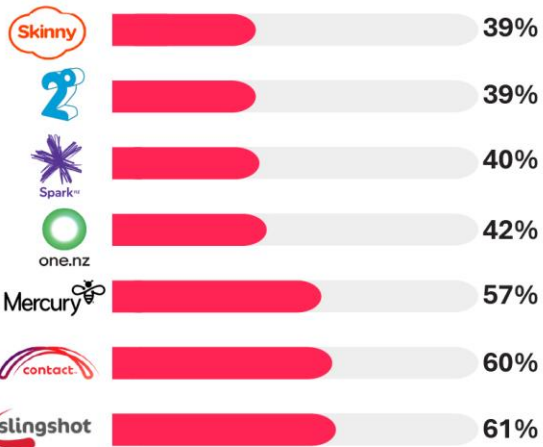


# Customer Service Rankings

March 2025

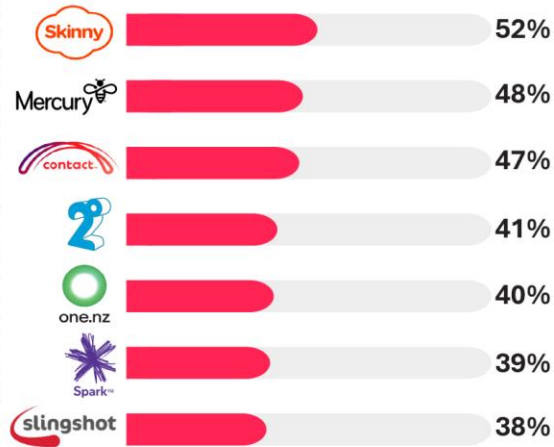
## Customers with an issue

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



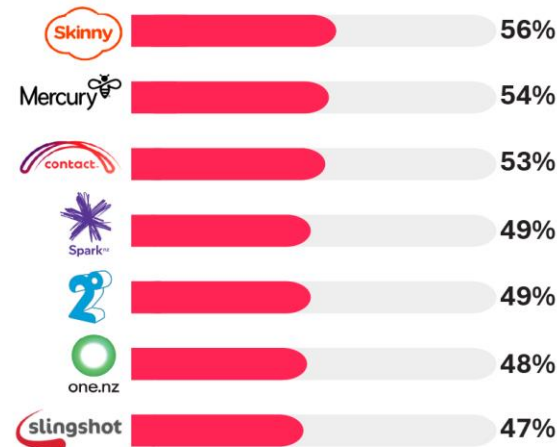
## Speed of resolution

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



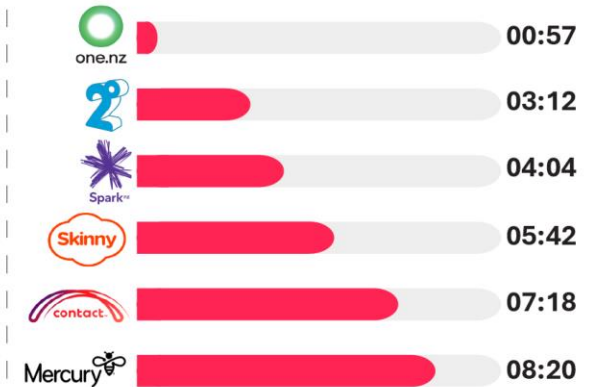
## Staff knowledge and helpfulness

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



## 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

March 2025

## Billing Comprehension

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

