Increased Wi-Fi Calling Gives Perception of Increased Wireless Network Quality, J.D. Power Finds

Verizon Wireless Delivers Best Network Quality Across Five U.S. Regions, U.S. Cellular Ranks Highest in North Central Region

TROY, Mich.: 16 July 2020 — According to the J.D. Power 2020 U.S. Wireless Network Quality Performance Study℠—Volume 2, released today, 42% of wireless customers are using Wi-Fi calling and are more satisfied with their wireless network quality than those who are not using Wi-Fi calling.

“Wi-Fi calling is the offloading of a weak cellular connection to a Wi-Fi based data network in nearly all cases not owned or operated by the wireless carrier,” said Ian Greenblatt, managing director at J.D. Power. “Safer-at-home has meant a significant increase in these largely invisible handoffs, and consumers have perceived a higher quality of call and connection as a result. Ensuring a flawless handoff and high quality of service of that traffic back to the carrier’s network is critical to maintaining the lift in satisfaction enjoyed by Wi-Fi callers.”

Study Results

Verizon Wireless ranks highest in five regions covered in the study, achieving the fewest network quality problems per 100 connections (PP100) in call quality, messaging quality and data quality in the Mid-Atlantic, Northeast, Southeast, Southwest and West regions.

U.S. Cellular ranks highest in the North Central region with a score of 6 PP100, achieving the fewest network quality problems in messaging quality and data quality in the North Central region.

The 2020 U.S. Wireless Network Quality Performance Study—Volume 2 is based on responses from 32,497 wireless customers. Carrier performance is examined in six regions: Mid-Atlantic, North Central, Northeast, Southeast, Southwest and West. In addition to evaluating the network quality experienced by customers with wireless phones, the study also measures the network performance of tablets and mobile broadband devices. The study was fielded from January through June 2020.


See the online press release at http://www.jdpower.com/pr-id/2020079.

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power has offices serving North America, Asia Pacific and Europe.

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# # #
NOTE: Six charts follow.
J.D. Power

Brand Ranking
Problems per 100 Mobile Device Interactions (PP100)

Mid-Atlantic

Verizon Wireless 7
T-Mobile 8
Region Average 8
AT&T 11
Sprint 11

Note: Mid-Atlantic includes Delaware, District of Columbia, Maryland, New Jersey, Pennsylvania, Virginia and West Virginia.


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Brand Ranking
Problems per 100 Mobile Device Interactions (PP100)

North Central

U.S. Cellular 6
Verizon Wireless 7
T-Mobile 9
Region Average 9
AT&T 11
Sprint 11

Note: North Central includes Illinois, Indiana, Michigan, Ohio and Wisconsin.


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## J.D. Power
2020 U.S. Wireless Network Quality Performance Study<sup>SM</sup> – Volume 2

### Brand Ranking

**Problems per 100 Mobile Device Interactions (PP100)**

#### Northeast

<table>
<thead>
<tr>
<th>Brand</th>
<th>Problems per 100 Mobile Device Interactions (PP100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verizon Wireless</td>
<td>7</td>
</tr>
<tr>
<td>Region Average</td>
<td>9</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>10</td>
</tr>
<tr>
<td>Sprint</td>
<td>11</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>13</td>
</tr>
</tbody>
</table>

*Note: Northeast includes Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont.*

*Source: J.D. Power 2020 U.S. Wireless Network Quality Performance Study<sup>SM</sup> – Volume 2*

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2020 U.S. Wireless Network Quality Performance Study\textsuperscript{SM} – Volume 2

Brand Ranking

\textit{Problems per 100 Mobile Device Interactions (PP100)}

\begin{itemize}
  \item \textbf{Southeast}
  \item \hspace{0.5cm} Verizon Wireless: 7
  \item \hspace{0.5cm} T-Mobile: 9
  \item \hspace{0.5cm} Region Average: 10
  \item \hspace{0.5cm} AT&T: 13
  \item \hspace{0.5cm} Sprint: 13
\end{itemize}

\textbf{Note:} Southeast includes Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee.

\textbf{Source:} J.D. Power 2020 U.S. Wireless Network Quality Performance Study\textsuperscript{SM} – Volume 2

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Brand Ranking
Problems per 100 Mobile Device Interactions (PP100)

Southwest

<table>
<thead>
<tr>
<th></th>
<th>Problems per 100 Mobile Device Interactions</th>
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<tbody>
<tr>
<td>Verizon Wireless</td>
<td>8</td>
</tr>
<tr>
<td>Sprint</td>
<td>9</td>
</tr>
<tr>
<td>Region Average</td>
<td>10</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>11</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>11</td>
</tr>
</tbody>
</table>

Note: Southwest includes Arkansas, Kansas, Missouri, Oklahoma and Texas.


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Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

West

<table>
<thead>
<tr>
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<tbody>
<tr>
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<tr>
<td>Sprint</td>
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</tbody>
</table>

Note: West includes Arizona, California, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming.


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