

UK broadband speed test results November 2018

This press release gives the aggregated speed test results from the hundreds of thousands of tests carried out by users of broadband.co.uk during November 2018.

Fixed line home broadband providers

Average fixed line download & upload speeds (Mbps) – November 2018						
Rank	Was	Broadband Provider	Average Download		Average Upload	
			Speed	Change	Speed	Change
-	-	All home broadband	30.86	+0.93	6.46	+0.17
1	1	Virgin Media	64.09	+3.36	7.7	+0.41
2	2	BT	29.68	+1.02	7.06	+0.26
3	3	Vodafone Home	29.65	+1.32	7.48	+0.36
4	4	Daisy / SSE	24.83	+2.92	8.97	+2.34
5 ▲	6	Plusnet / John Lewis	21.27	+0.89	4.73	+0.28
6 ▲	7	Sky / NOW Broadband	21.03	+1.06	4.96	+0.33
7 ▼	5	EE Home	20.68	-0.01	5.1	-0.04
8	8	TalkTalk	20.12	+0.76	4.68	+0.25

Overall, the average download speeds across all fixed line providers increased by 0.93Mbps to 30.86Mbps since last month, with upload speeds increasing by 0.16Mbps to 6.46Mbps.

Consumer mobile broadband providers

Average mobile download & upload speeds (Mbps) – November 2018						
Rank	Was	Broadband Provider	Average Download		Average Upload	
			Speed	Change	Speed	Change
-	-	All mobile broadband	19.59	+1.53	5.6	+0.42
1 ▲	2	EE Mobile	26.52	+4.63	6.62	+1.09
2 ▼	1	Vodafone Mobile	20.73	-3.51	4.93	-1.36
3	3	Three Mobile	17.32	+2.09	5.25	+0.68
4	4	O2 Mobile	13.58	-0.8	3.93	0

Overall, the average download speeds across all mobile broadband providers increased by 1.53Mbps to 19.59Mbps since last month, with upload speeds increasing by 0.42Mbps to 5.6Mbps.

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Combined home and mobile broadband rankings

Average broadband download & upload speeds (Mbps) – November 2018						
Rank	Was	Broadband Provider	Average Download		Average Upload	
			Speed	Change	Speed	Change
-	-	All home broadband	30.86	+0.93	6.46	+0.17
-	-	All mobile broadband	19.59	+1.53	5.6	+0.42
1	1	Virgin Media	64.09	+3.36	7.7	+0.41
2	2	BT	29.68	+1.02	7.06	+0.26
3	3	Vodafone Home	29.65	+1.32	7.48	+0.36
4 ▲	6	EE Mobile	26.52	+4.63	6.62	+1.09
5	5	Daisy / SSE	24.83	+2.92	8.97	+2.34
6 ▲	8	Plusnet / John Lewis	21.27	+0.89	4.73	+0.28
7 ▲	9	Sky / NOW Broadband	21.03	+1.06	4.96	+0.33
8 ▼	4	Vodafone Mobile	20.73	-3.51	4.93	-1.36
9 ▼	7	EE Home	20.68	-0.01	5.1	-0.04
10	10	TalkTalk	20.12	+0.76	4.68	+0.25
11	11	Three Mobile	17.32	+2.09	5.25	+0.68
12	12	O2 Mobile	13.58	-0.8	3.93	0

Overall speed performance of consumer mobile broadband is roughly comparable to that of many fixed line broadband providers. However, only 3.22% of the speed tests performed in November 2018 took place over a mobile broadband connection.

While the availability of the fastest mobile data transfer protocols varies with location, and some tests will be performed on 3G or even 2.5G GPRS connections, the same is true for fixed line broadband providers whose flagship products may not be available in rural and remote areas, or may not be adopted by consumers preferring cheaper speed-limited alternatives.

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Combined UK broadband rankings by upload speed

Average broadband upload & download speeds (Mbps) – November 2018						
Rank	Was	Broadband Provider	Average Upload		Average Download	
			Speed	Change	Speed	Change
-	-	All home broadband	6.46	+0.17	30.86	+0.93
-	-	All mobile broadband	5.6	+0.42	19.59	+1.53
1 ▲	4	Daisy / SSE	8.97	+2.34	24.83	+2.92
2 ▼	1	Virgin Media	7.7	+0.41	64.09	+3.36
3 ▼	2	Vodafone Home	7.48	+0.36	29.65	+1.32
4 ▼	3	BT	7.06	+0.26	29.68	+1.02
5 ▲	6	EE Mobile	6.62	+1.09	26.52	+4.63
6 ▲	9	Three Mobile	5.25	+0.68	17.32	+2.09
7	7	EE Home	5.1	-0.04	20.68	-0.01
8	8	Sky / NOW Broadband	4.96	+0.33	21.03	+1.06
9 ▼	5	Vodafone Mobile	4.93	-1.36	20.73	-3.51
10	10	Plusnet / John Lewis	4.73	+0.28	21.27	+0.89
11	11	TalkTalk	4.68	+0.25	20.12	+0.76
12	12	O2 Mobile	3.93	0	13.58	-0.8

While most UK broadband providers place much less marketing emphasis on upload speeds, this is an increasingly important factor in broadband satisfaction. As more and more storage moves to the cloud, being unable to quickly save or sync to servers on the internet increasingly impacts the user experience in apps. This is even more important to those who work from home, or who create online video content.

In November 2018 average fixed line broadband download speed was 4.78 times faster than upload speed, while mobile broadband downloads averaged at 3.5 times the speed achieved for mobile uploads.

The rollout and increasing adoption of full fibre broadband services will see the gap between download and upload performance shrink, especially from providers offering symmetric services.

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Consumer broadband download speeds - time of day

Average download speeds (Mbps) split by time of day – November 2018				
Broadband Provider	Overnight (00:00 to 07:59)	Daytime (08:00 to 17:59)	Evening (18:00 to 23:59)	Overall (00:00 to 23:59)
All home broadband	31.74	30.78	30.79	30.86
All mobile broadband	26.27	18.73	19.28	19.59
Virgin Media	67.92	64.65	62.64	64.09
BT	31.19	29.38	29.85	29.68
Vodafone Home	30.32	30.55	28.56	29.65
EE Mobile	37.2	26.05	24.77	26.52
Plusnet / John Lewis	21.2	20.9	21.96	21.27
Sky / NOW Broadband	22.73	21.09	20.65	21.03
EE Home	20.32	20.3	21.32	20.68
TalkTalk	20.67	20.09	20.05	20.12

Our average speed by time of day report shows how the average broadband speed is heavily influenced by the time of day (and therefore likely level of network congestion).

Fixed line broadband advertised speeds are now based on the speed achieved by 50% of customers during peak evening hours of 8pm to 10pm.

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Supplemental UK broadband providers

Average download & upload speeds (Mbps) – November 2018		
Broadband Provider	Average Download	Average Upload
Post Office (rural/remote)	11.95	2.29
Zen	34.04	12.39
Trunk Networks	33.04	13.64
Hyperoptic	81.79	72.61
Virgin Media Business	68.46	25.04
Eclipse Internet	24.38	8.61
KCOM	76.96	19.42
TalkTalk Business	20.11	4.75
Gigaclear	80.91	69.65
BT Wi-Fi (aka BT Fon)	8.9	4.78
Wild West Net	25.33	8.59
Origin	11.53	3.14
Relish	15.71	1.98
Entanet	33.7	18.54

Here we list additional fixed line broadband providers with fewer customers making use of our speed test. All providers listed have sufficient test numbers across the month to make average speeds statistically significant, but not enough tests to be split by time of day. The lower down the list, the less confident we are about the overall accuracy of the average results.

It should be noted that some of these supplemental ISPs, such as Zen, primarily supply broadband to the business market, and so may utilize technologies not available to the vast majority of home broadband users.

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Expanded UK broadband download speed rankings

Average download & upload speeds (Mbps) – November 2018			
Rank	Broadband Provider	Average Download	Average Upload
1	Hyperoptic	81.79	72.61
2	Gigaclear	80.91	69.65
3	KCOM	76.96	19.42
4	Virgin Media Business	68.46	25.04
5	Virgin Media	64.09	7.7
6	Zen	34.04	12.39
7	Entanet	33.7	18.54
8	Trunk Networks	33.04	13.64
9	BT	29.68	7.06
10	Vodafone Home	29.65	7.48
11	EE Mobile	26.52	6.62
12	Wild West Net	25.33	8.59
13	Daisy / SSE	24.83	8.97
14	Eclipse Internet	24.38	8.61
15	Plusnet / John Lewis	21.27	4.73
16	Sky / NOW Broadband	21.03	4.96
17	Vodafone Mobile	20.73	4.93
18	EE Home	20.68	5.1
19	TalkTalk	20.12	4.68
20	TalkTalk Business	20.11	4.75
21	Three Mobile	17.32	5.25
22	Relish	15.71	1.98
23	O2 Mobile	13.58	3.93
24	Post Office (rural/remote)	11.95	2.29
25	Origin	11.53	3.14
26	BT Wi-Fi (aka BT Fon)	8.9	4.78

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Expanded UK broadband upload speed rankings

Average upload & download speeds (Mbps) – November 2018			
Rank	Broadband Provider	Average Upload	Average Download
1	Hyperoptic	72.61	81.79
2	Gigaclear	69.65	80.91
3	Virgin Media Business	25.04	68.46
4	KCOM	19.42	76.96
5	Entanet	18.54	33.7
6	Trunk Networks	13.64	33.04
7	Zen	12.39	34.04
8	Daisy / SSE	8.97	24.83
9	Eclipse Internet	8.61	24.38
10	Wild West Net	8.59	25.33
11	Virgin Media	7.7	64.09
12	Vodafone Home	7.48	29.65
13	BT	7.06	29.68
14	EE Mobile	6.62	26.52
15	Three Mobile	5.25	17.32
16	EE Home	5.1	20.68
17	Sky / NOW Broadband	4.96	21.03
18	Vodafone Mobile	4.93	20.73
19	BT Wi-Fi (aka BT Fon)	4.78	8.9
20	TalkTalk Business	4.75	20.11
21	Plusnet / John Lewis	4.73	21.27
22	TalkTalk	4.68	20.12
23	O2 Mobile	3.93	13.58
24	Origin	3.14	11.53
25	Post Office (rural/remote)	2.29	11.95
26	Relish	1.98	15.71

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About the Broadband.co.uk speed test results

- Our results are taken from our website users performing speed tests using our speed checker at <https://www.broadband.co.uk/broadband-speedtest/>
- We record hundreds of thousands of speed tests every month
- Unlike other speed test services we record the Internet Service Provider (ISP) by IP address making our ISP recording very accurate rather than relying on self selection. Certain ISPs resell their services as a wholesale or white label product, in these cases the wholesale ISP is matched
- We pick out the following 'big 8' fixed line ISPs for detailed reporting every month:
 - **BT wholesale network** (used by several suppliers outside their own low cost network areas)
 - **Daisy wholesale network** (used by SSE and Fleur)
 - **EE** (excluding 4G mobile broadband)
 - **Plusnet wholesale network** (used by John Lewis)
 - **Sky** (also sold as NOW Broadband)
 - **TalkTalk wholesale network** (used by suppliers such as Utility Warehouse, Post Office Broadband and First Utility)
 - **Virgin Media**
 - **Vodafone**
- As our test is one of the few that will run on mobile devices and tablets, we're also able to report on the following mobile broadband networks:
 - **EE** (used by Virgin Mobile, Plusnet Mobile, Asda Mobile and Phone Co-Op)
 - **O2** (used by Tesco Mobile, Sky Mobile, TalkTalk Mobile and giffgaff)
 - **Three** (used by Superdrug Mobile, TPO Mobile and FreedomPop)
 - **Vodafone** (used by Talkmobile)

About Broadband.co.uk

- Our broadband price comparison is accredited by Ofcom as open, honest and transparent
- We are one of the original broadband information and comparison sites having been launched in 2004
- With millions of visitors each year we are one of the UK's leading sources of broadband information and advice
- We provide beginners guides to all areas of broadband along with detailed buyers guides to the major broadband providers, speed tester and broadband postcode look-up functionality
- We provide a free advice service where our broadband expert answers queries related to broadband, technical, comparison and related

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