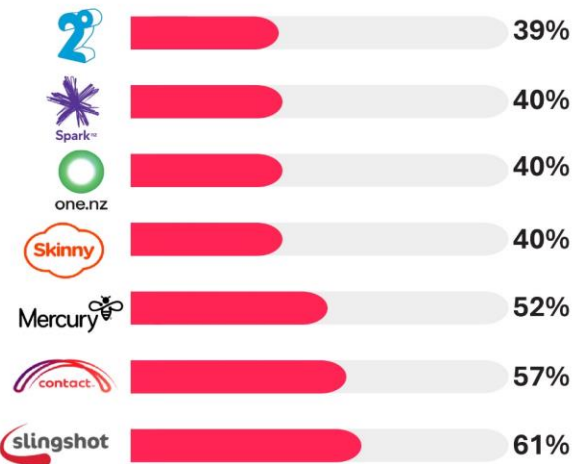


Customer Service Rankings

June 2026

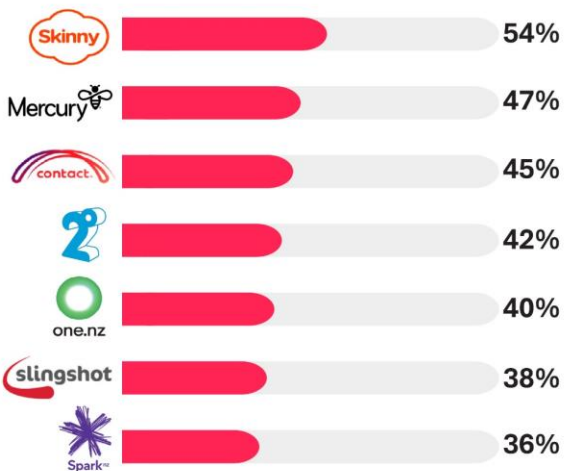
Customers with an issue

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



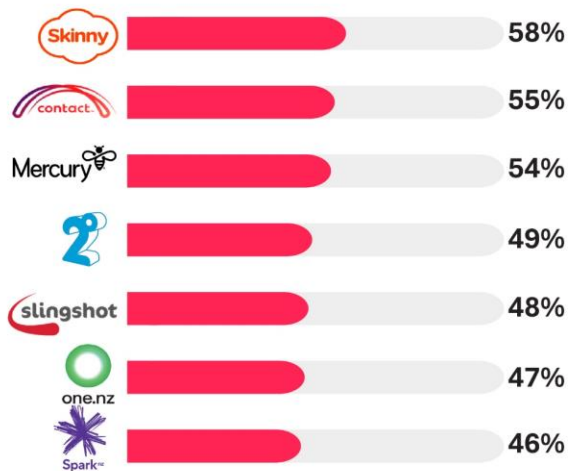
Speed of resolution

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



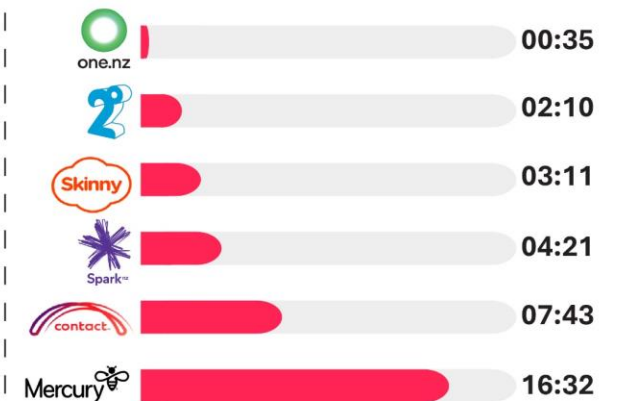
Staff knowledge and helpfulness

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



Average call waiting time (mm:ss)

Measures the average time callers spend waiting in a queue before speaking to an agent (*in minutes and seconds*).



Billing Comprehension Rankings

June 2026

Billing Comprehension

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

