

Residential Broadband Rankings

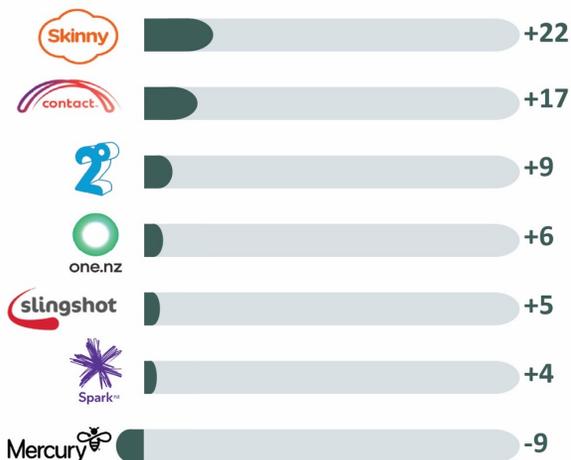
May – October 2023



Overall

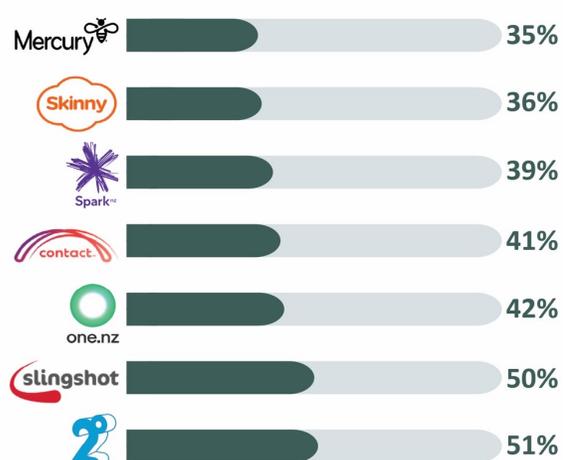
Net Promoter Score (NPS)

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



Customers with an issue

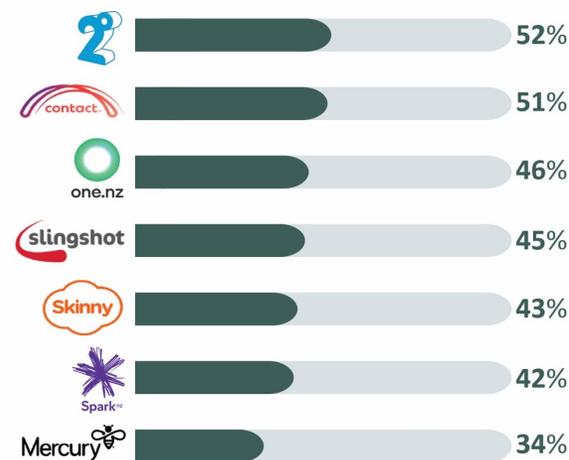
Measures the percentage of customers who experienced an issue with their service in the last six months (*lower is better*).



Customer Service

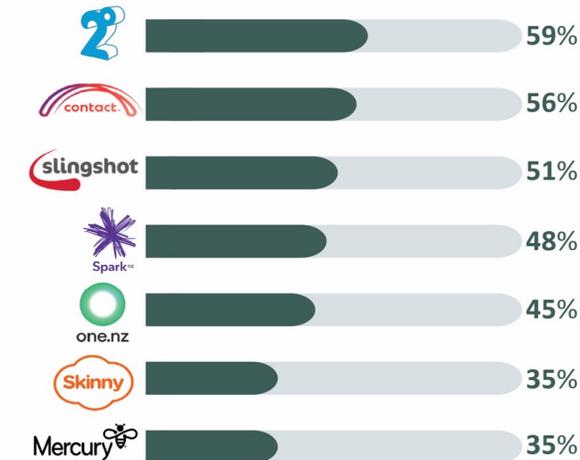
Speed of resolution

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

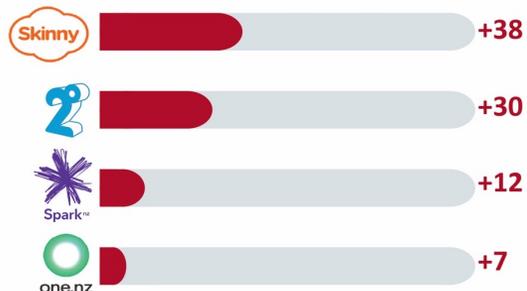
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Overall

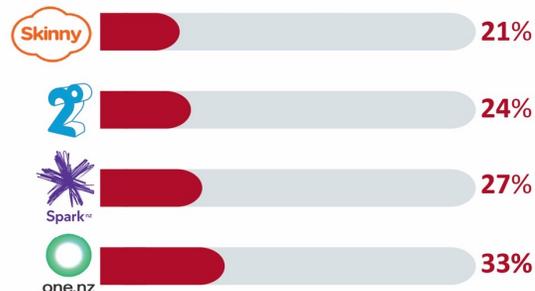
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Customers with an issue

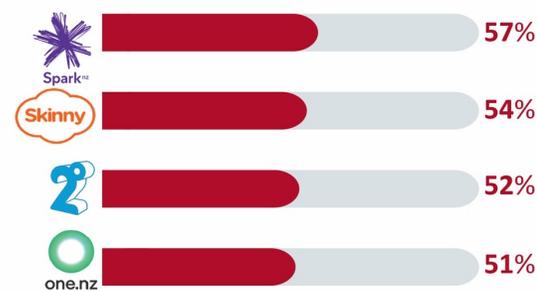
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Customer Service

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