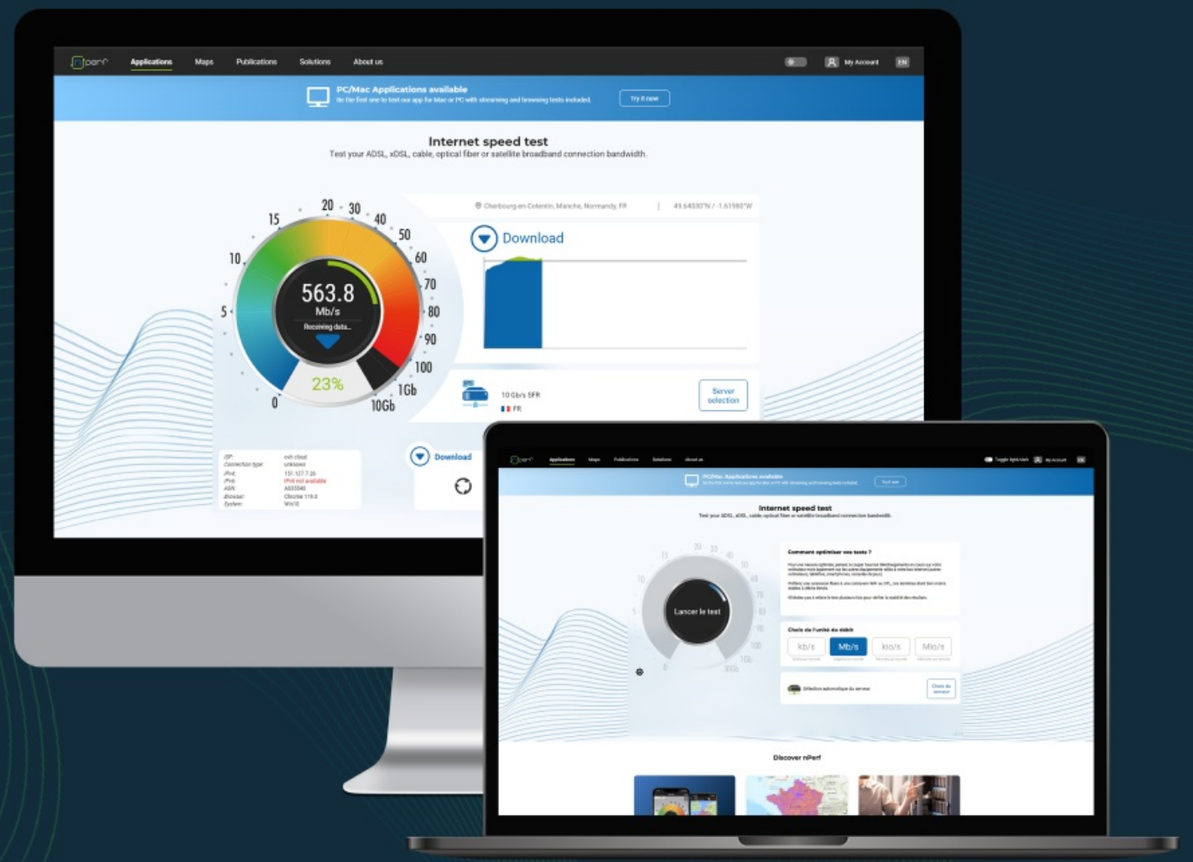
February 8, 2024

Barometer of fixed Internet Connections in Venezuela.

01/01/2023 - 31/12/2023



Agenda

1. Introducing nPerf
2. Executive summary
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5. nPerf Network assesment

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!
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2. Executive Summary

The subscribers of Airtek enjoyed the best broadband performances in Venezuela during 2023.

Fixed Internet connections in Venezuela

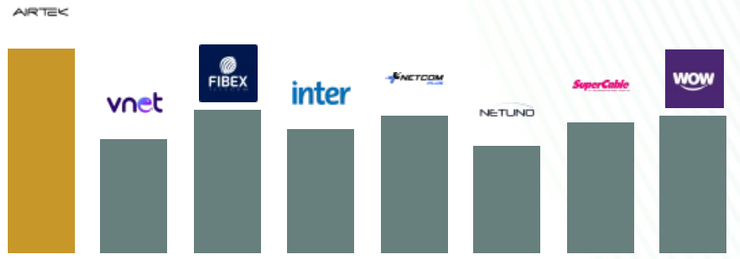
	Airtek	Fibex Telecom	Inter	Netcom Plus	NetUno	Supercable	VNET	WOW
Download bitrates (Mb/s)	159.60	72.93	62.10	102.19	58.06	51.99	45.84	50.91
Upload bitrates (Mb/s)	145.22	47.39	75.79	60.99	92.45	43.27	50.89	46.82
Latency (ms)	14.04	43.94	33.66	47.25	60.03	68.40	30.40	24.14
nPerf Score (nPoints)	158 523	125 613	115 366	122 875	106 297	119 103	109 812	122 576

Source : nperf.com

AIRTEK

Best fixed Internet performance in 2023

Source : nperf.com



Source : nperf.com

3. Analysis

In the realm of fixed internet services in Venezuela, the competition among Internet Service Providers (ISPs) is fierce, with significant disparities in performance metrics such as download and upload bitrates, latency, and overall nPerf scores.

Airtek ascends to the Top

Thanks to its FTTH network, Airtek emerges as the unequivocal leader across multiple KPIs. With a staggering download bitrate of 160 Mb/s and an upload speed of 145 Mb/s, Airtek not only surpasses its competitors but does so with a substantial margin. The ISP's low latency rate of 14 ms further cements its position at the pinnacle of performance. These figures are complemented by an impressive nPerf score of 158,523 nPoints, highlighting Airtek's commitment to excellence in internet service provision.

Fibex Telecom and Netcom Plus: the contenders

While Airtek leads, Fibex Telecom and Netcom Plus emerge as strong contenders. Fibex Telecom offers a download bitrate of 73 Mb/s and an upload speed of 47 Mb/s, accompanied by a latency of 44 ms. Despite trailing behind Airtek, Fibex's nPerf score of 125,613 nPoints suggests a reliable and competitive service. Netcom Plus, with a download speed of 102 Mb/s and an upload speed of 61 Mb/s, positions itself as a notable player. Its higher latency of 47 ms indicates an area for improvement to reach the top position.

WOW, with its download speed of 51 Mb/s and upload speed of 47 Mb/s, alongside a lower latency of 24 ms, presents itself as a strong contender for users looking for a balance between speed and responsive internet experience. Its performance could appeal to gamers and remote workers who rely on quick response times.

In the upload domain, NetUno stands out with an impressive speed of 92 Mb/s, surpassing many competitors. Despite its lower download speed of 58 Mb/s and a higher latency of 60 ms, NetUno's unique upload capability deserves recognition.

Supercable provides a more modest download speed of 52 Mb/s and an upload speed of 43 Mb/s, accompanied by a higher latency of 68 ms. This combination positions Supercable as a viable option for general household use, where extreme speeds may not be as critical, but reliability is valued.

VNET, offering download and upload speeds of 46 Mb/s and 51 Mb/s respectively, and a relatively low latency of 30 ms, stands out for users prioritizing stable connections and decent upload capabilities.

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) :

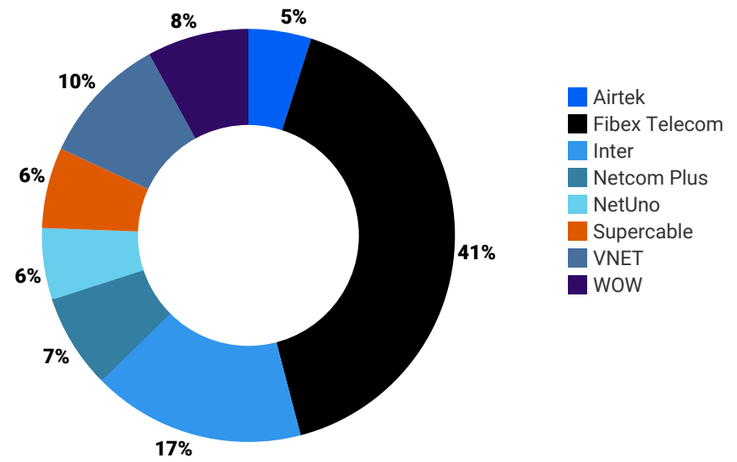
It indicated the delay a small packet of data requires to make a round-trip from your computer to the nPerf server. The shorter the delay, the most reactive your connection is. The main is the minimum value.

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 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.

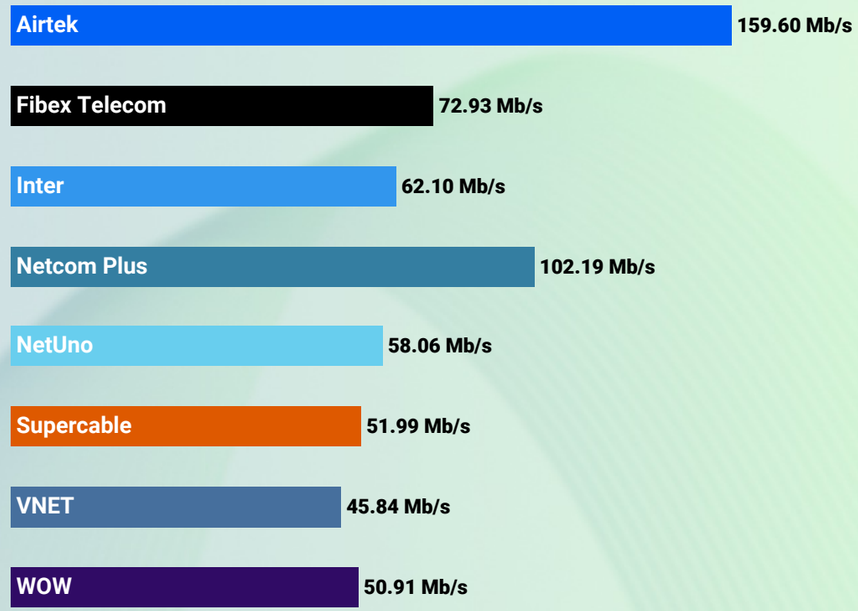
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com

Speed : Download

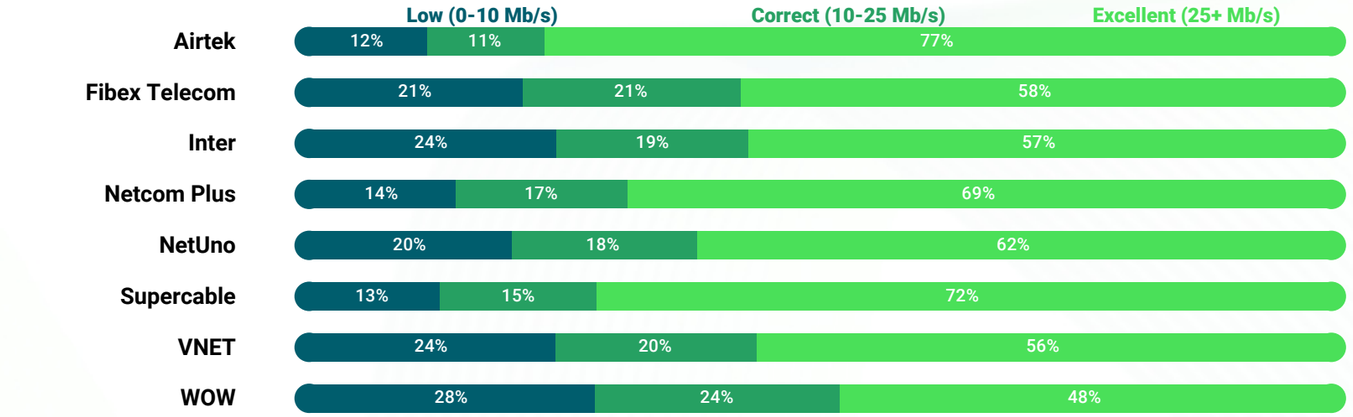
Download Speed (average)



Source : nperf.com

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

Download Speed results ventilation (average)

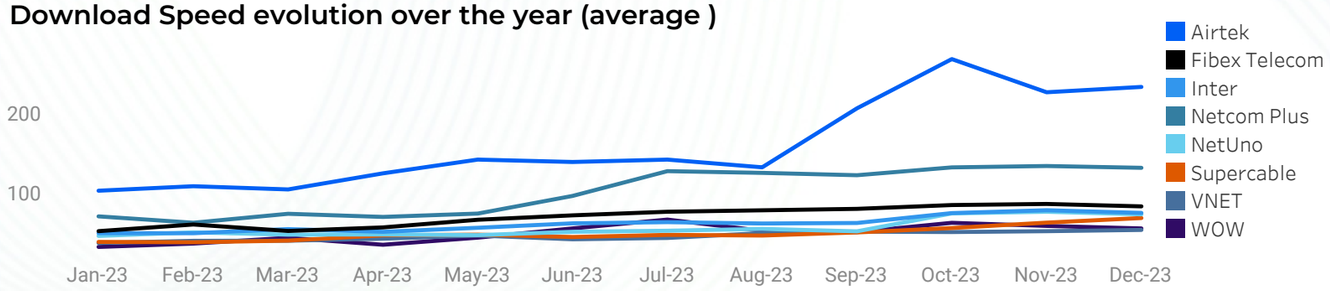


Source : nperf.com

Download Speed (average)

Source : nperf.com

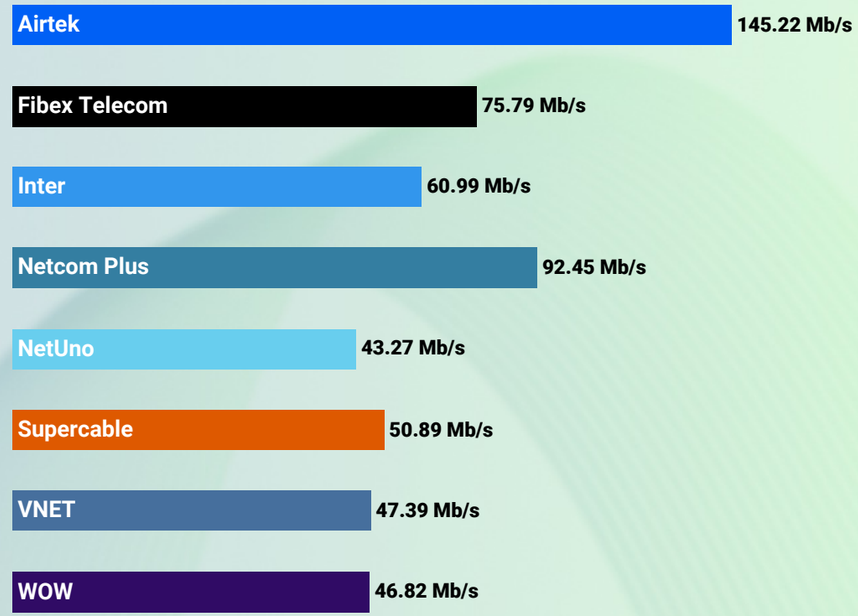
Download Speed evolution over the year (average)



Source : nperf.com

Speed : Upload

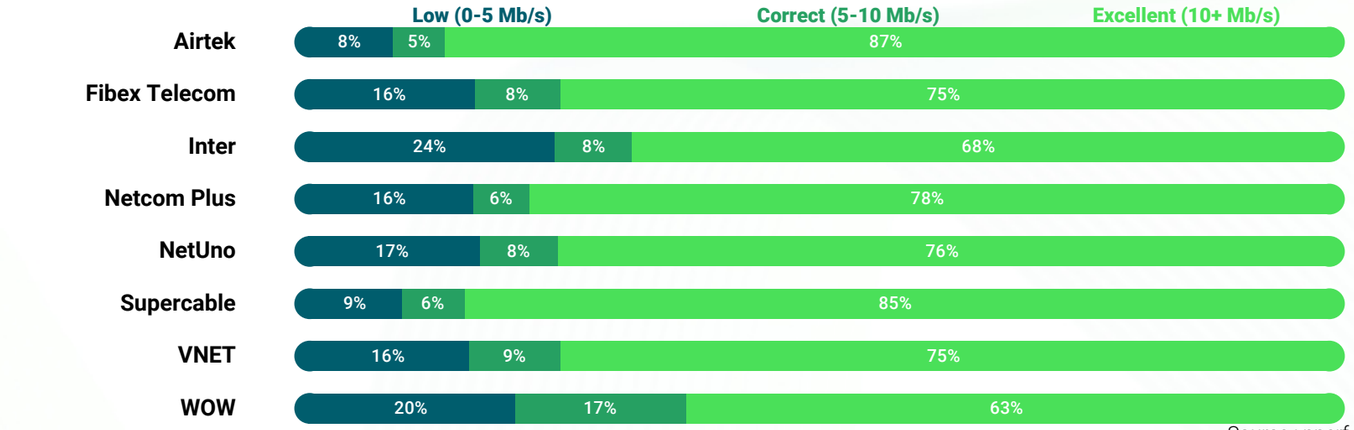
Upload Speed (average)



Source : nperf.com

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

Upload Speed results ventilation (average)

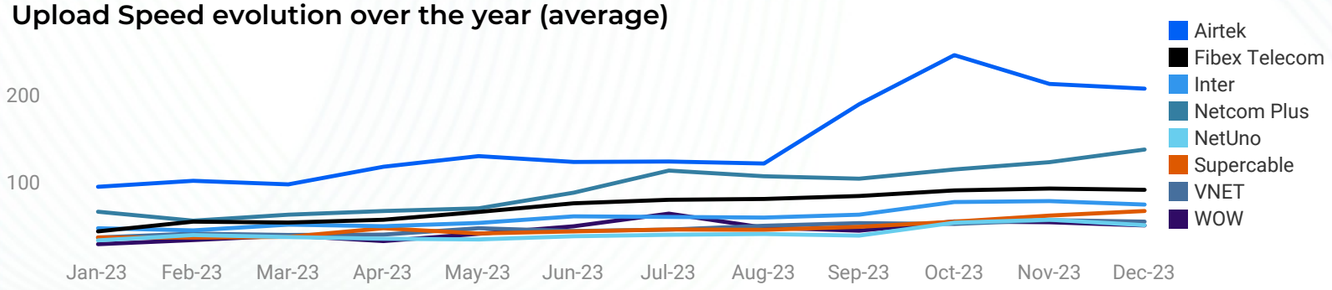


Source : nperf.com

Upload Speed (average)

Source : nperf.com

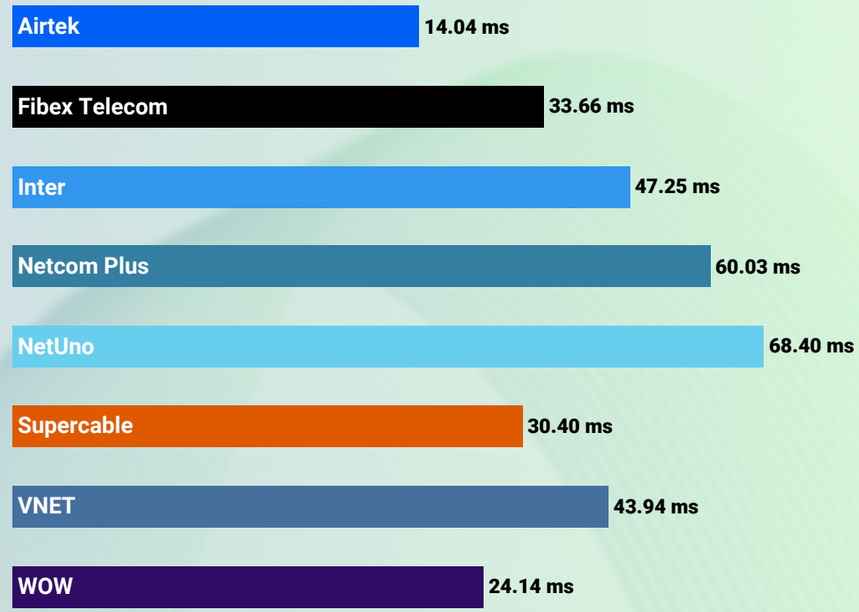
Upload Speed evolution over the year (average)



Source : nperf.com

Speed : Latency

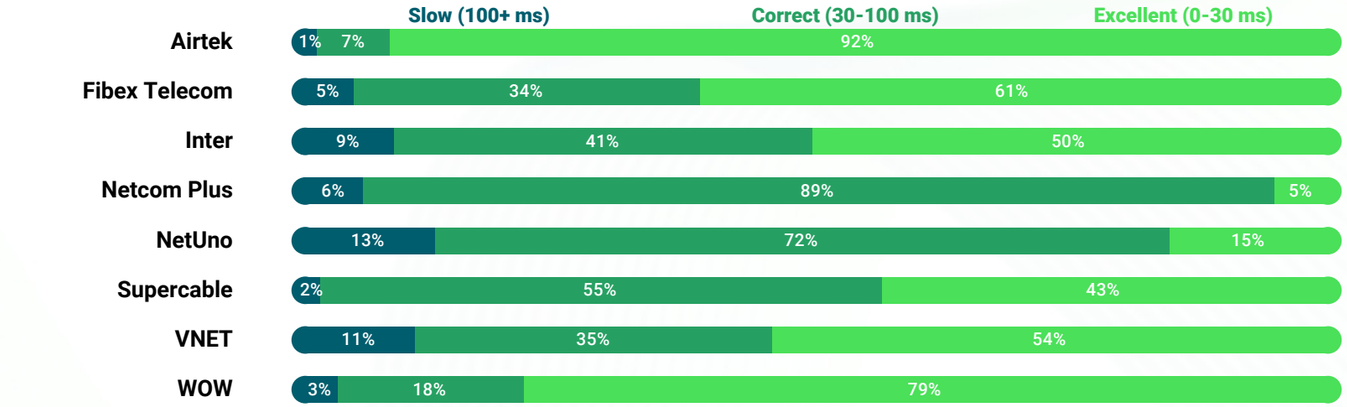
Latency Speed (average)



Source : nperf.com

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

Latency Speed results ventilation (average)

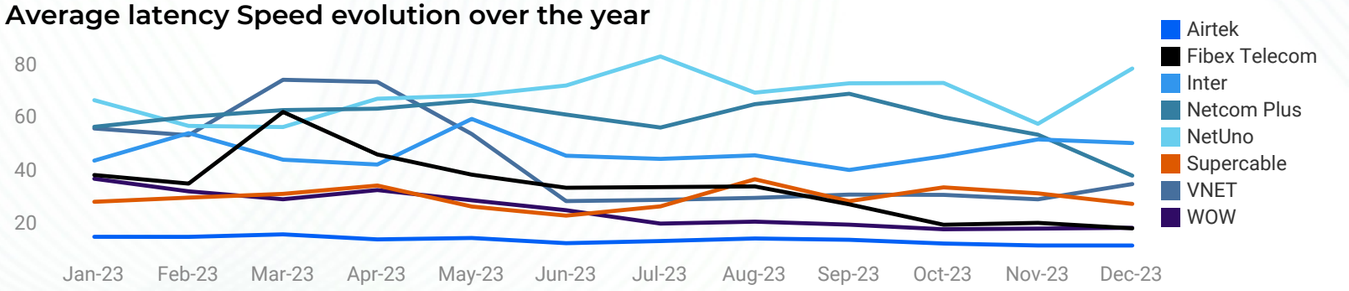


Source : nperf.com

Latency Speed (average)

Source : nperf.com

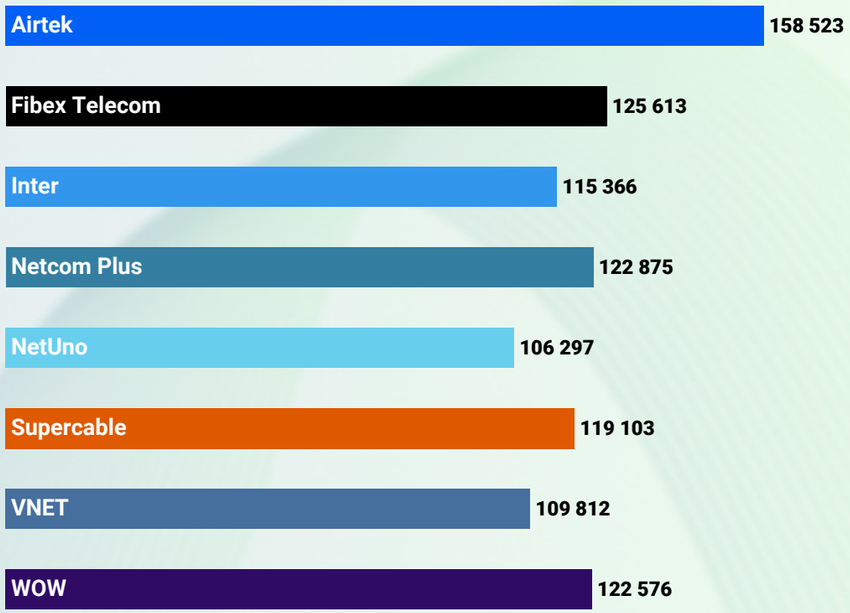
Average latency Speed evolution over the year



Source : nperf.com

Fixed Internet performance in Venezuela

nPerf Score (nPoints)



Source : nperf.com

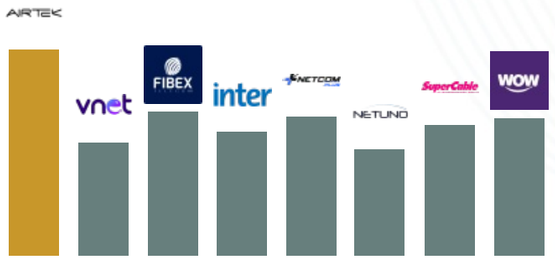
The subscribers of Airtek enjoyed the best broadband performances in Venezuela during 2023.

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.

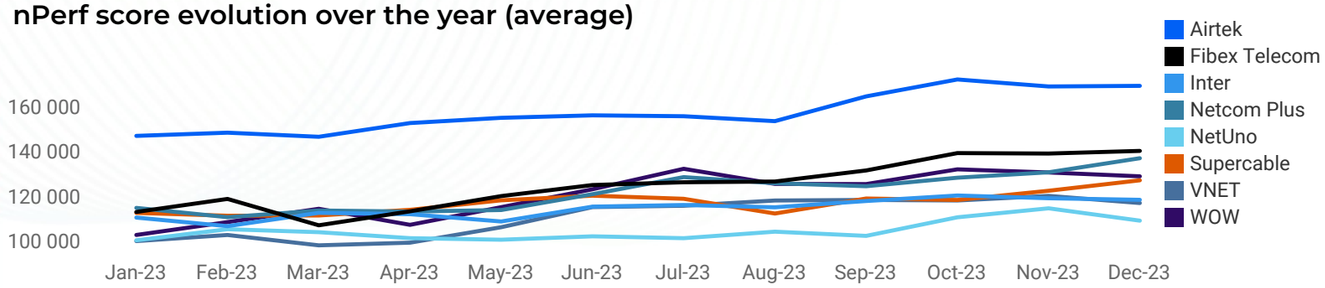
Source : nperf.com

Best fixed Internet performance in 2023



Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com


perf
We qualify your connection