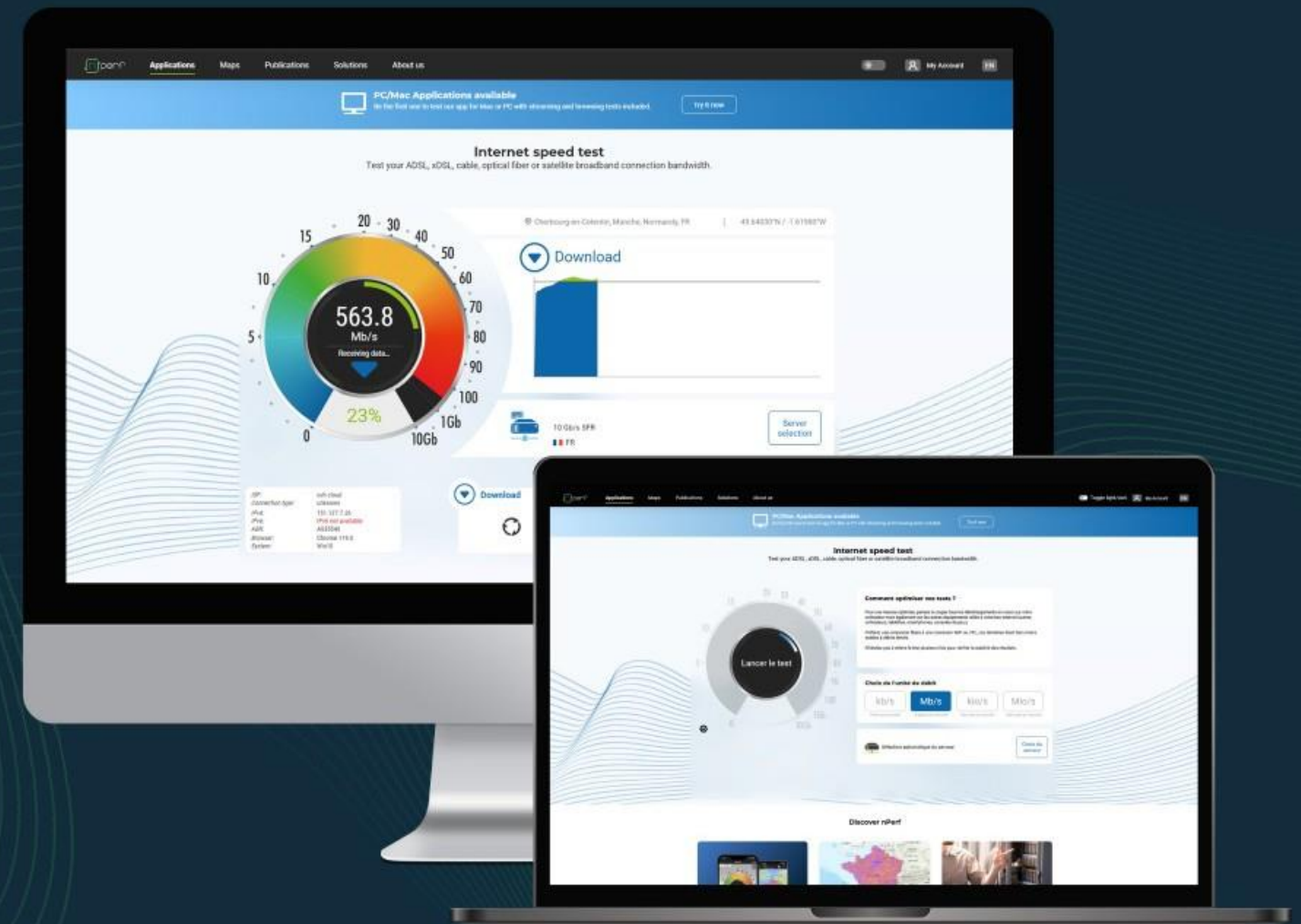


July 15, 2024



Barometer of fixed Internet connections in El Salvador

01/07/2023 - 30/06/2024



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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.



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2. Executive Summary



The subscribers of Movistar enjoyed the best fixed Internet performances in El Salvador during 2024.

Fixed Internet connections in El Salvador

| | Claro | Movistar | Tigo |
|----------------------------|--------|----------|--------|
| ▼ Download bitrates (Mb/s) | 55,48 | 66,27 | 56,58 |
| ▲ Upload bitrates (Mb/s) | 26,04 | 60,06 | 16,27 |
| ◀▶ Latency (ms) | 75,32 | 17,94 | 77,66 |
| 🌐 Web browsing (%) | 66,93 | 65,26 | 69,63 |
| 🎥 Youtube streaming (%) | 78,83 | 81,35 | 82,08 |
| 📊 nPerf Score (nPoints) | 73 202 | 98 267 | 73 363 |

Source : nperf.com

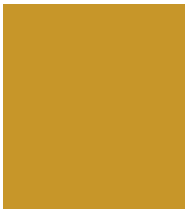


Best fixed Internet performance
in 2024



Source : nperf.com

Claro



Source : nperf.com

Introduction

In El Salvador's telecommunications market, Movistar holds the leading position, followed by Tigo in second place and Claro in third. This ranking highlights the different strengths and performance levels of each internet service provider (ISP) in key areas such as download and upload speeds, latency, and streaming capabilities.

Movistar leads with exceptional speed and latency

Movistar stands out as the leader due to its excellent performance in both speed and latency. With a download speed of 66.27 Mbps, an upload speed of 60.06 Mbps, and a latency of 17.94 ms, Movistar provides a fast and reliable internet connection. These impressive scores ensure a smooth and efficient user experience, placing Movistar at the top of the rankings.

Tigo: strong in web and youtube streaming

Tigo secures the second position, thanks to its solid performance in web browsing (69.63) and YouTube streaming (82.08). These strengths make Tigo a competitive option for users who prioritize high-quality streaming and browsing experiences.

Claro: lagging behind

In the last position, Claro has an average score of 73202 nPoints. This indicates a performance that, while functional, does not match the higher standards set by Movistar and Tigo. Claro's position reflects challenges in maintaining competitive service levels in the Salvadoran telecommunications market.

Conclusion

The Salvadoran telecommunications market is dominated by Movistar, with its superior download and upload speeds and low latency. Tigo follows in second place, excelling in web browsing and YouTube streaming. Claro, in third place, lags behind with an average overall performance. This competitive landscape provides users with a range of options based on their specific needs, whether they prioritize speed, streaming quality, or overall reliability.

4. Methodology



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 mobile connections, we assess:

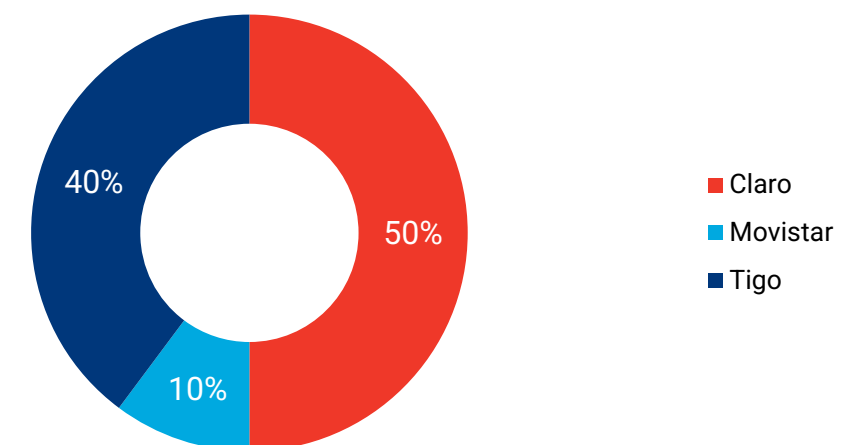
- ▼ **Download bitrate:**
Indicates the amount of data your connection can receive in one second from the nPerf server. The highest the measured value, the best is the bitrate of your connection.
- ▲ **Upload bitrate:**
Indicates the amount of data your connection can send in one second from the nPerf 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.
- 🌐 **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 user's perceived quality of the Internet network.
- 📺 **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 user's perceived quality of the Internet network.

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 4,22% 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



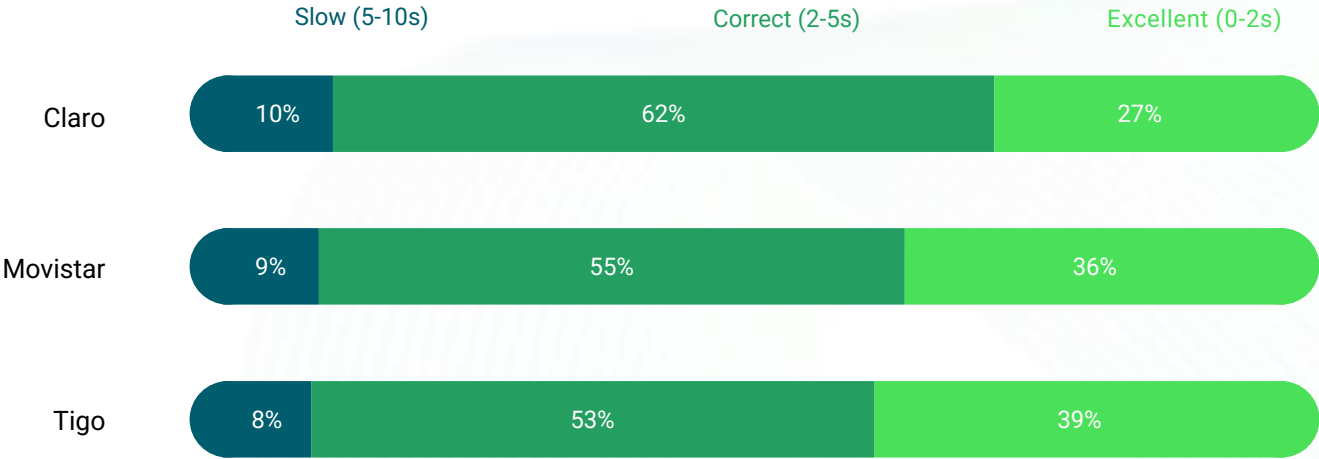
Browsing Performance rate (average)



Source : nperf.com

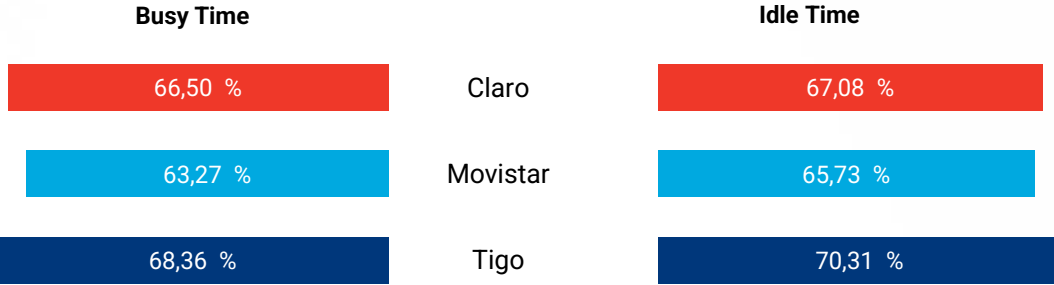
The subscribers of Tigo enjoyed the best mobile Internet browsing performance in 2024.

Browsing Performance results ventilation (average)



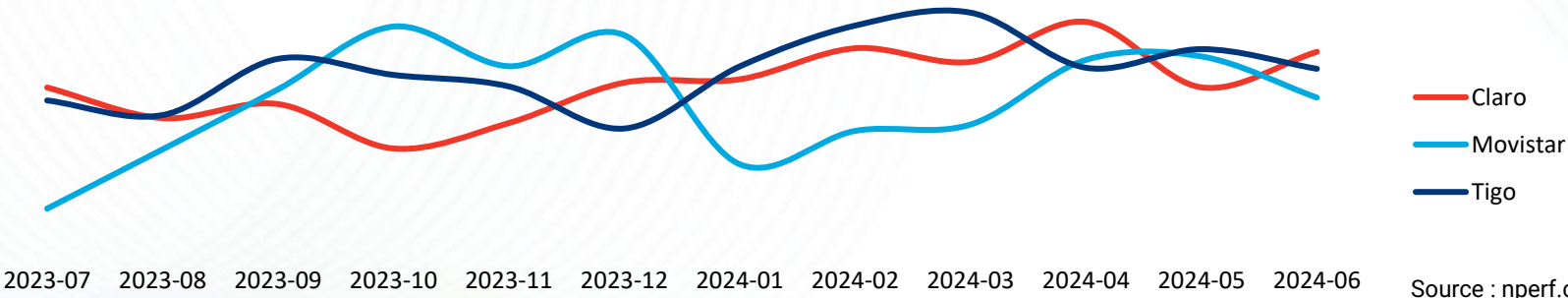
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

Browsing performance rate (average) evolution over the year



Source : nperf.com



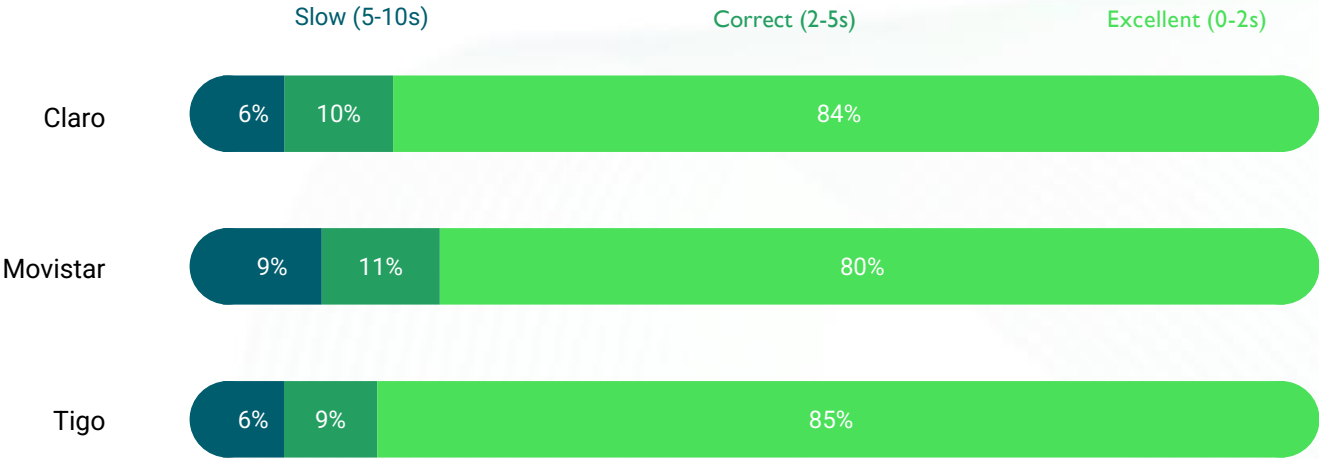
Streaming Performance rate (average)



Source : nperf.com

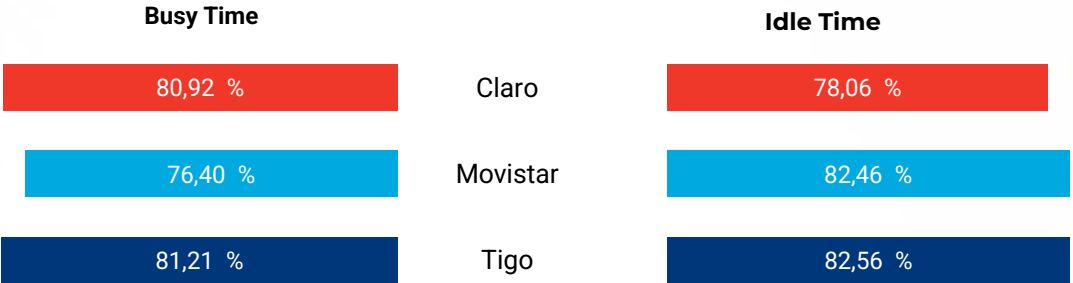
The subscribers of Movistar and Tigo enjoyed the best mobile Internet streaming performance in 2024.

Streaming Performance results ventilation (average)



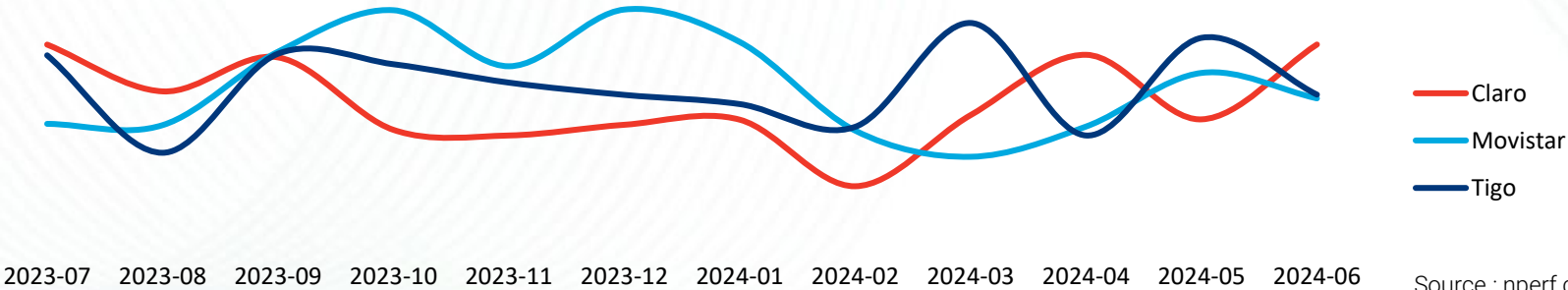
Source : nperf.com

Streaming Performance rate (average)



Source : nperf.com

Streaming performance rate (average) evolution over the year



Source : nperf.com



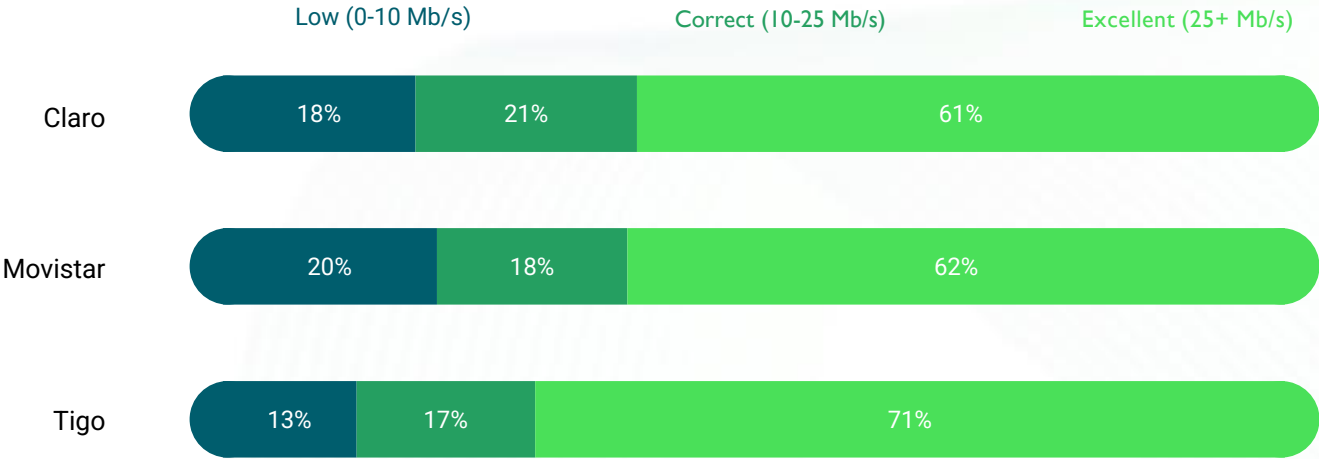
Download Speed (average)



Source : nperf.com

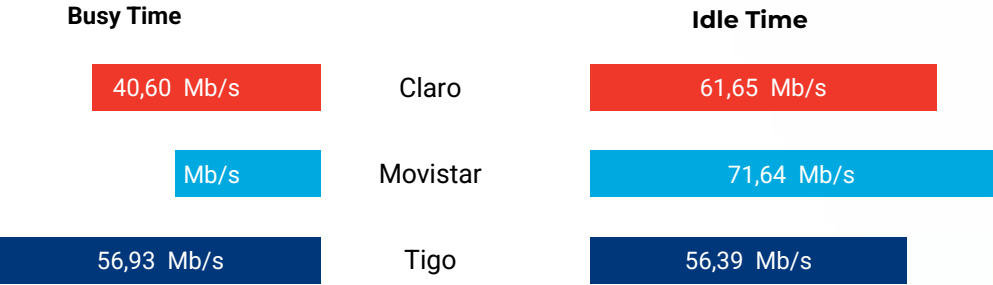
The subscribers of Movistar enjoyed the best average mobile Internet download speed in 2024.

Download Speed results ventilation (average)



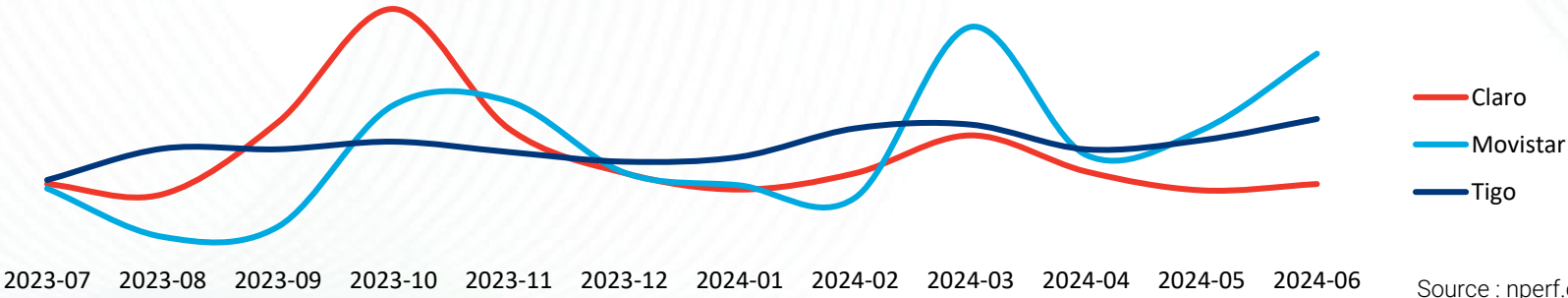
Source : nperf.com

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 Movistar enjoyed the best average mobile Internet upload speed in 2024.

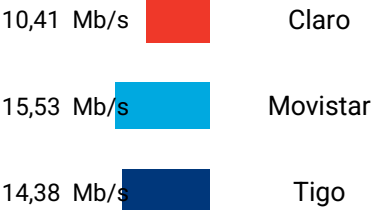
Upload Speed results ventilation (average)



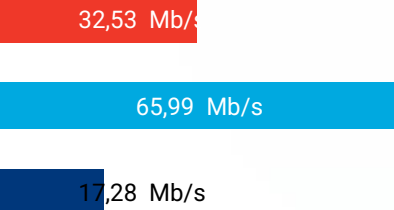
Source : nperf.com

Upload Speed (average)

Busy Time

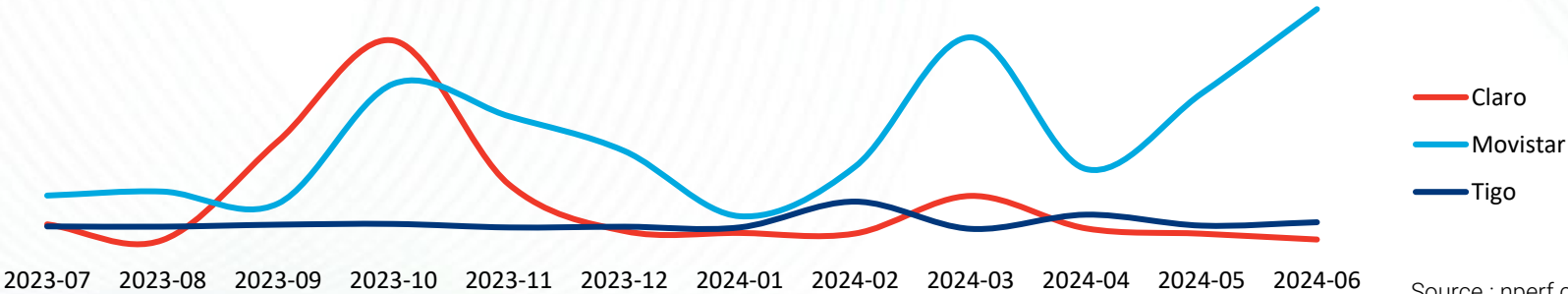


Idle Time



Source : nperf.com

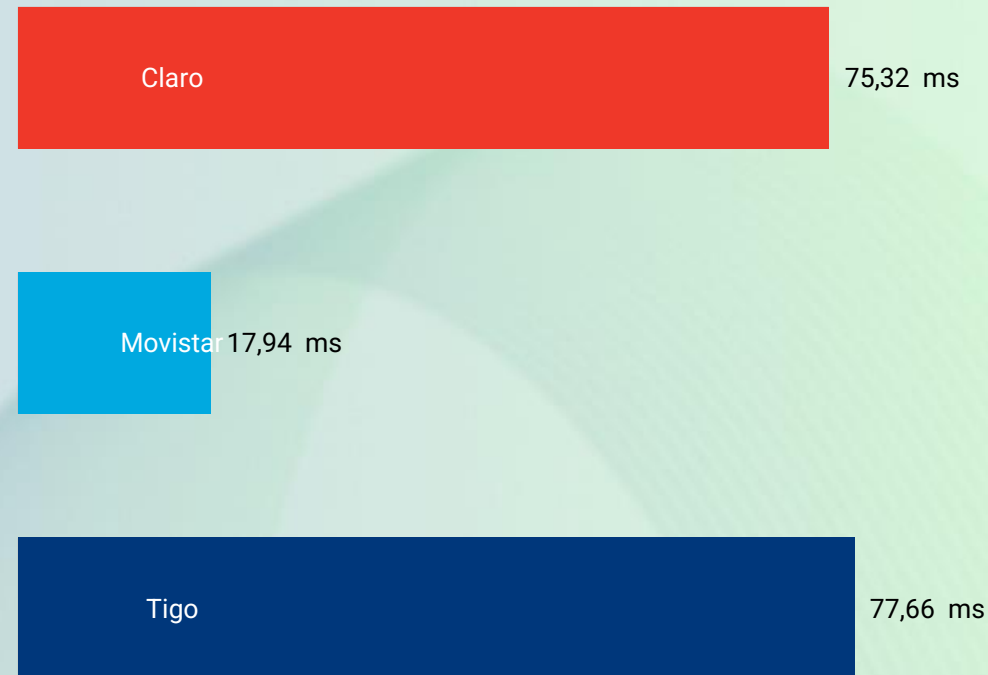
Upload Speed evolution over the year (average)



Source : nperf.com



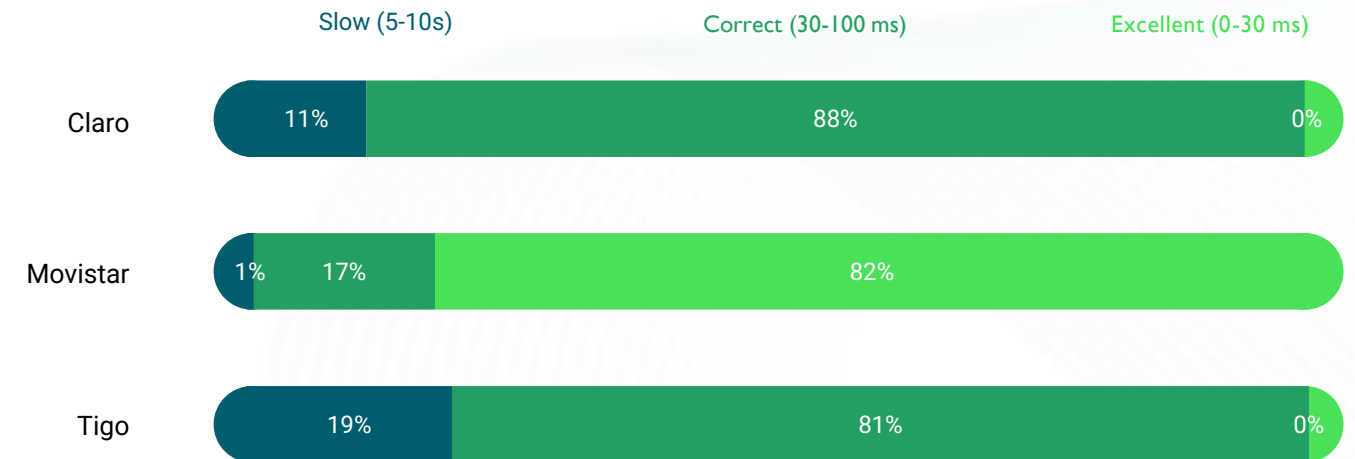
Latency Speed (average)



Source : nperf.com

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

Latency Speed results ventilation (average)



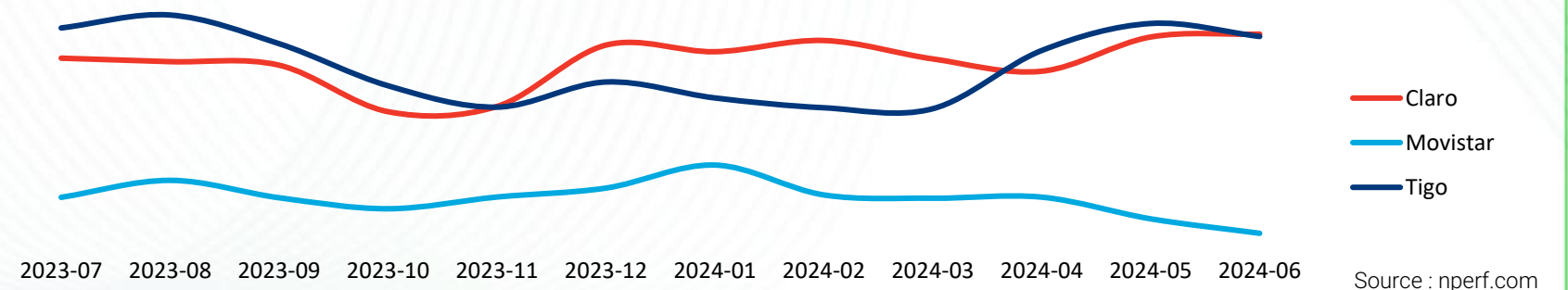
Source : nperf.com

Latency Speed (average)

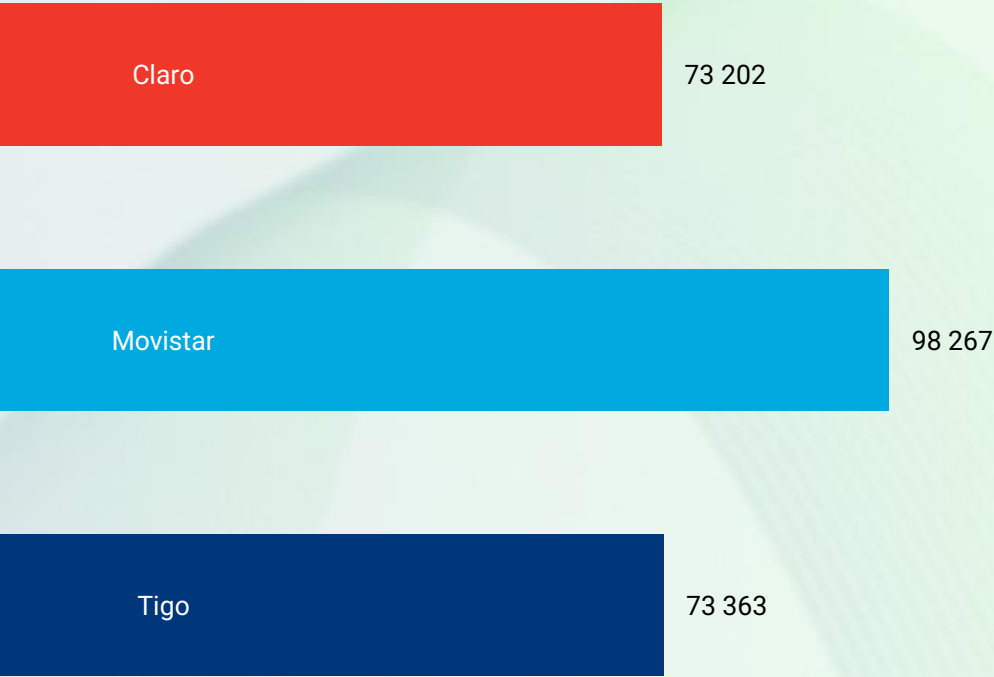


Source : nperf.com

Latency Speed evolution over the year (average)



nPerf Score (nPoints)



Source : nperf.com

The subscribers of Movistar enjoyed the best fixed Internet performances in El Salvador during 2024.

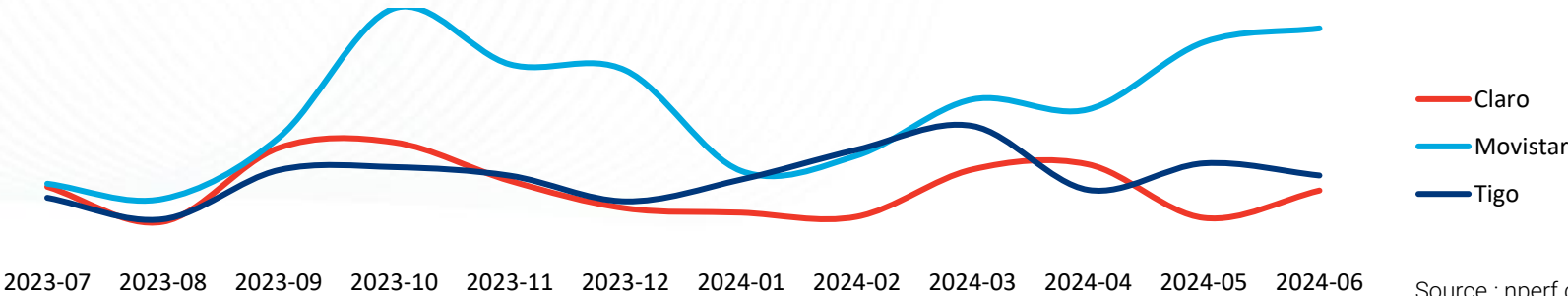
The nperf score takes into account the measured bitrates, the latency and the QoE tests. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user. Thus, this score reflects the overall quality of the connection experienced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

Source : nperf.com



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

