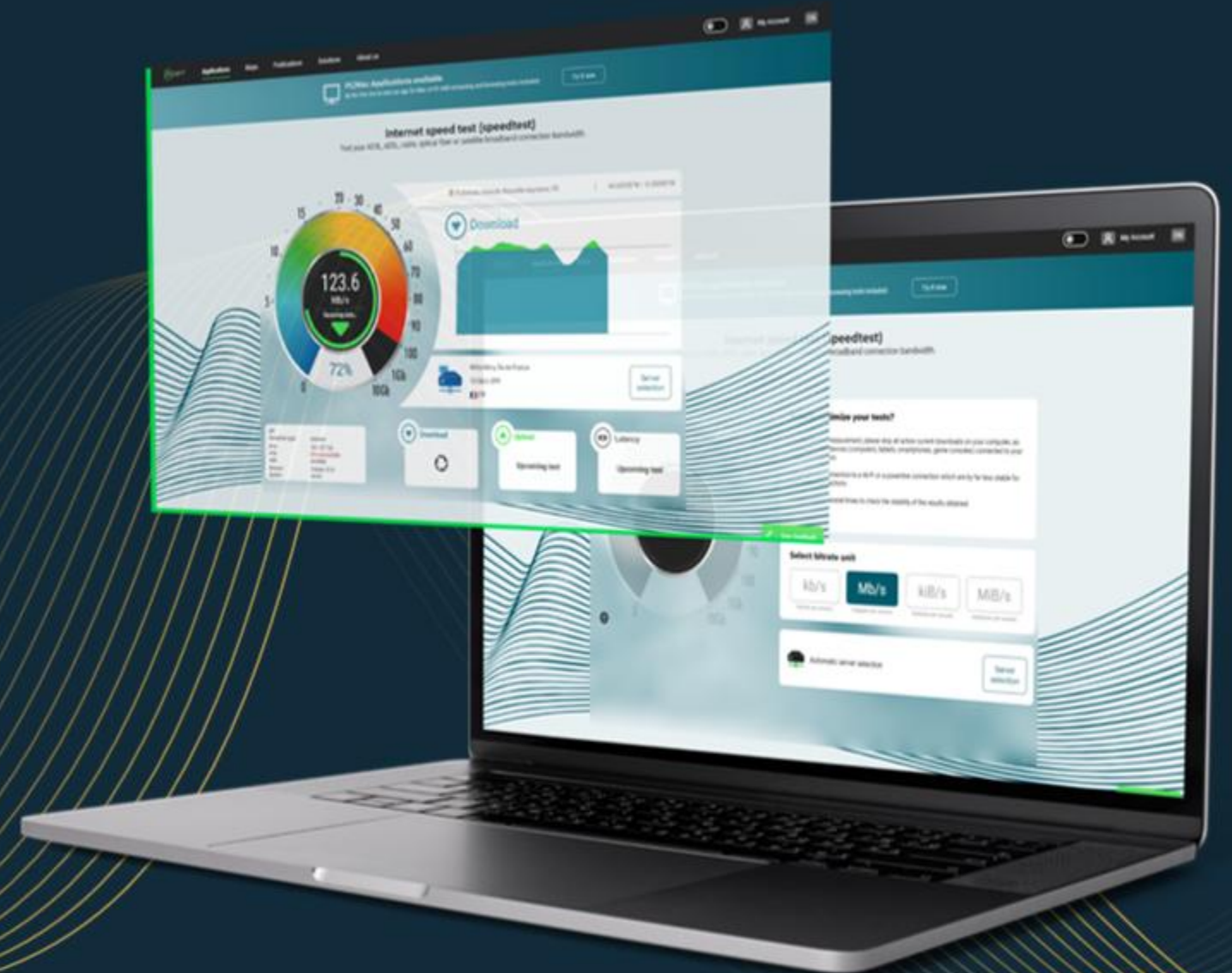# Barometer of fixed Internet connections in Puerto Rico

07/01/2024 - 06/30/2025

Agenda

1 Introducing nPerf

2 Executive summary

3 Analysis

4 Methodology

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.
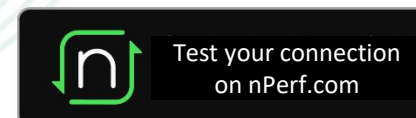
300k+ tests daily worldwide.

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! Download our app or visit our website!

Télécharger dans l'App Store

DISPONIBLE SUR Google Play

Test your connection on nPerf.com

The subscribers of Liberty PR enjoyed the best fixed Internet performances in 2025.

Fixed Internet connections in Puerto Rico

	Claro Puerto Rico	Liberty PR	T-Mobile
Download speedss (Mb/s)	101.21	126.31	129.79
Upload speedss (Mb/s)	79.94	21.34	16.41
Latency (ms)	98.38	97.44	114.51
Web browsing (%)	68.50	77.84	67.85
Youtube streaming (%)	74.67	79.26	68.08
nPerf Score (nPoints)	83 036	85 767	72 180

Source : nPerf.com

LIBERTY
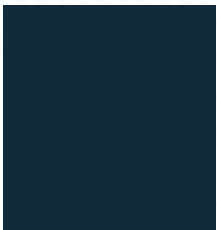
Best fixed Internet performance in 2025

No.1 BROADBAND PERFORMANCE
nPerf AWARDS

Source : nPerf.com

Claro   LIBERTY   T·Mobile

Source : nPerf.com

The subscribers of Claro Puerto Rico and Liberty PR enjoyed the best WIFI Internet performances in Puerto Rico in 2025.

WIFI fixed Internet connections in Puerto Rico

	Claro Puerto Rico	Liberty PR	T-Mobile
Download speedss (Mb/s)	91.96	116.09	79.84
Upload speedss (Mb/s)	81.91	21.96	16.99
Latency (ms)	100.40	98.25	114.59
Web browsing (%)	72.51	78.84	72.26
Youtube streaming (%)	78.54	81.67	76.56
nPerf Score (nPoints)	86 482	86 683	73 530

Source : nPerf.com

Introduction

In Puerto Rico's fixed Internet sector, Liberty PR maintains its leadership position with a score of 85,767 nPoints. The competition remains dynamic with Claro Puerto Rico following closely behind at 83,036 nPoints, while T-Mobile secures the third position with 72,180 nPoints. In the WiFi segment, Liberty PR and Claro hold the n°1 position. For specific performance indicators, Liberty PR leads in download speed, latency, browsing, and video streaming, while Claro Puerto Rico takes the top spot for upload speeds.

Liberty PR: Consistent sector leader with comprehensive performance

Liberty PR stands at the top of the ranking with 85,767 nPoints, maintaining its position as the sector leader. The provider excels particularly in WiFi performance, where it outperforms competitors. Liberty PR dominates in several key metrics, ranking n°1 in download speed (126.3 Mbps), latency (97.4 ms), browsing (77.8%), and video streaming (79.3%). These solid results ensure subscribers can enjoy reliable streaming experiences and responsive web browsing sessions. The operator's balanced performance across multiple indicators demonstrates its commitment to delivering quality service to Puerto Rican customers.

Claro Puerto Rico: Strong challenger with impressive upload performance

With a score of 83,036 nPoints, Claro Puerto Rico secures the second position in the Puerto Rican fixed internet sector. The provider distinguishes itself by delivering the best upload speeds at 79.9 Mbps, making it the ideal choice for users who frequently participate in video conferences or upload large files. Claro Puerto Rico

has shown significant improvement over the past year, with upload speeds increasing by 40.8% and download speeds by 32.4%. These enhancements reflect the operator's investment in network infrastructure and its dedication to improving customer experience.

T-Mobile: Competitive download speeds

T-Mobile ranks third in the overall standings with 72,180 nPoints. The operator delivers very good download speeds of 129.8 Mbps, placing it competitively in this metric. While it doesn't lead in any particular category, T-Mobile provides sufficient performance for everyday internet activities, offering customers a viable alternative in the Puerto Rican sector.

Conclusion

The Puerto Rican fixed internet sector shows healthy competition with Liberty PR maintaining its leading position. The significant improvements demonstrated by Claro Puerto Rico indicate a dynamic sector where operators continue to enhance their networks and services. This competitive environment ultimately benefits consumers who can choose from several quality providers for their fixed internet needs.

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.
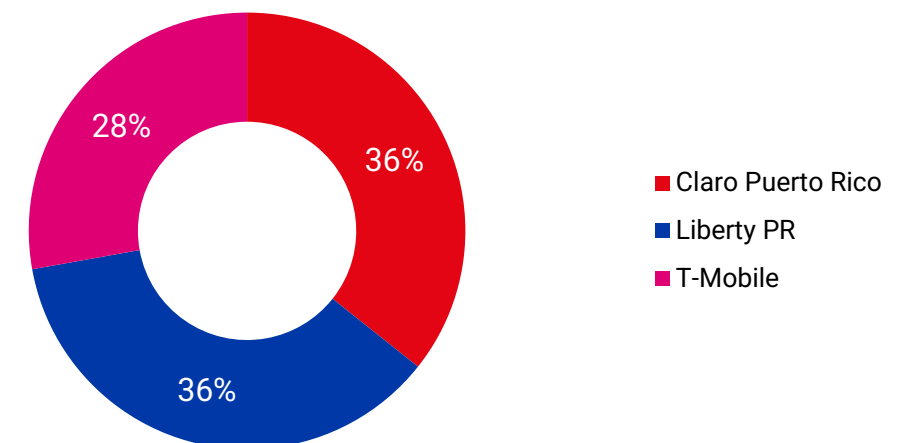
▶ Streaming performance

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 3.0% 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.
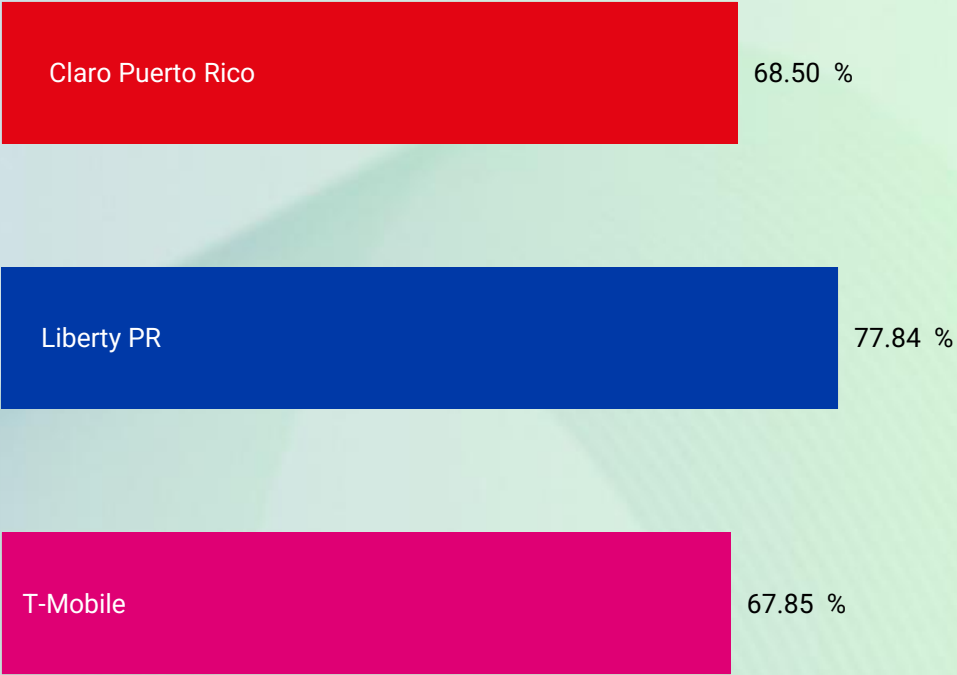
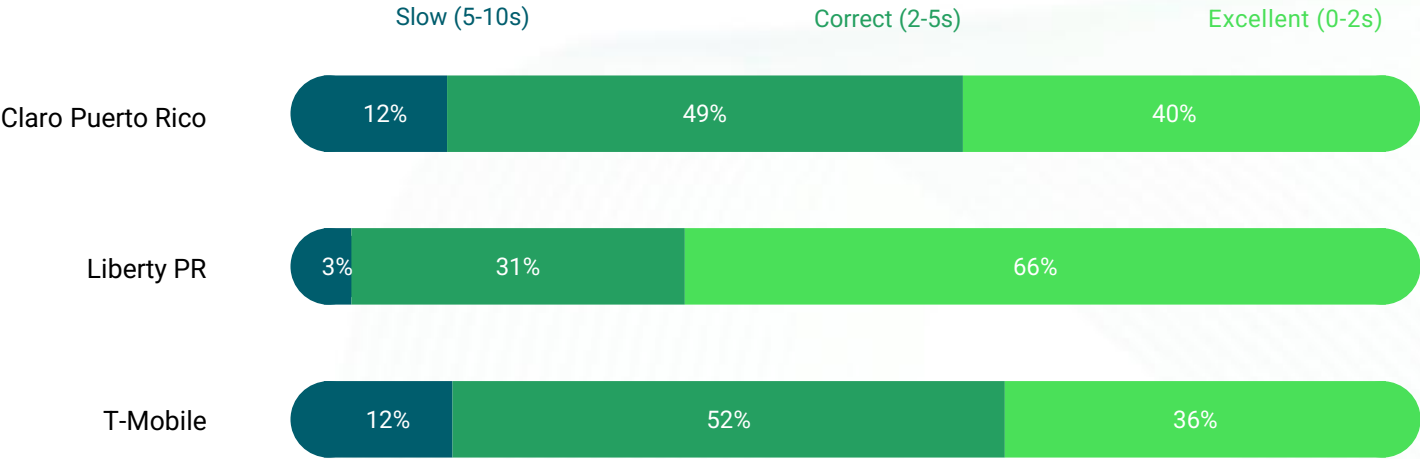Overall distribution of the tests per provider (ISPs Share)

28%

36%

36%

- Claro Puerto Rico
- Liberty PR
- T-Mobile

Source : nPerf.com

Browsing Performance rate (average)

Claro Puerto Rico	68.50 %
Liberty PR	77.84 %
T-Mobile	67.85 %

Source : nPerf.com

The subscribers of Liberty PR enjoyed the best fixed Internet browsing performance in 2025.

Browsing Performance results ventilation (average)

Slow (5-10s) Correct (2-5s) Excellent (0-2s)

	Slow (5-10s)	Correct (2-5s)	Excellent (0-2s)
Claro Puerto Rico	12%	49%	40%
Liberty PR	3%	31%	66%
T-Mobile	12%	52%	36%

Source : nPerf.com

Browsing Performance rate (average)

Busy Time		Idle Time
66.55 %	Claro Puerto Rico	69.08 %
78.90 %	Liberty PR	76.74 %
64.07 %	T-Mobile	68.89 %

Source : nPerf.com

Browsing performance rate (average) evolution over the year

2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03 2025-04 2025-05 2025-06

— Claro Puerto Rico
— Liberty PR
— T-Mobile

Source : nPerf.com

Streaming Performance rate (average)

Provider	Rate
Claro Puerto Rico	74.67 %
Liberty PR	79.26 %
T-Mobile	68.08 %
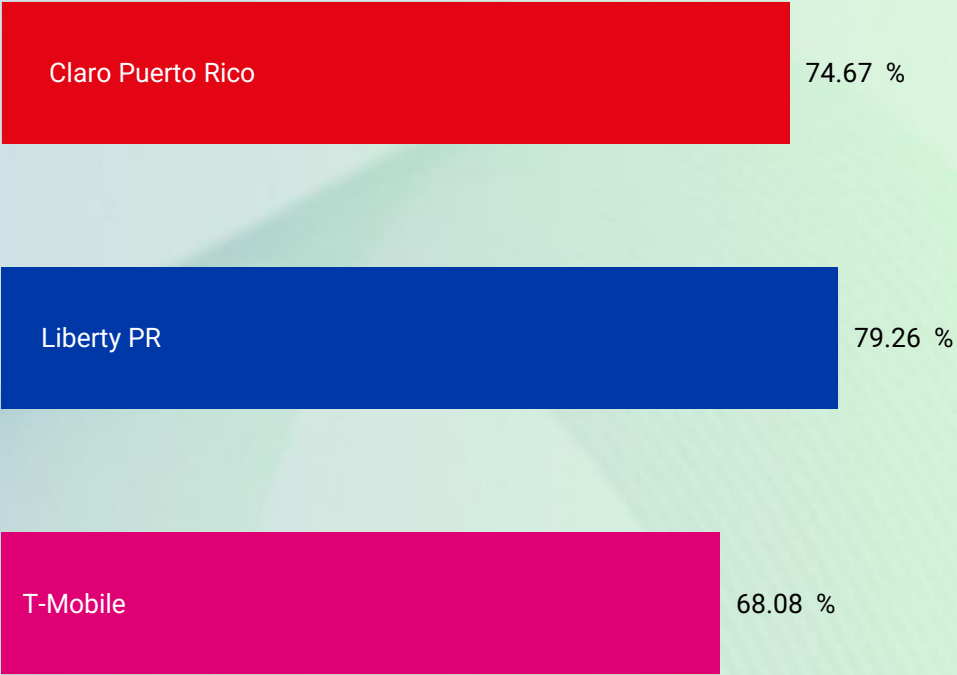
The subscribers of Liberty PR enjoyed the best fixed Internet streaming performance in 2025.
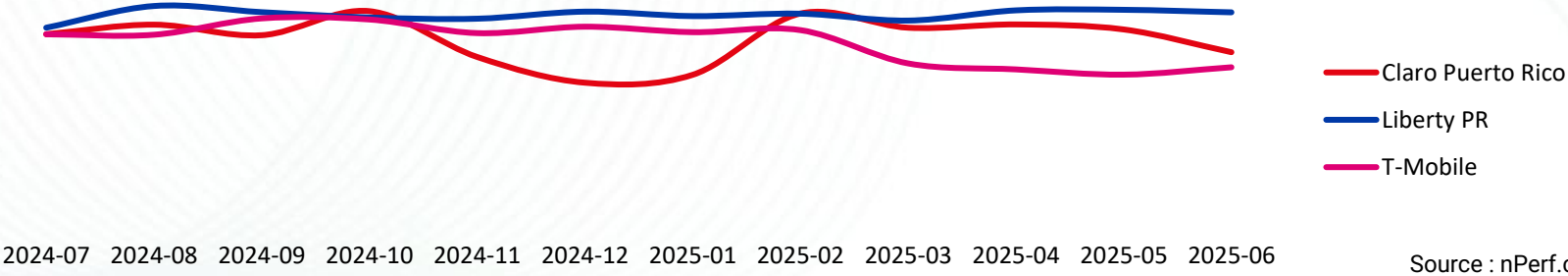
Streaming Performance results ventilation (average)
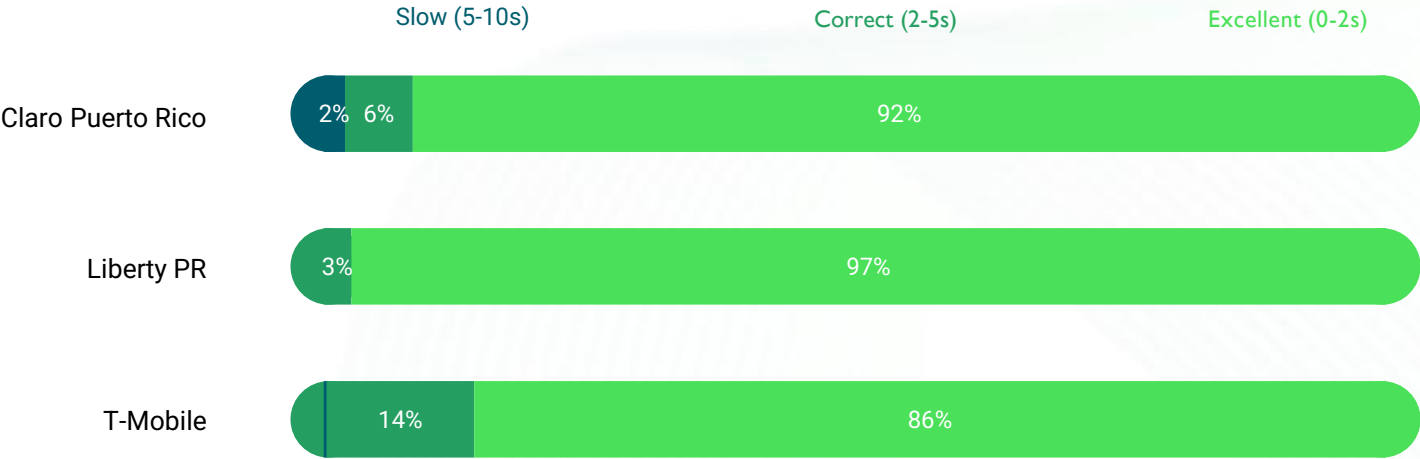
Slow (5-10s)   Correct (2-5s)   Excellent (0-2s)

Provider	Slow	Correct	Excellent
Claro Puerto Rico	2%	6%	92%
Liberty PR		3%	97%
T-Mobile		14%	86%

Source : nPerf.com

Streaming Performance rate (average)

Busy Time	Provider	Idle Time
71.88 %	Claro Puerto Rico	75.42 %
78.98 %	Liberty PR	79.13 %
69.20 %	T-Mobile	67.04 %

Source : nPerf.com

Streaming performance rate (average) evolution over the year

2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03 2025-04 2025-05 2025-06

— Claro Puerto Rico
— Liberty PR
— T-Mobile

Source : nPerf.com

Speed : Download

Download Speed (average)

Claro Puerto Rico	101.21 Mb/s
Liberty PR	126.31 Mb/s
T-Mobile	129.79 Mb/s
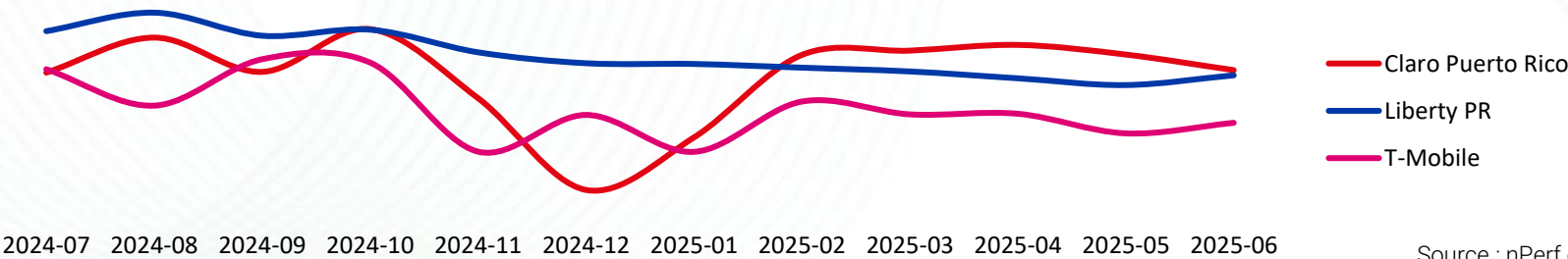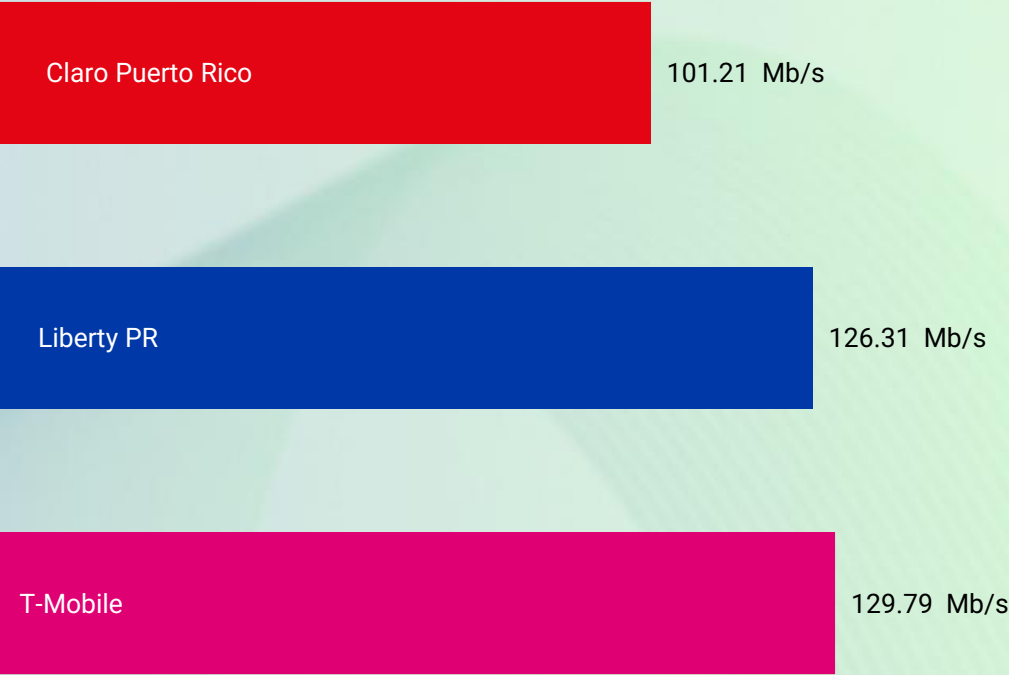
Source : nPerf.com

The subscribers of Liberty PR and T-Mobile enjoyed the best average fixed Internet download speed in 2025.

Download Speed results ventilation (average)

Low (0-10 Mb/s) Correct (10-25 Mb/s) Excellent (25+ Mb/s)
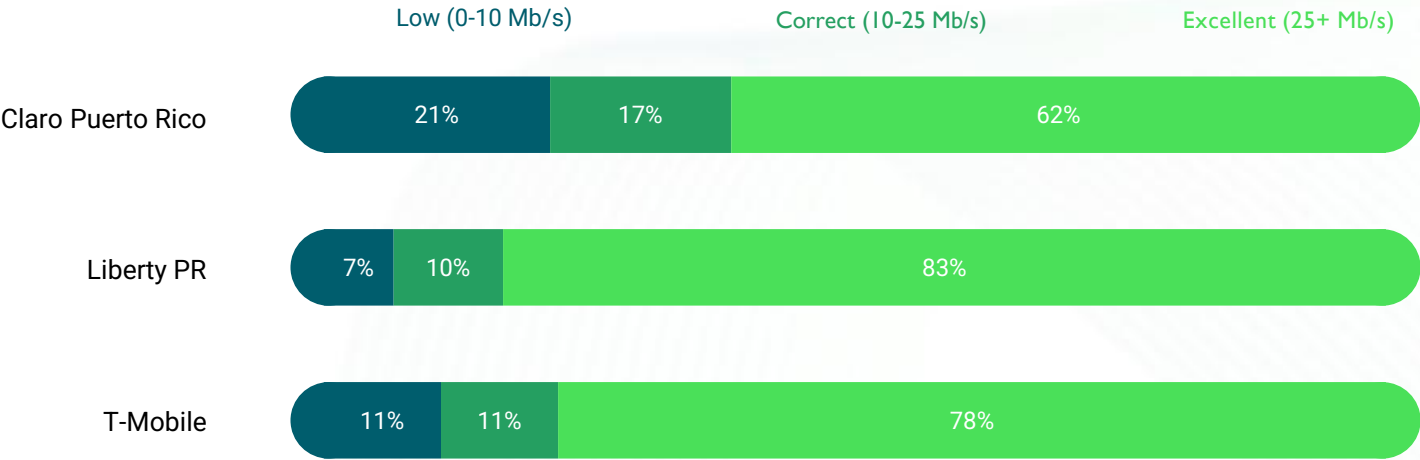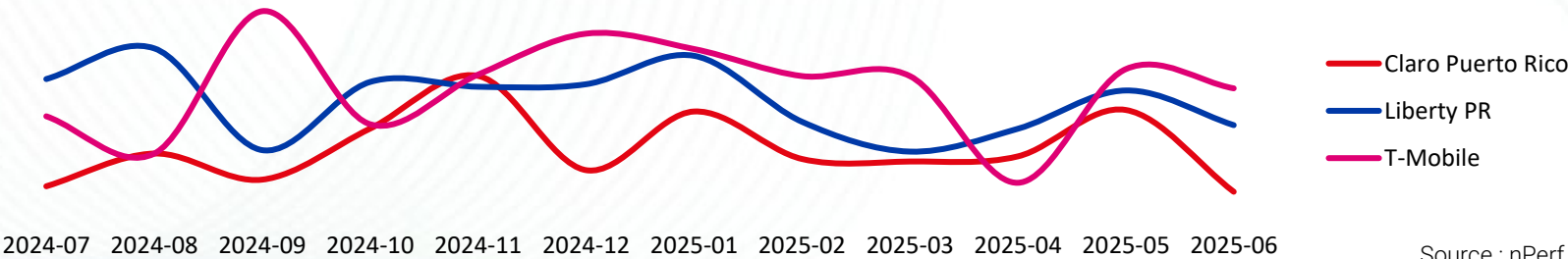
	Low	Correct	Excellent
Claro Puerto Rico	21%	17%	62%
Liberty PR	7%	10%	83%
T-Mobile	11%	11%	78%

Source : nPerf.com

Download Speed (average)

Busy Time		Idle Time
93.06 Mb/s	Claro Puerto Rico	100.68 Mb/s
117.56 Mb/s	Liberty PR	130.62 Mb/s
123.63 Mb/s	T-Mobile	130.93 Mb/s

Source : nPerf.com

Download Speed evolution over the year (average)

— Claro Puerto Rico
— Liberty PR
— T-Mobile

2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03 2025-04 2025-05 2025-06

Source : nPerf.com

Upload Speed (average)

Claro Puerto Rico — 79.94 Mb/s

Liberty PR — 21.34 Mb/s

T-Mobile — 16.41 Mb/s
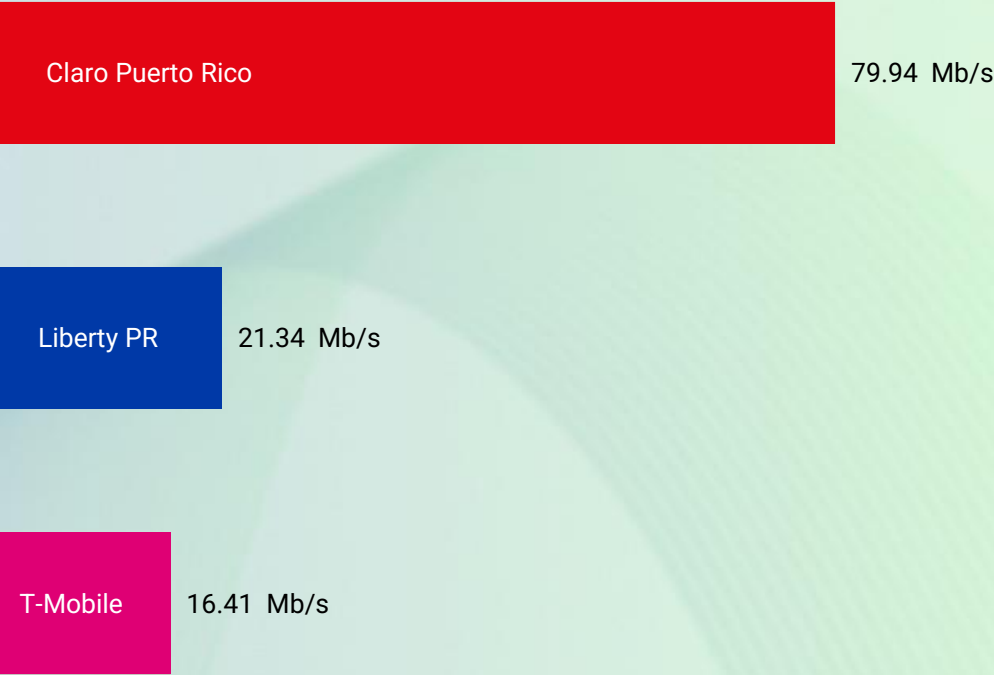
Source : nPerf.com

The subscribers of Claro Puerto Rico enjoyed the best average fixed Internet upload speed in 2025.

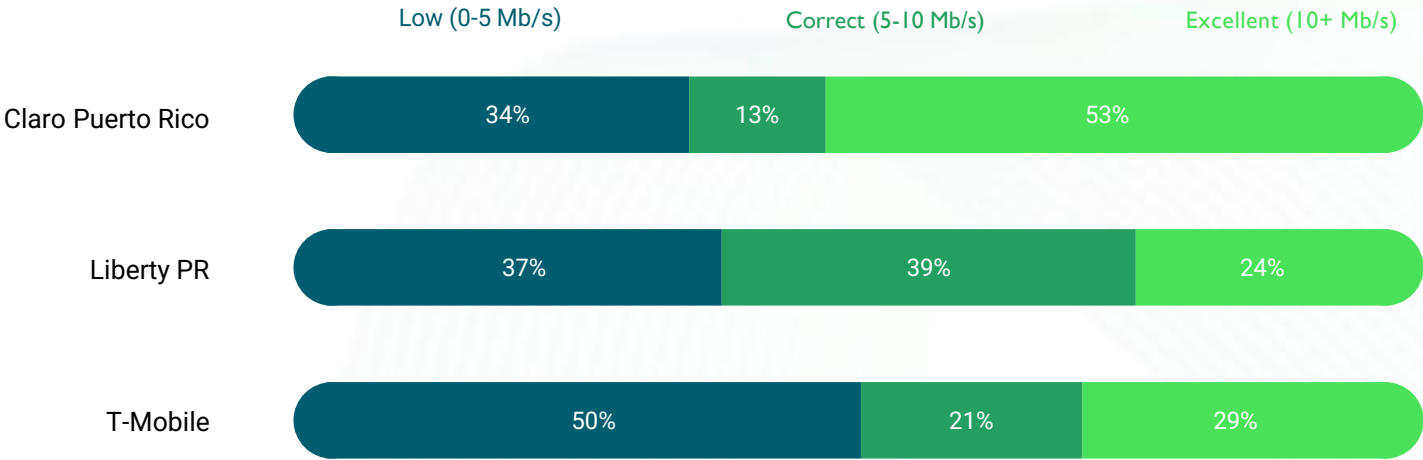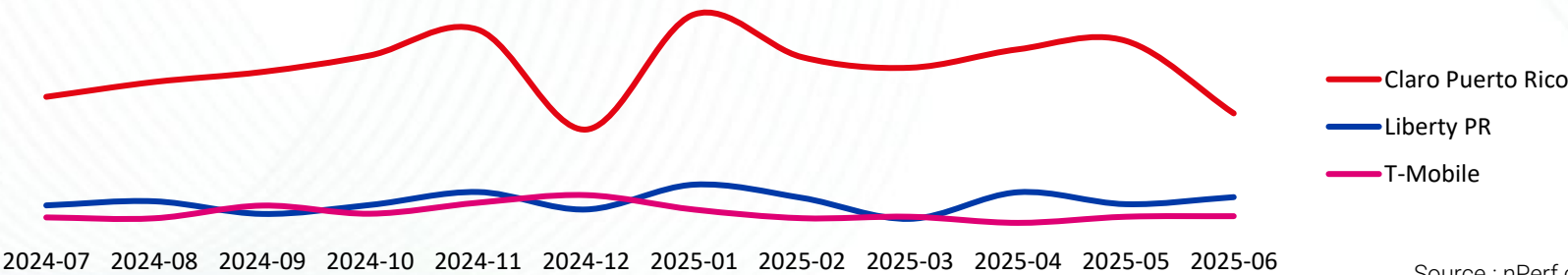## Upload Speed results ventilation (average)

	Low (0-5 Mb/s)	Correct (5-10 Mb/s)	Excellent (10+ Mb/s)
Claro Puerto Rico	34%	13%	53%
Liberty PR	37%	39%	24%
T-Mobile	50%	21%	29%

Source : nPerf.com

Upload Speed (average)

Busy Time		Idle Time
72.54 Mb/s	Claro Puerto Rico	81.05 Mb/s
20.80 Mb/s	Liberty PR	22.33 Mb/s
15.16 Mb/s	T-Mobile	16.62 Mb/s

Source : nPerf.com

Upload Speed evolution over the year (average)

2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03 2025-04 2025-05 2025-06

— Claro Puerto Rico
— Liberty PR
— T-Mobile

Source : nPerf.com

Speed : Latency

Latency Speed (average)

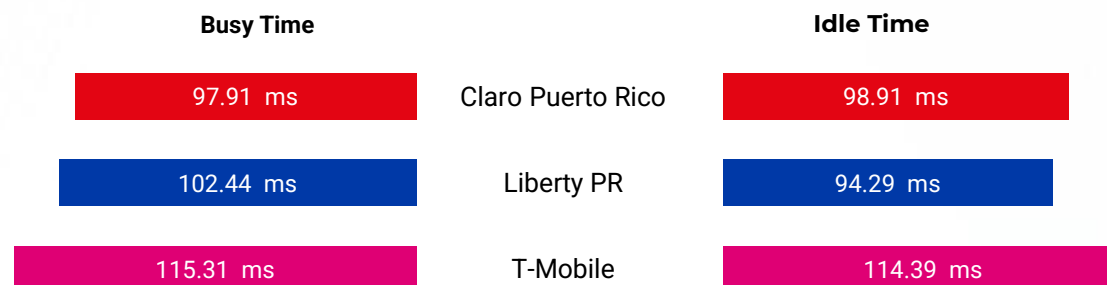| Provider	Latency
Claro Puerto Rico	98.38 ms
Liberty PR	97.44 ms
T-Mobile	114.51 ms
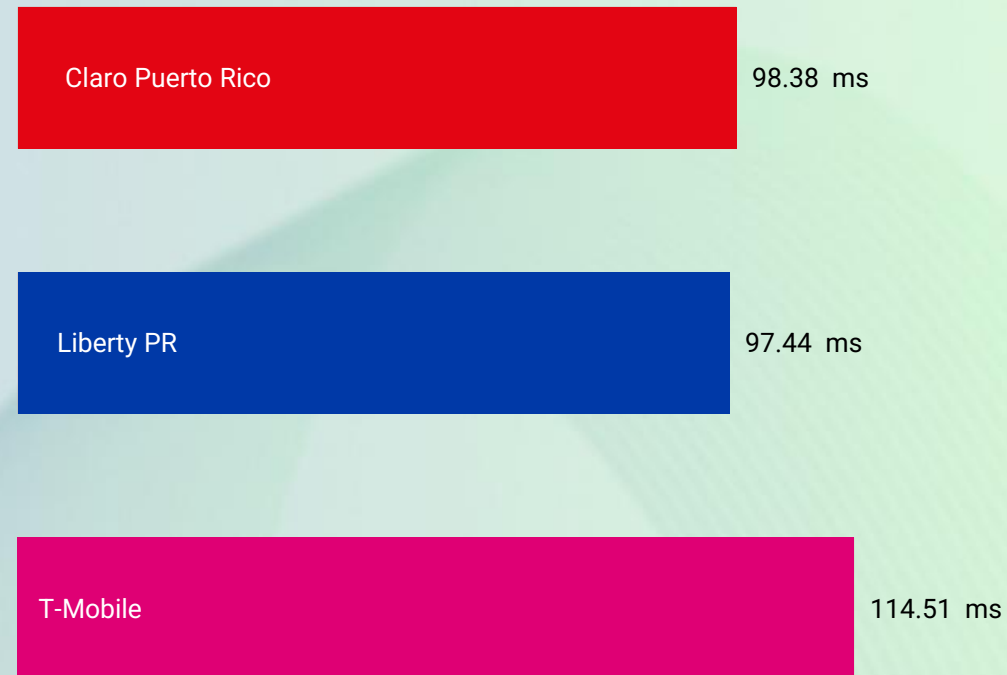
Source : nPerf.com

The subscribers of Claro Puerto Rico and Liberty PR enjoyed the best average fixed Internet latency speed in 2025.
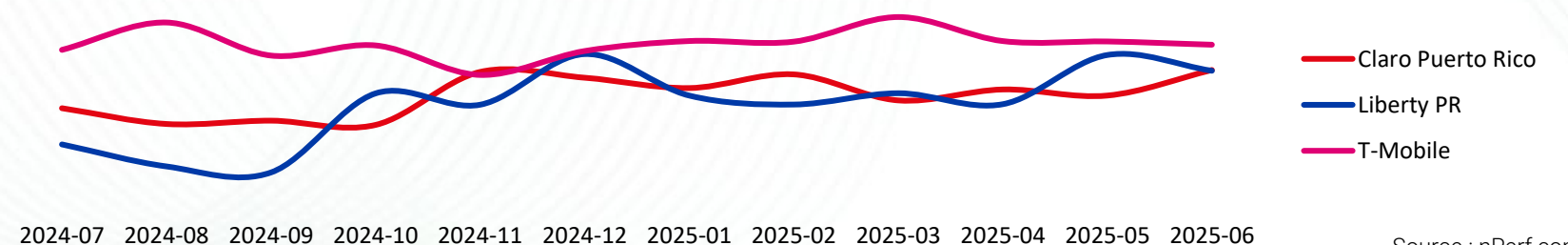
Latency Speed results ventilation (average)

Slow (100 ms +)   Correct (30-100 ms)   Excellent (0-30 ms)

Provider	Slow	Correct/Excellent
Claro Puerto Rico	37%	63%
Liberty PR	29%	71%
T-Mobile	83%	17%

Source : nPerf.com

Latency Speed (average)

Busy Time		Idle Time
97.91 ms	Claro Puerto Rico	98.91 ms
102.44 ms	Liberty PR	94.29 ms
115.31 ms	T-Mobile	114.39 ms

Source : nPerf.com

Latency Speed evolution over the year (average)

Claro Puerto Rico
Liberty PR
T-Mobile

2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03 2025-04 2025-05 2025-06

Source : nPerf.com

nPerf Score (nPoints)
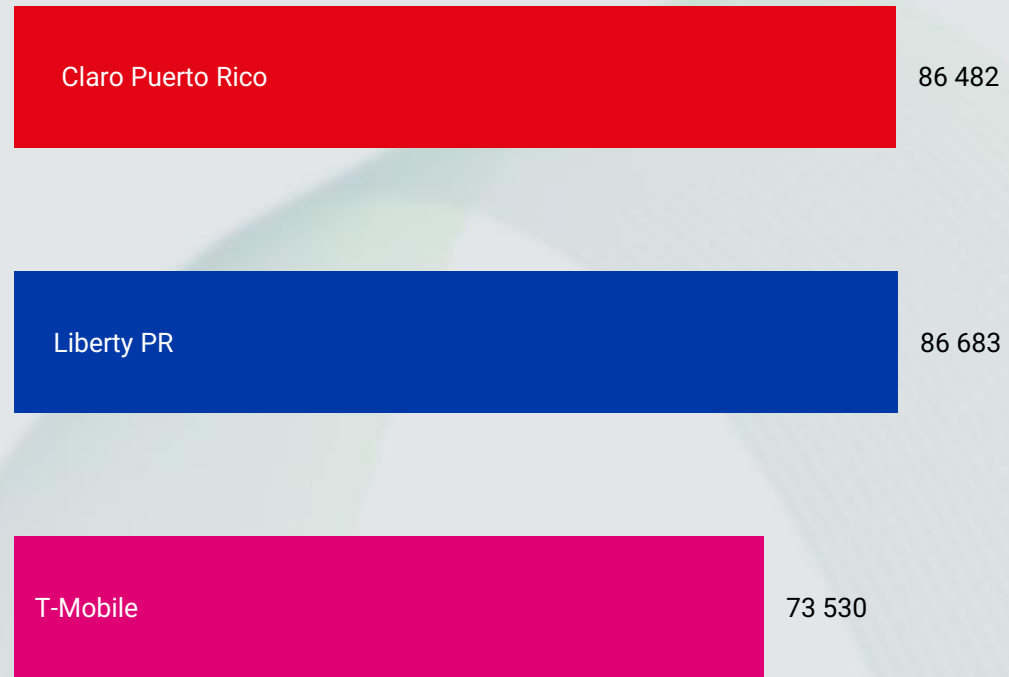
Claro Puerto Rico — 86 482

Liberty PR — 86 683

T-Mobile — 73 530

Source : nPerf.com

The subscribers of Claro Puerto Rico and Liberty PR enjoyed the best WIFI Internet performances in 2025.

- Best performances WIFI: Claro Puerto Rico and Liberty PR

- Best web browsing performances WIFI: Liberty PR

- Best video streaming performances WIFI: Liberty PR

- Fastest performances (Download) WIFI: Liberty PR

- Fastest performances (Upload) WIFI: Claro Puerto Rico

- WIFI connections with the lowest latency: Claro Puerto Rico and Liberty PR
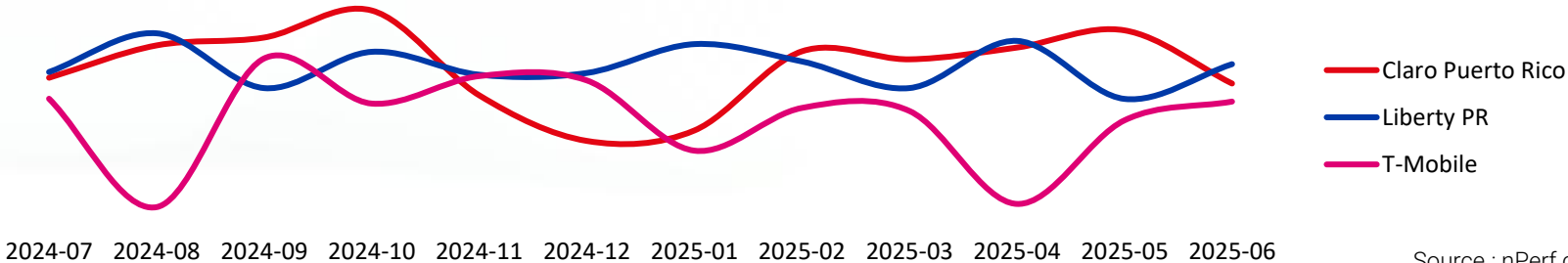
Source : nPerf.com
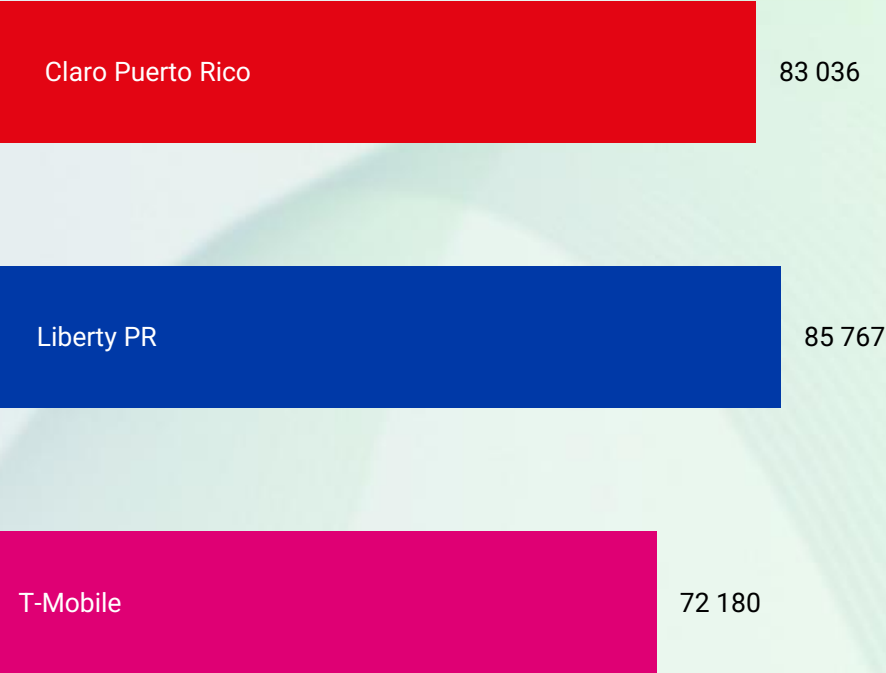

Claro · LIBERTY · T·Mobile

Source : nPerf.com

nPerf score evolution over the year (average)

Claro Puerto Rico
Liberty PR
T-Mobile

2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03 2025-04 2025-05 2025-06

Source : nPerf.com

fixed Internet - 07/01/2024 - 06/30/2025 - Puerto Rico

Fixed Internet performance in Puerto Rico

nPerf Score (nPoints)

Provider	Score
Claro Puerto Rico	83 036
Liberty PR	85 767
T-Mobile	72 180

Source : nPerf.com

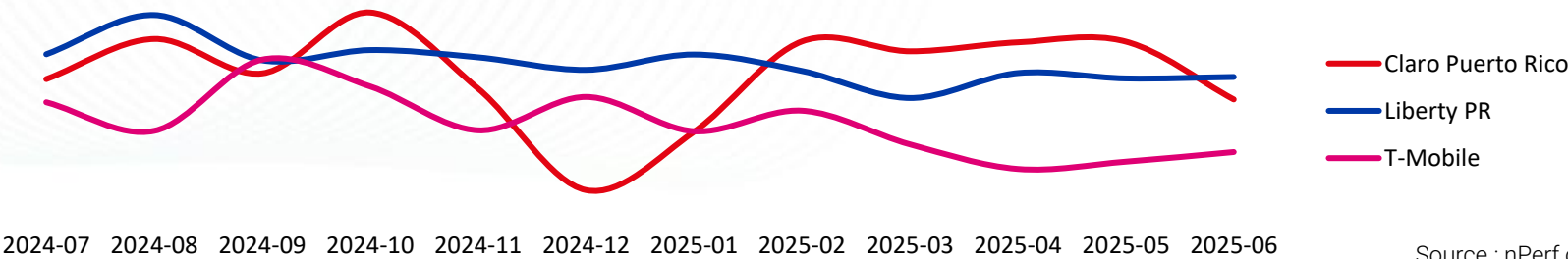The subscribers of Liberty PR enjoyed the best fixed Internet performances in 2025.

The nPerf score takes into account the measured speedss, 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

LIBERTY

Claro

LIBERTY

T Mobile

Best fixed Internet performance in 2025

No.1 BROADBAND PERFORMANCE nPerf AWARDS

Source : nPerf.com

nPerf score evolution over the year (average)

Legend: Claro Puerto Rico, Liberty PR, T-Mobile

2024-07 2024-08 2024-09 2024-10 2024-11 2024-12 2025-01 2025-02 2025-03 2025-04 2025-05 2025-06

Source : nPerf.com