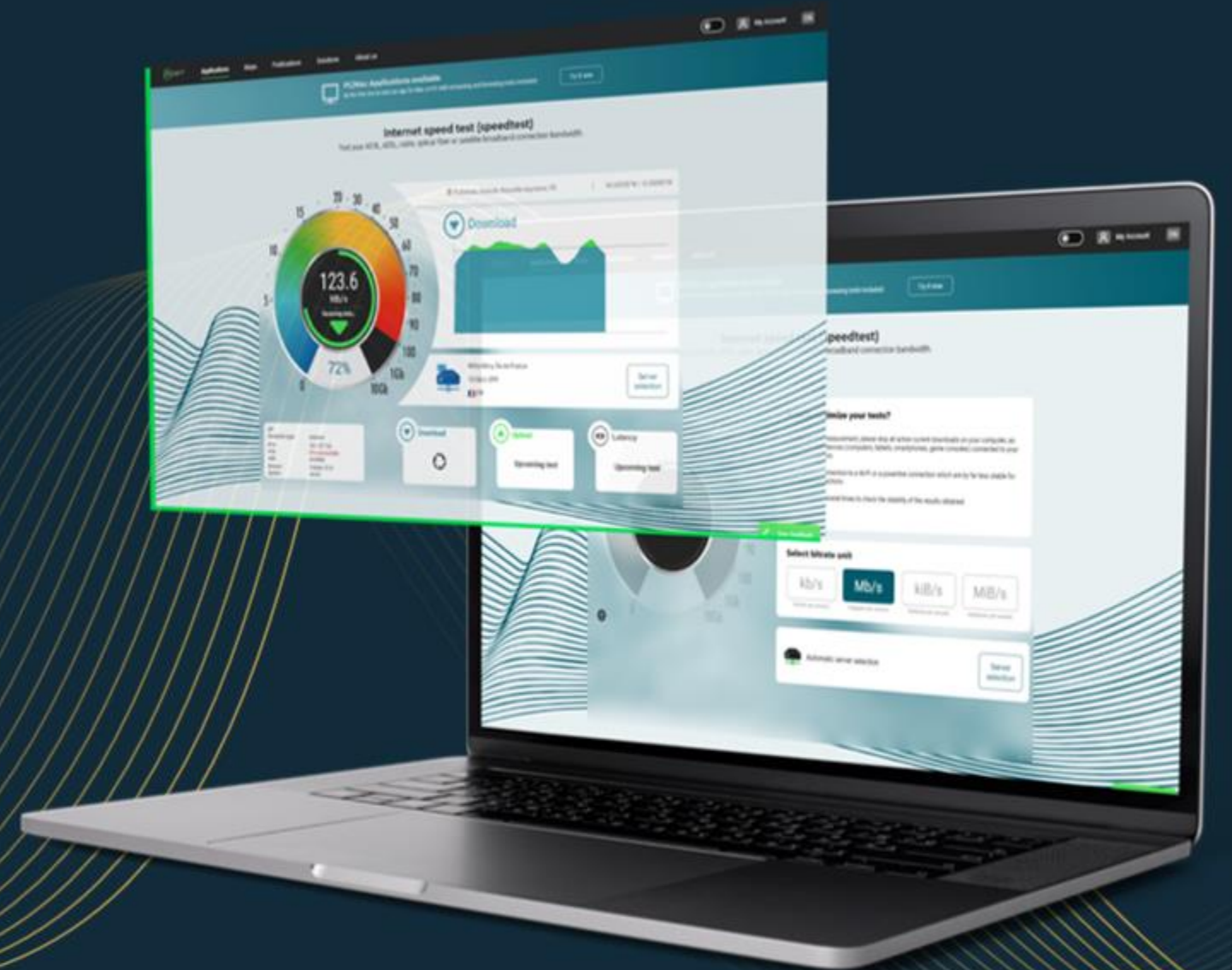


01/16/2025

Barometer of fixed Internet connections in Venezuela (Bolivarian Republic of)

01/01/2024 - 12/31/2024



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**Introducing
nPerf**

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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.

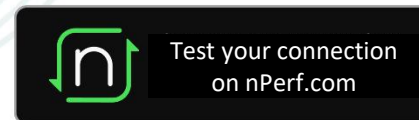
 **300k+** tests daily worldwide.

 **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 Fibex Telecom and Netcom Plus enjoyed the best fixed Internet performances in 2024.

Fixed Internet connections in Venezuela (Bolivarian Republic of)

	VNET	CANTV	Fibex Telecom	Inter	NetUno	Netcom Plus	SuperCable
Download bitrates (Mb/s)	71,34	19,78	87,61	79,58	82,21	104,89	91,63
Upload bitrates (Mb/s)	72,47	12,80	89,56	77,31	62,83	93,85	93,03
Latency (ms)	33,81	112,71	16,87	38,97	49,31	16,42	37,65
Web browsing (%)	62,96	49,21	62,27	65,30	65,54	62,35	62,80
Youtube streaming (%)	67,79	63,74	71,18	78,81	80,97	69,39	81,58
nPerf Score (nPoints)	81 608	42 239	95 140	89 665	87 413	96 317	92 938

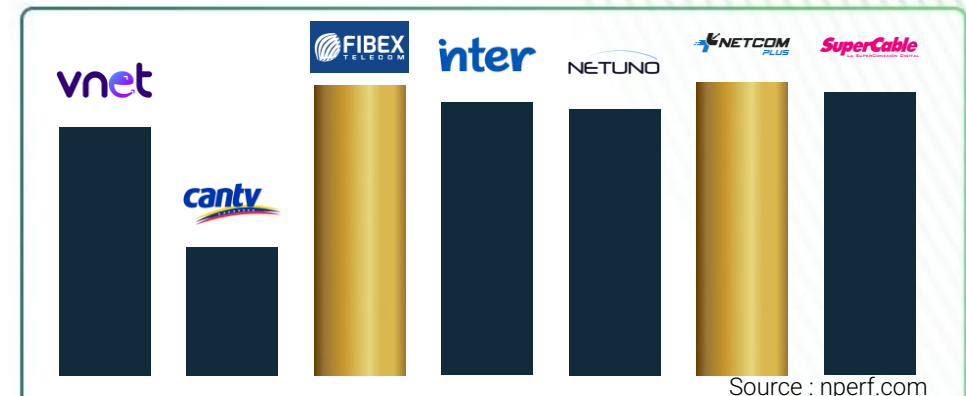
Source : nperf.com



Best fixed Internet performance in 2024



Source : nperf.com



Source : nperf.com

The subscribers of Fibex Telecom, Inter and Netcom Plus enjoyed the best FTTH Internet performances in Venezuela (Bolivarian Republic of) in 2024.


FTTH Fixed Internet connections in Venezuela (Bolivarian Republic of)

	VNET	CANTV	Fibex Telecom	Inter	NetUno	Netcom Plus	Supercable
▼ Download bitrates (Mb/s)	230,69	228,59	234,74	243,83	226,22	284,41	193,48
▲ Upload bitrates (Mb/s)	250,26	211,31	256,82	249,36	193,25	268,99	206,69
◀▶ Latency (ms)	22,78	77,77	13,04	32,50	42,68	13,44	31,73
🌐 Web browsing (%)	71,64	72,62	70,47	74,15	73,74	70,92	67,77
📺 Youtube streaming (%)	66,65	82,57	77,33	87,25	88,60	75,66	86,87
nPerf Score (nPoints)	111 078	107 725	125 648	124 799	118 910	126 817	115 969

Source : nperf.com

The subscribers of Netcom Plus enjoyed the best WIFI Internet performances in Venezuela (Bolivarian Republic of) in 2024.

Fixed Internet connections in Venezuela (Bolivarian Republic of)

	VNET	CANTV	Fibex Telecom	Inter	NetUno	Netcom Plus	Supercabl e
▼ Download bitrates (Mb/s)	59,72	13,41	71,64	62,03	66,50	88,80	76,25
▲ Upload bitrates (Mb/s)	60,34	7,96	74,68	59,30	47,35	78,54	76,12
◀▶ Latency (ms)	34,05	116,37	16,13	38,55	49,34	15,26	38,07
🌐 Web browsing (%)	63,40	49,51	62,66	65,80	65,90	62,97	63,04
📺 Youtube streaming (%)	68,59	64,32	71,88	79,70	81,64	70,21	82,19
 nPerf Score (nPoints)	79 496	36 851	93 297	86 299	83 919	95 425	90 094

Source : nperf.com

3. Analysis



Introduction

In 2024, the fixed-line internet market in Venezuela has seen significant developments. Fibex Telecom and Netcom Plus have emerged as the new market co-leaders, showcasing their superior performance across various metrics. The focus on WiFi and FTTH technologies has been pivotal in driving advancements. Notably, Netcom Plus continues to excel, maintaining its leadership in the Download and Upload speed categories. The market has demonstrated positive trends, with improvements in key performance indicators and a competitive landscape fostering innovation and growth.

Fibex Telecom: Co-leader of the market with outstanding performance.

For the period of Q1 2024 to Q4 2024, Fibex Telecom has achieved a remarkable score of 95,140. As a co-leader, Fibex Telecom is recognized for its exceptional performance in the fixed-line internet market. The operator excels in the Latency category, delivering a low latency of 16,87 ms. Fibex Telecom also demonstrates strength in the Video streaming sector. Significant improvements are noted, with a 16.7% enhancement in its overall score, further solidifying its position in the market.

Netcom Plus: Co-leader of the market and domination in Download and Upload speed.

Netcom Plus shares the leadership position with Fibex Telecom, achieving a score of 96,317. It continues to dominate in the Download and Upload speed categories, with impressive rates of 104.89 Mbps and 93.85 Mbps, respectively. Netcom Plus also shines in the WiFi focus, maintaining its leadership status. With an 11.4% increase in its score, Netcom Plus remains a driving force in the market, consistently delivering high-quality service.

Supercable: Excellence in Video streaming.

Supercable, while not a market leader, excels in the Video streaming category, winning with a performance rate of 81.58%. The operator also shows commendable results in the Latency sector, with a low latency of 37.65 ms. Supercable's contribution to the market is highlighted by its strong showing in these areas, despite not achieving

overall market leadership.

NetUno: Excellence in Browsing.

NetUno distinguishes itself in the Browsing category, achieving the highest score of 65.54% in the current period. With a significant score of 87,413, NetUno's performance in browsing underlines its capability to provide a seamless user experience. The operator has also made notable progress, with a 16.9% improvement in its overall score.

Inter: Significant Improvement.

Inter has shown a substantial improvement of 21.5% in its score, reaching 89,665. Although not leading in specific categories, Inter's growth highlights its potential and commitment to enhancing its services in the fixed-line internet market.

VNET: Notable Growth.

VNET, while trailing in overall performance, has achieved a noteworthy 25% increase in its score, reaching 81,608. This improvement reflects VNET's efforts in expanding its market presence and improving its service offerings.

Cantv: Rapid Advancement.

Cantv has experienced the most significant growth, with a 47.7% increase in its score. Despite having the lowest overall performance, this advancement indicates a positive trajectory for Cantv in the fixed-line internet market.

Conclusion

In conclusion, Fibex Telecom and Netcom Plus lead the fixed-line internet market as co-leaders, with Netcom Plus excelling in Download and Upload speed. Supercable, NetUno, and other operators contribute to a competitive landscape with their strengths in various categories. The market's positive performance and the advancements of individual operators suggest a promising future, driven by innovation and enhanced connectivity for users.

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 birate

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 birate

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

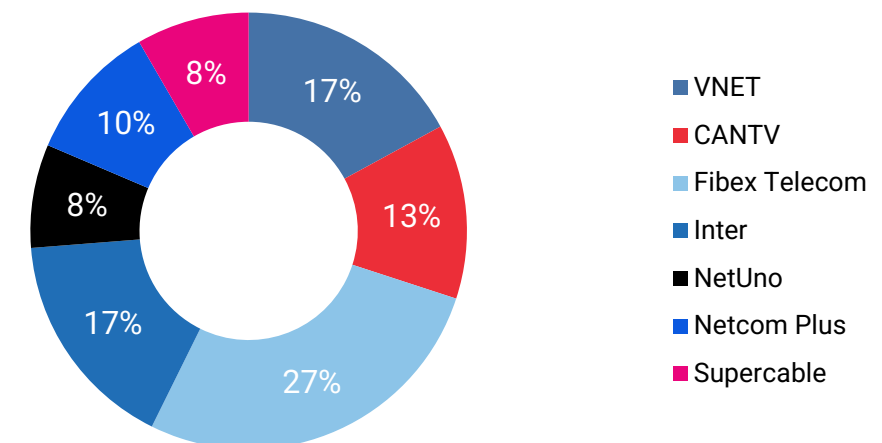
The video streaming test gauges the load time of a fully loaded video in three resolutions on YouTube, considering stalls during playback. This indicator reflects the perceived quality by the user.

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 2% 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.

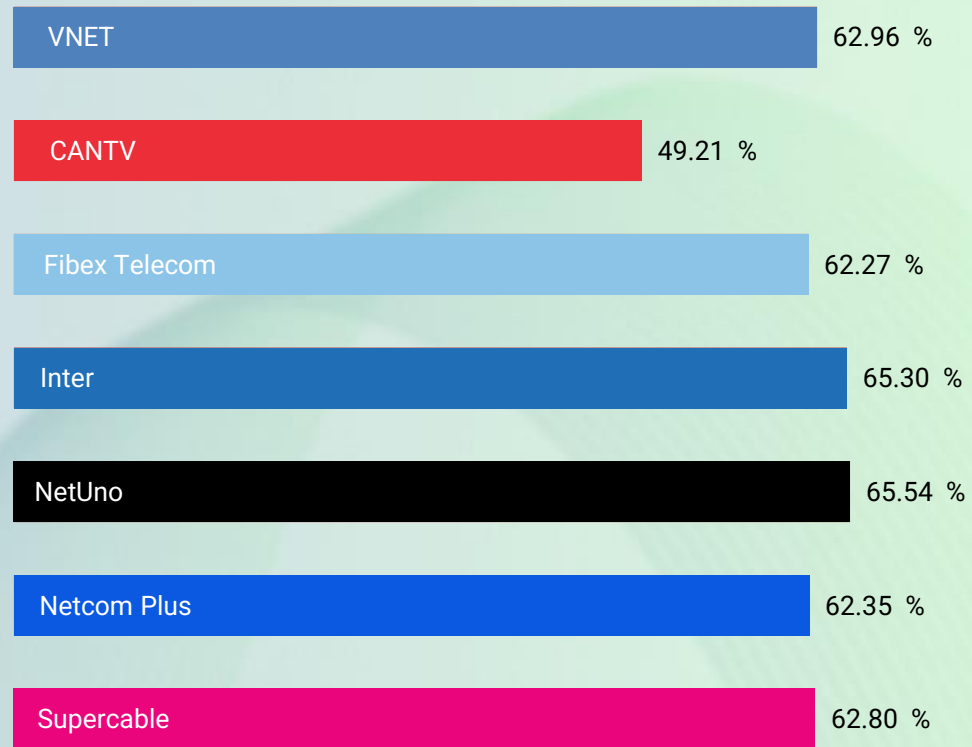
Overall distribution of the tests per provider (ISPs Share)



Source : nperf.com



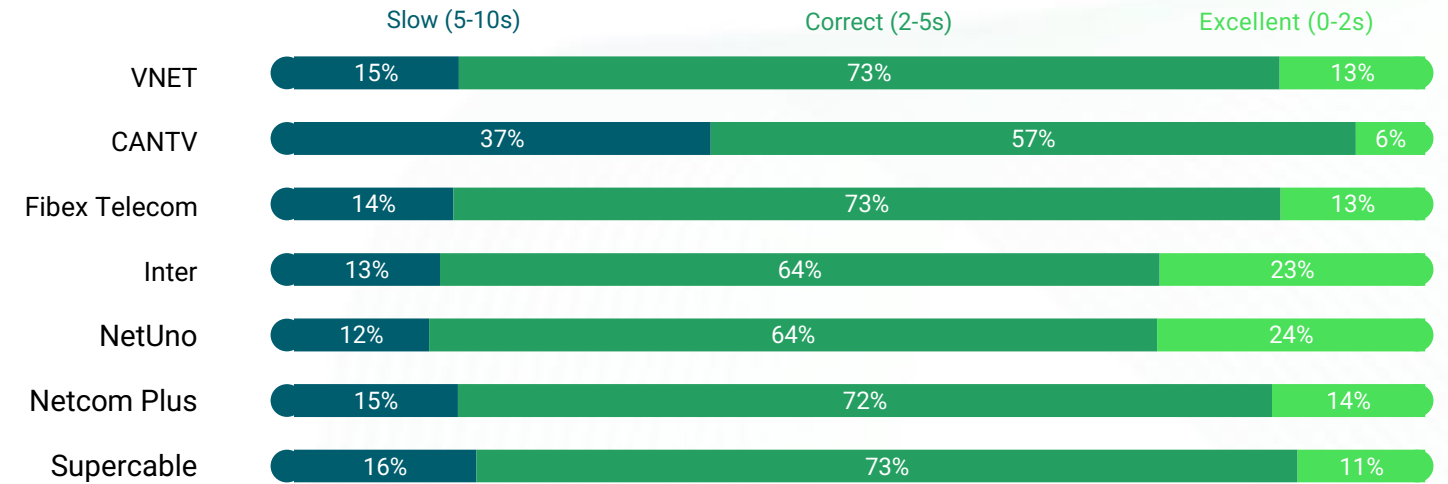
Browsing Performance rate (average)



Source : nperf.com

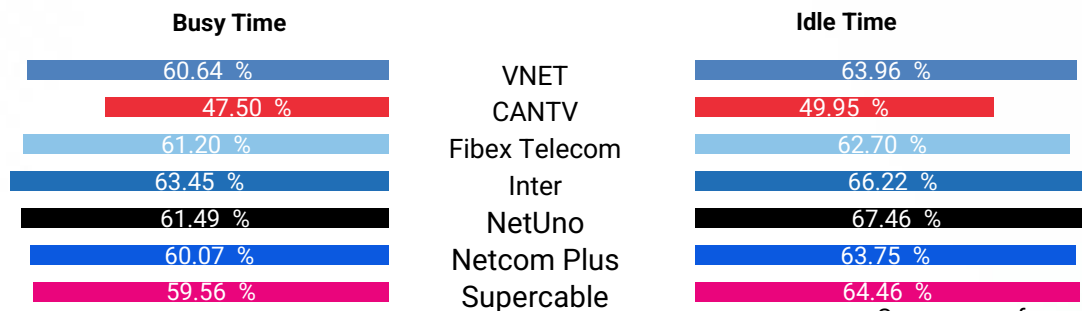
The subscribers of NetUno enjoyed the best fixed Internet browsing performance in 2024.

Browsing Performance results ventilation (average)



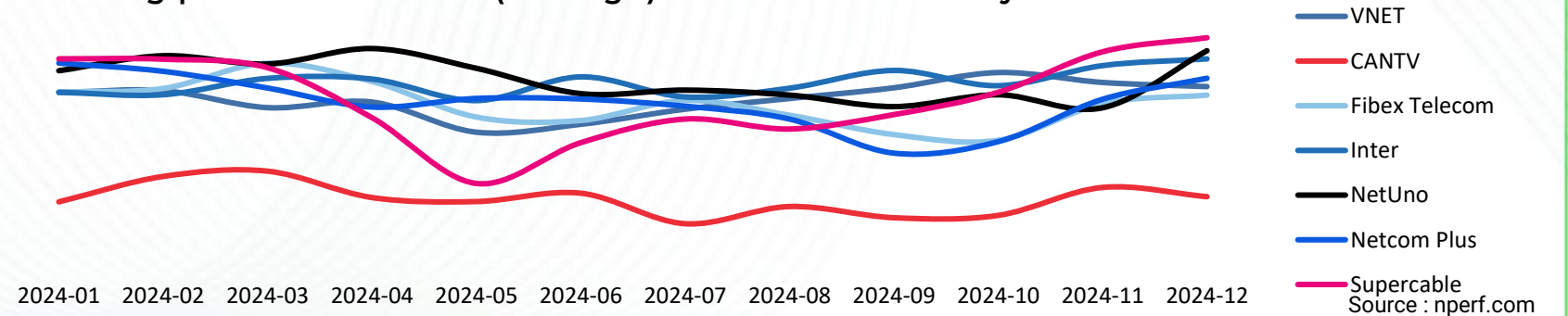
Source : nperf.com

Browsing Performance rate (average)



Source : nperf.com

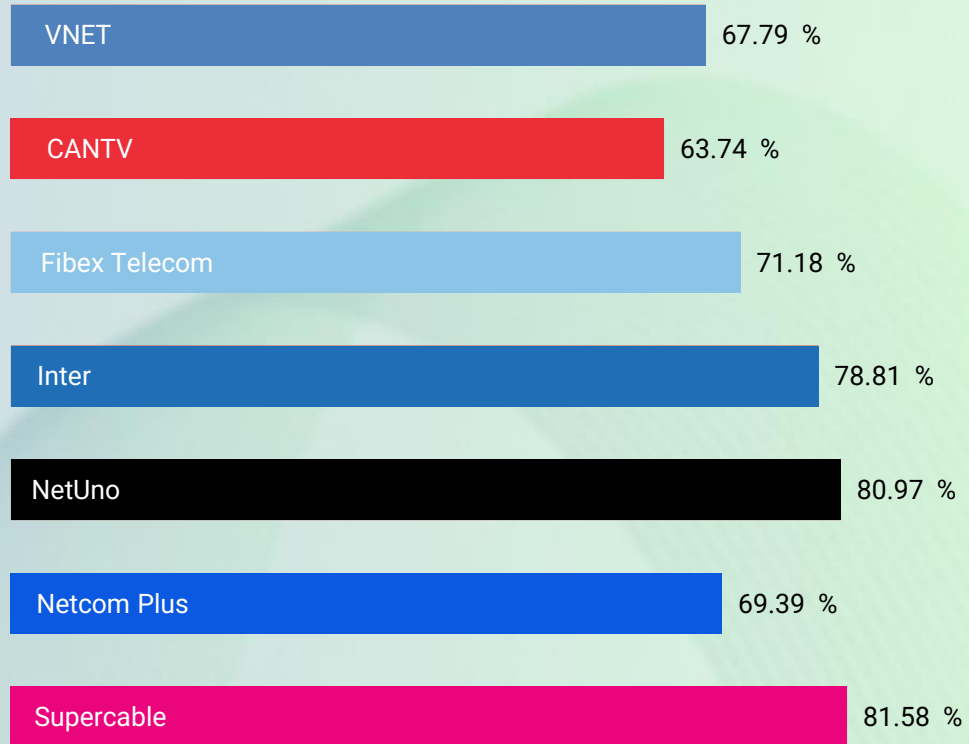
Browsing performance rate (average) evolution over the year



Source : nperf.com



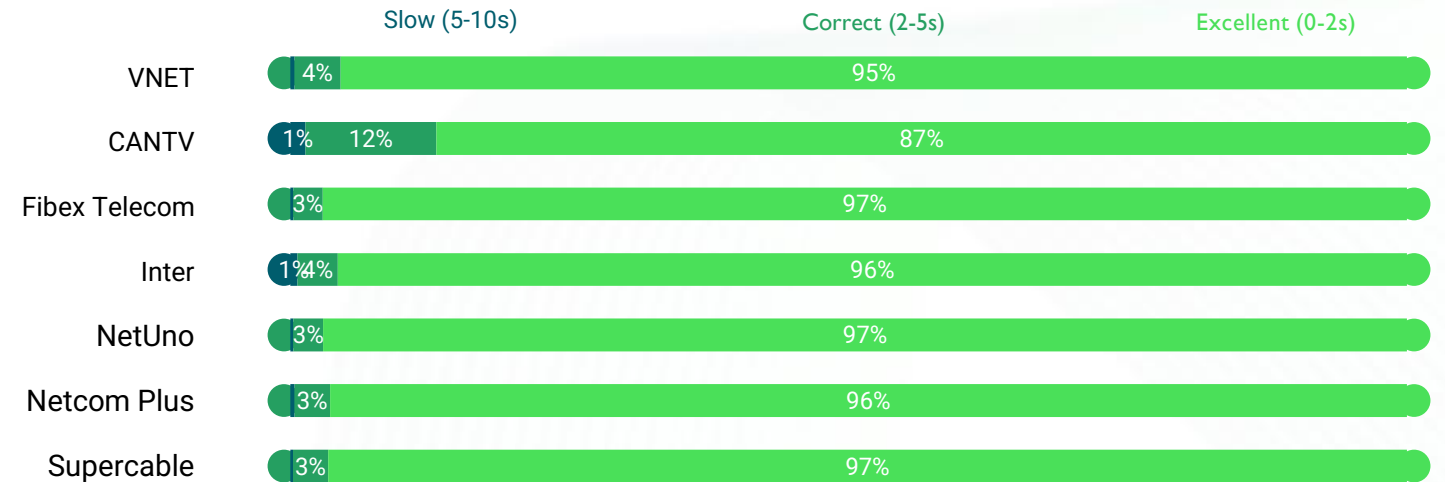
Streaming Performance rate (average)



Source : nperf.com

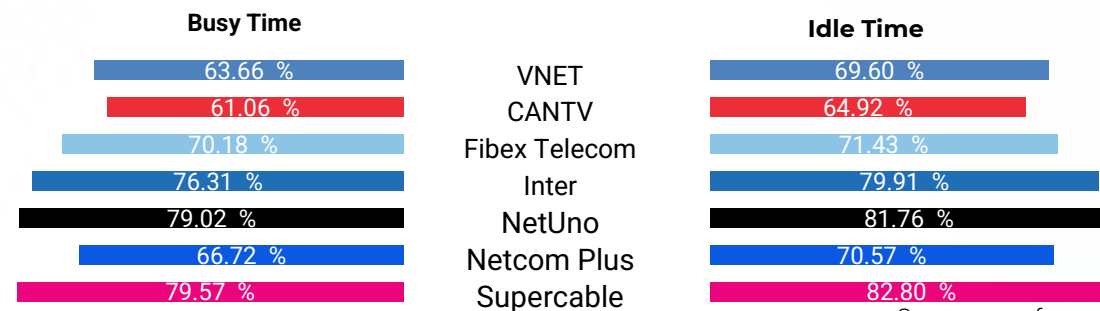
The subscribers of Supercable enjoyed the best fixed Internet streaming performance in 2024.

Streaming Performance results ventilation (average)



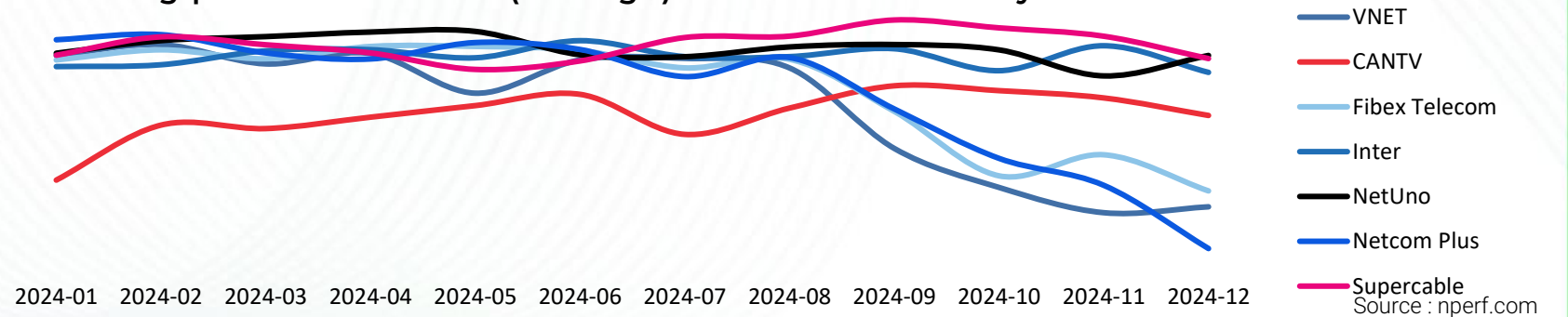
Source : nperf.com

Streaming Performance rate (average)



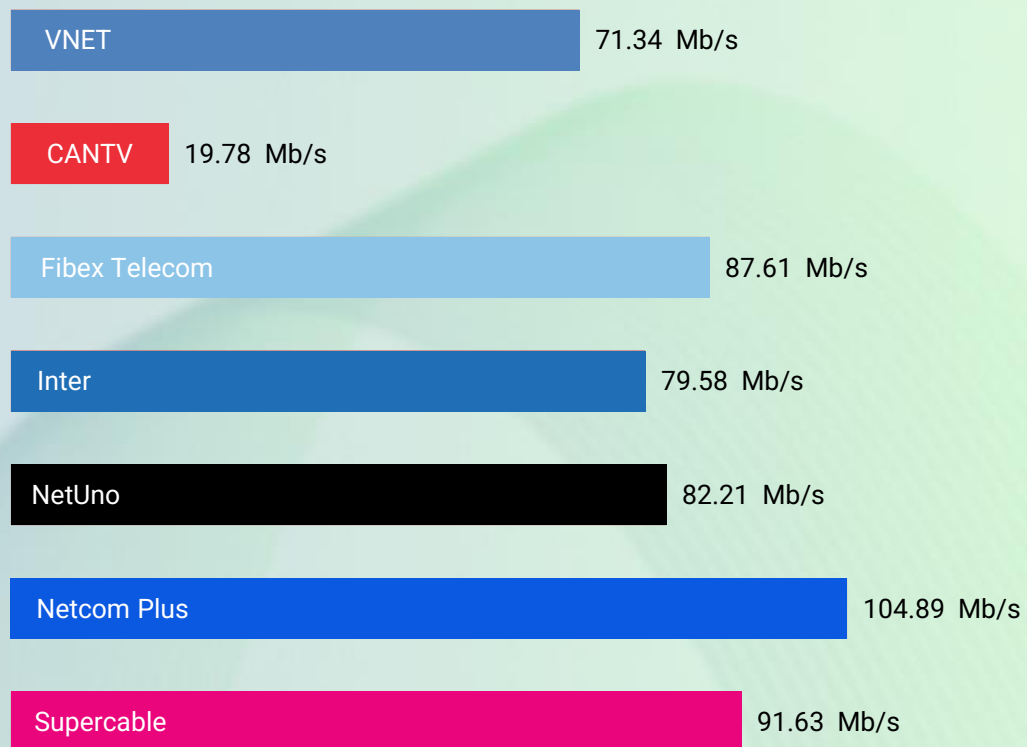
Source : nperf.com

Streaming performance rate (average) evolution over the year





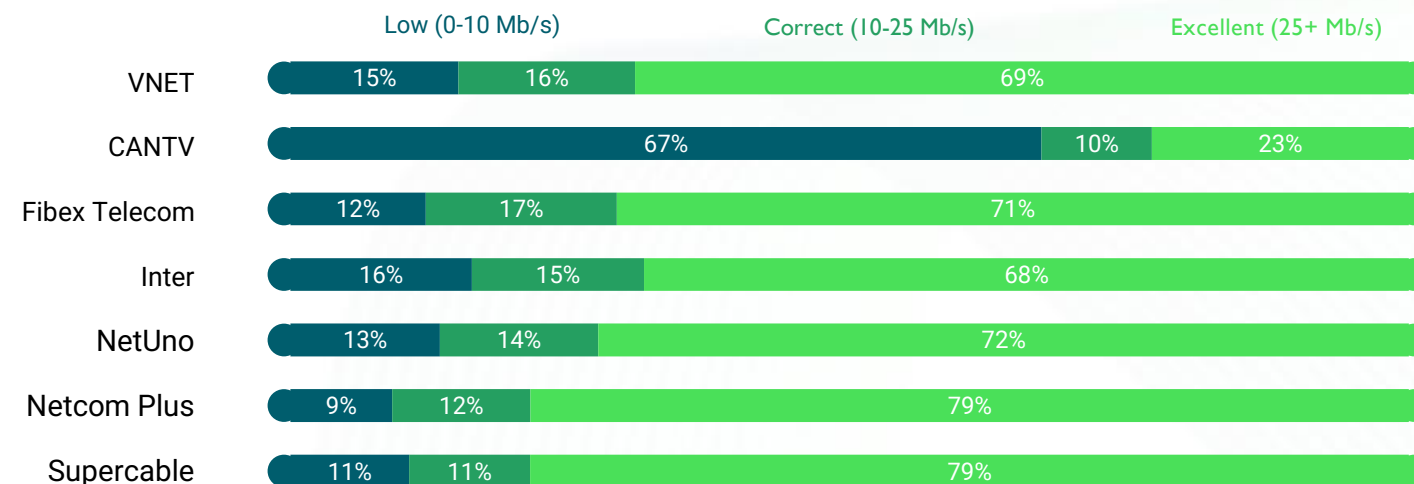
Download Speed (average)



Source : nperf.com

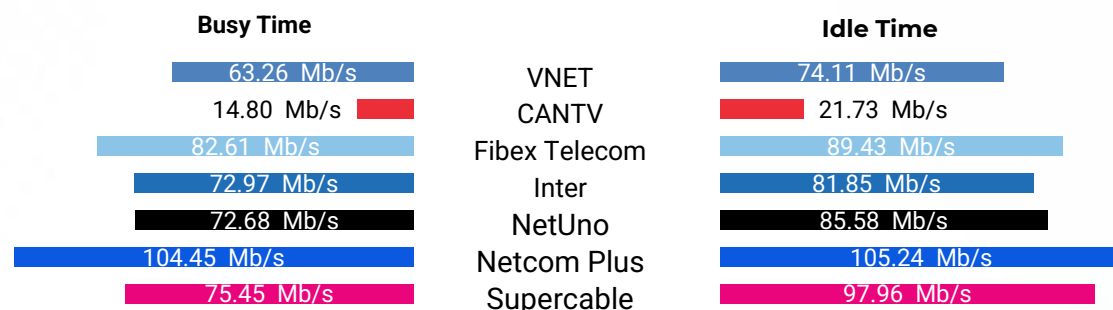
The subscribers of Netcom Plus enjoyed the best average fixed Internet download speed in 2024.

Download Speed results ventilation (average)



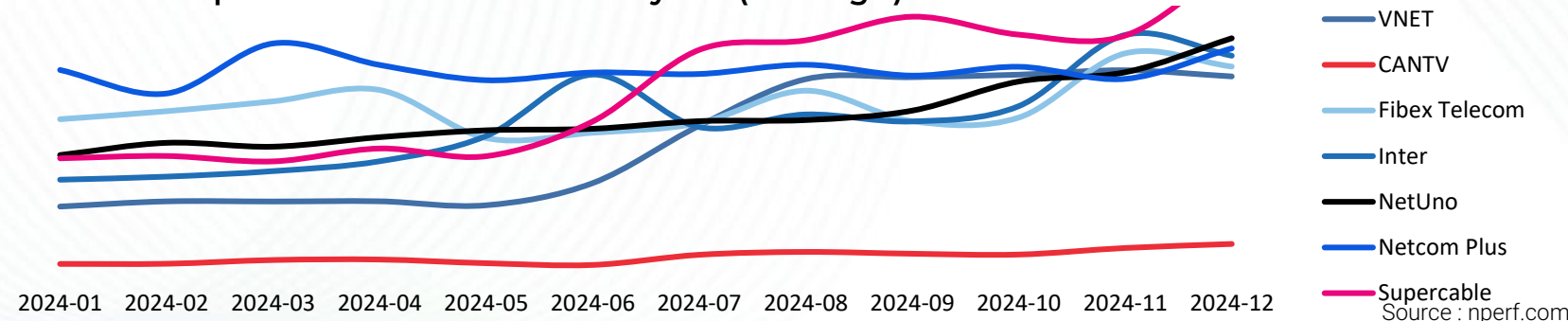
Source : nperf.com

Download Speed (average)



Source : nperf.com

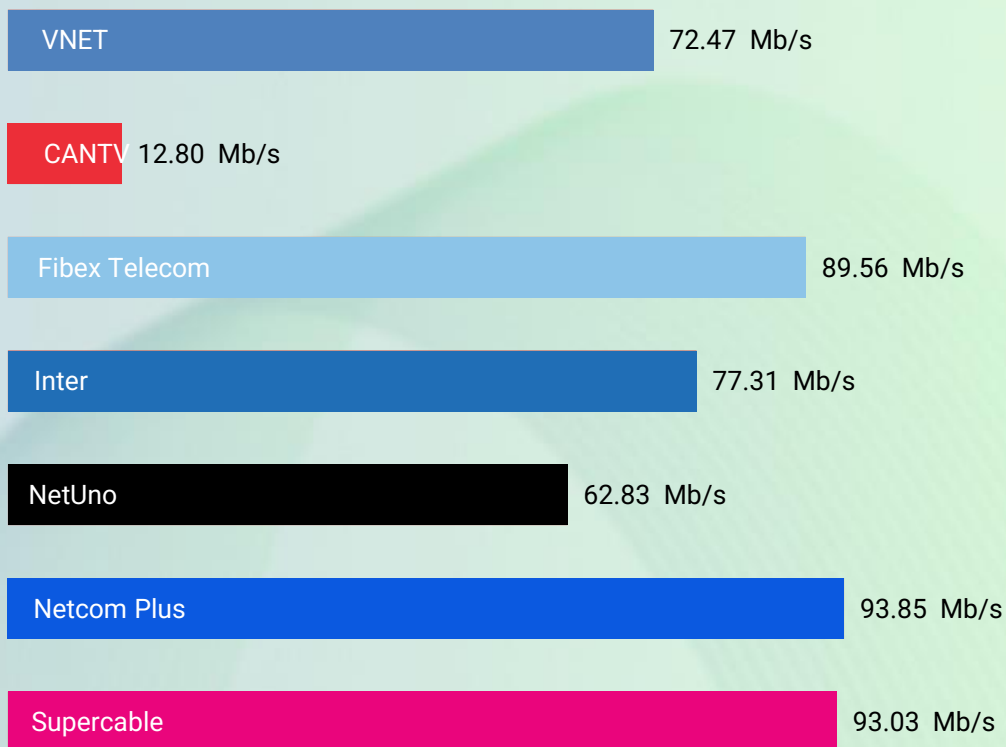
Download Speed evolution over the year (average)



Source : nperf.com



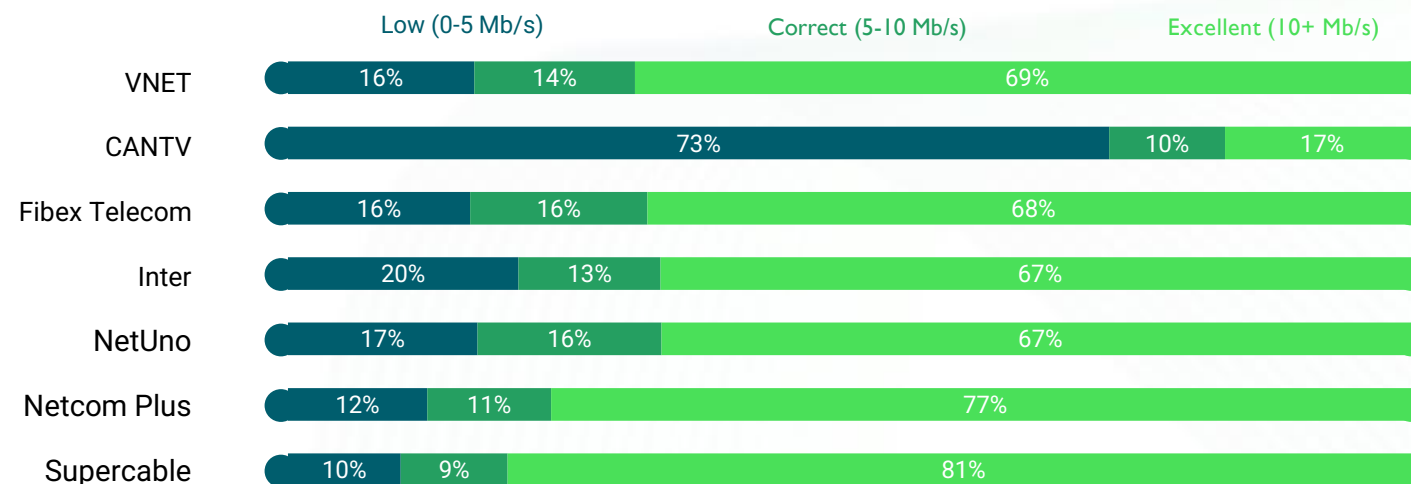
Upload Speed (average)



Source : nperf.com

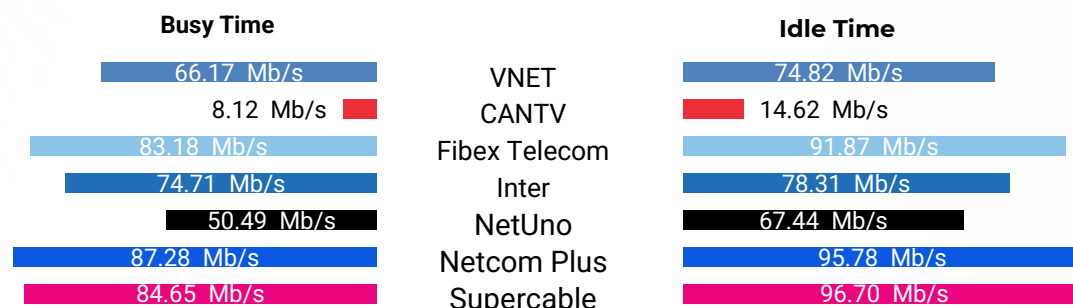
The subscribers of Netcom Plus and Supercable enjoyed the best average fixed Internet upload speed in 2024.

Upload Speed results ventilation (average)



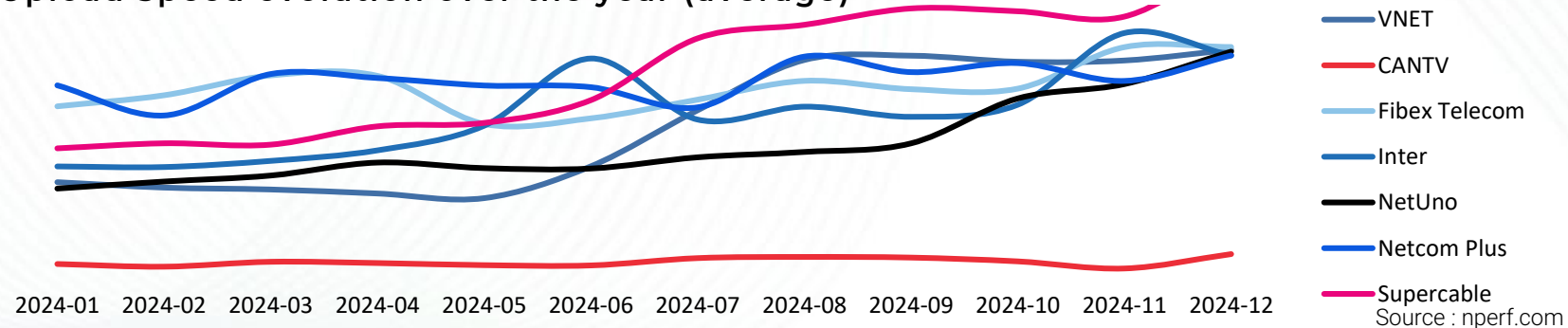
Source : nperf.com

Upload Speed (average)



Source : nperf.com

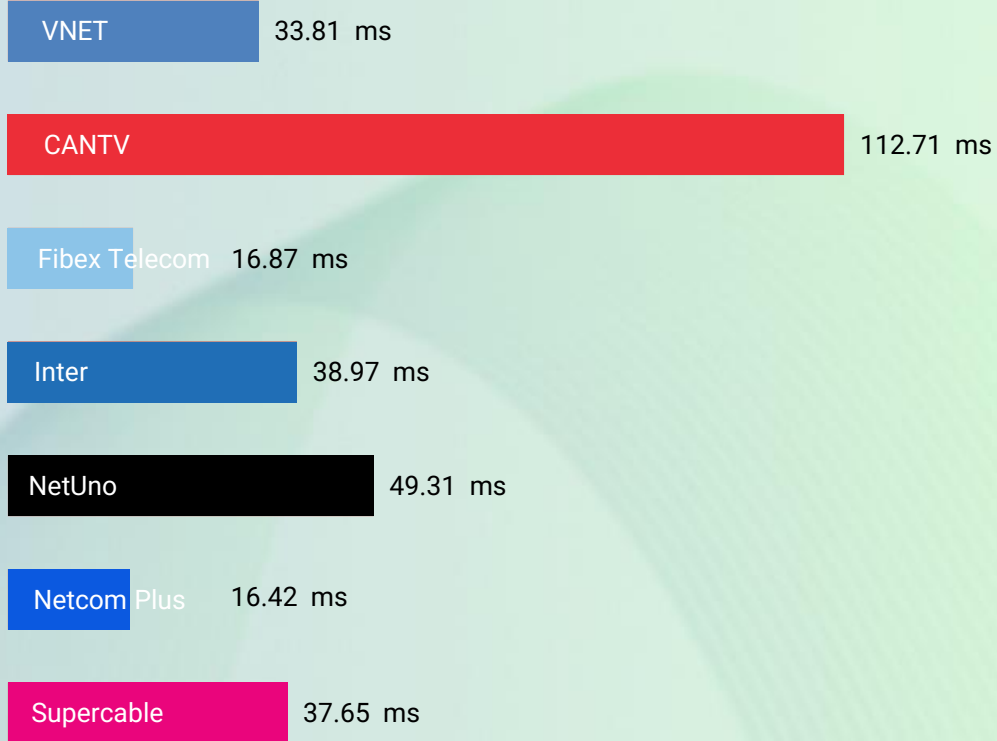
Upload Speed evolution over the year (average)



Source : nperf.com



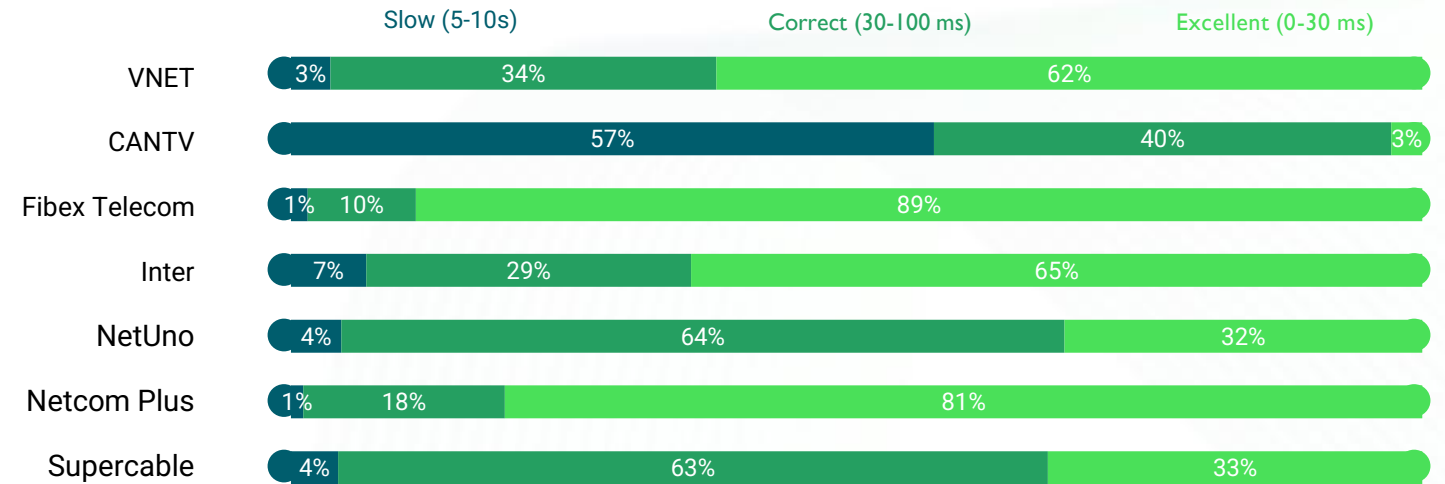
Latency Speed (average)



Source : nperf.com

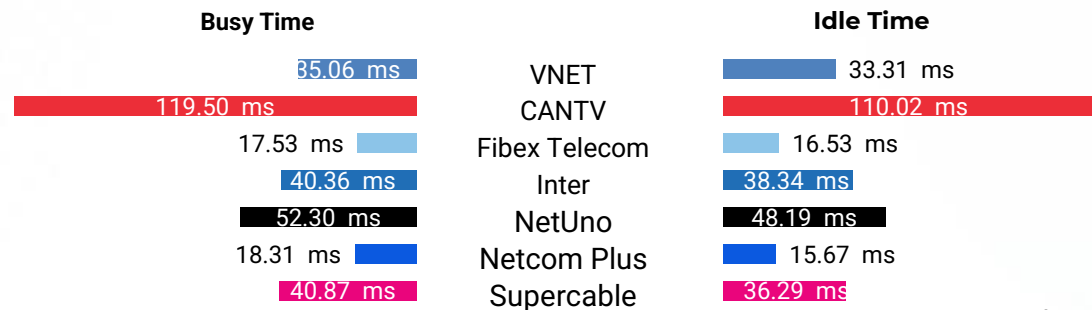
The subscribers of Netcom Plus enjoyed the best average fixed Internet latency speed in 2024.

Latency Speed results ventilation (average)



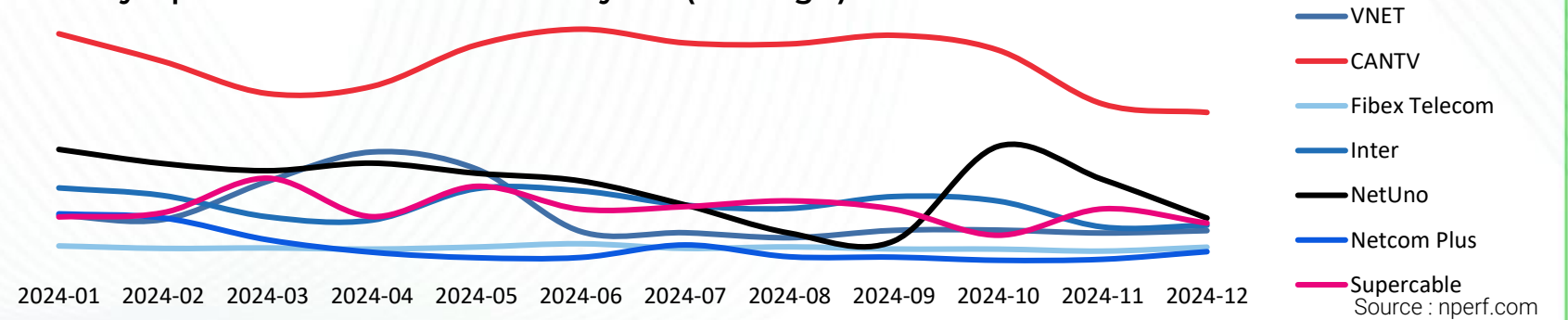
Source : nperf.com

Latency Speed (average)

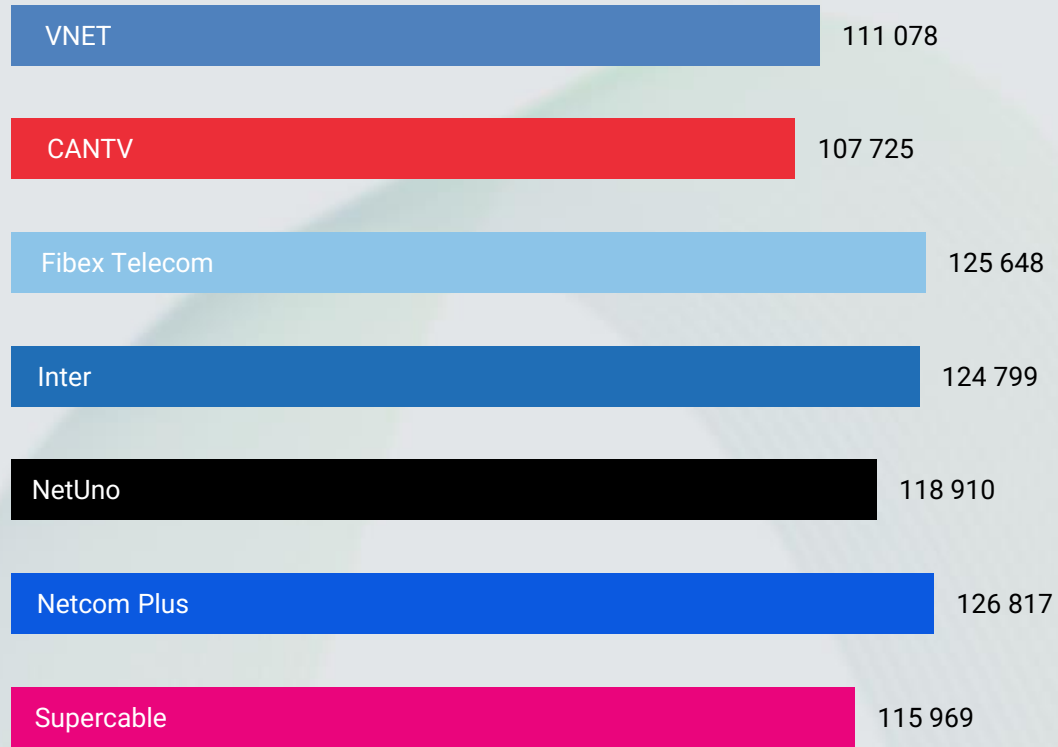


Source : nperf.com

Latency Speed evolution over the year (average)



nPerf Score (nPoints)

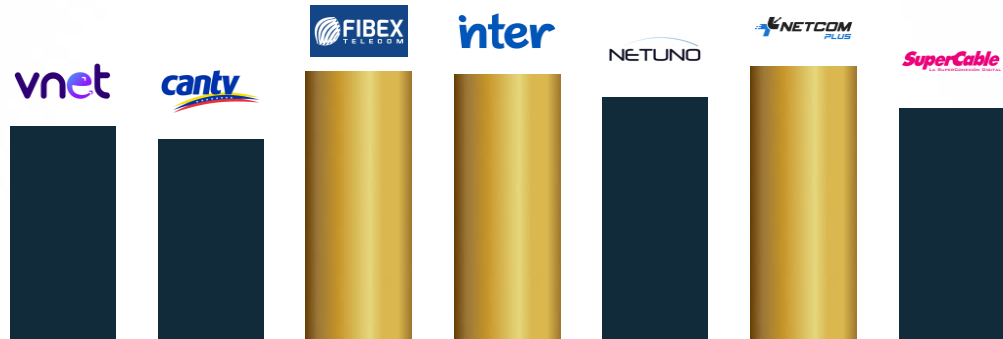


Source : nperf.com

The subscribers of Fibex Telecom, Inter and Netcom Plus enjoyed the best FTTH Internet performances in 2024.

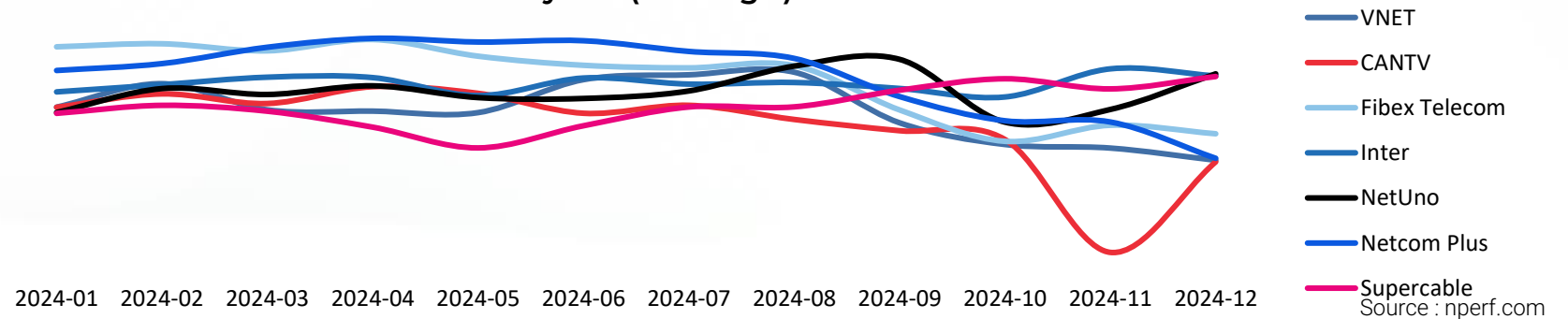
- Best performances FTTH: Fibex Telecom, Inter and Netcom Plus
- Best web browsing performances FTTH: Inter
- Best video streaming performances FTTH: NetUno
- Fastest performances (Download) FTTH: Netcom Plus
- Fastest performances (Upload) FTTH: Netcom Plus
- FTTH connections with the lowest latency: Fibex Telecom

Source : nperf.com



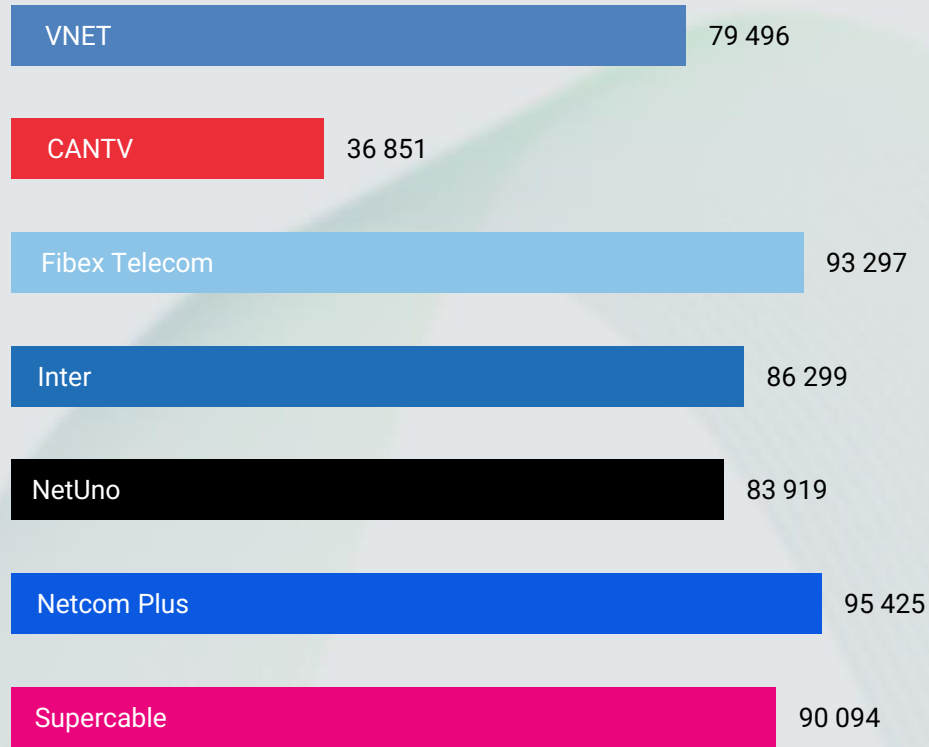
Source : nperf.com

nPerf score evolution over the year (average)



Source : nperf.com

nPerf Score (nPoints)

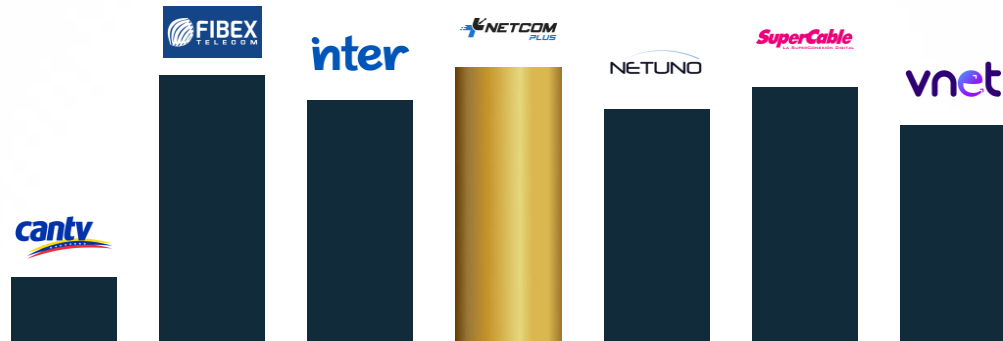


Source : nperf.com

The subscribers of Netcom Plus enjoyed the best WIFI Internet performances in Venezuela (Bolivarian Republic of) in 2024.

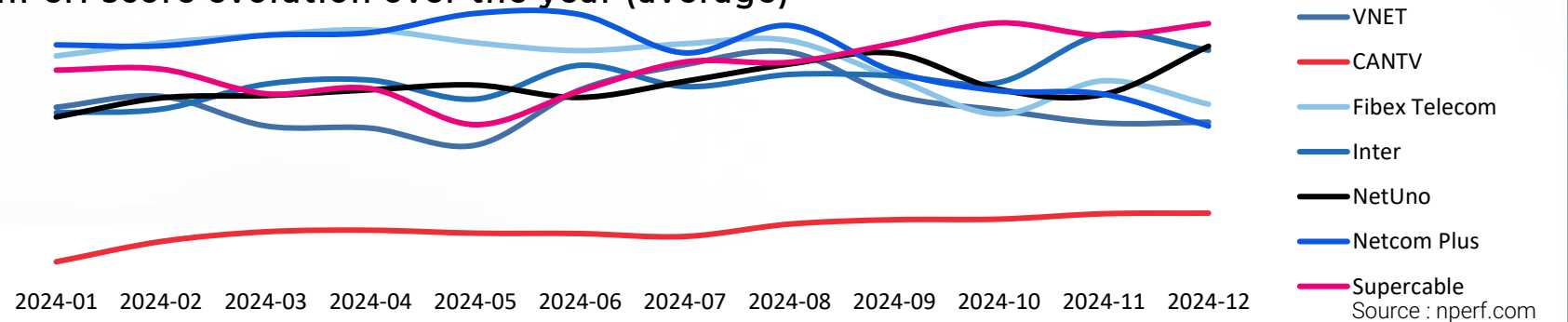
- Best performances WIFI: Netcom Plus
- Best web browsing performances WIFI: Inter and NetUno
- Best video streaming performances WIFI: Supercable
- Fastest performances (Download) WIFI: Netcom Plus
- Fastest performances (Upload) WIFI: Netcom Plus
- WIFI connections with the lowest latency: Netcom Plus

Source : nperf.com



Source : nperf.com

nPerf score evolution over the year (average)

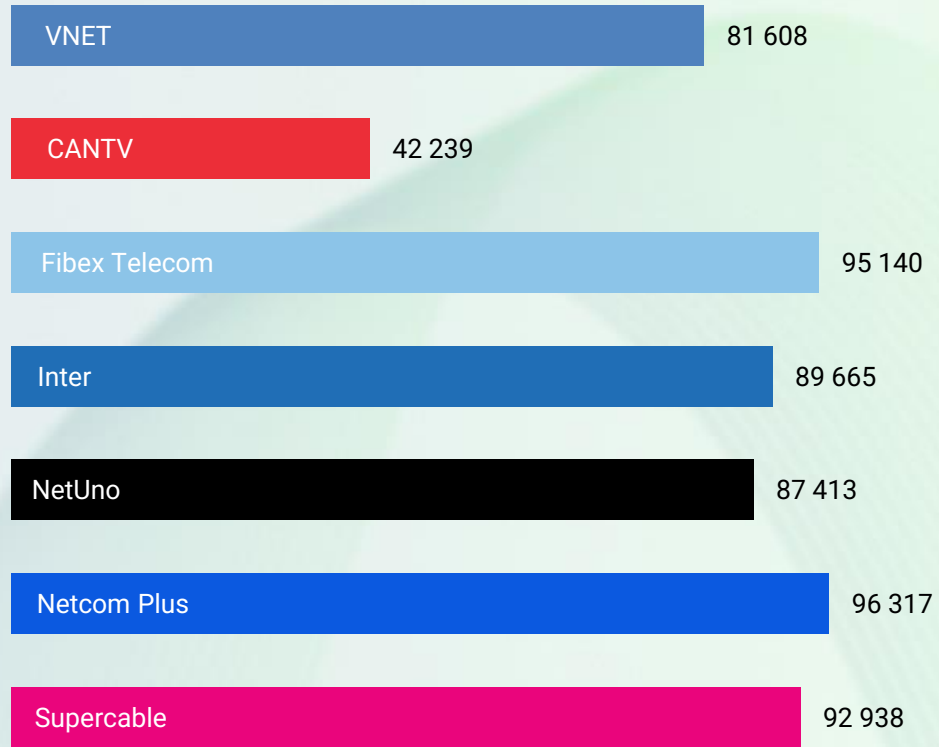


Source : nperf.com

Fixed Internet performance in Venezuela (Bolivarian Republic of)



nPerf Score (nPoints)



Source : nperf.com

The subscribers of Fibex Telecom and Netcom Plus enjoyed the best fixed Internet performances in 2024.

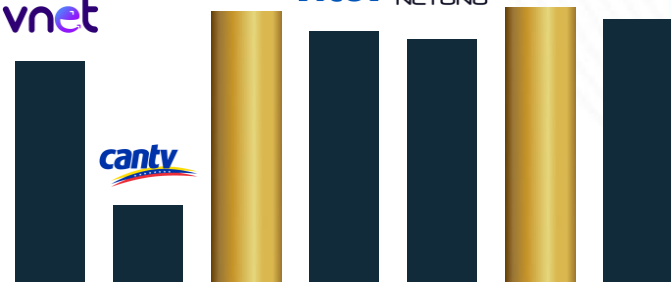
The nperf score takes into account the measured bitrates, the latency and the Qoe tests. The value of the points for the rates and the latency is calculated on a logarithmic scale, to better represent the perception of the user.

Thus, this score reflects the overall quality of the connection experienced by the user.

Source : nperf.com

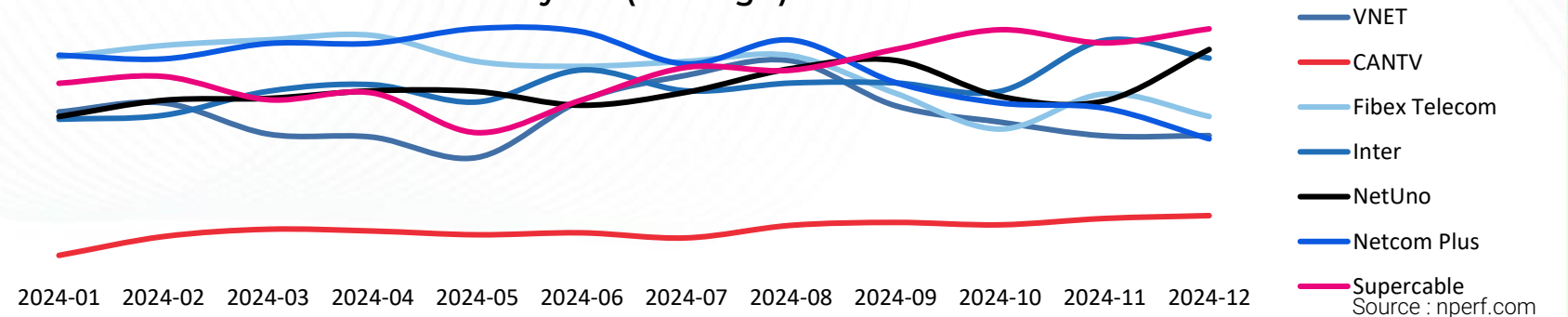


Best fixed Internet performance in 2024



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 create a sense of motion and depth. These lines are layered and curve across the frame, set against a dark, muted blue background.

↳ perf