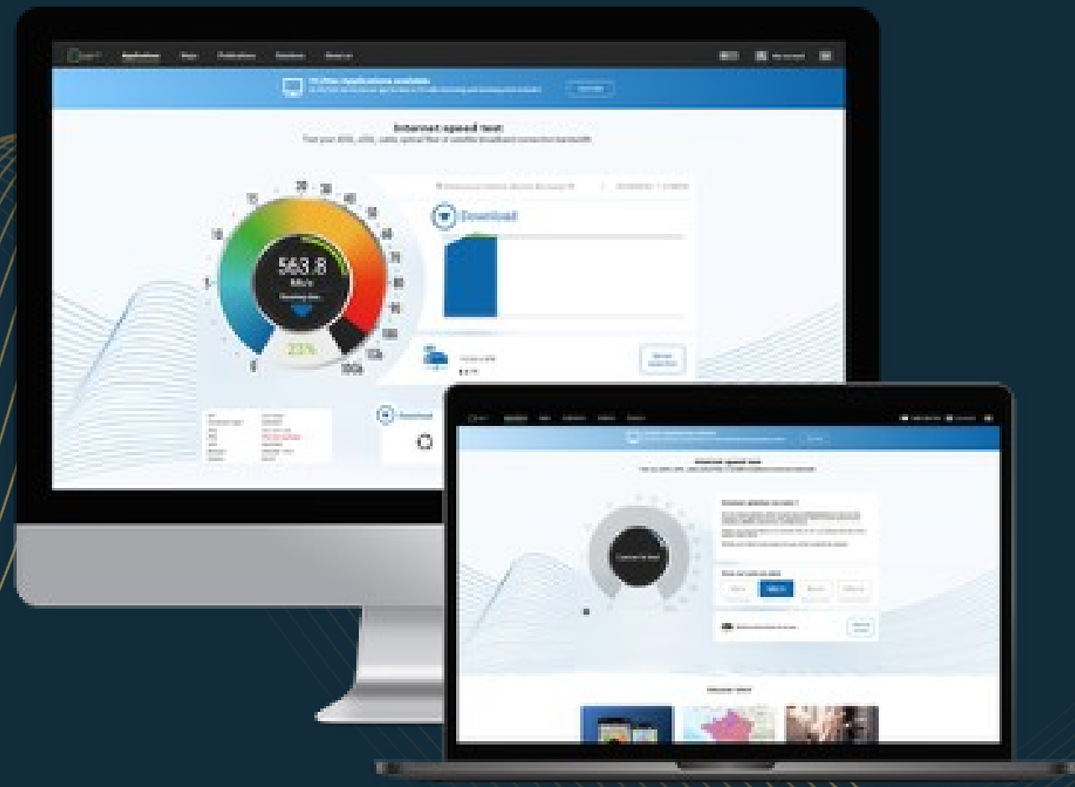
April 2026

Barometer of fixed Internet connections in Puerto Rico



04/01/2025 - 03/31/2026



V1.0

Agenda

1. Introducing nPerf
2. Executive summary
3. Analysis
4. Methodology
5. nPerf Network assesment

An independent authority in network performance

nPerf is an independent French Internet performance measurement platform, powered by real user experience.
By turning millions of individual measurements into connectivity insights, nPerf helps operators enhance their networks and contributes to building a faster, more reliable Internet for everyone.

300k+ tests daily worldwide.

26Md+ coverage scans in total.

3k+ servers all around the world.

A comprehensive suite of tools to measure real-world connectivity

nPerf provides a complete ecosystem of complete measurement tools designed to capture the true quality of fixed, mobile, and Wi-Fi connections with precision, reaching speeds of up to 10 Gbps.

Users test. Operators learn. Everyone benefits.

Download on the App Store

Available on Google Play

Test your connection on nPerf.com

2. Executive Summary

The subscribers of Claro enjoyed the best Fixed Internet performances in 2026 in Puerto Rico.

Fixed Internet performance in Puerto Rico

	Claro	Liberty	T-Mobile
Download bitrates (Mb/s)	130.18	140.05	132.98
Upload bitrates (Mb/s)	99.12	23.66	18.74
Latency (ms)	96.94	87.60	111.77
Web browsing (%)	70.84	77.40	63.47
Youtube streaming (%)	79.77	78.36	59.65
nPerf Score (nPoints)	91 710	87 724	66 369

Source : nPerf.com

Claro

Best Fixed Internet performance in 2026



Source : nPerf.com

nPerf Podium



Source : nPerf.com

The subscribers of Claro enjoyed the best WIFI Internet in 2026 in Puerto Rico.

Fixed Internet performance in Puerto Rico

	Claro	Liberty	T-Mobile
Download bitrates (Mb/s)	137.40	145.61	111.70
Upload bitrates (Mb/s)	113.32	26.31	21.82
Latency (ms)	96.13	88.71	110.21
Web browsing (%)	76.55	79.45	68.34
Youtube streaming (%)	84.05	80.83	75.85
nPerf Score (nPoints)	99 384	91 331	76 689

Source : nPerf.com

3. Analysis

The best fixed-line Internet performances in Puerto Rico for 2026 reveal a competitive and evolving broadband landscape. Based on nPerf measurements collected between April 2025 and March 2026, this edition of the barometer highlights significant shifts in the ranking, with Claro climbing to the top position overall while Liberty maintains strong leadership across several key indicators. T-Mobile, despite consistent long-term progress, trails behind in this edition. Together, these results paint a picture of a sector that is becoming increasingly competitive, with operators pushing performance boundaries across download speeds, upload rates, latency, and user experience metrics.

Claro: A Commanding Rise to the Top

After holding second place in the previous period, Claro has made a remarkable leap forward in Puerto Rico's fixed-line broadband rankings. nPerf data shows that Claro now leads the overall standings with a score of 91,710, up from 82,003 — a gain of nearly 10,000 points year-over-year. This progression is not isolated: Claro has shown a consistent upward trajectory across five consecutive years in the overall score, reflecting sustained investment in network quality. The most striking improvement this period is in Download speed (Mb/s), which surged from 95.51 Mb/s to 130.18 Mb/s, representing a +36% increase — the strongest year-over-year download gain among all operators. Claro also leads on Upload speed (Mb/s), where it has held the top position for five consecutive years, recording 99.12 Mb/s this period, and on YouTube streaming (%), where it ranks first overall.

Liberty: Consistent Excellence Across Multiple Indicators

Liberty enters this edition as the previous overall leader and remains a formidable force in Puerto Rico's fixed-line sector. With an overall score of 87,724 — virtually unchanged from 87,507 the previous year — Liberty demonstrates remarkable stability. This period, Liberty claims first place in Download speed (Mb/s) for the first time, reaching 140.05 Mb/s, surpassing all competitors. Liberty also retains its leading positions in Latency (ms) (87.60 ms overall, best in sector for two consecutive years), Web Browsing (%) (77.40%, leader for two consecutive years), and YouTube streaming (%) (78.36%, co-leader alongside Claro for two consecutive years). On the WiFi segment, Liberty's Upload speed (Mb/s) shows notable momentum, with an overall +12% improvement versus the previous year. The gap between Liberty and Claro, now reduced to under 4,000 points, signals a sector that is increasingly competitive at the top.

T-Mobile: A Long-Term Growth Story Still in Progress

T-Mobile records an overall score of 66,369 in this edition, a decline from 78,076 the previous year, placing it third in the overall fixed-line ranking for Puerto Rico. Despite this step back, it is worth noting that T-Mobile has shown a positive five-year trend in its overall score, reflecting genuine long-term progress in network development. In Download speed (Mb/s), T-Mobile posts 132.98 Mb/s overall — a competitive figure — and its Latency (ms) result of 111.77 ms remains consistent with prior periods. However, the operator significantly trails on Upload speed (Mb/s) at 18.74 Mb/s and on YouTube streaming (%) at 59.65%, both last in sector.

What's Next: A Sector at a Turning Point

As Puerto Rico's fixed-line broadband sector heads into the next measurement cycle, the competitive dynamics are sharpening. Claro will need to consolidate its new leadership position, particularly by maintaining its exceptional Upload speed (Mb/s) advantage and building on its download momentum to stay ahead of a resurgent Liberty. Liberty, for its part, should focus on closing the gap in Upload speed (Mb/s) — where it still lags significantly at 23.66 Mb/s — while protecting its hard-won leadership in Latency (ms) and Web Browsing (%). T-Mobile faces the most work ahead: accelerating upload speeds and improving streaming quality will be critical levers to close the gap with the two leading operators. With all three operators showing improvement in Download speed (Mb/s) this year, the bar continues to rise — and the next edition promises to be one of the most closely contested in recent history.

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 mean 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

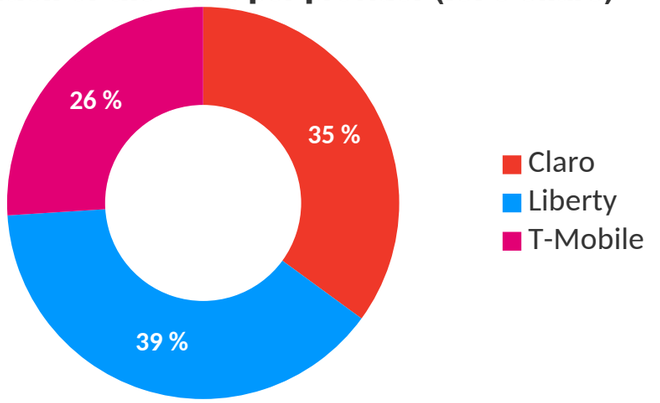
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the perceived quality by the user.

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 1.5% 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 takes into account 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.

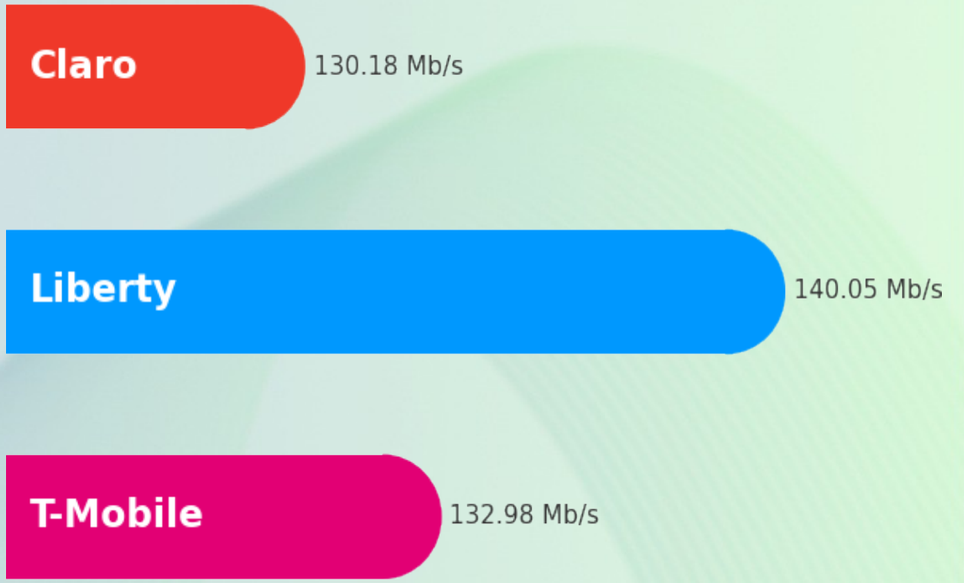
Overall distribution of the tests per provider (ISPs Share)



Source : nPerf.com

Download Speed

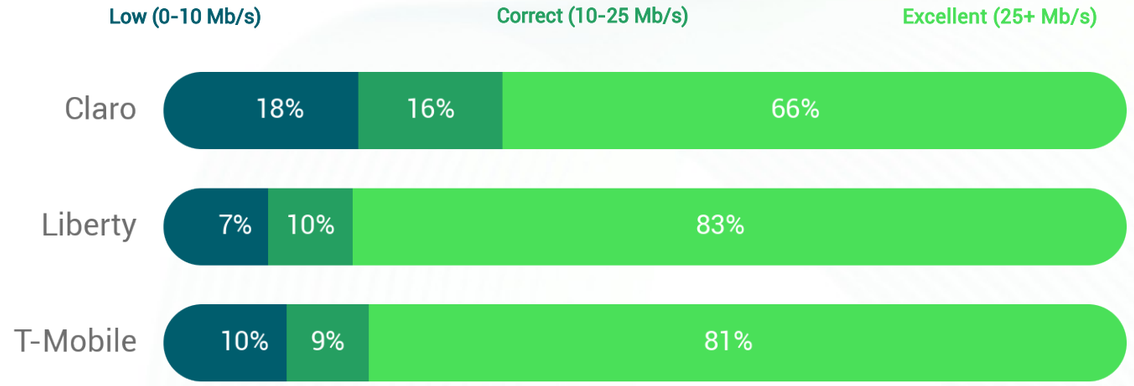
Download Speed (average)



Source : nPerf.com

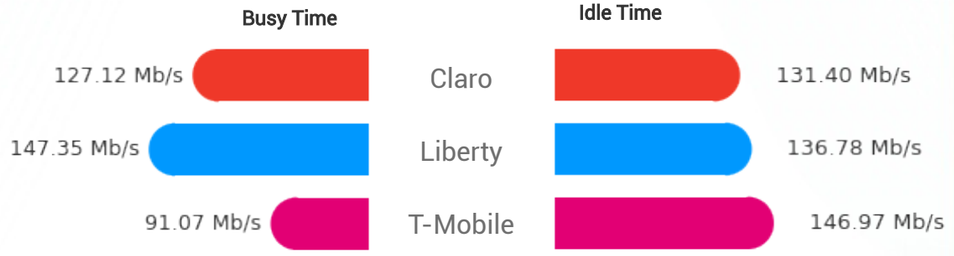
The subscribers of Liberty enjoyed the best Fixed Internet Download Speed in 2026.

Download Speed results distribution (average)



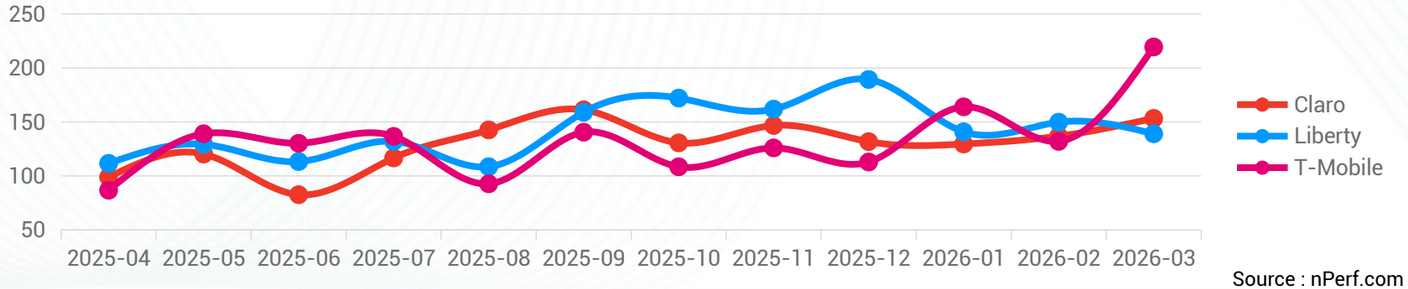
Source : nPerf.com

Download Speed (average)



Source : nPerf.com

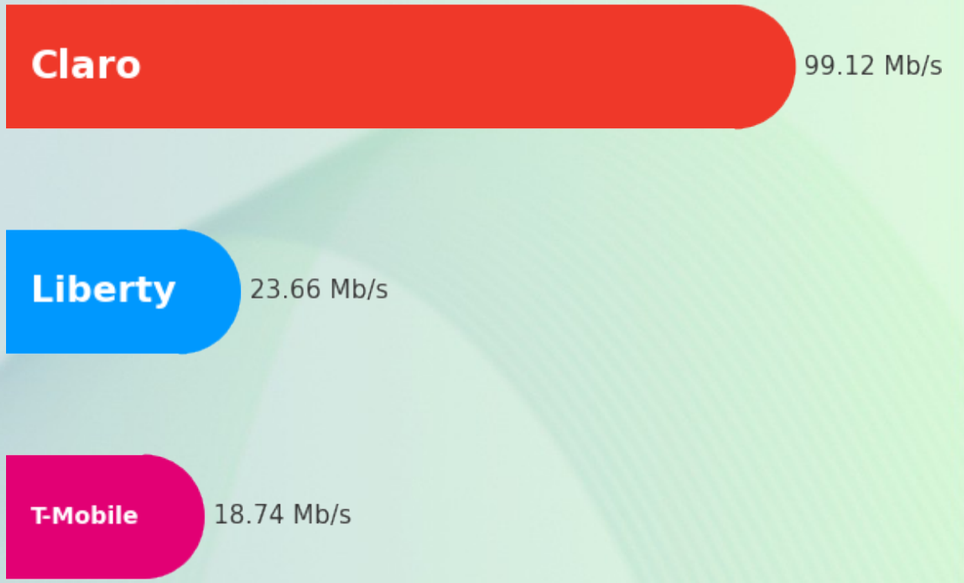
Download Speed evolution over the year (average)



Source : nPerf.com

Upload Speed

Upload Speed (average)



Source : nPerf.com

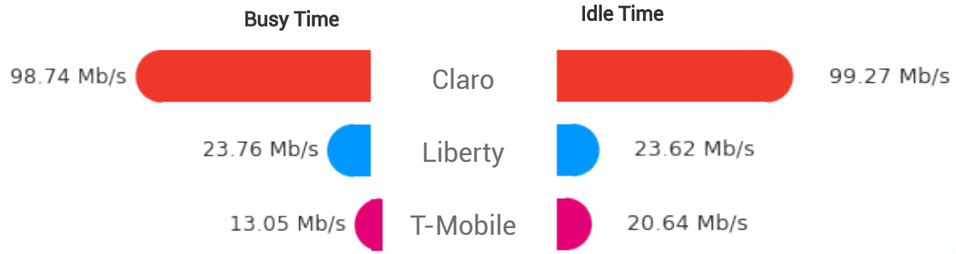
The subscribers of Claro enjoyed the best Fixed Internet Upload Speed in 2026.

Upload Speed results distribution (average)



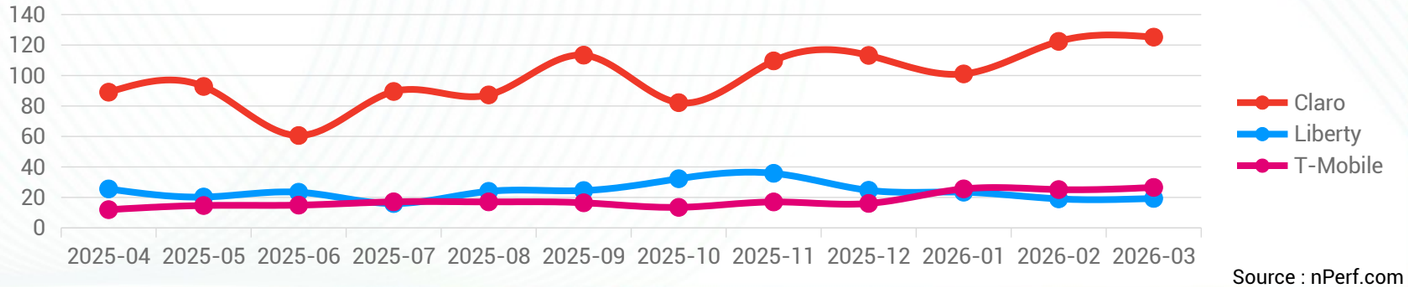
Source : nPerf.com

Upload Speed (average)



Source : nPerf.com

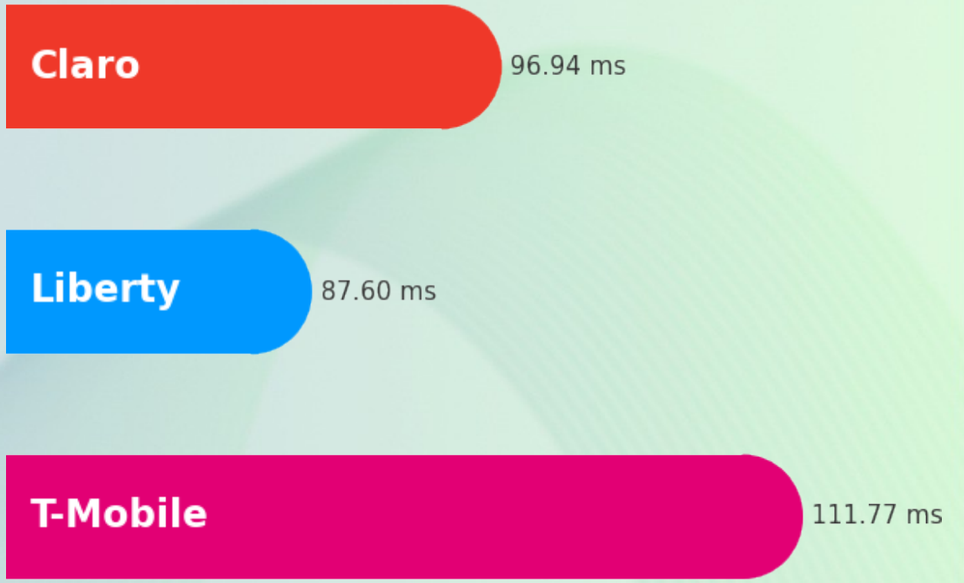
Upload Speed evolution over the year (average)



Source : nPerf.com

Latency

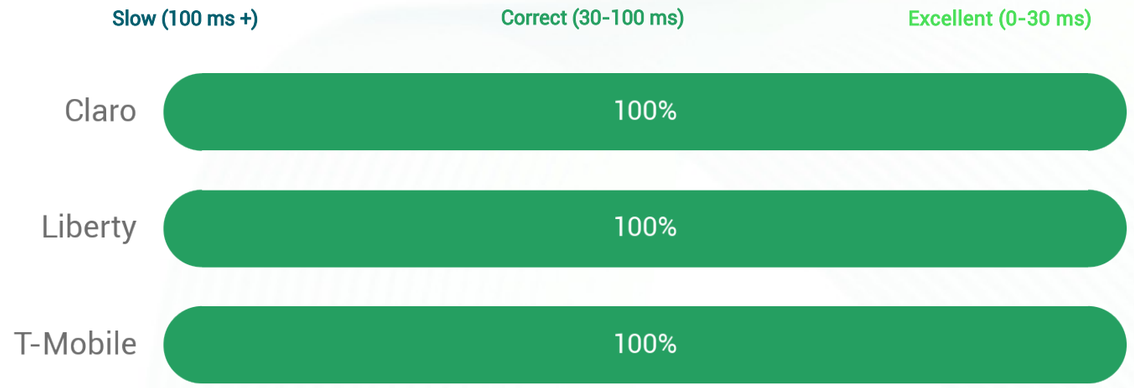
Latency (average)



Source : nPerf.com

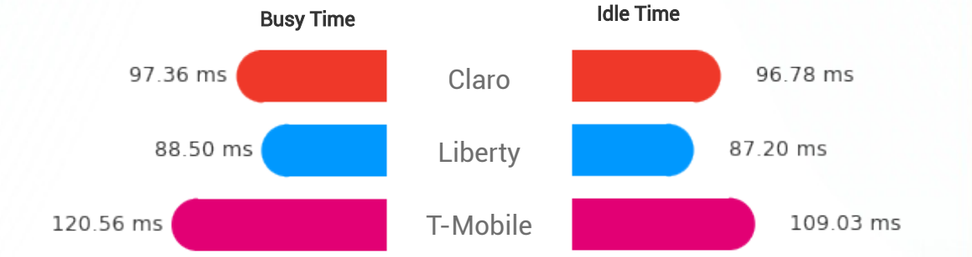
The subscribers of Liberty enjoyed the best Fixed Internet Latency in 2026.

Latency results distribution (average)



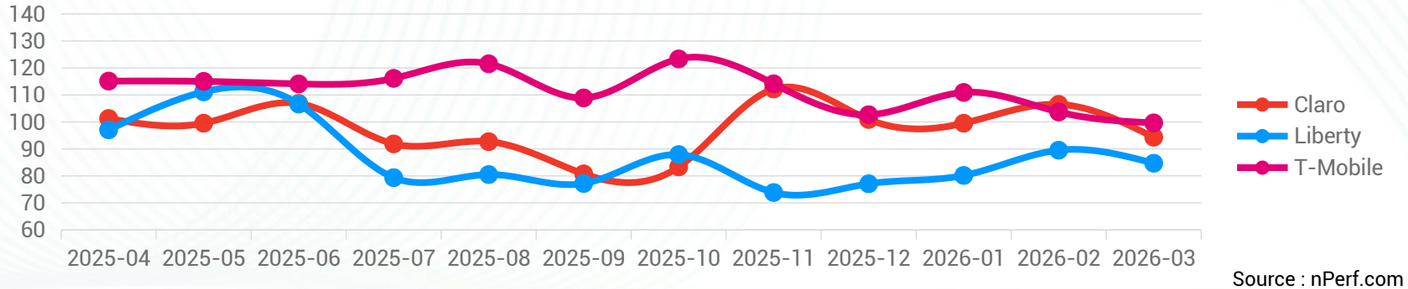
Source : nPerf.com

Latency (average)



Source : nPerf.com

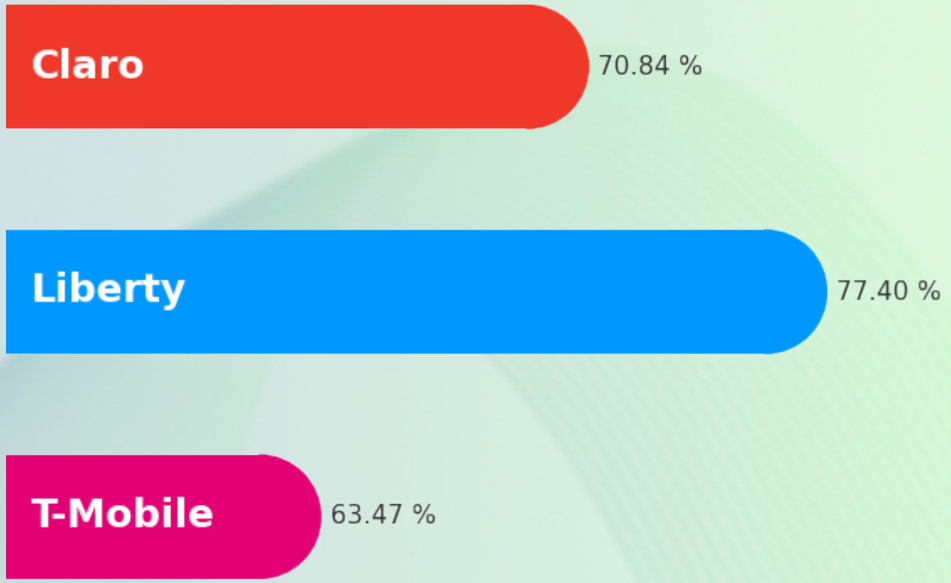
Latency evolution over the year (average)



Source : nPerf.com

Browsing Performance

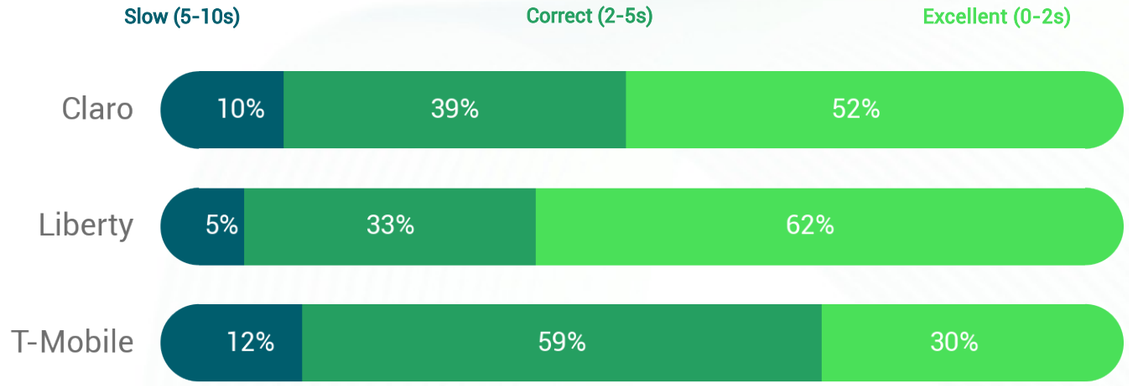
Browsing Performance (average)



Source : nPerf.com

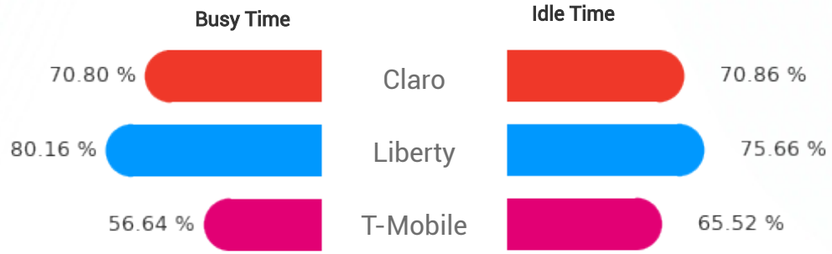
The subscribers of Liberty enjoyed the best Fixed Internet Browsing Performance in 2026.

Browsing Performance results distribution (average)



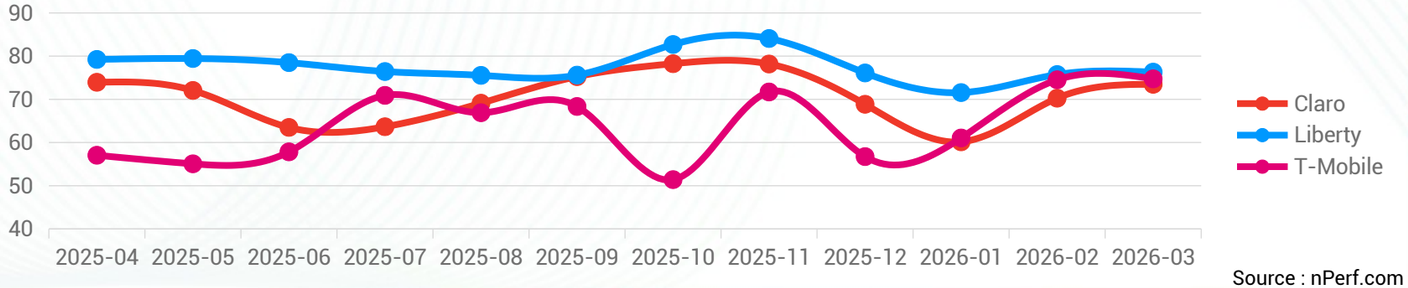
Source : nPerf.com

Browsing Performance (average)



Source : nPerf.com

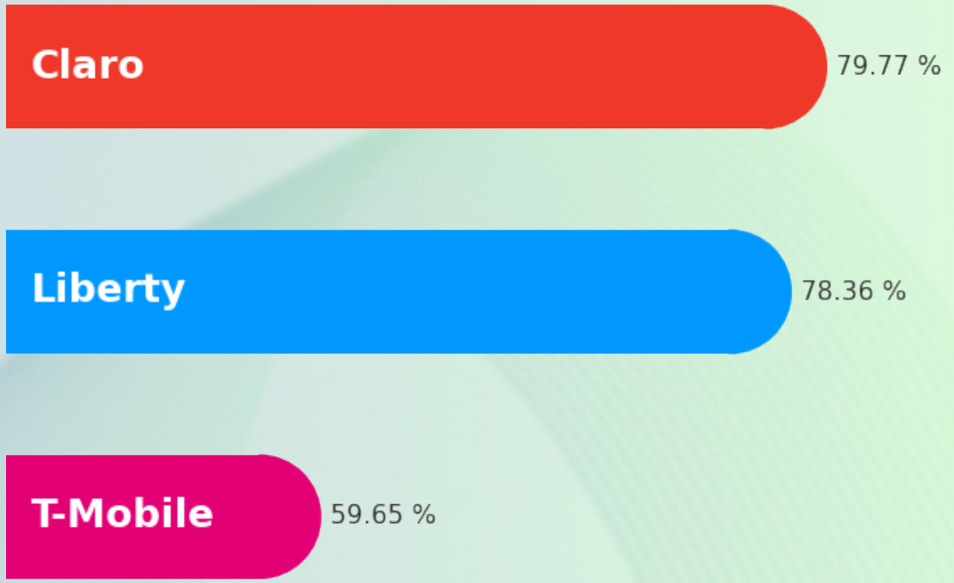
Browsing Performance evolution over the year (average)



Source : nPerf.com

Streaming Performance

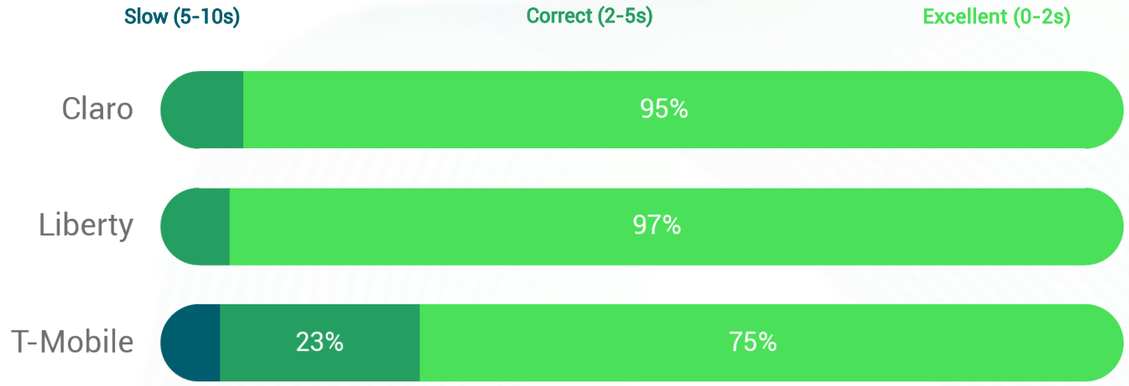
Streaming Performance (average)



Source : nPerf.com

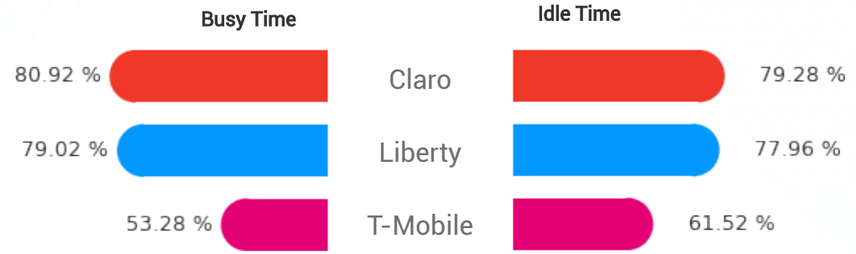
The subscribers of Claro and Liberty enjoyed the best Fixed Internet Streaming Performance in 2026.

Streaming Performance results distribution (average)



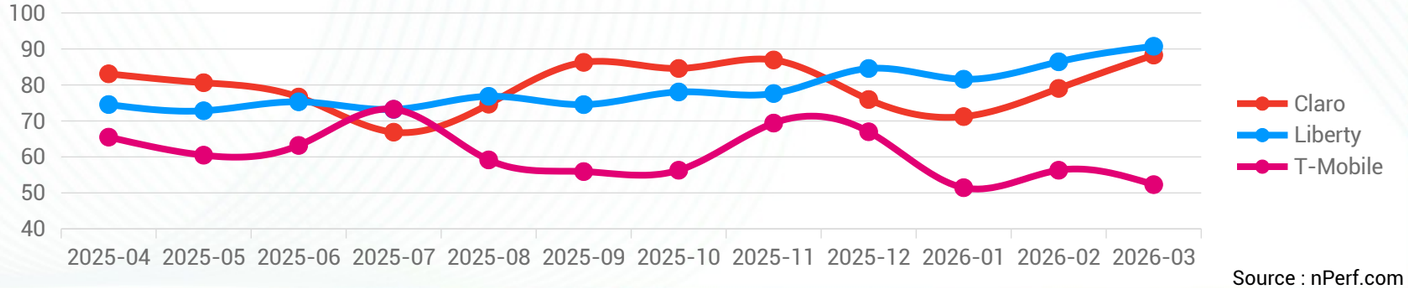
Source : nPerf.com

Streaming Performance (average)



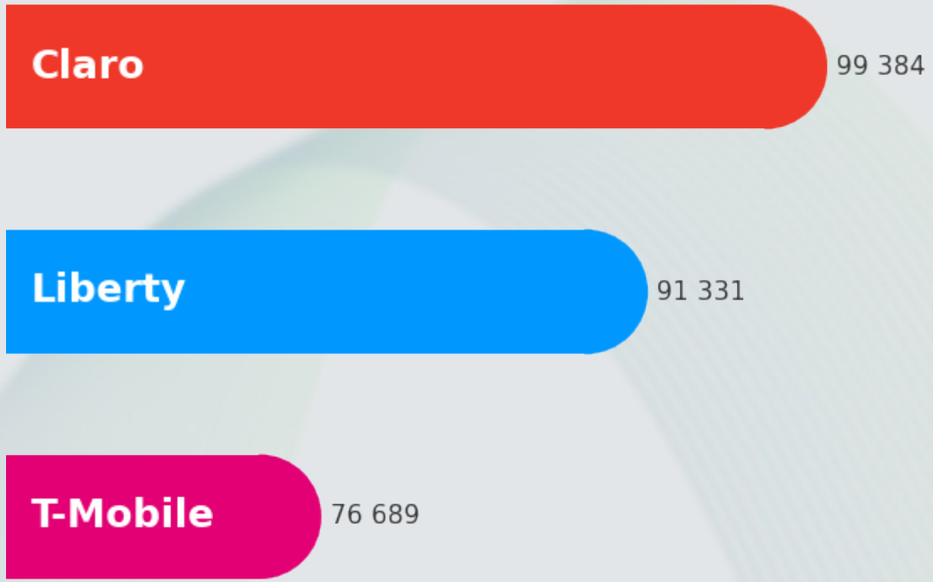
Source : nPerf.com

Streaming Performance evolution over the year (average)



Source : nPerf.com

nPerf Score (nPoints)



Source : nPerf.com

The subscribers of Claro enjoyed the best WIFI Internet in 2026.

Best performances WIFI: Claro

Fastest performances (Download Speed) WIFI: Liberty

Fastest performances (Upload Speed) WIFI: Claro

WIFI connections with the lowest latency: Liberty

Best web browsing performances WIFI: Liberty

Best streaming performances WIFI: Claro

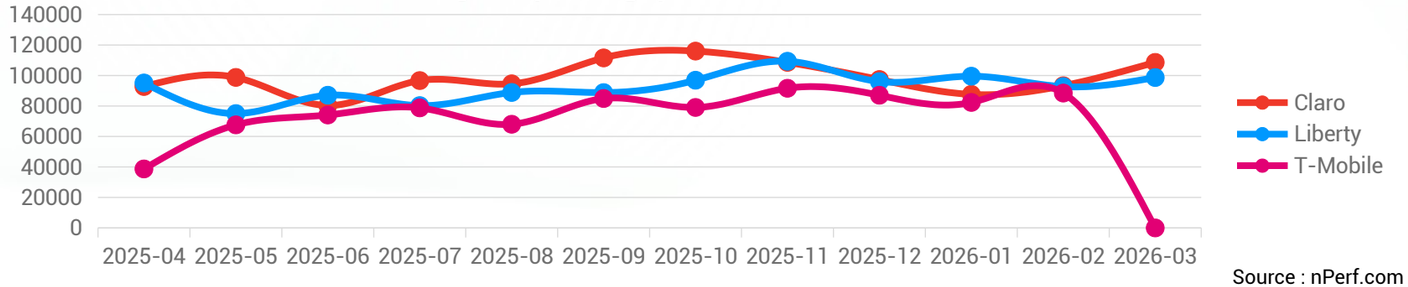
Source : nPerf.com

nPerf Podium



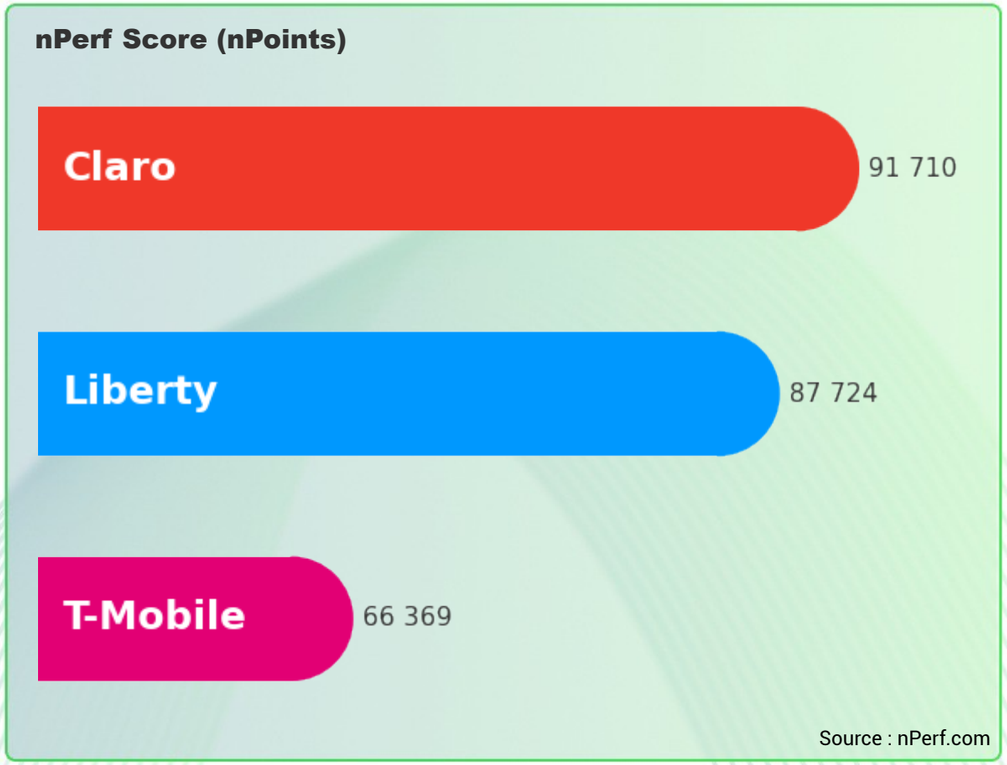
Source : nPerf.com

nPerf Score evolution over the year (average)



Source : nPerf.com

Fixed Internet performance in Puerto Rico



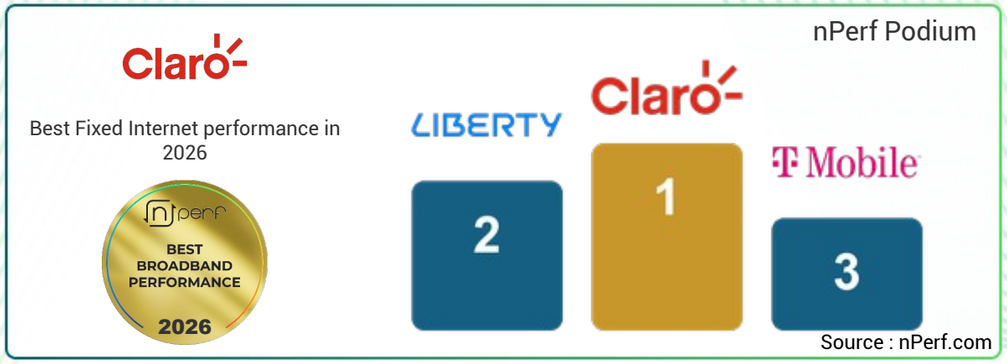
The subscribers of Claro enjoyed the best Fixed Internet performances in 2026.

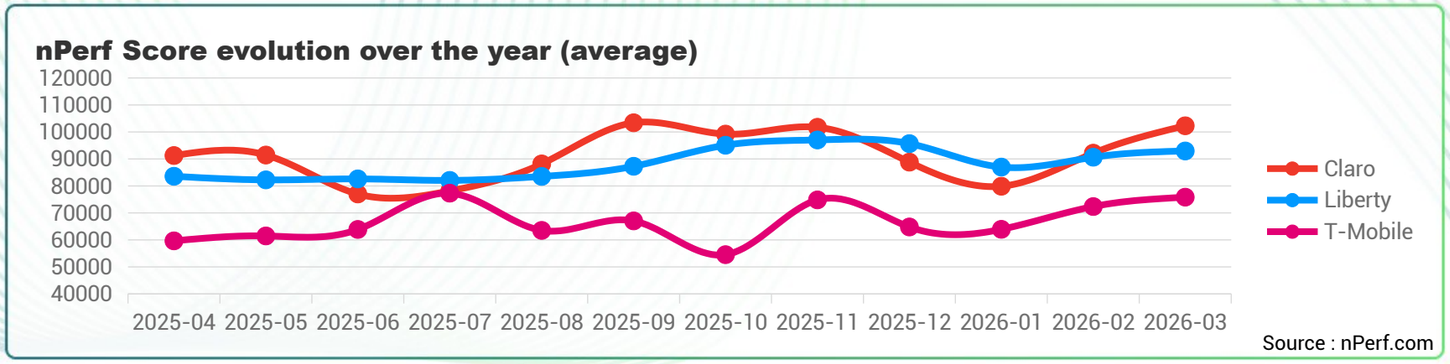
The nPerf score takes into account the measured bitrates, the latency and the QoE tests.

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






perf
We qualify your connection