Streamers and Gamers Benefit Most from 5G, J.D. Power Finds

Verizon Ranks Highest in All Six Regions; Ties with AT&T in Southwest Region

TROY, Mich.: 20 Jan. 2022 — Problems with streaming audio and video have the most negative effect on network quality satisfaction, however, as 5G rolls out across the nation, those customers with 5G-capable devices experience fewer problems, according to the J.D. Power 2022 U.S. Wireless Network Quality Performance Study—Volume 1, released today.

“Efforts by wireless carriers to communicate the rollout and benefits of 5G have not gone unnoticed, as most customers are now aware,” said Ian Greenblatt, managing director at J.D. Power. “Now, the new task is to switch more customers to 5G-capable devices to ensure improved network reliability experiences. This should go a long way to improve wireless network quality satisfaction and, therefore, customer retention.”

Study Rankings

Verizon Wireless ranks highest in the Mid-Atlantic, North Central, Northeast, Southeast and West regions, achieving the lowest network quality problems per 100 connections (PP100) in call quality, messaging quality and data quality in each region. Verizon Wireless and AT&T rank highest in a tie in the Southwest region.

The 2022 U.S. Wireless Network Quality Performance Study—Volume 1 is based on responses from 28,041 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 July through December 2021.


See the online press release at http://www.jdpower.com/pr-id/2022003.

About J.D. Power
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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John Roderick; East Coast; 631-584-2200; john@jroderick.com
NOTE: Six charts follow.
J.D. Power
2022 U.S. Wireless Network Quality Performance StudySM – Volume 1

Brand Ranking
Problems per 100 Mobile Device Interactions (PP100)

Mid-Atlantic

<table>
<thead>
<tr>
<th>Brand</th>
<th>Problems per 100 Mobile Device Interactions (PP100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verizon Wireless</td>
<td>8</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>9</td>
</tr>
<tr>
<td>Region Average</td>
<td>9</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>10</td>
</tr>
</tbody>
</table>

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

Source: J.D. Power 2022 U.S. Wireless Network Quality Performance StudySM – Volume 1
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

**2022 U.S. Wireless Network Quality Performance StudySM – Volume 1**

#### Brand Ranking

*Problems per 100 Mobile Device Interactions (PP100)*

**North Central**

<table>
<thead>
<tr>
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<tbody>
<tr>
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<td>7</td>
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<tr>
<td>AT&amp;T</td>
<td>9</td>
</tr>
<tr>
<td>U.S. Cellular</td>
<td>9</td>
</tr>
<tr>
<td>Region Average</td>
<td>9</td>
</tr>
<tr>
<td>T-Mobile</td>
<td>11</td>
</tr>
</tbody>
</table>

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

*Source: J.D. Power 2022 U.S. Wireless Network Quality Performance StudySM – Volume 1*

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Verizon Wireless: 8
AT&T: 9
Region Average: 9
T-Mobile: 10

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

Source: J.D. Power 2022 U.S. Wireless Network Quality Performance StudySM – Volume 1

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Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)
Southeast

Verizon Wireless

9

T-Mobile

10

Region Average

10

AT&T

11

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

Source: J.D. Power 2022 U.S. Wireless Network Quality Performance StudySM – Volume 1

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Brand Ranking
Problems per 100 Mobile Device Interactions (PP100)

Southwest

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<tr>
<td>T-Mobile</td>
<td>12</td>
</tr>
</tbody>
</table>

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

Source: J.D. Power 2022 U.S. Wireless Network Quality Performance Study™ – Volume 1

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2022 U.S. Wireless Network Quality Performance Study<sup>SM</sup> – Volume 1

Brand Ranking
Problems per 100 Mobile Device Interactions (PP100)
West

<table>
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</table>

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 2022 U.S. Wireless Network Quality Performance Study<sup>SM</sup> – Volume 1

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