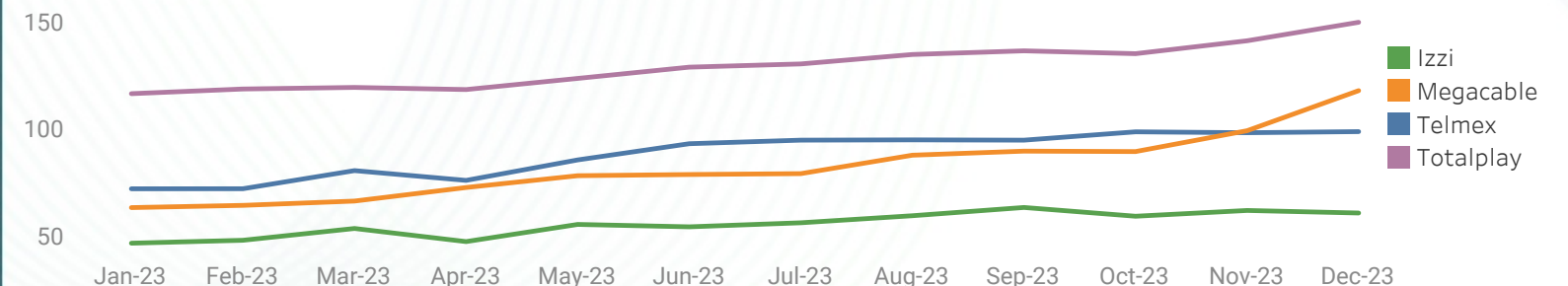## Upload Speed results ventilation (average)

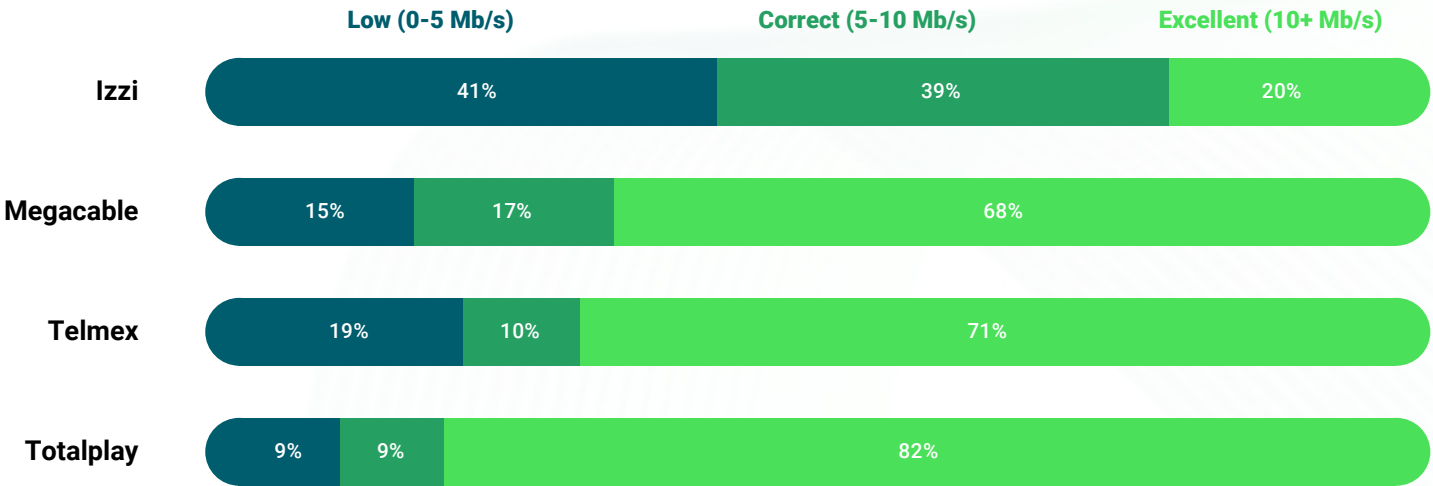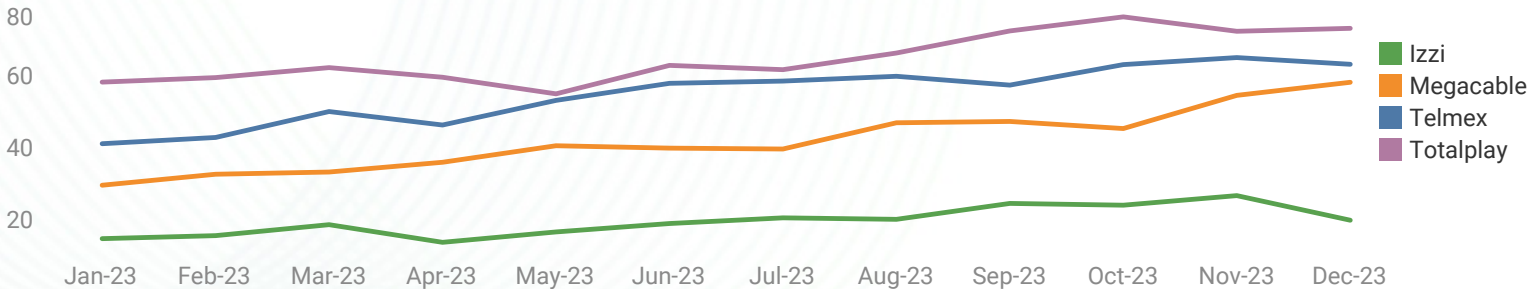|	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
Izzi	41%	39%	20%
Megacable	15%	17%	68%
Telmex	19%	10%	71%
Totalplay	9%	9%	82%

Source : nperf.com

Upload Speed (average)

	Busy Time		Idle Time
Izzi	12.93 Mb/s		21.63 Mb/s
Megacable	30.28 Mb/s		46.69 Mb/s
Telmex	44.95 Mb/s		57.58 Mb/s
Totalplay	48.55 Mb/s		69.04 Mb/s

Source : nperf.com

Upload Speed evolution over the year (average)
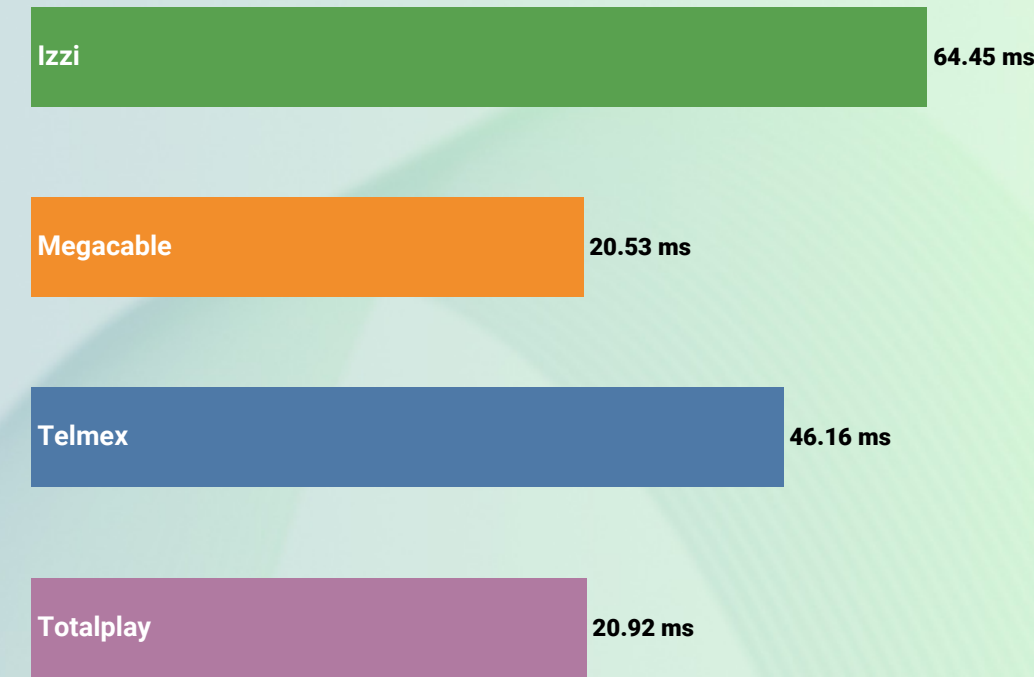
Legend: Izzi, Megacable, Telmex, Totalplay

Source : nperf.com

Latency Speed (average)

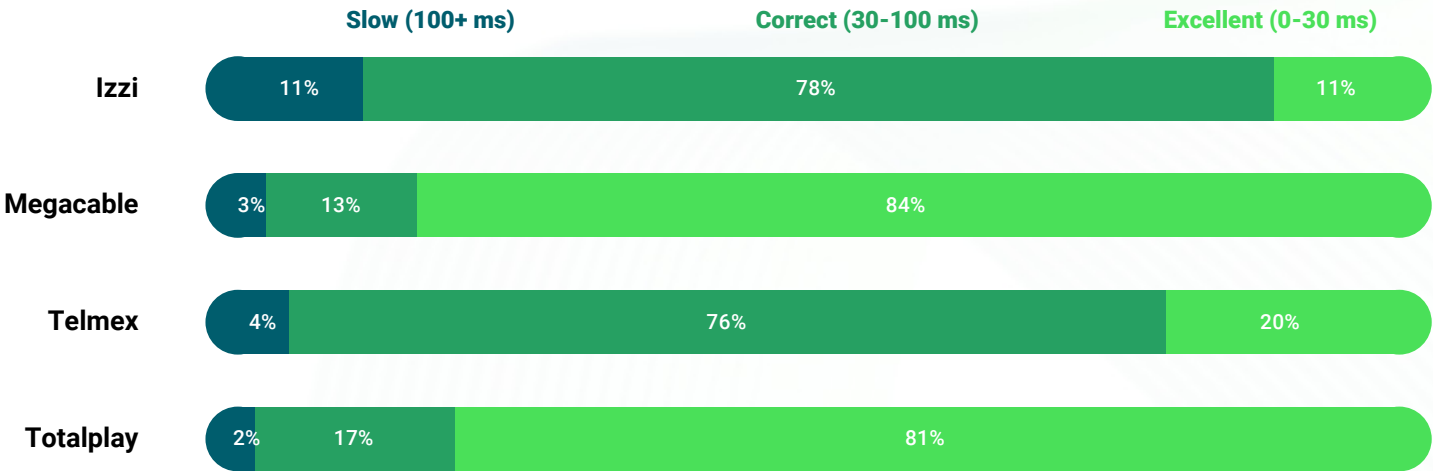| Provider	Latency
Izzi	64.45 ms
Megacable	20.53 ms
Telmex	46.16 ms
Totalplay	20.92 ms

Source : nperf.com

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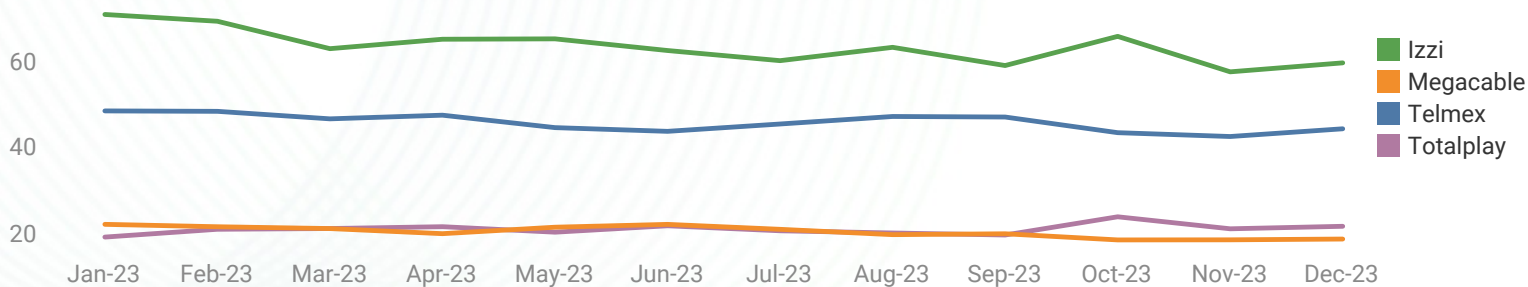
Latency Speed results ventilation (average)

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

Provider	Slow (100+ ms)	Correct (30-100 ms)	Excellent (0-30 ms)
Izzi	11%	78%	11%
Megacable	3%	13%	84%
Telmex	4%	76%	20%
Totalplay	2%	17%	81%

Source : nperf.com

Latency Speed (average)

	Busy Time		Idle Time
Izzi	67.44 ms		62.96 ms
Megacable	21.51 ms		20.09 ms
Telmex	48.95 ms		45.13 ms
Totalplay	21.92 ms		20.59 ms

Source : nperf.com

Average latency Speed evolution over the year

Legend: Izzi, Megacable, Telmex, Totalplay

Source : nperf.com

nPerf Score (nPoints)

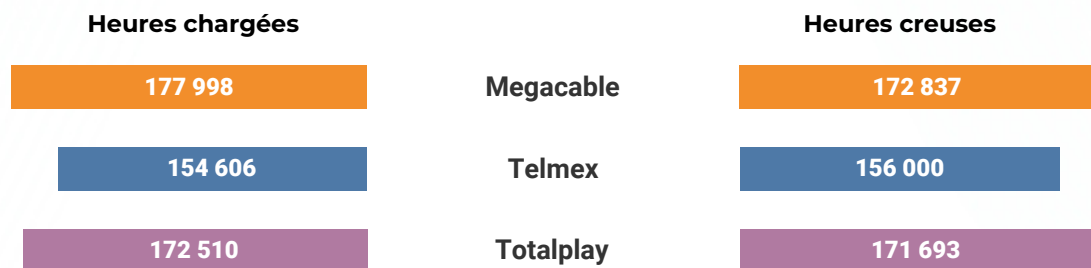|	
Megacable	173 702
Telmex	155 721
Totalplay	171 843

Source : nperf.com

The subscribers of Megacable and Totalplay enjoyed the best broadband performances in Mexico during 2023 on FTTH.

- Best FTTH Internet Performance : Megacable (173 702 nPoints) and Totalplay (171 843 nPoints)

- Best FTTH Download speed : Megacable (333.26 Mb/s)

- Best FTTH Upload speed : Megacable (262.97 Mb/s)

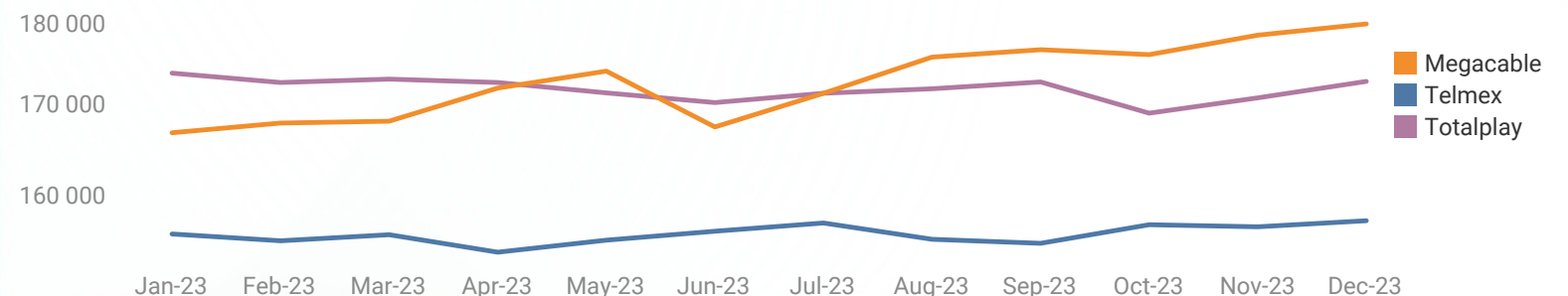- Best FTTH Latency speed : Totalplay (14.65 ms)
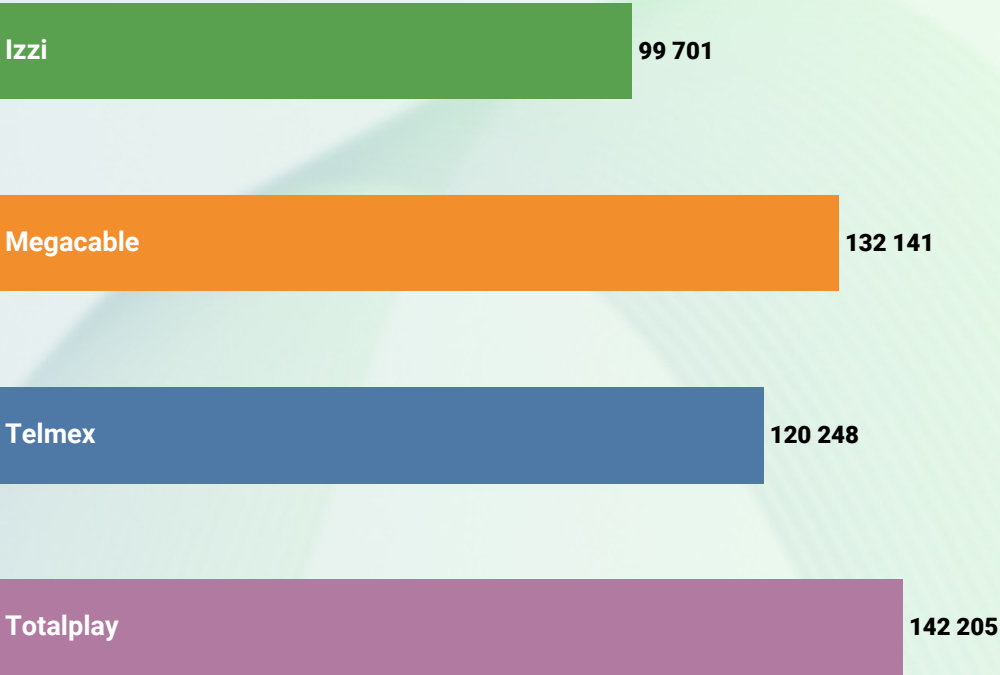
Source : nperf.com

nPerf Score (nPoints)

Heures chargées		Heures creuses
177 998	Megacable	172 837
154 606	Telmex	156 000
172 510	Totalplay	171 693

Source : nperf.com

nPerf score evolution over the year (average)

Megacable
Telmex
Totalplay

Source : nperf.com

Fixed Internet performance in Mexico

nPerf Score (nPoints)

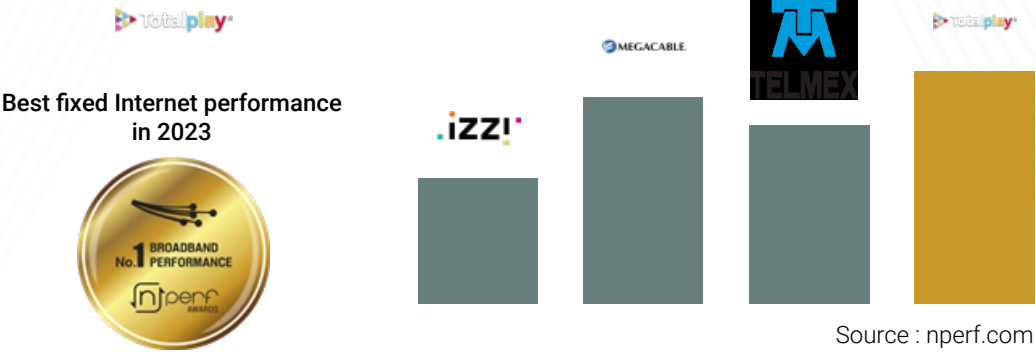| Provider	Score
Izzi	99 701
Megacable	132 141
Telmex	120 248
Totalplay	142 205

Source : nperf.com

The subscribers of Totalplay enjoyed the best broadband performances in Mexico 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.
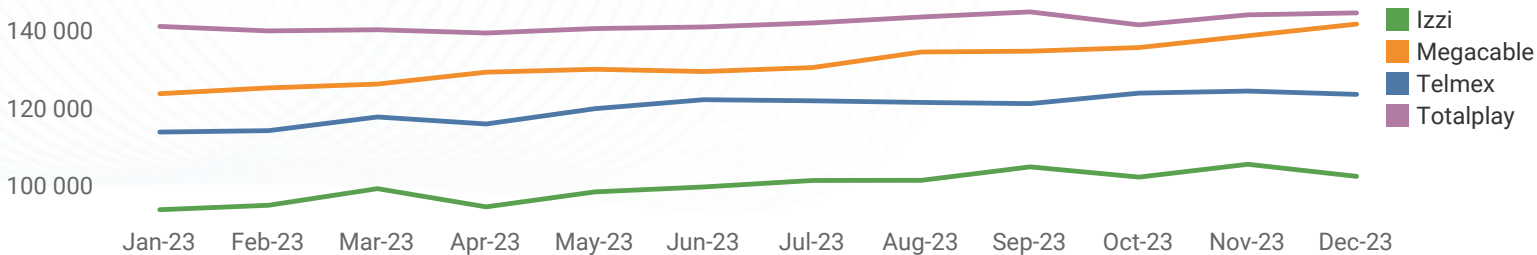
Thus, this score reflects the overall quality of the connection experienced by the user.

Source : nperf.com

Best fixed Internet performance in 2023

Source : nperf.com

nPerf score evolution over the year (average)

Source : nperf.com

nperf

We qualify your connection