

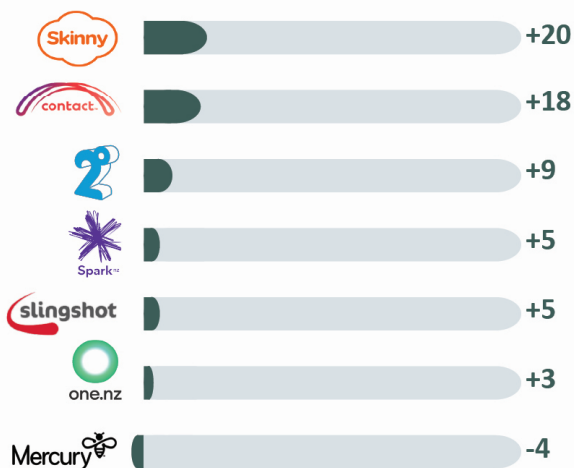
# Residential Broadband Rankings

April – September 2023

## Overall

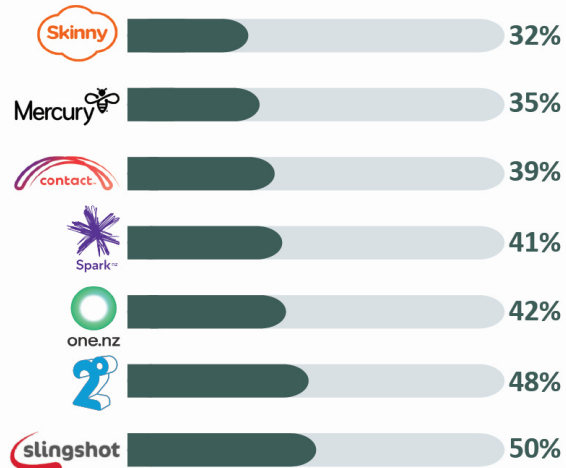
### Net Promoter Score (NPS)

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



### Customers with an issue

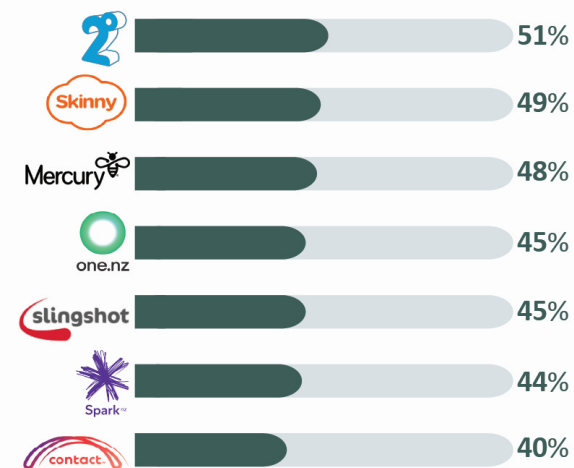
Measures the percentage of customers who experienced an issue with their service in the last six months (*lower is better*).



## Customer Service

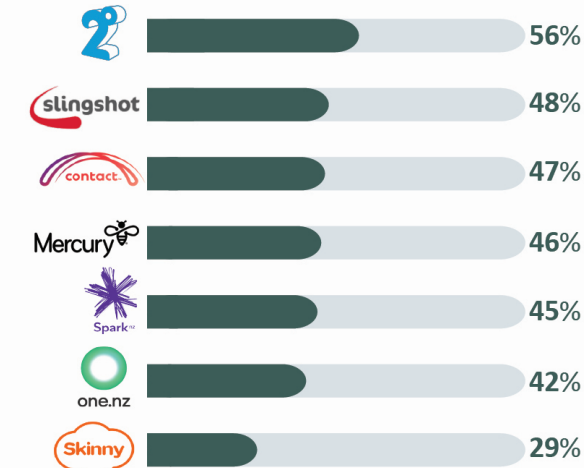
### Speed of resolution

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*).



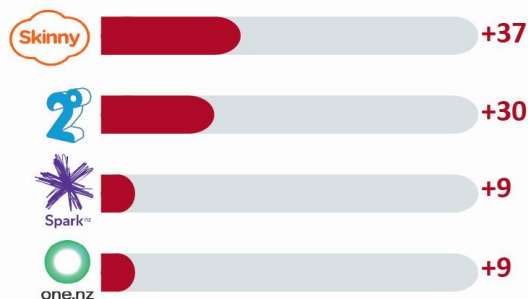
# Residential Mobile Rankings

April – September 2023

## Overall

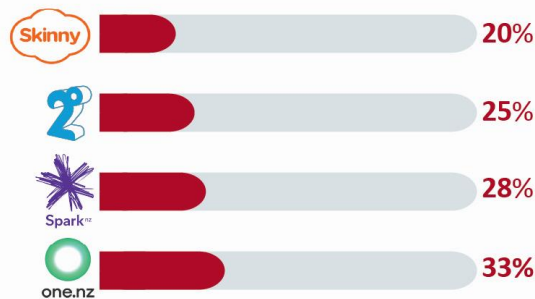
### Net Promoter Score (NPS)

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



### Customers with an issue

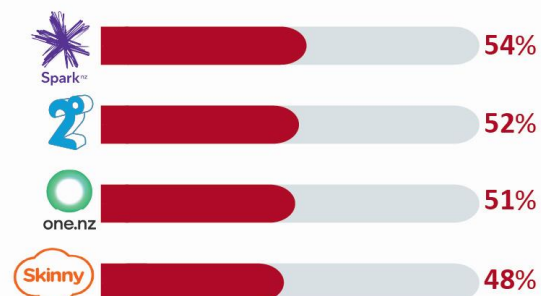
Measures the percentage of customers who experienced an issue with their service in the last six months (*lower is better*).



## Customer Service

### 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*).

