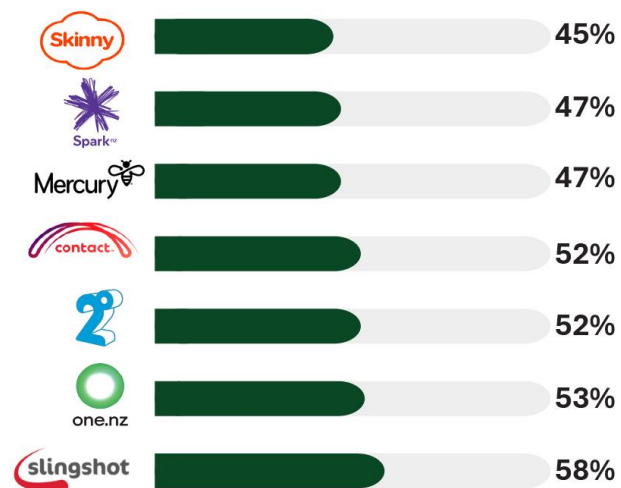


Residential Broadband Rankings

September 2025

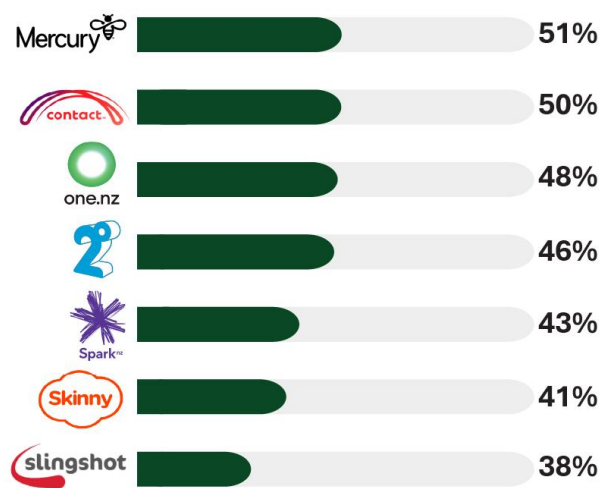
Customers with an issue

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



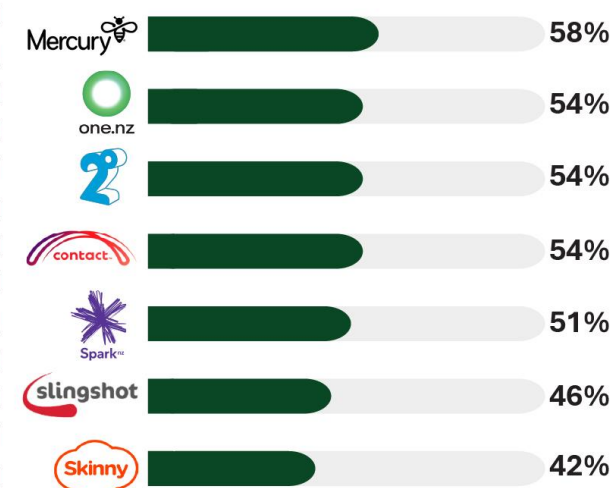
Speed of resolution

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*).

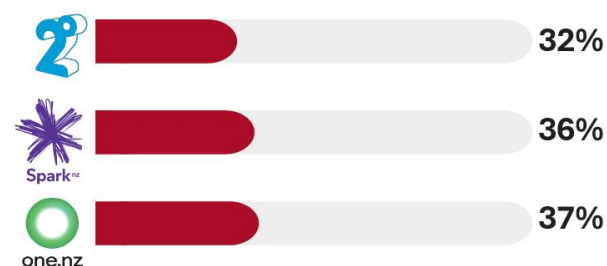


Residential Mobile Rankings

September 2025

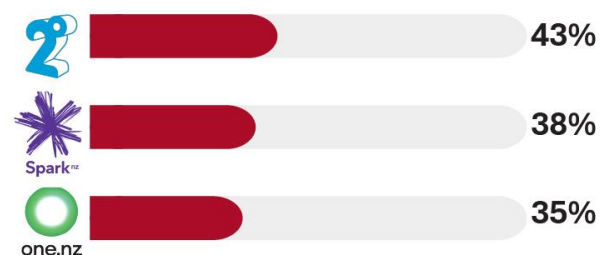
Customers with an issue

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



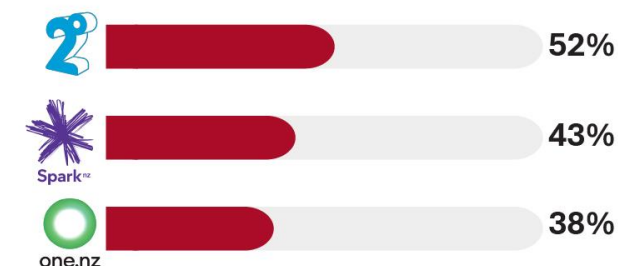
Speed of resolution

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*).

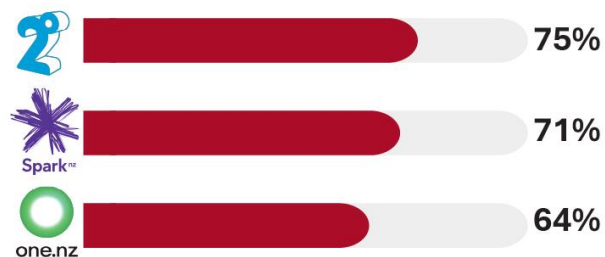


Billing Comprehension Rankings

September 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.

