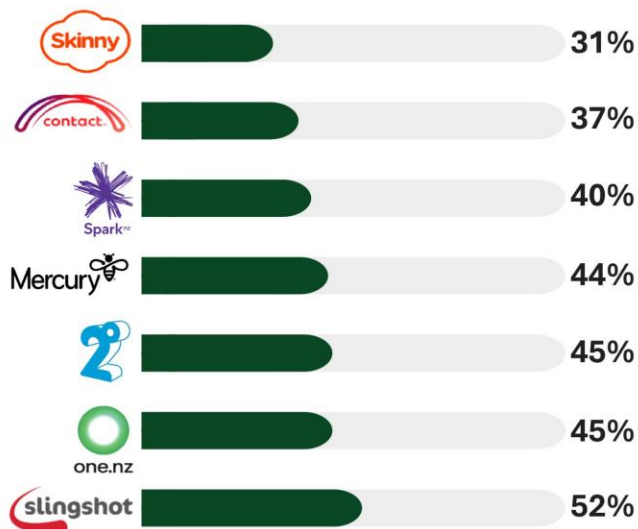


Residential Broadband Rankings

October 2024

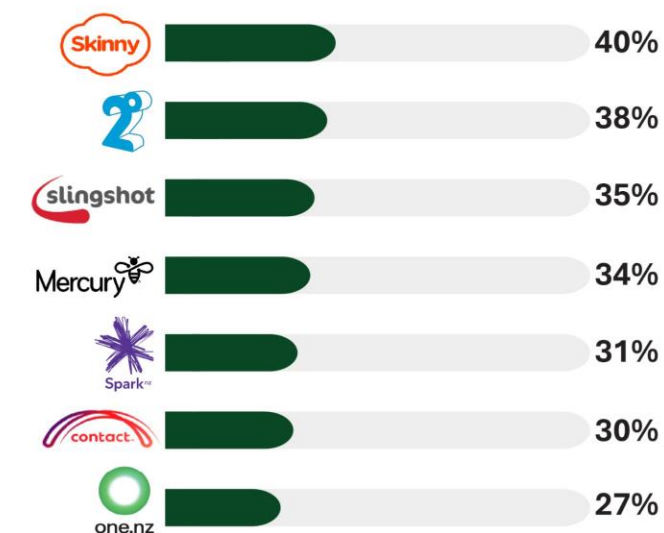
Customers with an issue

Measures the percentage of customers who experienced an issue with their service in the last six months (*lower is better*).



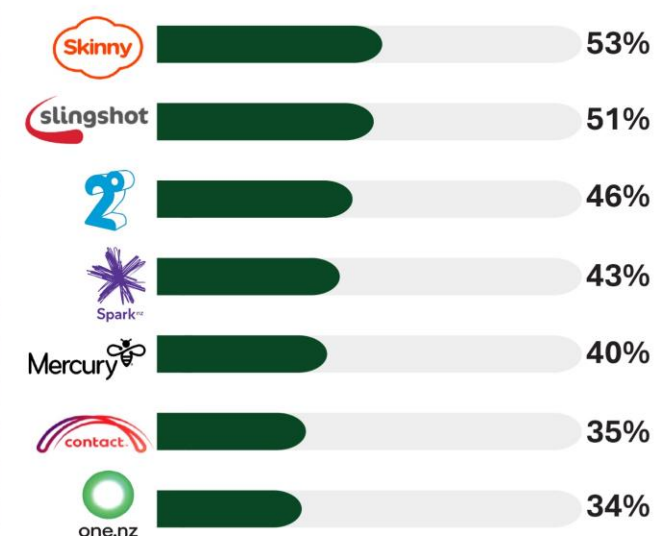
Speed of resolution

Measures satisfaction with how quickly providers resolve customer service issues (*higher is better*).



Staff knowledge and helpfulness

Measures satisfaction with how helpful and knowledgeable staff are in resolving customer service issues (*higher is better*).

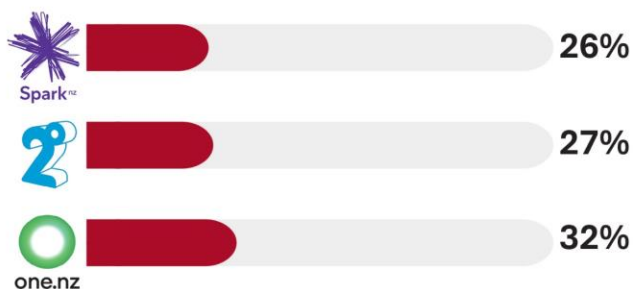


Residential Mobile Rankings

October 2024

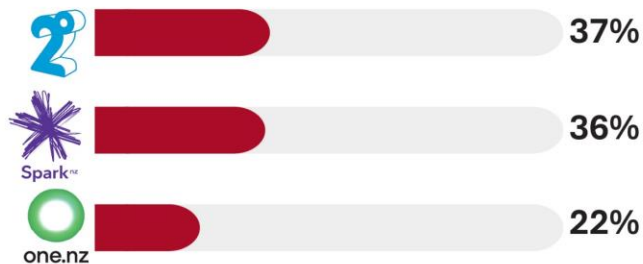
Customers with an issue

Measures the percentage of customers who experienced an issue with their service in the last six months (*lower is better*).



Speed of resolution

Measures satisfaction with how quickly providers resolve customer service issues (*higher is better*).



Staff knowledge and helpfulness

Measures satisfaction with how helpful and knowledgeable staff are in resolving customer service issues (*higher is better*).

