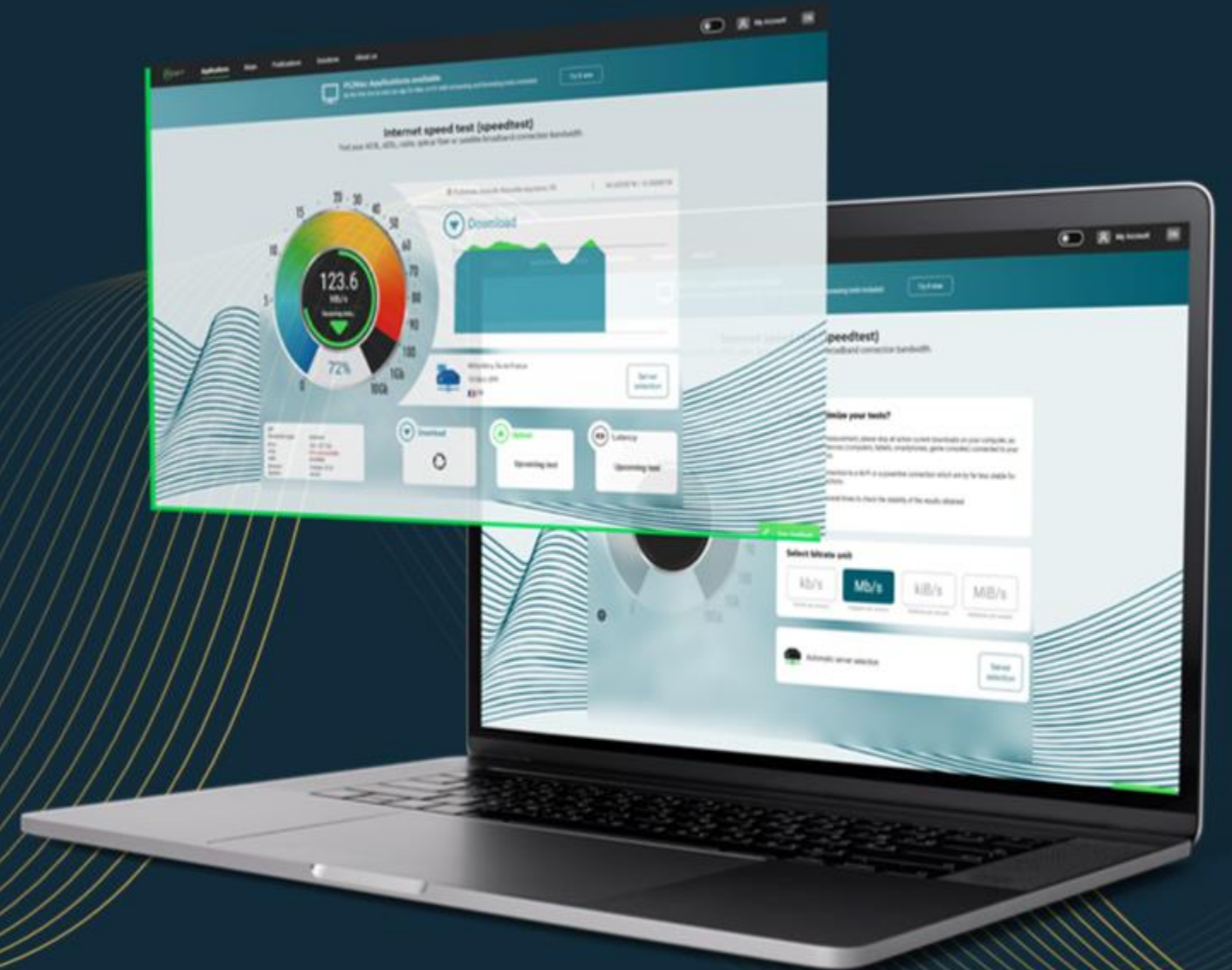


01/13/2025

Barometer of fixed Internet connections in Mexico

01/01/2024 - 12/31/2024



1

**Introducing
nPerf**

2

**Executive
summary**

3

Analysis

4

Methodology

5

**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.

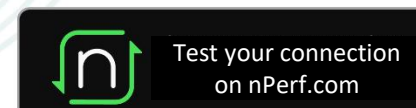
 **300k+** tests daily worldwide.

 **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 Totalplay enjoyed the best fixed Internet performances in 2024.

Fixed Internet connections in Mexico

	Izzi	Megacable	Telmex	Totalplay
▼ Download bitrates (Mb/s)	67,13	111,81	95,44	167,11
▲ Upload bitrates (Mb/s)	24,85	60,55	77,93	75,93
◀▶ Latency (ms)	63,45	17,35	45,15	18,26
🌐 Web browsing (%)	70,54	70,31	71,26	73,20
📺 Youtube streaming (%)	83,39	82,73	83,92	85,89
📊 nPerf Score (nPoints)	80 953	109 341	96 839	119 436

Source : nperf.com



Best fixed Internet performance
in 2024









Source : nperf.com



Source : nperf.com

The subscribers of Totalplay enjoyed the best FTTH Internet performances in Mexico in 2024.







FTTH Fixed Internet connections in Mexico

	Izzi	Megacable	Telmex	Totalplay
 Download bitrates (Mb/s)	242,40	326,01	273,65	365,40
 Upload bitrates (Mb/s)	244,06	232,12	228,48	222,72
 Latency (ms)	47,62	11,46	36,24	13,37
 Web browsing (%)	77,90	77,68	80,64	80,26
 Youtube streaming (%)	88,74	86,85	91,53	89,86
 nPerf Score (nPoints)	122 961	144 677	132 333	149 330

Source : nperf.com

The subscribers of Totalplay enjoyed the best WIFI Internet performances in Mexico in 2024.

Fixed Internet connections in Mexico

	Izzi	Megacable	Telmex	Totalplay
 Download bitrates (Mb/s)	53,32	88,84	65,84	128,10
 Upload bitrates (Mb/s)	15,25	46,30	53,06	45,36
 Latency (ms)	65,50	16,58	48,23	17,81
 Web browsing (%)	70,99	70,76	71,62	73,63
 Youtube streaming (%)	83,85	83,19	84,37	86,21
 nPerf Score (nPoints)	75 342	106 139	89 583	113 750

Source : nperf.com

Introduction

In 2024, the fixed-line market in Mexico has shown significant developments. Totalplay emerges as the consistent leader, maintaining its position from the previous year. The market has witnessed notable improvements in various KPIs, with Totalplay excelling in download, browsing, and maintaining its global leadership. Telmex, however, has taken the lead in upload speed, marking a shift in the dynamics. The focus on technologies like WiFi and FTTH remains strong, with Totalplay leading in both areas. The market trends indicate a positive trajectory, highlighting the robust performance and competitiveness among operators.

Megacable: Leader in latency.

Megacable stands out as the leader for the analyzed period, achieving a remarkable global score. The operator continues to lead in latency, offering some of the best response times in the market. Megacable's strength in latency solidifies its position as a top performer in the fixed-line sector. The operator's focus on delivering high-quality services is evident in its consistent leadership.

Totalplay: Leader of the market with Excellence in download speed, browsing, and video streaming.

Totalplay showcases exceptional performance in download speed and browsing, making it a dominant force in these categories. With a leading position in video streaming, Totalplay ensures a seamless user experience. The operator also excels in WiFi and FTTH, reinforcing its pioneering role in these focus areas. Totalplay's significant improvement in download speed reflects its commitment to enhancing

connectivity for users.

Telmex: Excellence in upload speed.

Telmex has achieved excellence in upload speed, demonstrating its capability to cater to users who require high upload speeds. The operator's efforts in improving its services have led to this leadership position. Telmex's contribution to the market is significant, providing reliable connectivity options for users.

Izzi: Notable improvements in market presence.

Izzi has made notable strides in improving its market presence, with a significant enhancement in its overall score. The operator's focus on continuous improvement is evident in its performance metrics, contributing positively to the competitive landscape.

Conclusion

Megacable, Totalplay, and Telmex lead the market with their strong performances across various categories. Totalplay continues to dominate in download speed, browsing, and video streaming, while Telmex excels in upload speed. Megacable leads in latency, showcasing the diversity and strength of operators in the market. The positive market trends and competitive spirit among operators bode well for the future, ensuring continued advancements in connectivity and service quality.

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

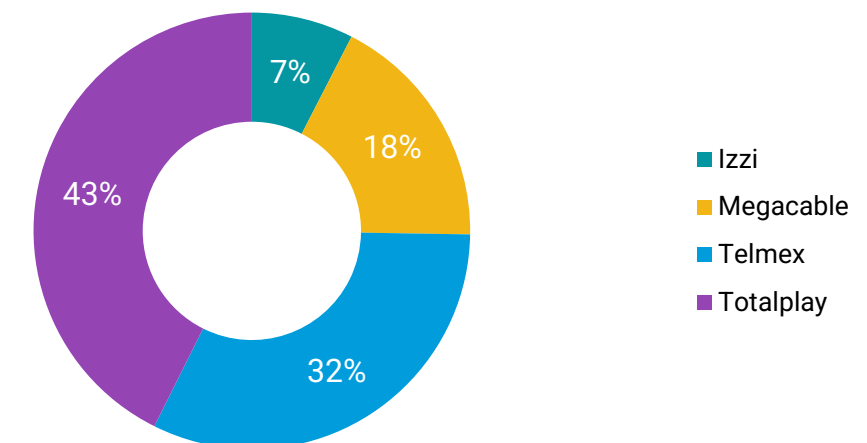
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the perceived quality by the user.

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 1% 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



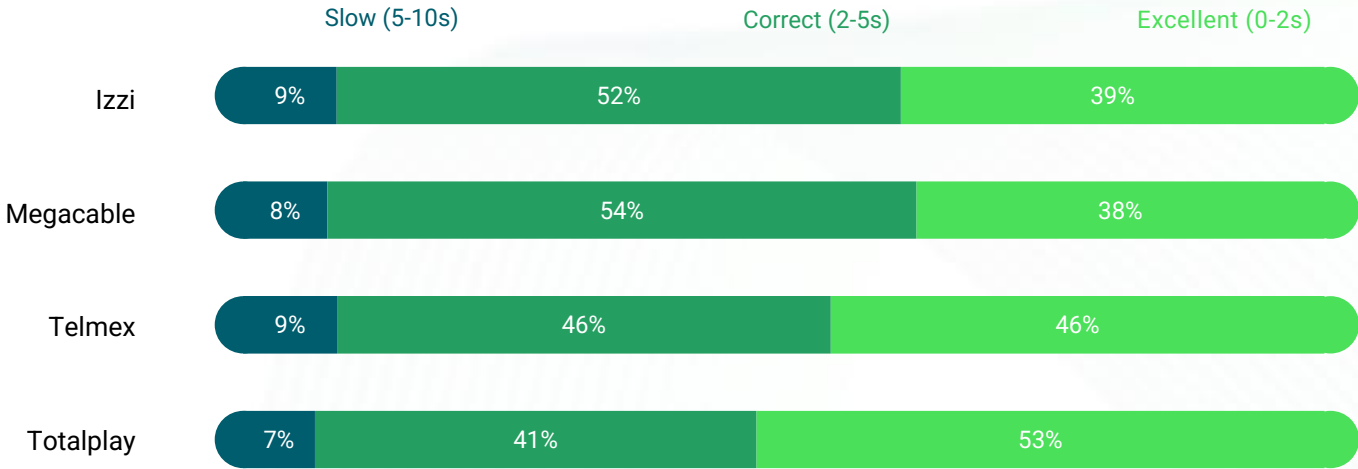
Browsing Performance rate (average)



Source : nperf.com

The subscribers of Totalplay enjoyed the best fixed Internet browsing performance in 2024.

Browsing Performance results ventilation (average)



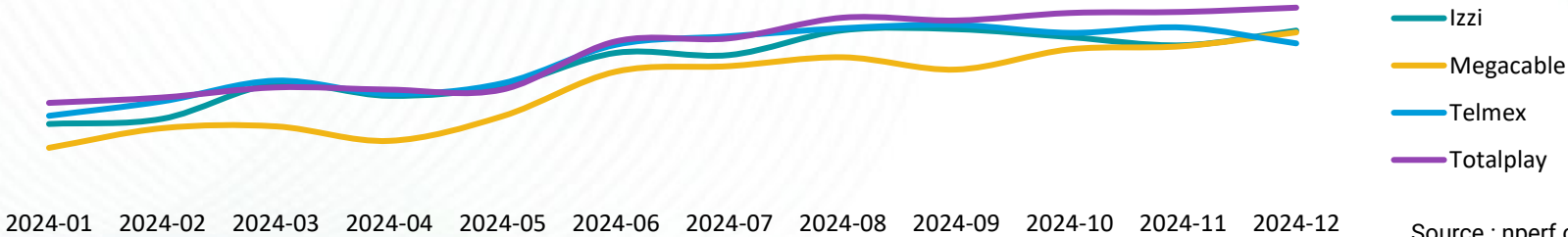
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

Browsing performance rate (average) evolution over the year



Source : nperf.com



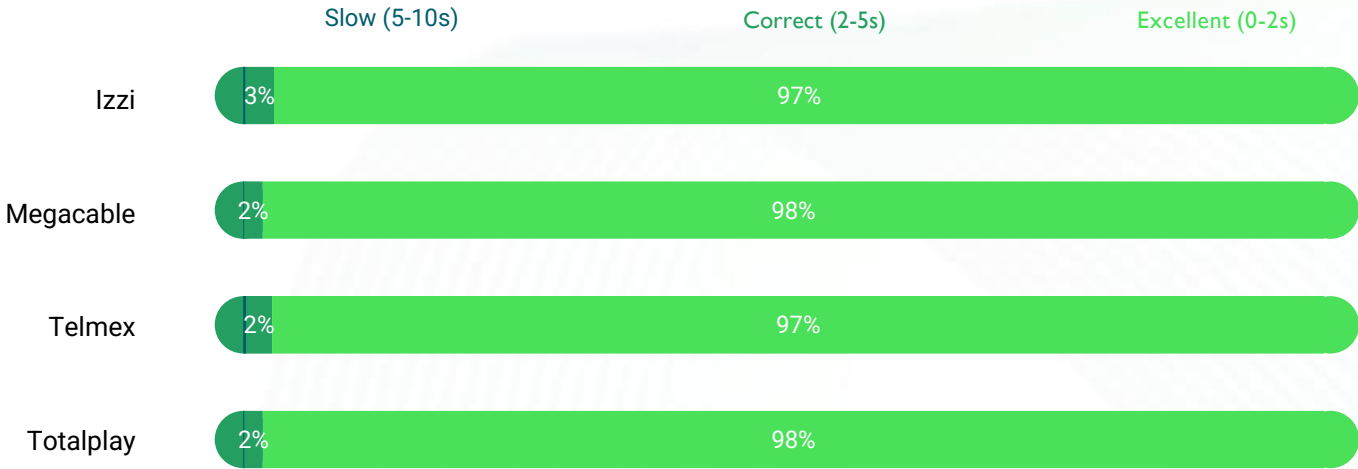
Streaming Performance rate (average)



Source : nperf.com

The subscribers of Totalplay enjoyed the best fixed Internet streaming performance in 2024.

Streaming Performance results ventilation (average)



Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

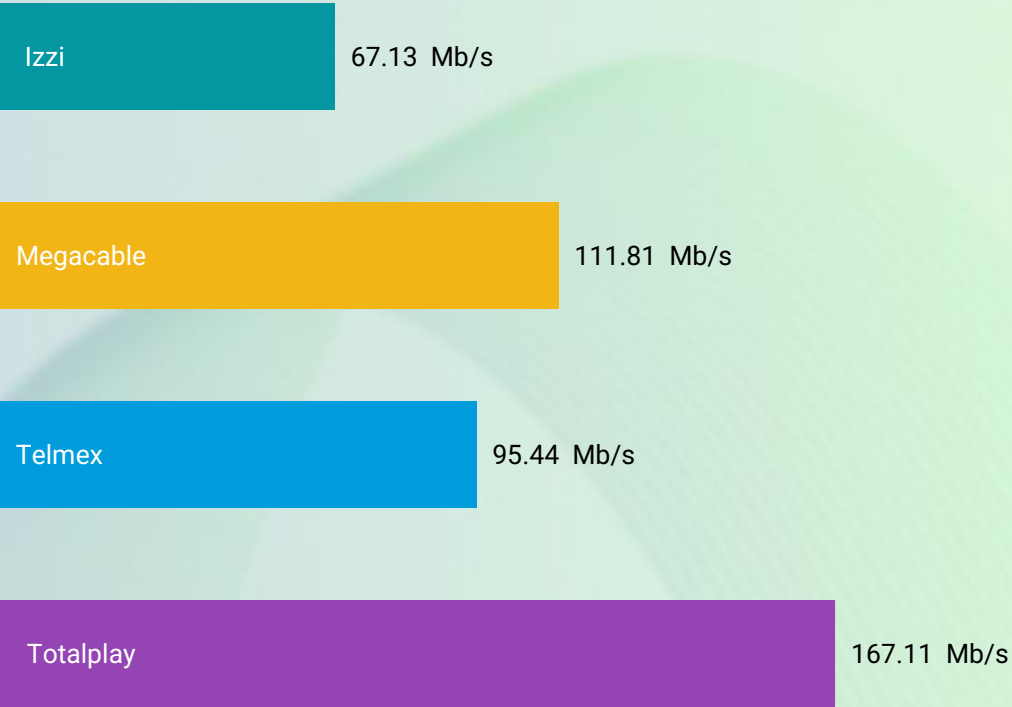
Streaming performance rate (average) evolution over the year



Source : nperf.com



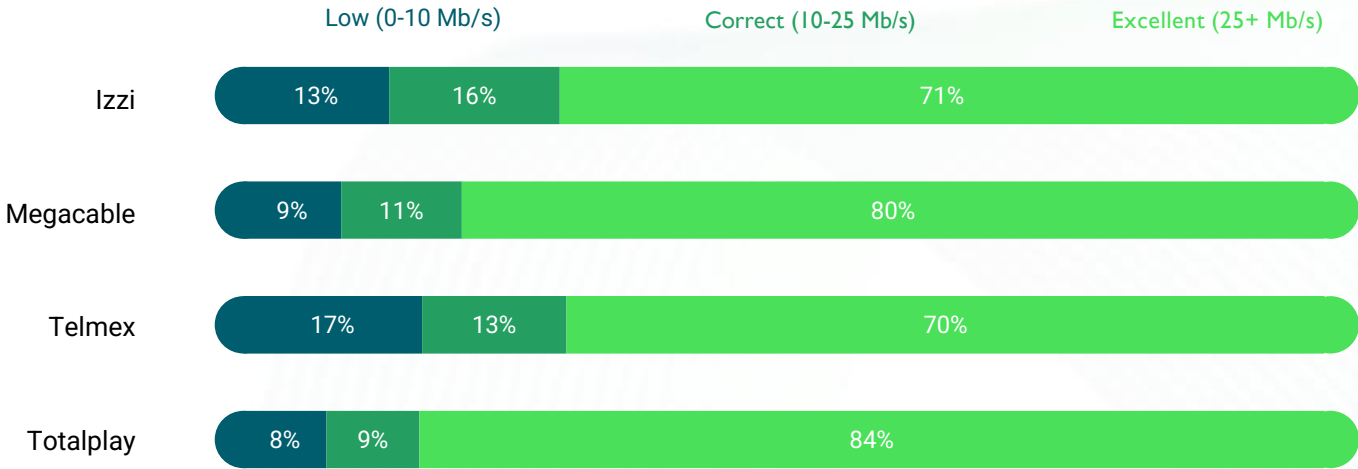
Download Speed (average)



Source : nperf.com

The subscribers of Totalplay enjoyed the best average fixed Internet download speed in 2024.

Download Speed results ventilation (average)



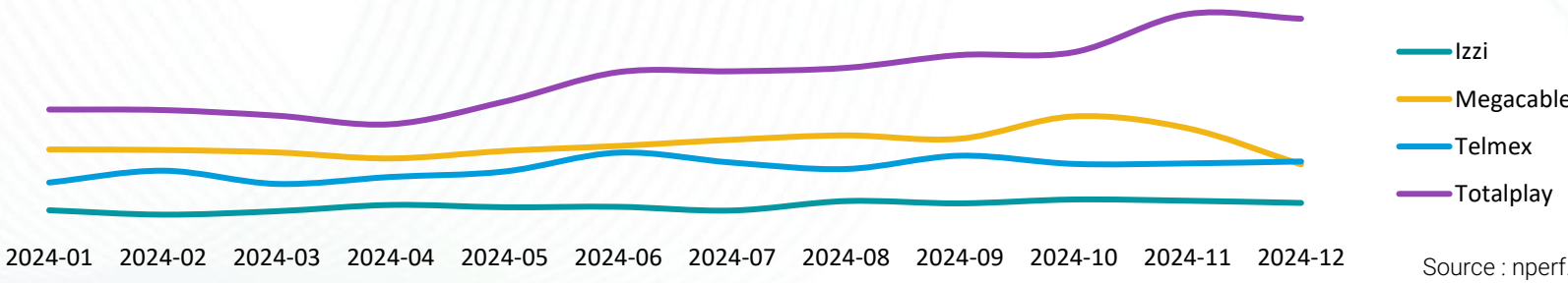
Source : nperf.com

Download Speed (average)



Source : nperf.com

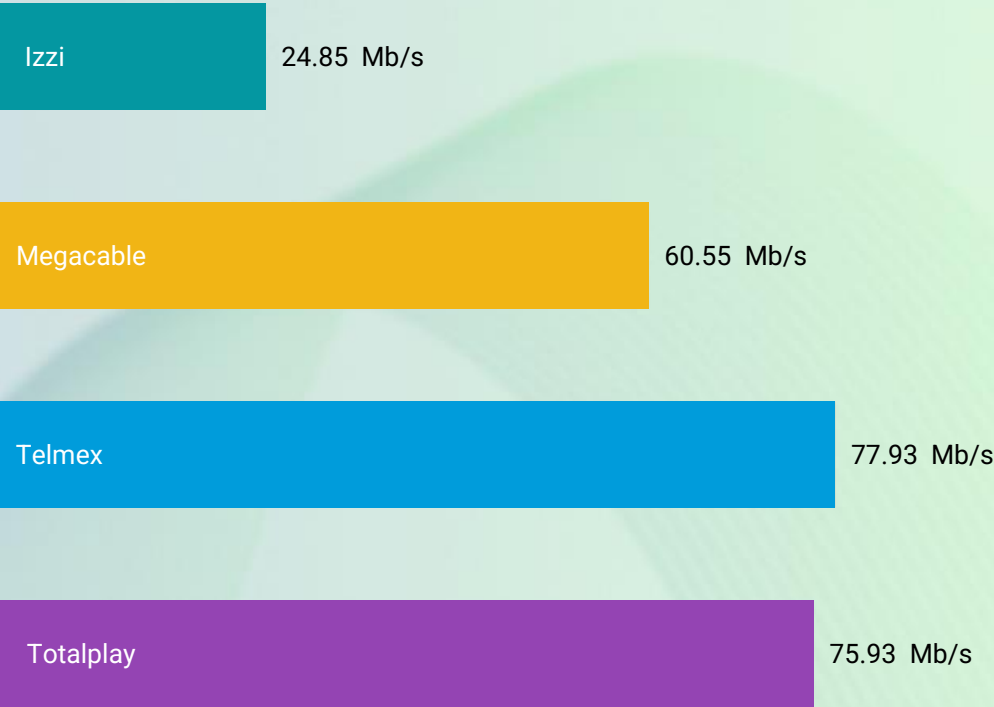
Download Speed evolution over the year (average)



Source : nperf.com



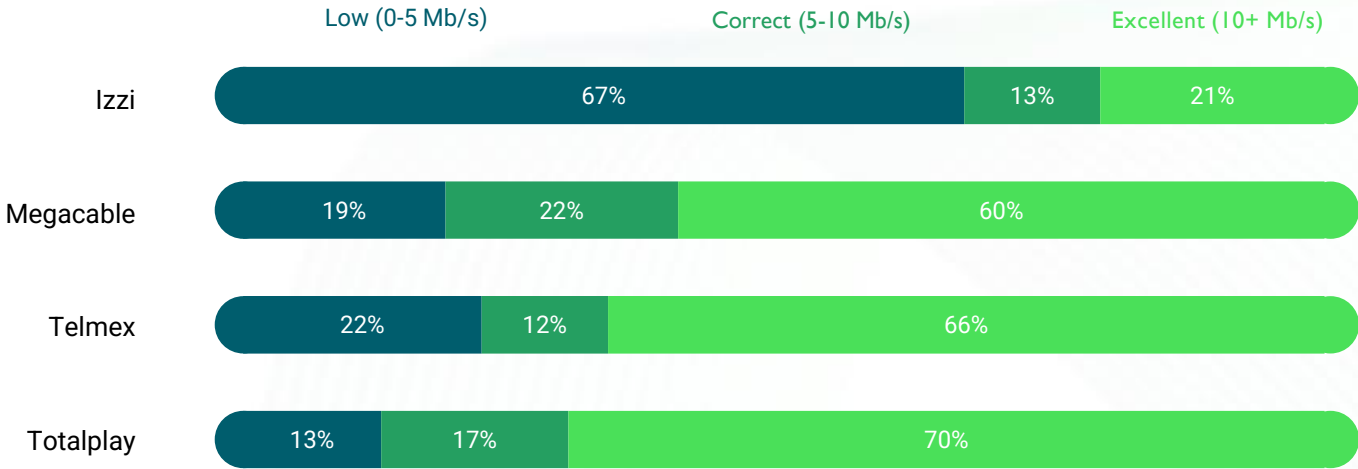
Upload Speed (average)



Source : nperf.com

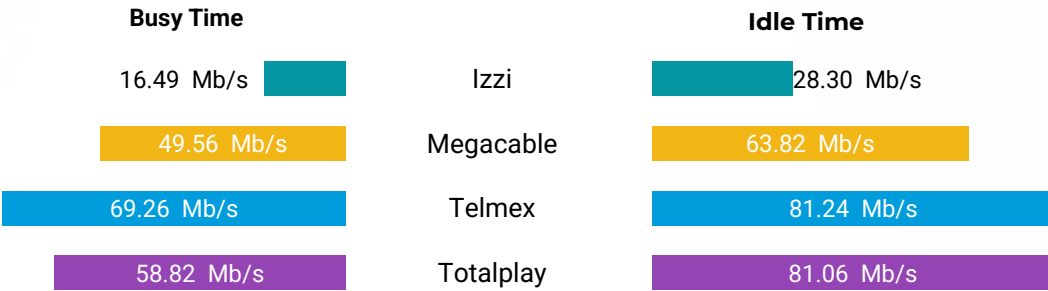
The subscribers of Telmex enjoyed the best average fixed Internet upload speed in 2024.

Upload Speed results ventilation (average)



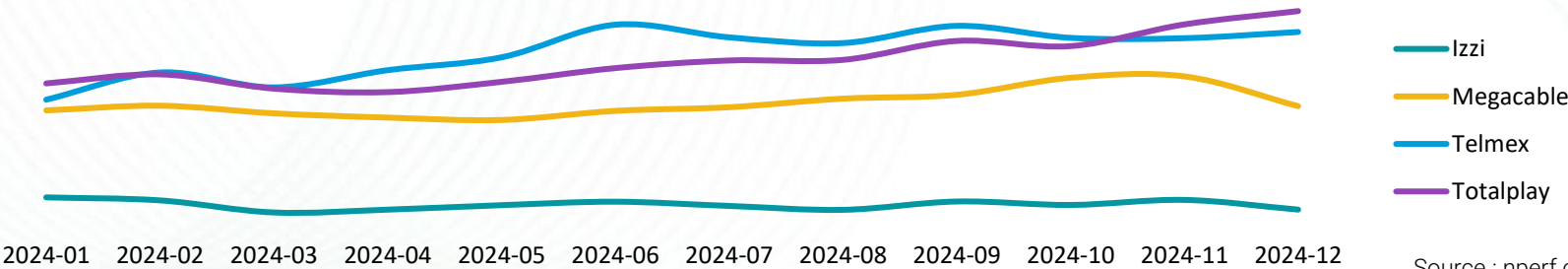
Source : nperf.com

Upload Speed (average)



Source : nperf.com

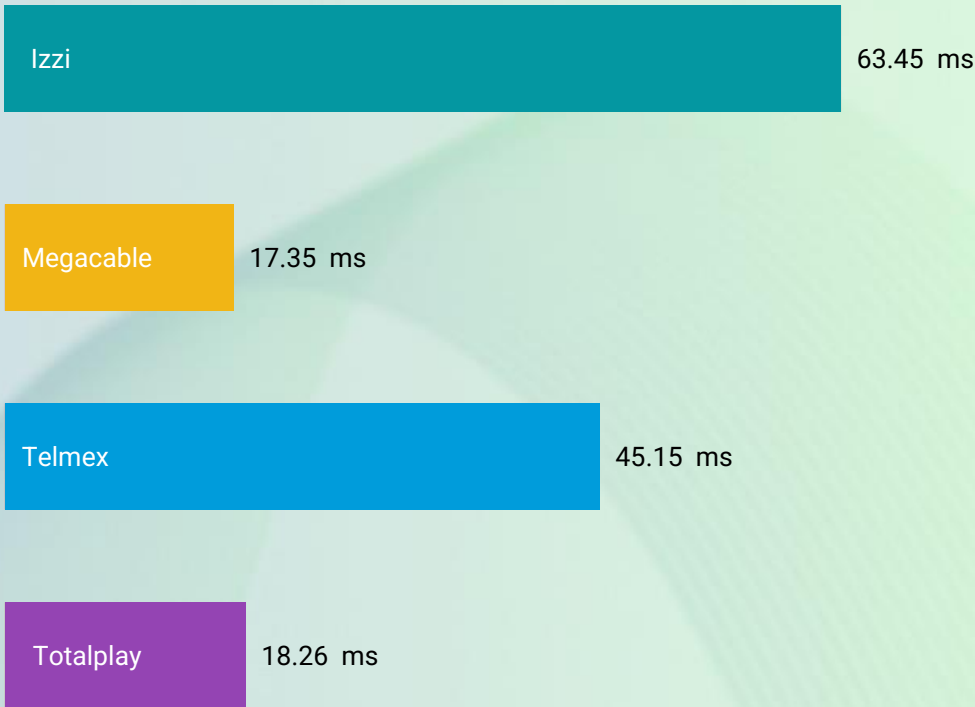
Upload Speed evolution over the year (average)



Source : nperf.com



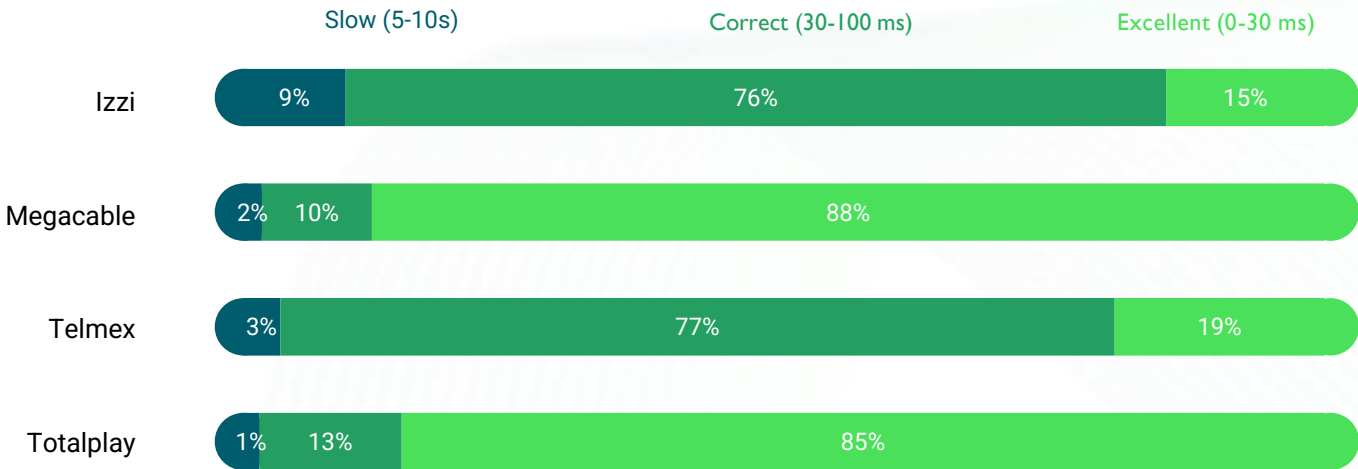
Latency Speed (average)



Source : nperf.com

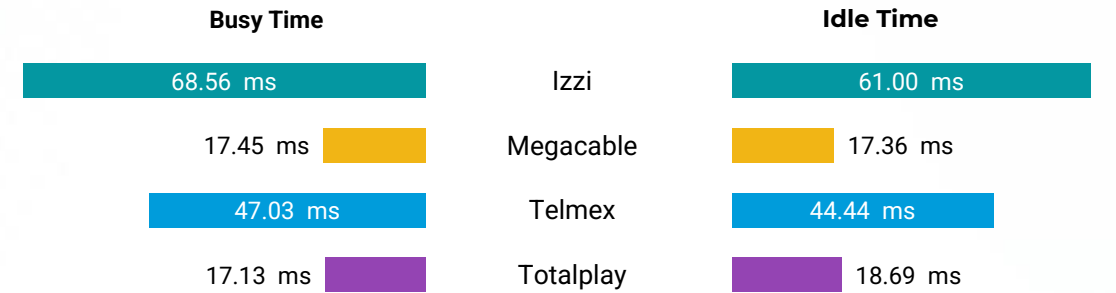
The subscribers of Megacable enjoyed the best average fixed Internet latency speed in 2024.

Latency Speed results ventilation (average)



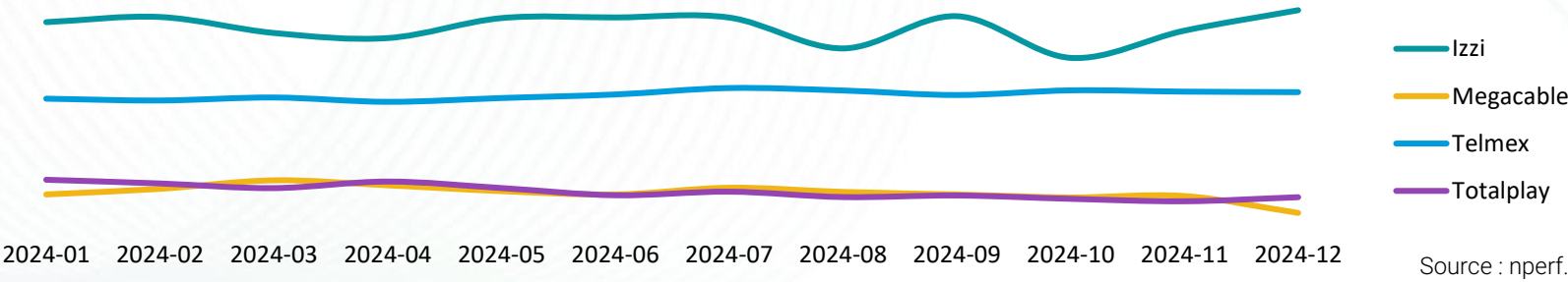
Source : nperf.com

Latency Speed (average)



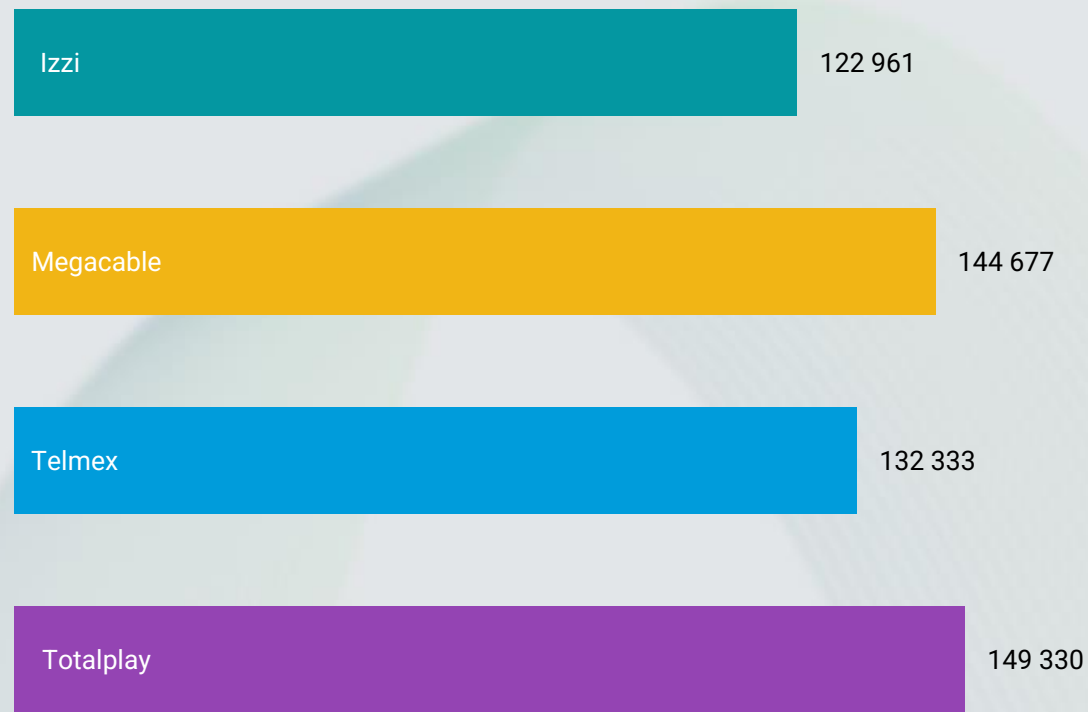
Source : nperf.com

Latency Speed evolution over the year (average)



Source : nperf.com

nPerf Score (nPoints)

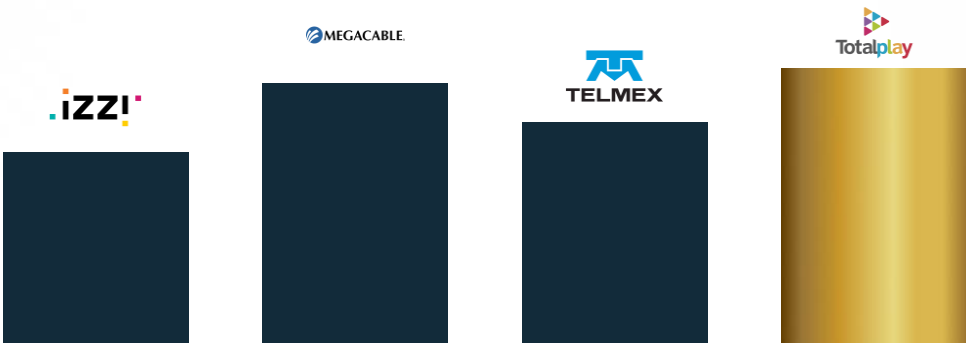


Source : nperf.com

The subscribers of Totalplay enjoyed the best FTTH Internet performances in 2024.

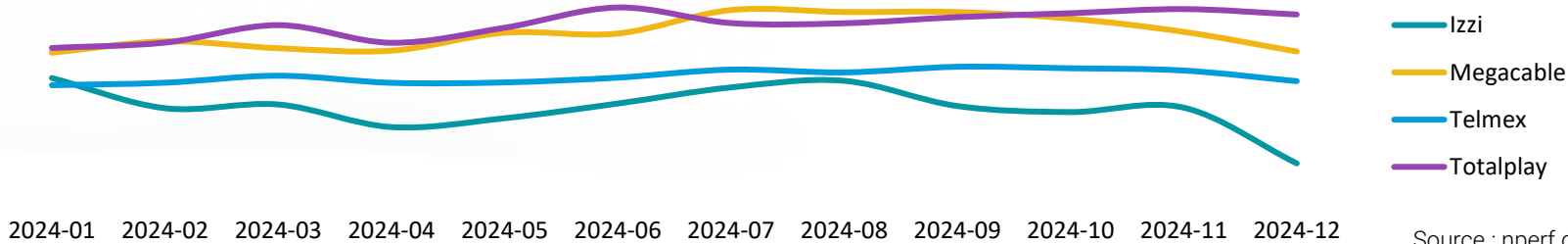
- Best performances FTTH: Totalplay
- Best web browsing performances FTTH: Telmex
- Best video streaming performances FTTH: Telmex
- Fastest performances (Download) FTTH: Totalplay
- Fastest performances (Upload) FTTH: Izzi
- FTTH connections with the lowest latency: Megacable

Source : nperf.com



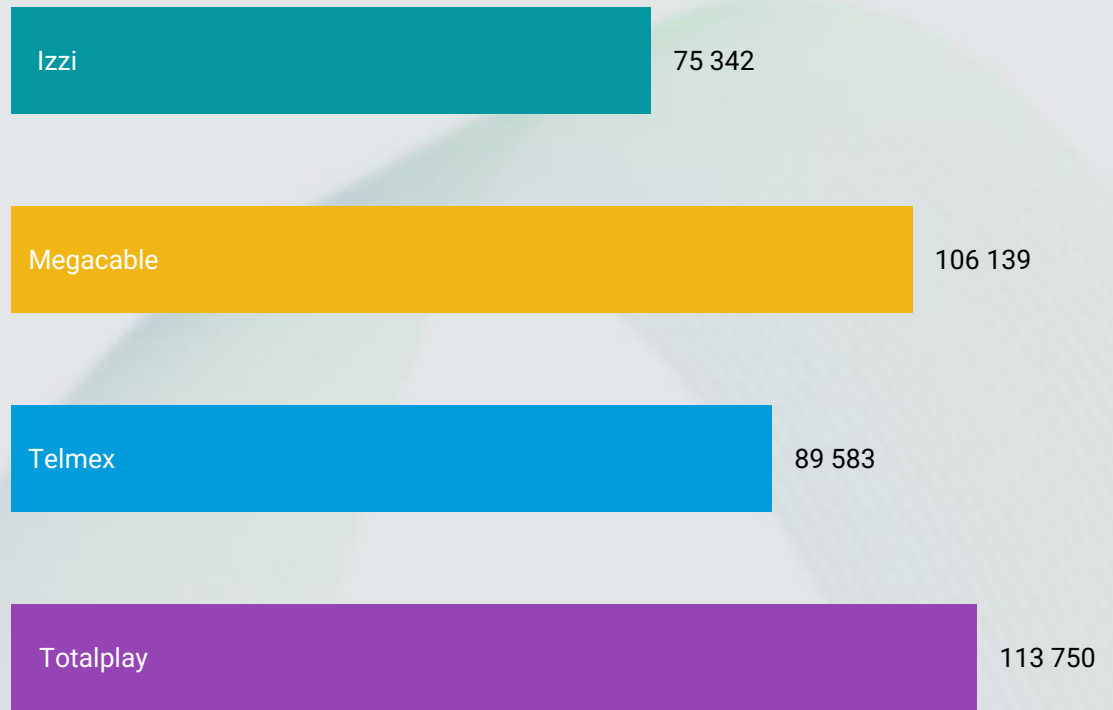
Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

nPerf Score (nPoints)

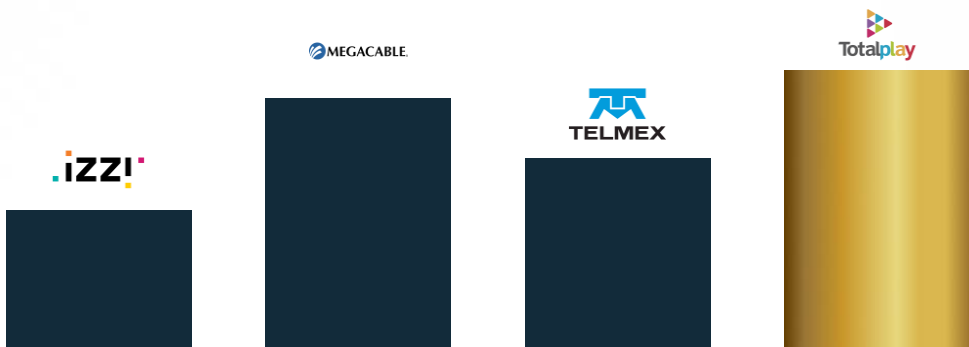


Source : nperf.com

The subscribers of Totalplay enjoyed the best WIFI Internet performances in Mexico in 2024.

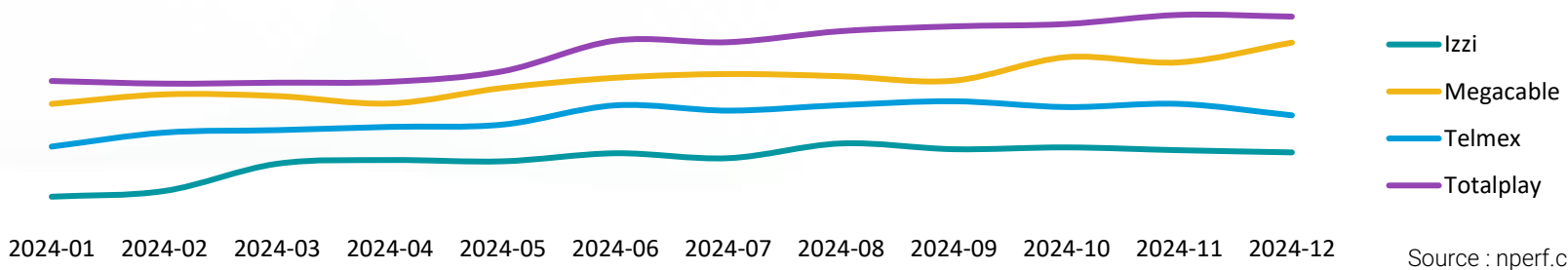
- Best performances WIFI: Totalplay
- Best web browsing performances WIFI: Totalplay
- Best video streaming performances WIFI: Totalplay
- Fastest performances (Download) WIFI: Totalplay
- Fastest performances (Upload) WIFI: Telmex
- WIFI connections with the lowest latency: Megacable

Source : nperf.com



Source : nperf.com

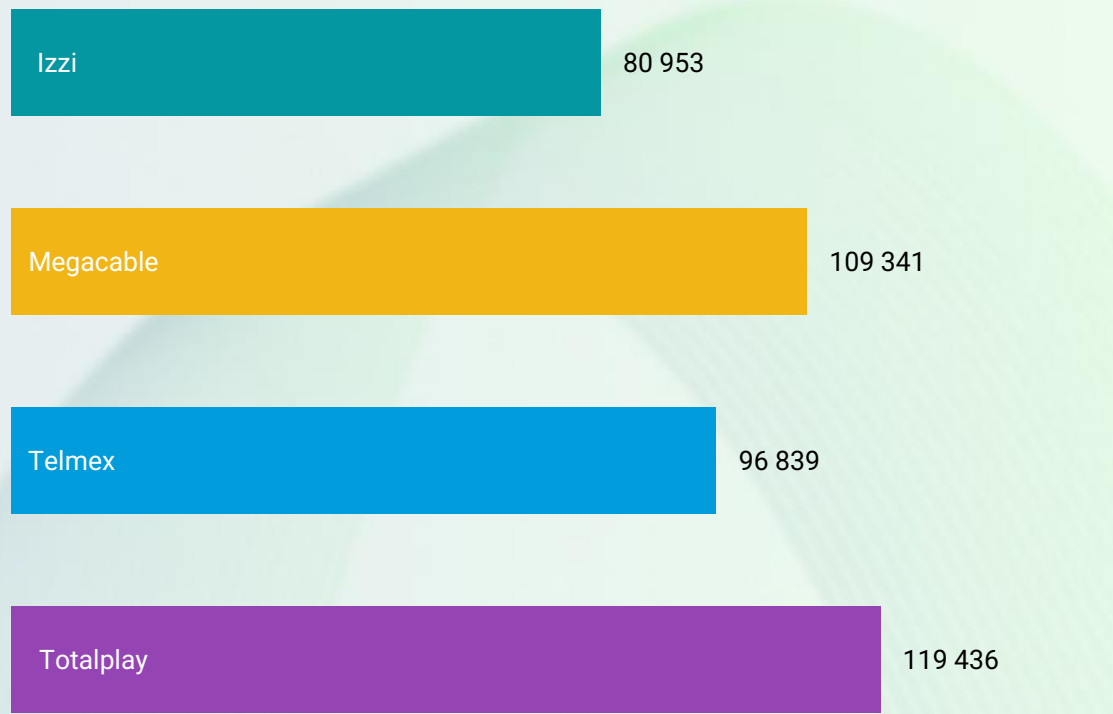
nPerf score evolution over the year (average)



Source : nperf.com



nPerf Score (nPoints)

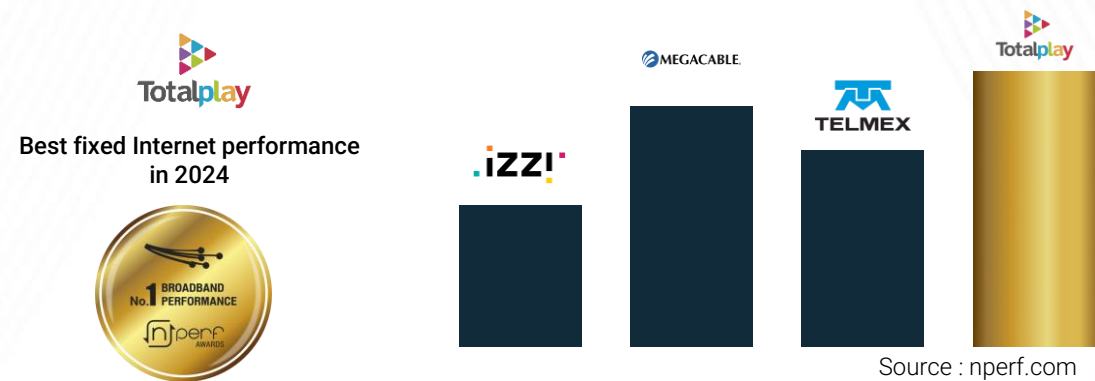


Source : nperf.com

The subscribers of Totalplay enjoyed the best fixed Internet performances in 2024.

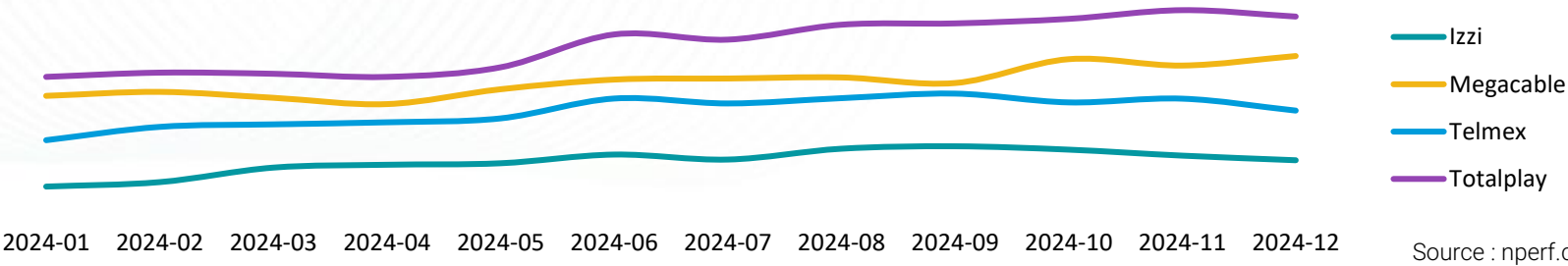
The nperf score takes into account the measured bitrates, the latency and the Qoe tests.
The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.
Thus, this score reflects the overall quality of the connection experienced by the user.

Source : nperf.com



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' enclosed within a square frame that has rounded corners. The 'n' is formed by a single continuous line that starts at the top left, goes down, curves around the bottom, and then goes up to the top right. The word 'perf' is written in a clean, sans-serif font to the right of the 'n'.

nperf