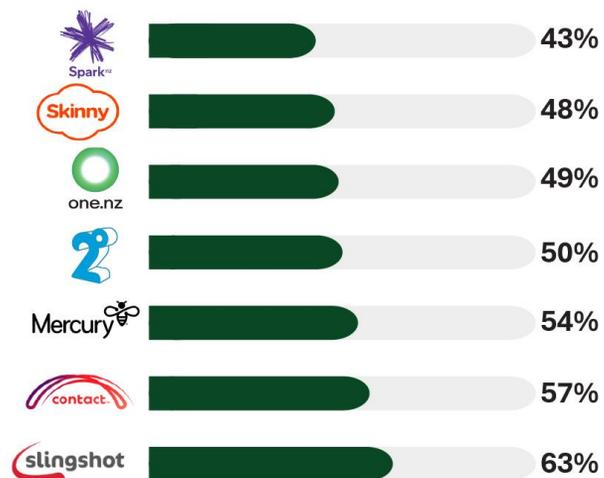


# Residential Broadband Rankings

December 2025

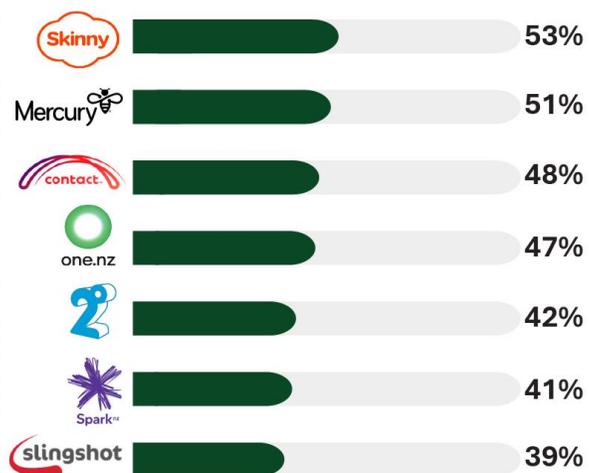
## Customers with an issue

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



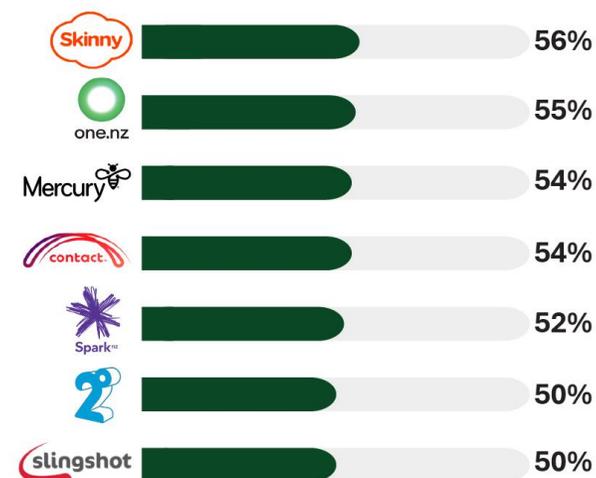
## Speed of resolution

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*).

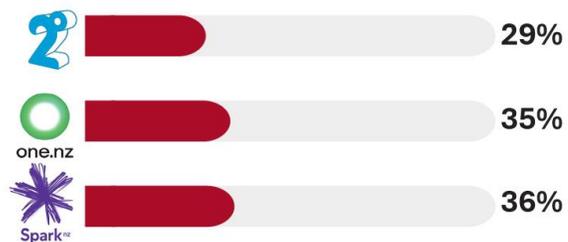


# Residential Mobile Rankings

December 2025

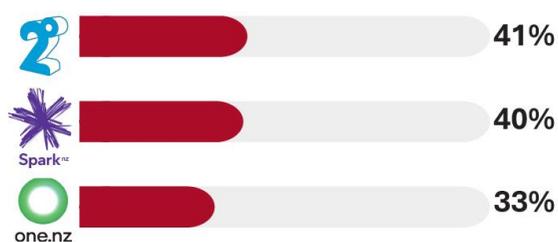
## Customers with an issue

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



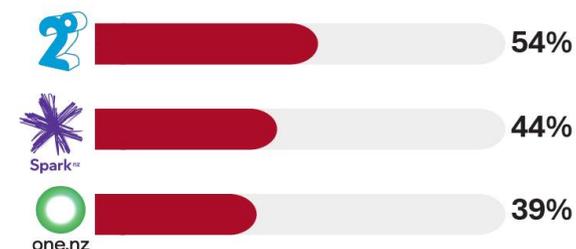
## Speed of resolution

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*).

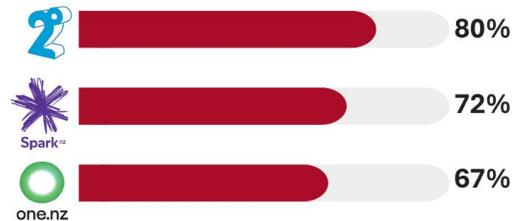


# Billing Comprehension Rankings

December 2025

## Mobile Billing Comprehension

Measures the percentage of customers that found their bills 'easy' or 'very easy' to understand.



## Broadband Billing Comprehension

Measures the percentage of customers that found their bills 'easy' or 'very easy' to understand.

