

TV and Internet Providers Hold Strong with Performance and Reliability, J.D. Power Finds

TROY, Mich.: 24 Sept. 2020 — During a time when working safer at home and television binge-watching has been at an all-time high, TV and internet providers see satisfaction improvements for performance and reliability, according to the J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM and J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM released today.

“With the country quarantining at home, internet and television services were under enormous pressure to continue performing reliably,” said **Ian Greenblatt, managing director at J.D. Power**. “True to form, providers did not succumb to the additional demand. Instead, they kept America connected: working, informed and entertained, thereby retaining their customers’ satisfaction.”

Study Rankings**Residential Internet Service Provider Satisfaction Study**

Verizon ranks highest in the East region (769). **AT&T/DIRECTV** ranks highest in the North Central (742), South (769) and West (742) regions.

Residential Television Service Provider Satisfaction Study

AT&T/DIRECTV and **DISH Network** rank highest nationally in a tie with a score of 763. This is the third year in a row that DISH Network has ranked highest nationally. AT&T/DIRECTV ranks highest in the East (793). DISH Network ranks highest in the North Central (749) and South (781). Both AT&T/DIRECTV (752) and DISH Network (752) rank highest in a tie in the West region.

The 2020 U.S. wireline studies are based on responses from 26,554 customers in the Internet Service Provider Study and 20,675 customers in the Television Service Provider Study who evaluated their cable/satellite TV and high-speed internet service providers. The studies were fielded from October 2019 through July 2020.

For more information about the U.S. Residential Wireline studies, visit <https://www.jdpower.com/business/resource/us-residential-television-customer-satisfaction-study>.

See the online press release at <http://www.jdpower.com/pr-id/2020116>.

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. A pioneer in the use of big data, artificial intelligence (AI) and algorithmic modeling capabilities to understand consumer behavior, J.D. Power has been delivering incisive industry intelligence on customer interactions with brands and products for more than 50 years. The world's leading businesses across major industries rely on J.D. Power to guide their customer-facing strategies.

J.D. Power is headquartered in Troy, Mich., and has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit JDPower.com/business. The J.D. Power auto shopping tool can be found at JDPower.com.

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About J.D. Power and Advertising/Promotional Rules: www.jdpower.com/business/about-us/press-release-info

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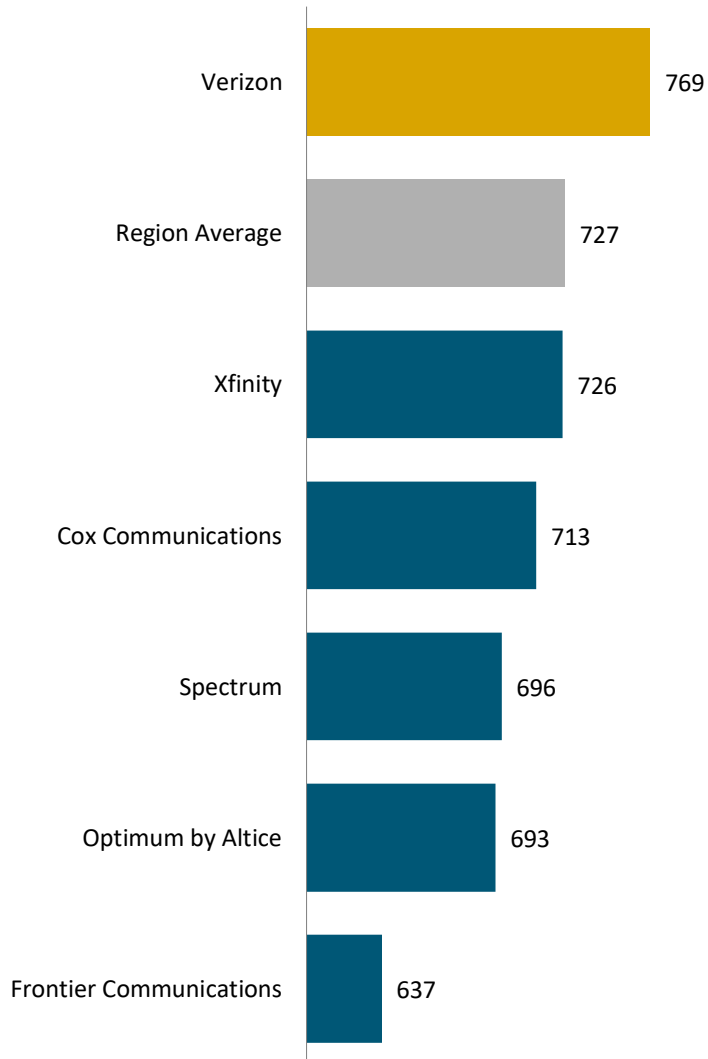
NOTE: Nine charts follow.

J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

East



Note: East includes Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia and West Virginia.

Source: J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

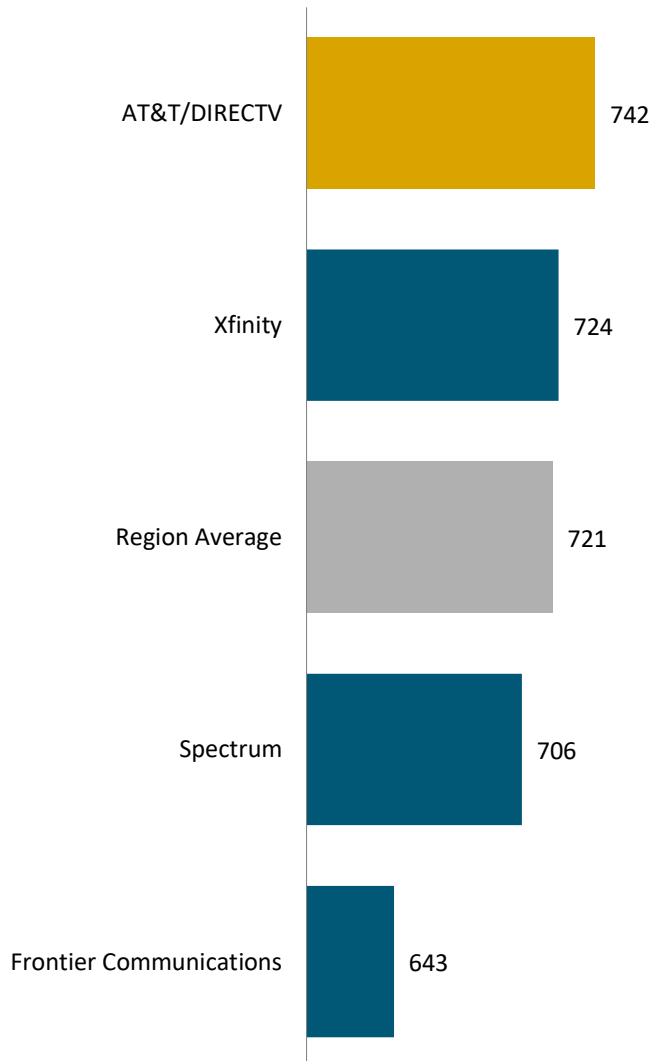
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

North Central



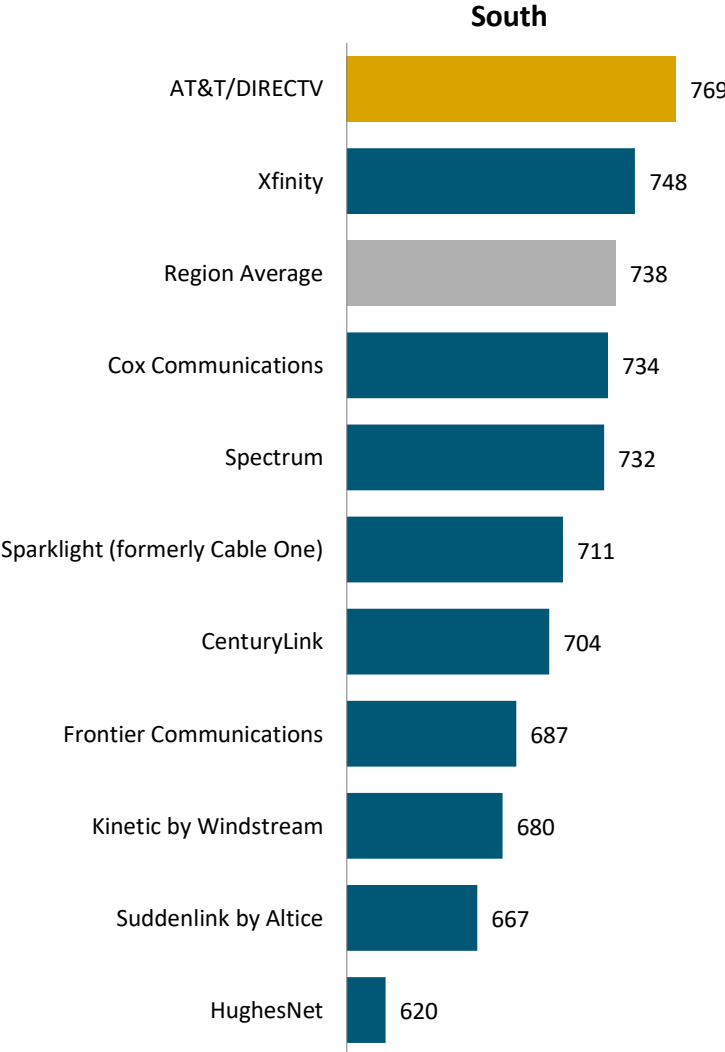
Note: North Central includes Illinois, Indiana, Michigan, Ohio and Wisconsin.

Source: J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

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J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking (Based on a 1,000-point scale)



Note: South includes Alabama, Arkansas, Florida, Georgia, Kansas, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, Oklahoma, South Carolina, Tennessee and Texas.

Source: J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

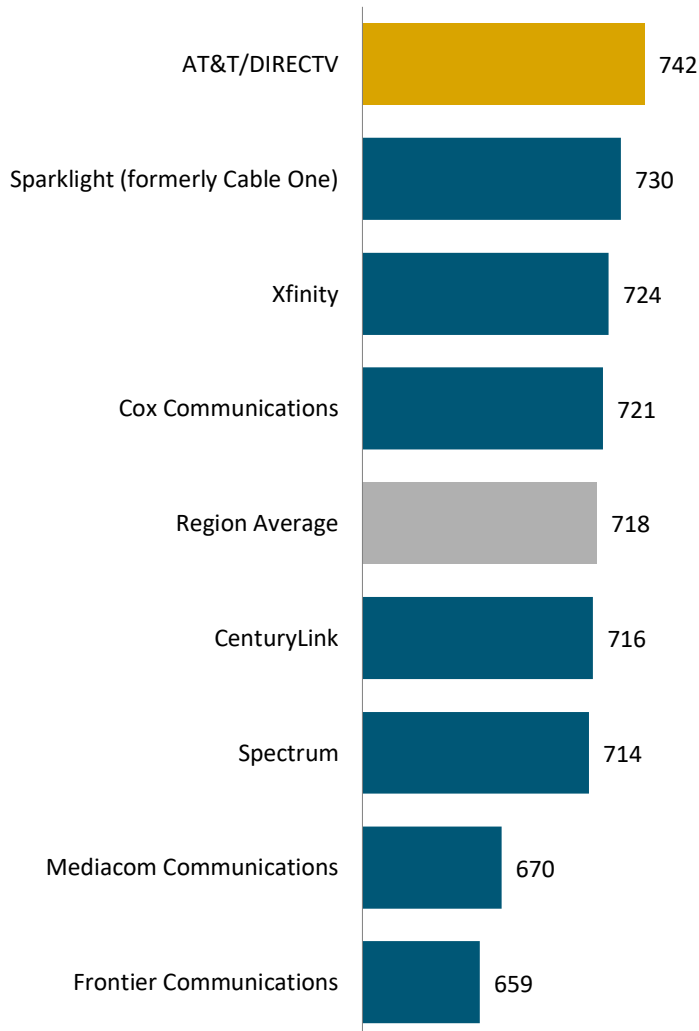
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J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West



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

Source: J.D. Power 2020 U.S. Residential Internet Service Provider Satisfaction StudySM

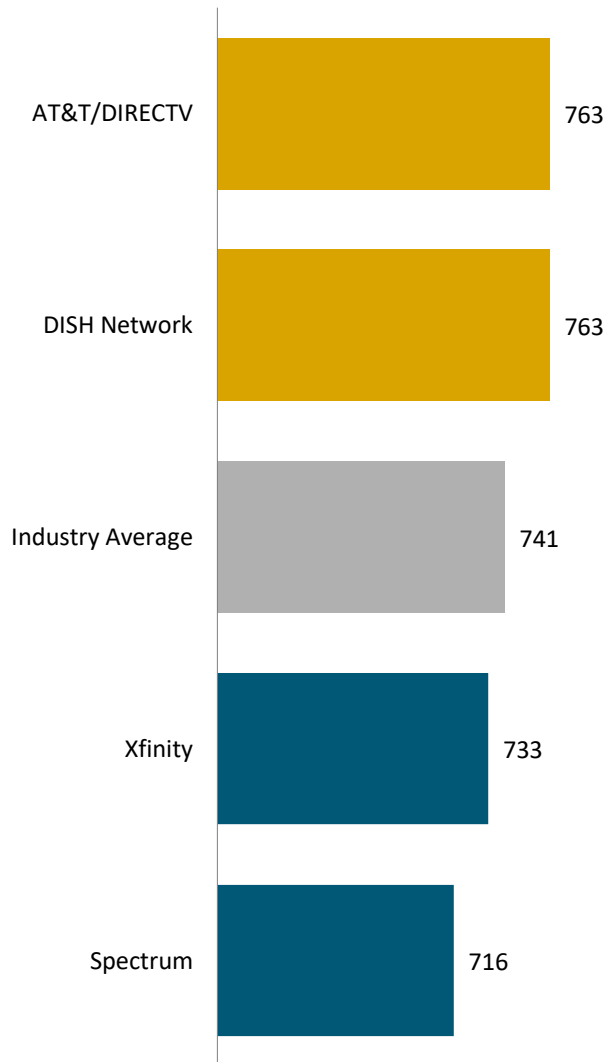
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Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

National



Note: Included in the average but not ranked due to insufficient market share in one or more regions are CenturyLink, Cox Communications, Frontier Communications, Mediacom Communications, Optimum by Altice, Suddenlink by Altice and Verizon.

Source: J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

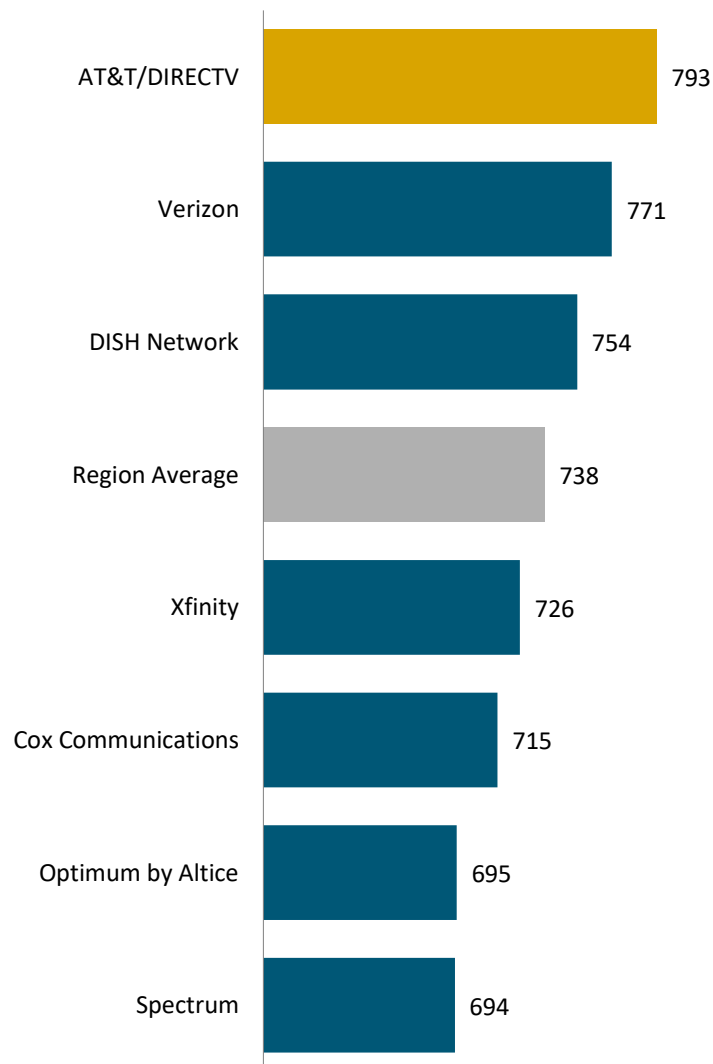
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J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

East



Note: East includes Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia and West Virginia.

Source: J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

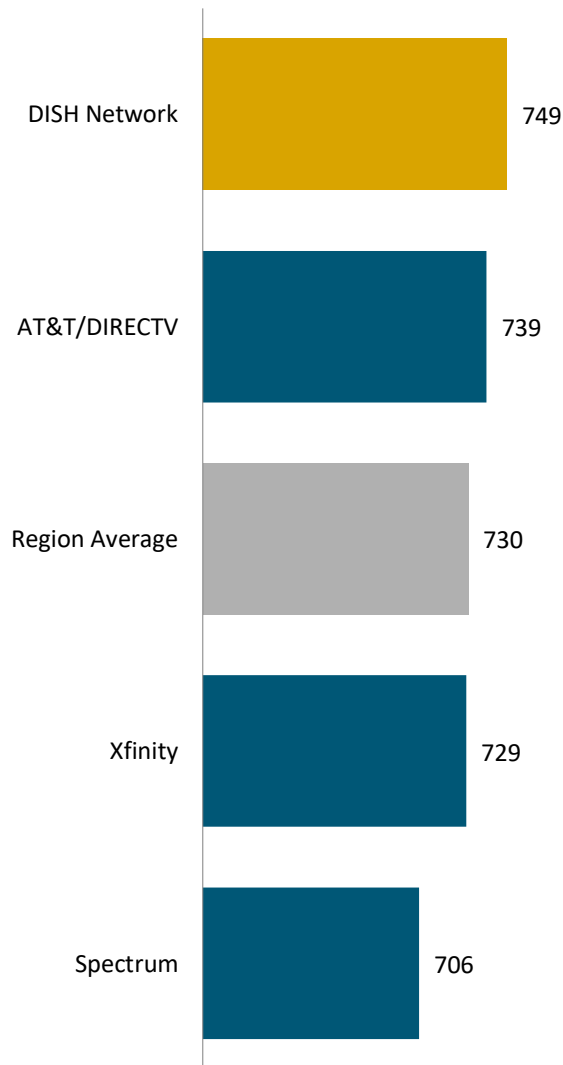
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J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

North Central



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

Source: J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

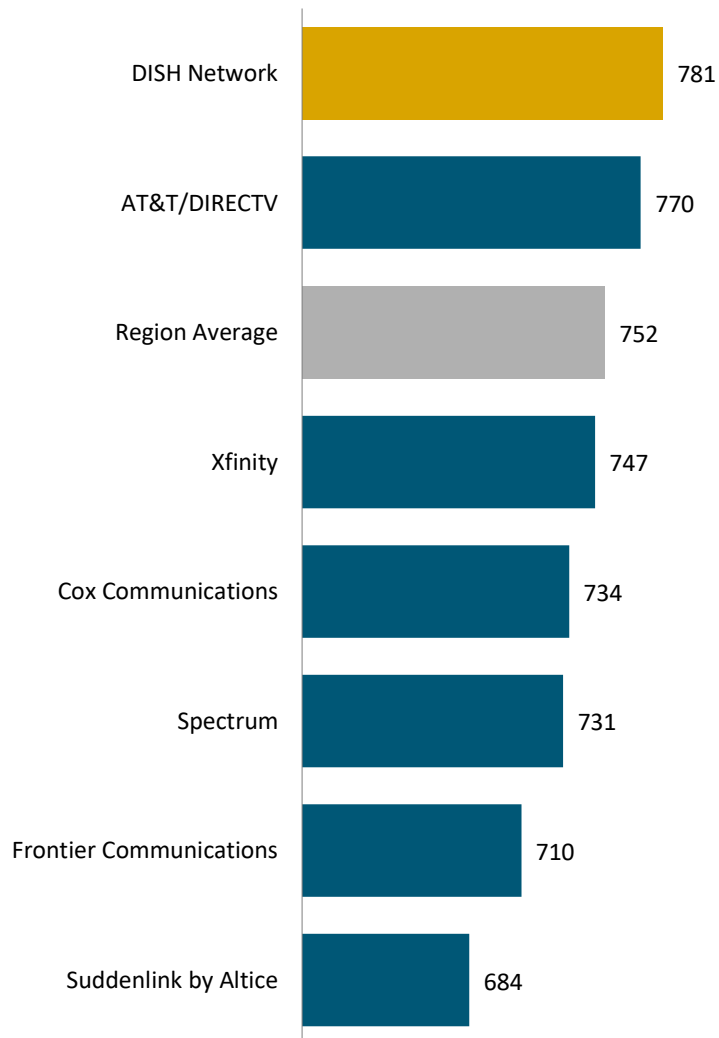
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J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South



Note: South includes Alabama, Arkansas, Florida, Georgia, Kansas, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, Oklahoma, South Carolina, Tennessee and Texas.

Source: J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

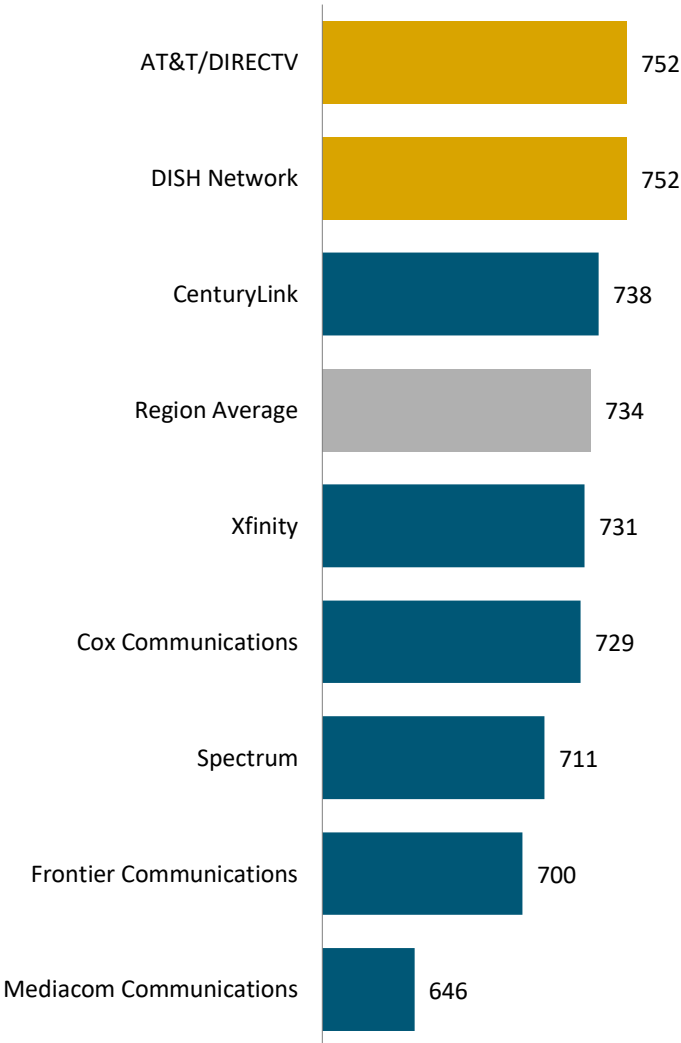
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Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West



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

Source: J.D. Power 2020 U.S. Residential Television Service Provider Satisfaction StudySM

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