

# Residential Broadband Rankings

January 2024



## Overall

## Customer Service

### Net Promoter Score (NPS)

Measures how likely customers are to recommend their provider to friends and family (*higher is better*).

### Customers with an issue

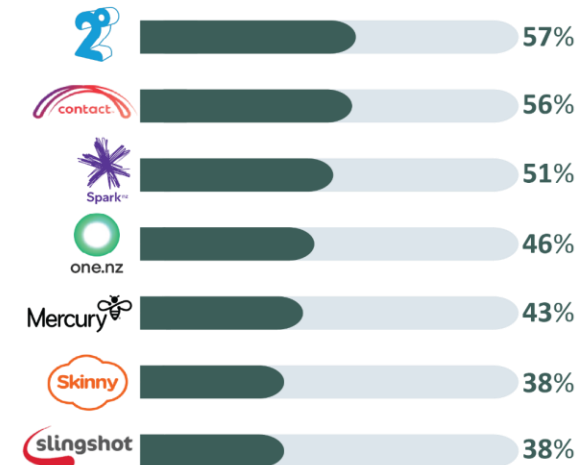
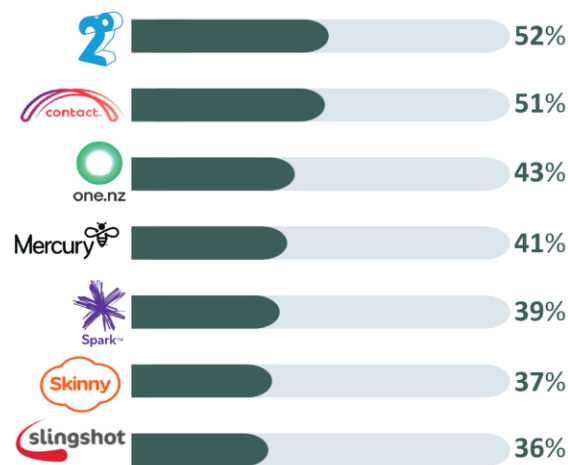
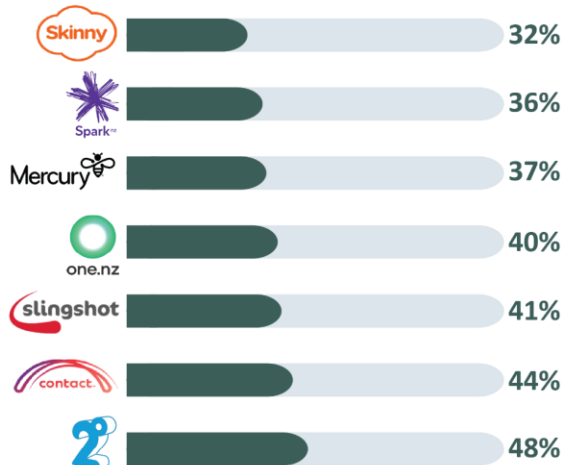
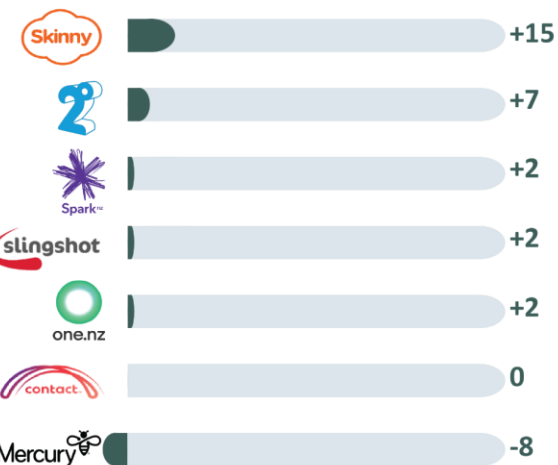
Measures the percentage of customers who experienced an issue with their service in the last six months (*lower is better*).

### 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

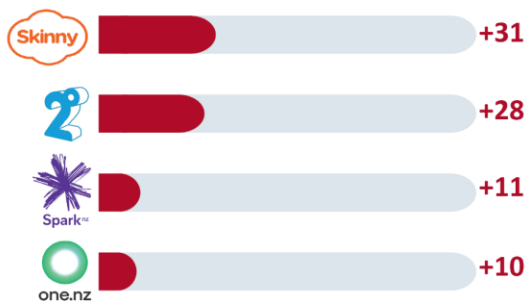
January 2024

## Overall

## Customer Service

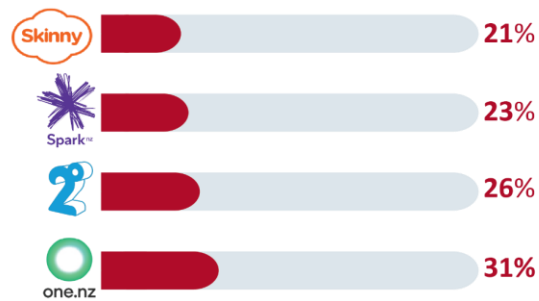
### Net Promoter Score (NPS)

Measures how likely customers are to recommend their provider to friends and family (*higher is better*).



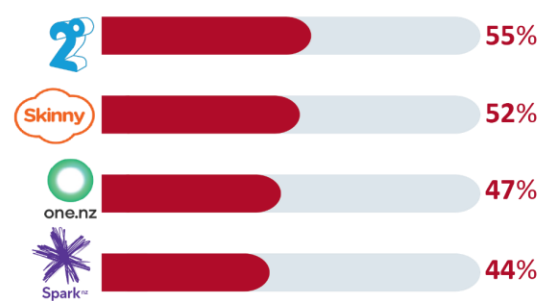
### Customers with an issue

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*).

