

Residential Broadband Rankings

February 2024



Overall

Customer Service

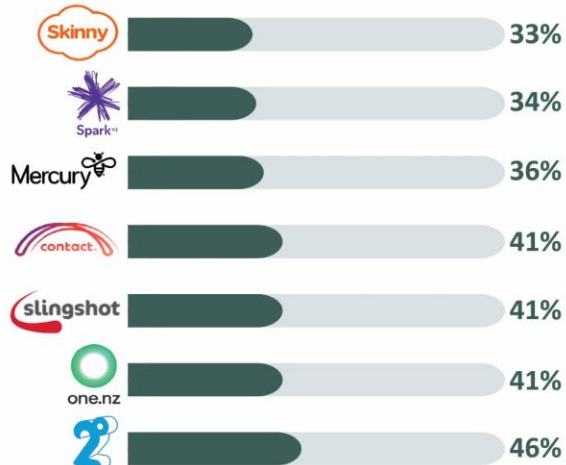
Net Promoter Score (NPS)

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



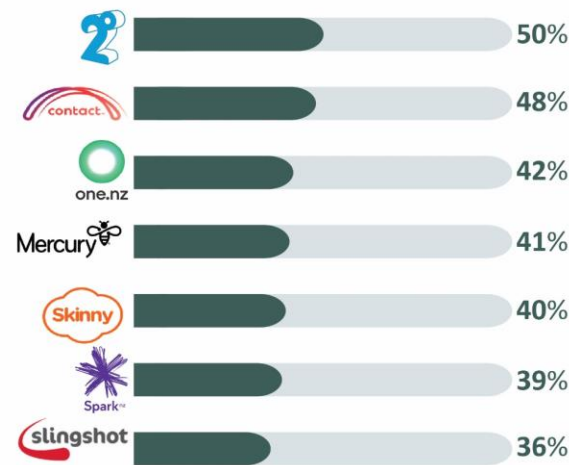
Customers with an issue

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



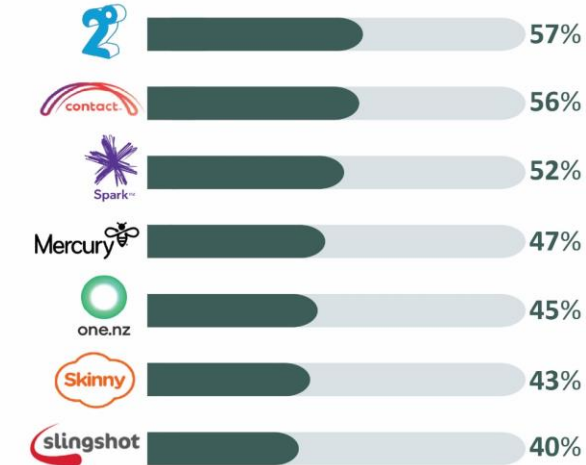
Speed of resolution

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*).



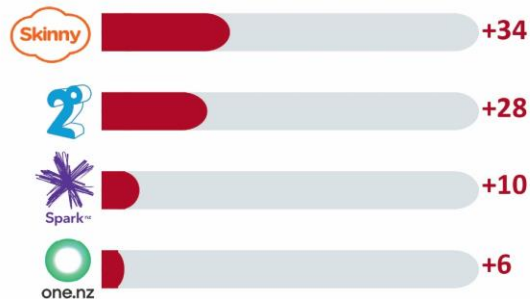
Residential Mobile Rankings

February 2024

Overall

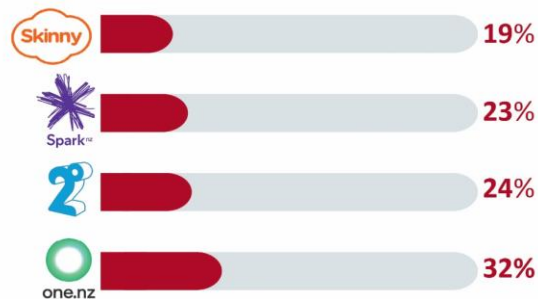
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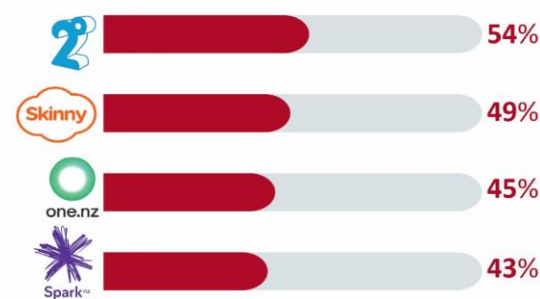
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