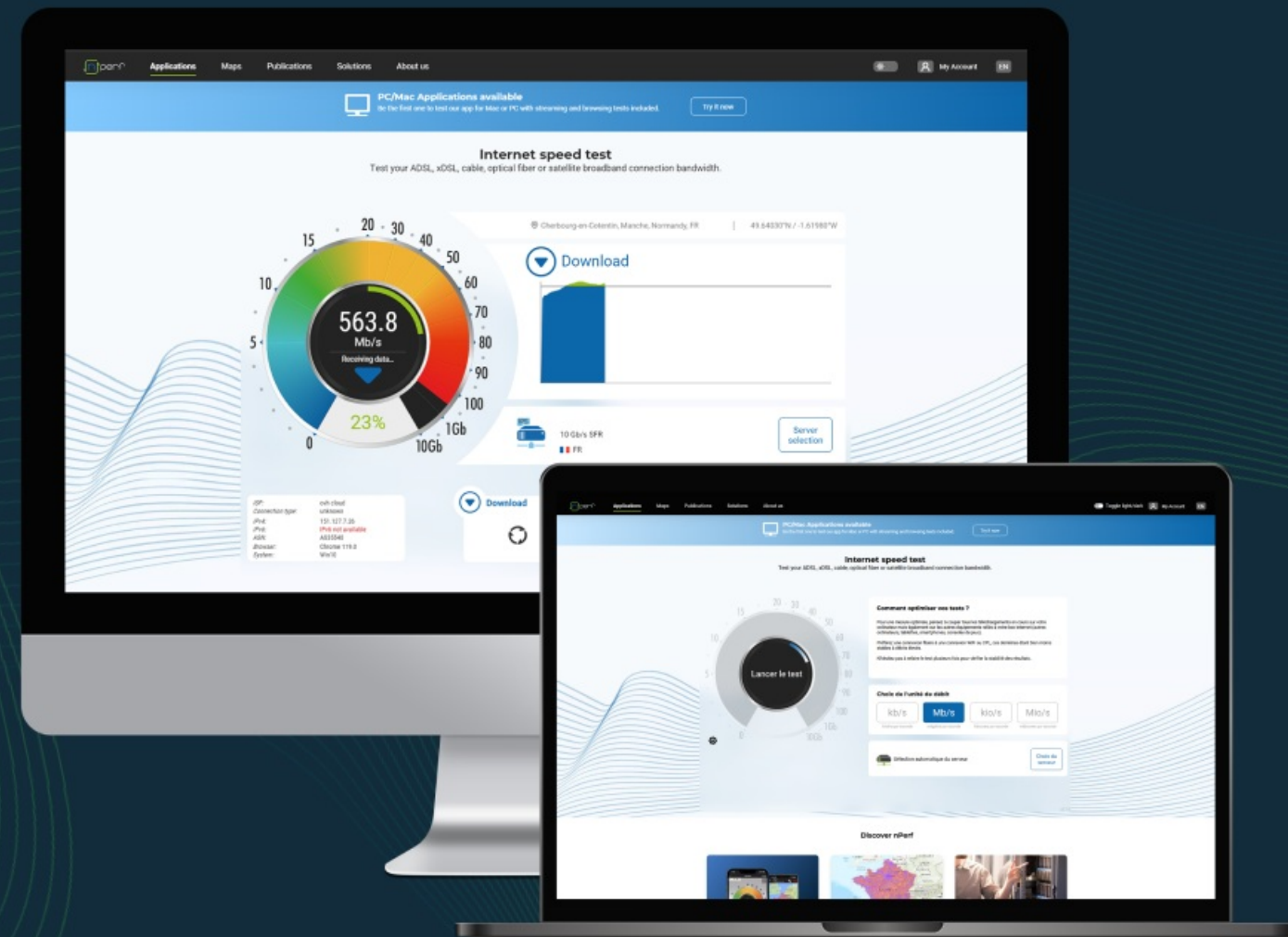




# Barometer of fixed Internet Connections in Thailand.

01/01/2023 - 31/12/2023



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**nPerf Network  
assessment**



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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  
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## 2. Executive Summary



The subscribers of True Online enjoyed the best broadband performances in Thailand during 2023.

### Fixed Internet connections in Thailand

	3BB	AIS	dtac	NT	True Online
▼ Download bitrates (Mb/s)	266.54	266.16	21.61	235.20	369.68
▲ Upload bitrates (Mb/s)	187.09	184.95	7.07	194.36	287.62
◀▶ Latency (ms)	12.00	15.14	40.57	14.90	12.17
nPerf Score (nPoints)	170 511	167 429	84 476	166 098	178 885

trueonline

Best fixed Internet performance  
in 2023



Source : nperf.com

### FTTH Fixed Internet connections in Thailand

	3BB	AIS	NT	True Online
▼ Download bitrates (Mb/s)	432.52	466.73	386.79	509.23
▲ Upload bitrates (Mb/s)	307.45	337.91	325.02	400.89
◀▶ Latency (ms)	9.55	8.29	11.96	8.65
nPerf Score (nPoints)	184 209	187 162	180 752	189 600



Source : nperf.com



### **True Online affirms its leadership position**

True Online leads Thailand's fixed internet market with a commanding nPerf score of 178,885. They boast the highest download speed at 370 Mb/s, paired with a robust upload speed of 288 Mb/s. Their latency stands at 12 ms, reflecting a highly responsive network.

### **FTTH: True Online's also keeping its stronghold**

In the FTTH category, True Online holds the top spot with a score of 189,600. They achieve a download speed of 509 Mbps and an upload speed of 401 Mbps, alongside a latency of 12 milliseconds. True Online's performance in this segment underscores their focus on high-speed FTTH service.

### **3BB: consistent performance**

3BB, ranked second in the overall market, shows consistent performance with an nPerf score of 170,511. They offer download speeds of 267 Mb/s and upload speeds of 187 Mb/s. Their latency of 12 ms underlines a stable and reliable service.

### **AIS: a clear competitive edge**

AIS takes the third spot in the overall market. They offer competitive download and upload speeds of 266 Mb/s and 185 Mb/s, respectively, with a latency of 15 ms. Their strong performance, especially in download speed, makes them a notable player in the market.

### **NT: stable with room for improvement on FTTH**

NT kept a steady performance over the year. Their network delivers download and upload speeds of 235 Mb/s and 194 Mb/s, respectively. With a latency of 15 ms, they provide a reliable internet experience. However, NT is slightly lagging behind competition on their FTTH network.

### **dtac: room for improvement**

dtac, with a lower nPerf score of 84,476, has room for improvement. Their download and upload speeds are at 22 Mb/s and 7 Mb/s, respectively, and a higher latency of 41 ms indicates potential areas for network enhancement.

### **Conclusion and Outlook**

The Thai fixed internet market, led by True Online, is characterized by strong competition and high-speed offerings, especially in the FTTH segment. Moving into 2024, we anticipate further advancements in FTTH deployments and enhancements in overall network performance across providers.

## 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 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) :

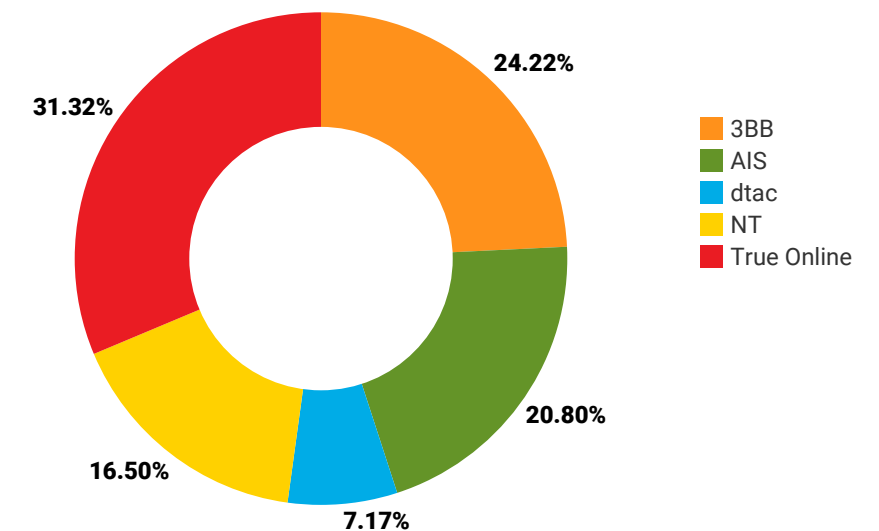
It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.

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 0.5 % precision for absolute values and 0.25 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.

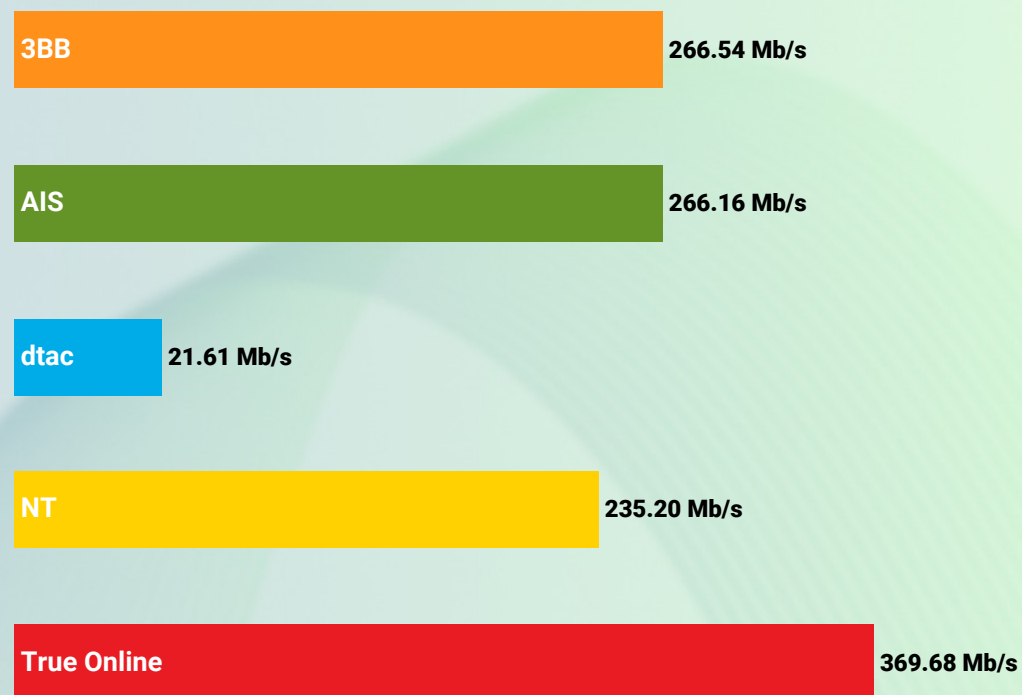
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



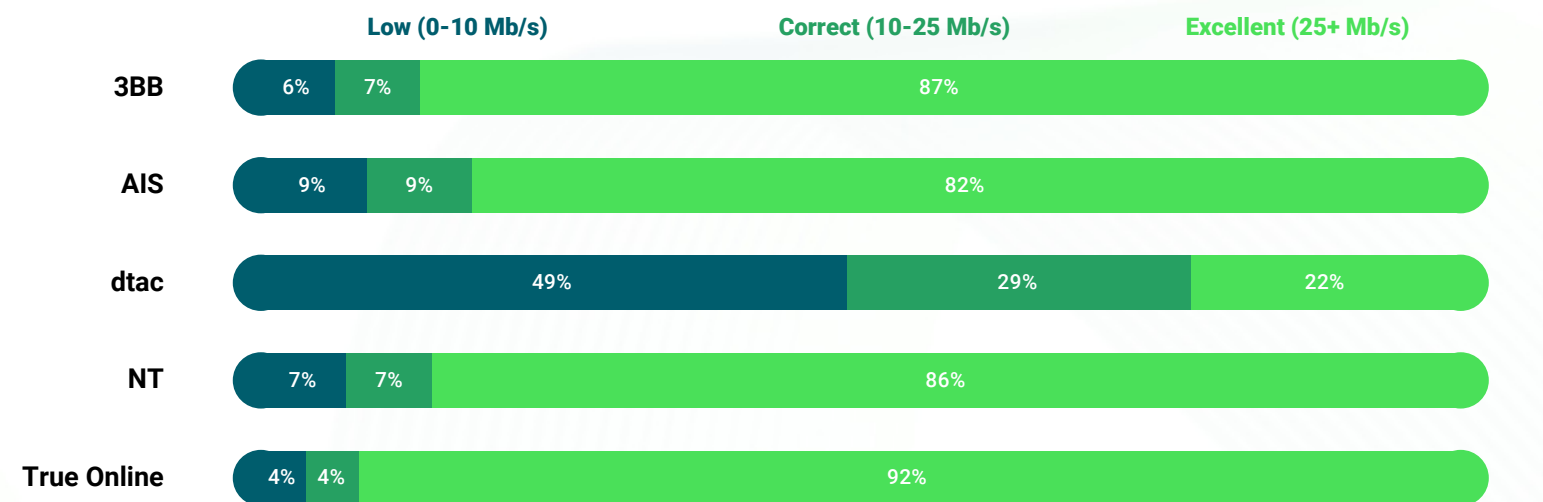
## Download Speed (average)



Source : nperf.com

The subscribers of True Online enjoyed the best average broadband download speed in 2023.

## Download Speed results ventilation (average )



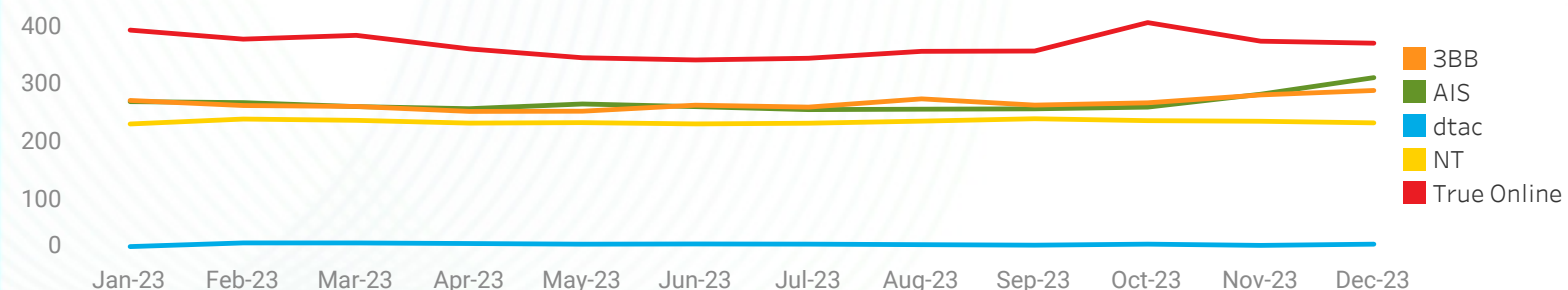
Source : nperf.com

## Download Speed (average )



Source : nperf.com

## Download Speed evolution over the year (average )

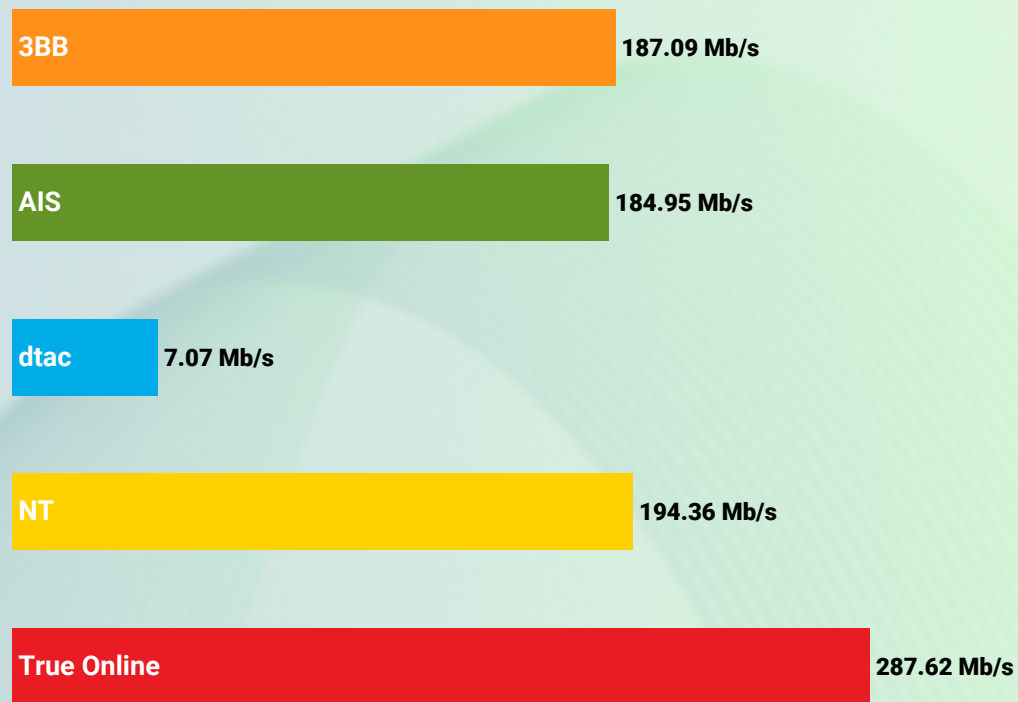


Source : nperf.com





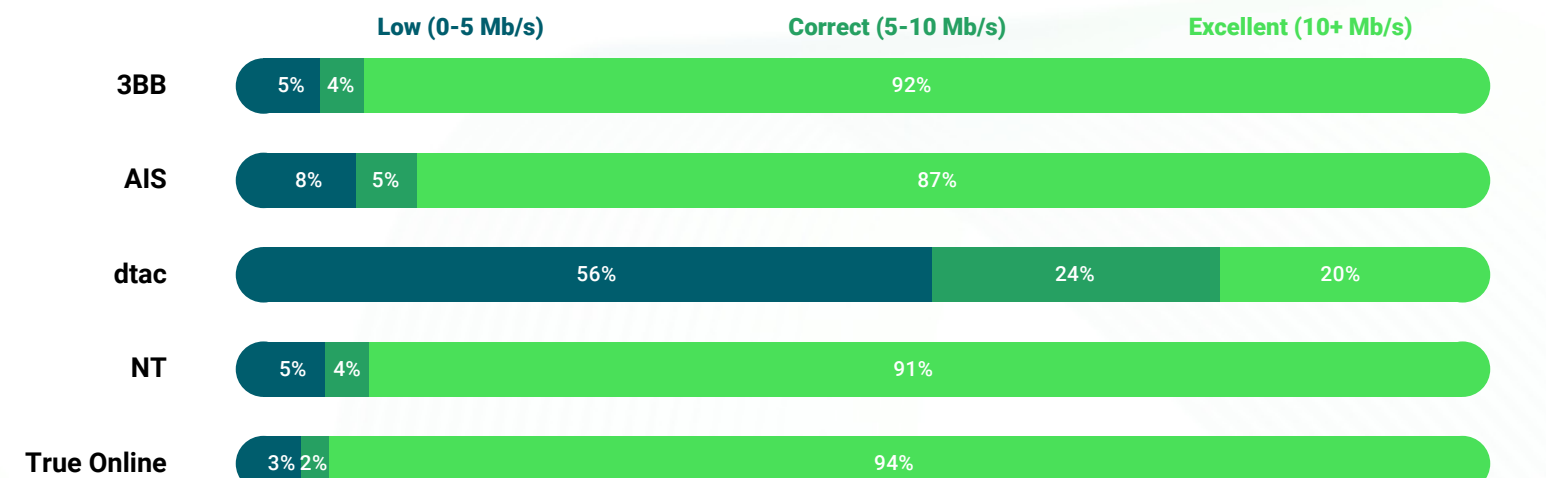
## Upload Speed (average )



Source : nperf.com

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

## Upload Speed results ventilation (average)



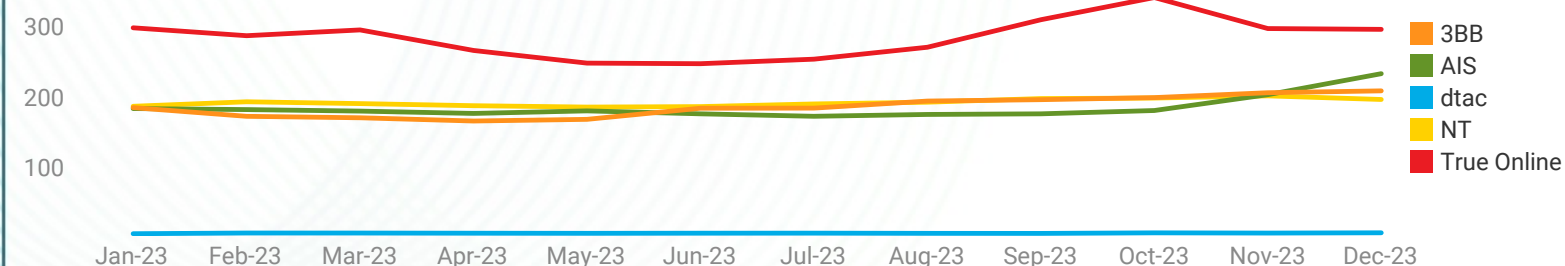
Source : nperf.com

## Upload Speed (average)



Source : nperf.com

## Upload Speed evolution over the year (average)

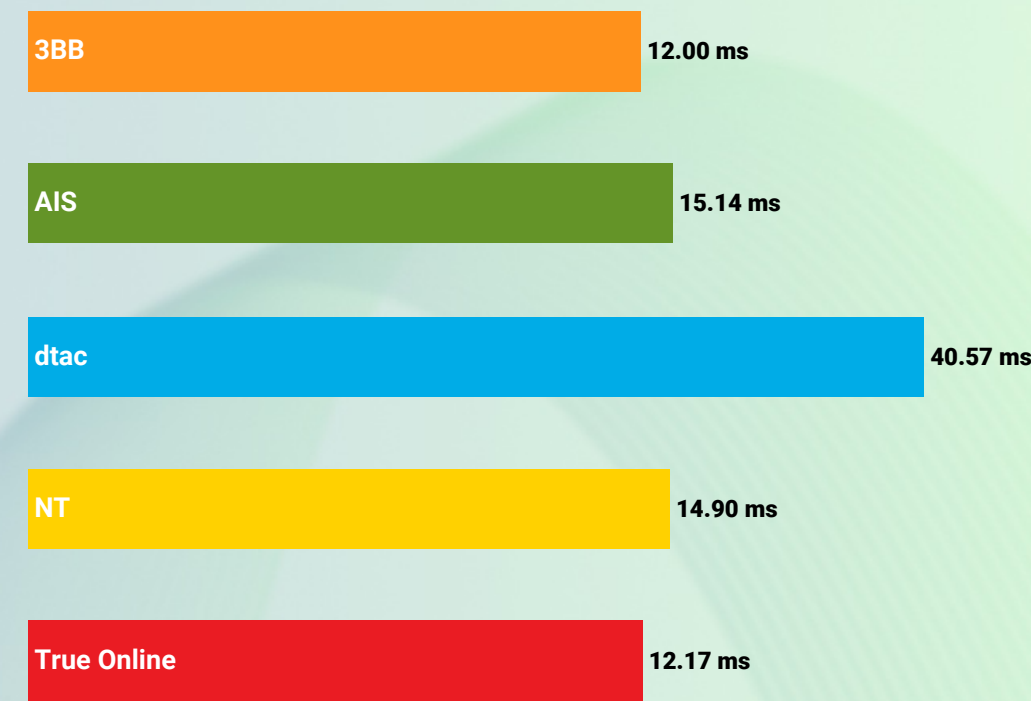


Source : nperf.com





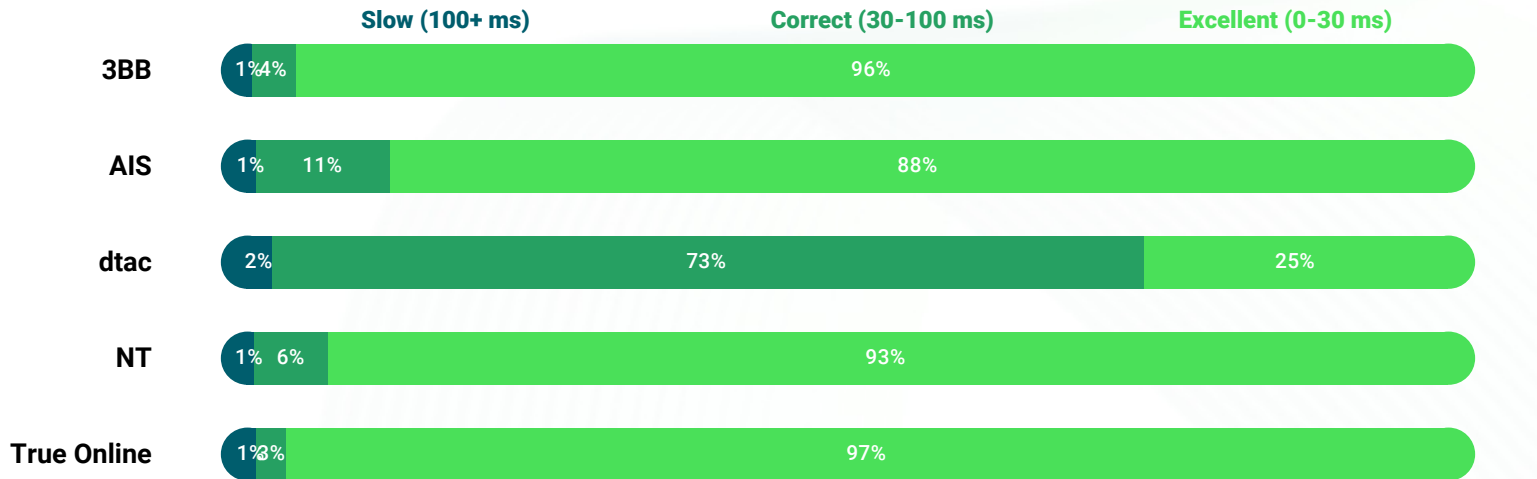
Latency Speed (average)



Source : nperf.com

The subscribers of 3BB enjoyed the best average broadband latency in 2023.

Latency Speed results ventilation (average)



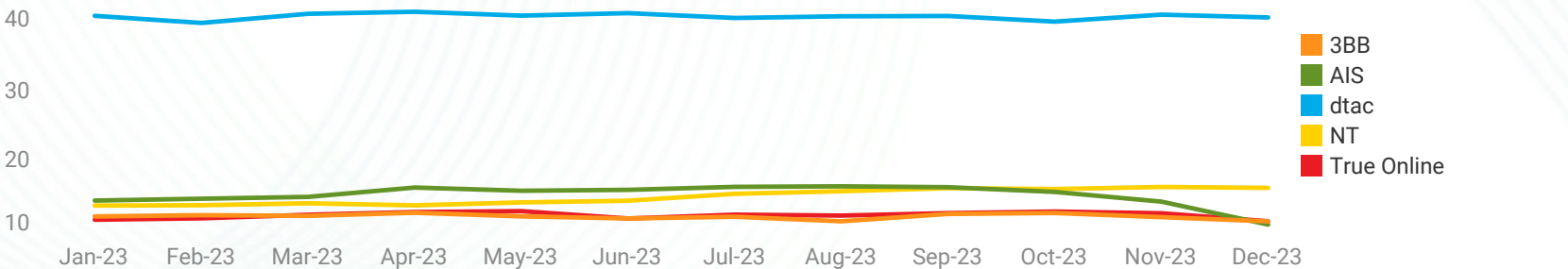
Source : nperf.com

Latency Speed (average)



Source : nperf.com

Average latency Speed evolution over the year



Source : nperf.com

### nPerf Score (nPoints)



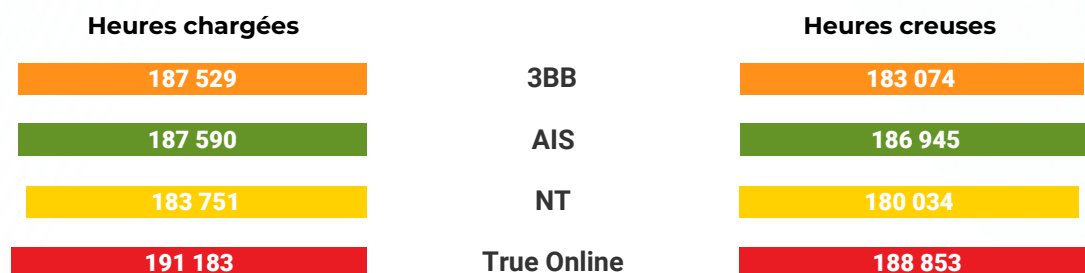
Source : nperf.com

The subscribers of True Online enjoyed the best broadband performances in Thailand during 2023 on FTTH.

- Best FTTH Internet Performance : True Online (189 600 nPoints)
- Best FTTH Download speed : True Online (509.23 Mb/s)
- Best FTTH Upload speed : True Online (400.89 Mb/s)
- Best FTTH Latency speed : AIS (8.29 ms)

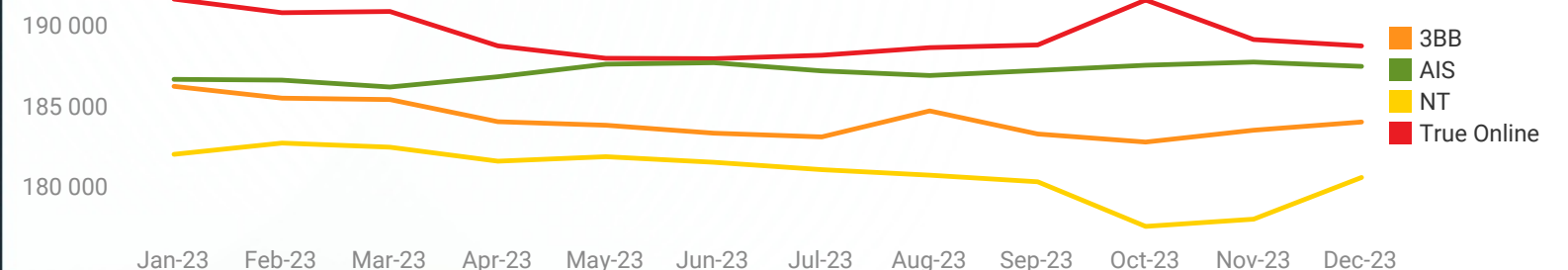
Source : nperf.com

### nPerf Score (nPoints)



Source : nperf.com

### nPerf score evolution over the year (average)



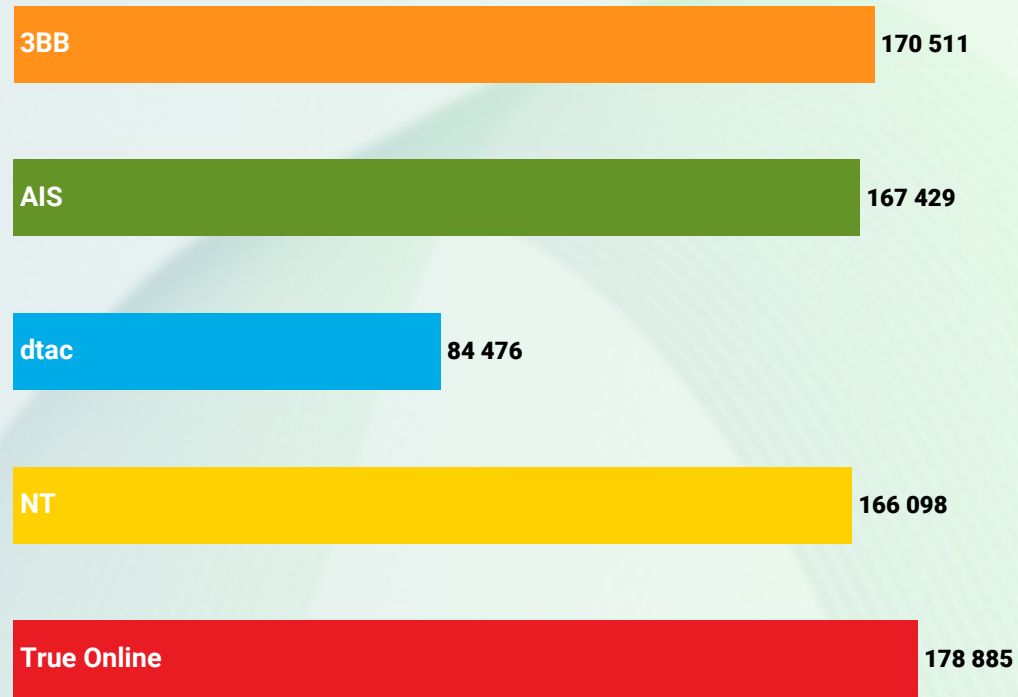
Source : nperf.com



# Fixed Internet performance in Thailand



nPerf Score (nPoints)



Source : nperf.com

The subscribers of True Online enjoyed the best broadband performances in Thailand 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.

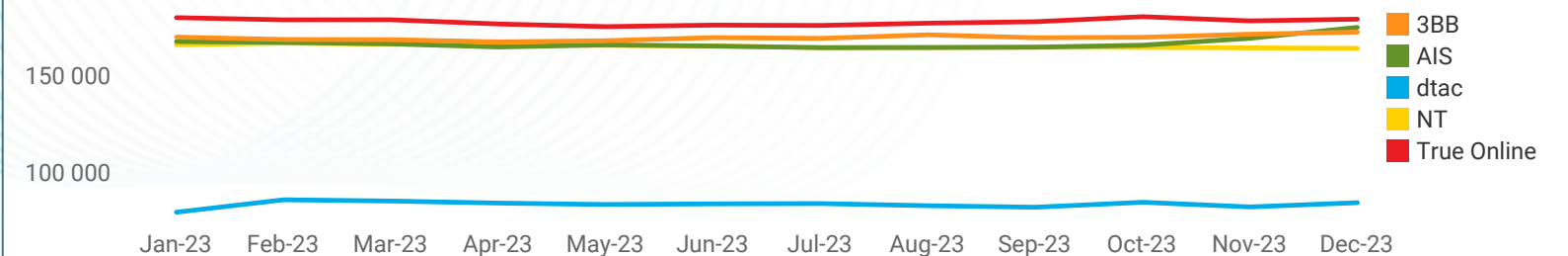
Source : nperf.com

Best fixed Internet performance in 2023



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

