

Verizon Reclaims Top Position in Nationwide Wireless Network Quality in J.D. Power StudyVerizon Wireless Ranks Highest in All Six Regions Thanks to Improvements in Call Quality

TROY, Mich.: 13 July 2023 – As wireless customers increasingly rely on their mobile devices as their primary means of communication, call quality and reliability have become the most critical drivers of customer satisfaction with network quality. According to the J.D. Power 2023 U.S. Wireless Network Quality Performance StudySM—Volume 2, released today, Verizon has swept the nation when it comes to delivering on that demand, with fewer reported calling and network quality problems than any other carrier.

“The performance of wireless network operators has set expectations high,” said **Ian Greenblatt, managing director of technology, media & telecom at J.D. Power**. “Today’s wireless customers expect their phones to work perfectly every time. Carriers increasingly fulfill those expectations of network quality and reliability, so call-related problems, dropped calls and bad connections are that much more frustrating to customers, and those problems substantially affect satisfaction.”

Study Results

Verizon Wireless ranks highest in all six regions evaluated 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, North Central, Northeast, Southeast, Southwest and West regions.

The 2023 U.S. Wireless Network Quality Performance Study—Volume 2 is based on responses from 26,215 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 2023.

For more information about the U.S. Wireless Network Quality Performance Study, visit <https://www.jdpower.com/business/resource/jd-power-wireless-network-quality-performance-study>.

See the online press release at <http://www.jdpower.com/pr-id/2023071>.

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 has offices in North America, Europe and Asia Pacific. To learn more about the company's business offerings, visit [JDPower.com/business](https://www.jdpower.com/business). The J.D. Power auto shopping tool can be found at [JDPower.com](https://www.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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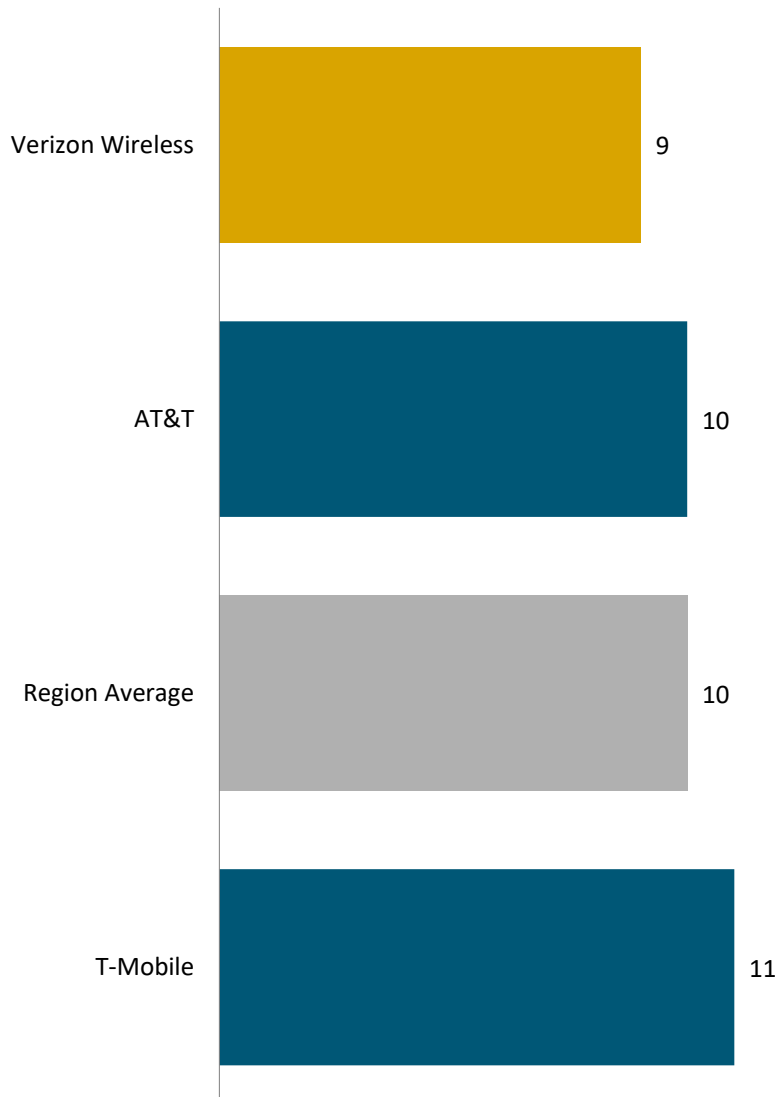
NOTE: Six charts follow.

J.D. Power 2023 U.S. Wireless Network Quality Performance StudySM – Volume 2

Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

Mid-Atlantic



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

Source: J.D. Power 2023 U.S. Wireless Network Quality Performance StudySM – Volume 2

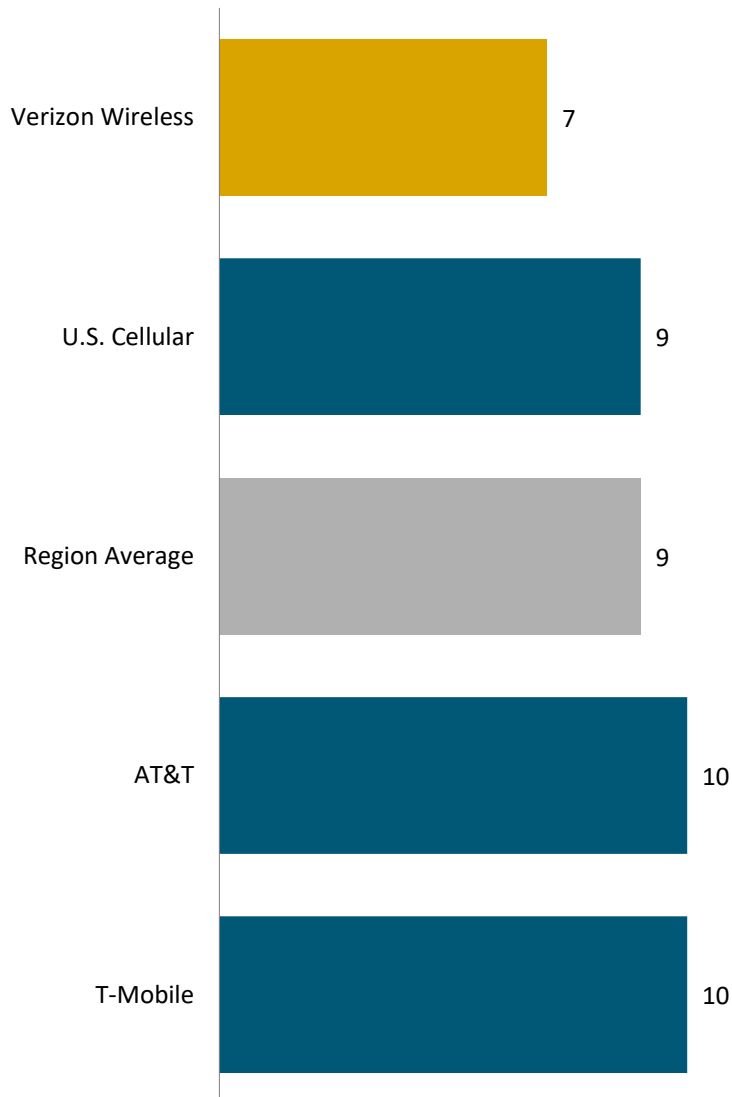
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Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

North Central



Note: North Central includes Illinois, Indiana, Iowa, Michigan, Minnesota, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin.

Source: J.D. Power 2023 U.S. Wireless Network Quality Performance StudySM – Volume 2

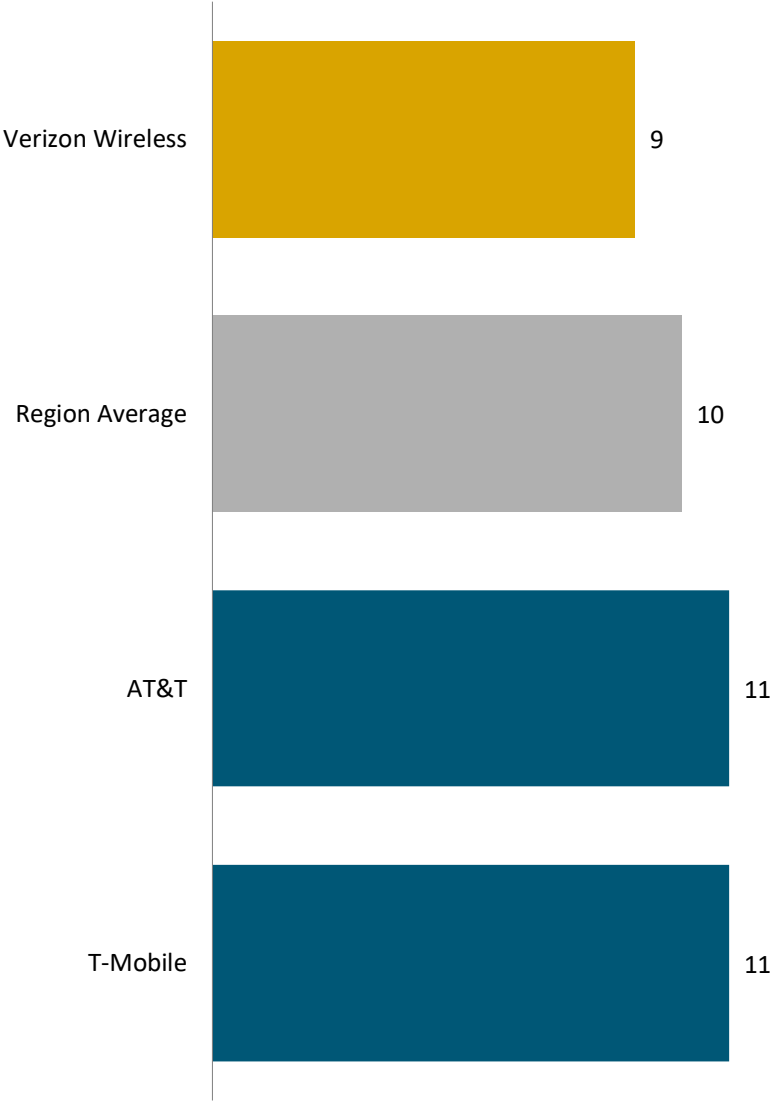
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Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

Northeast



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

Source: J.D. Power 2023 U.S. Wireless Network Quality Performance StudySM – Volume 2

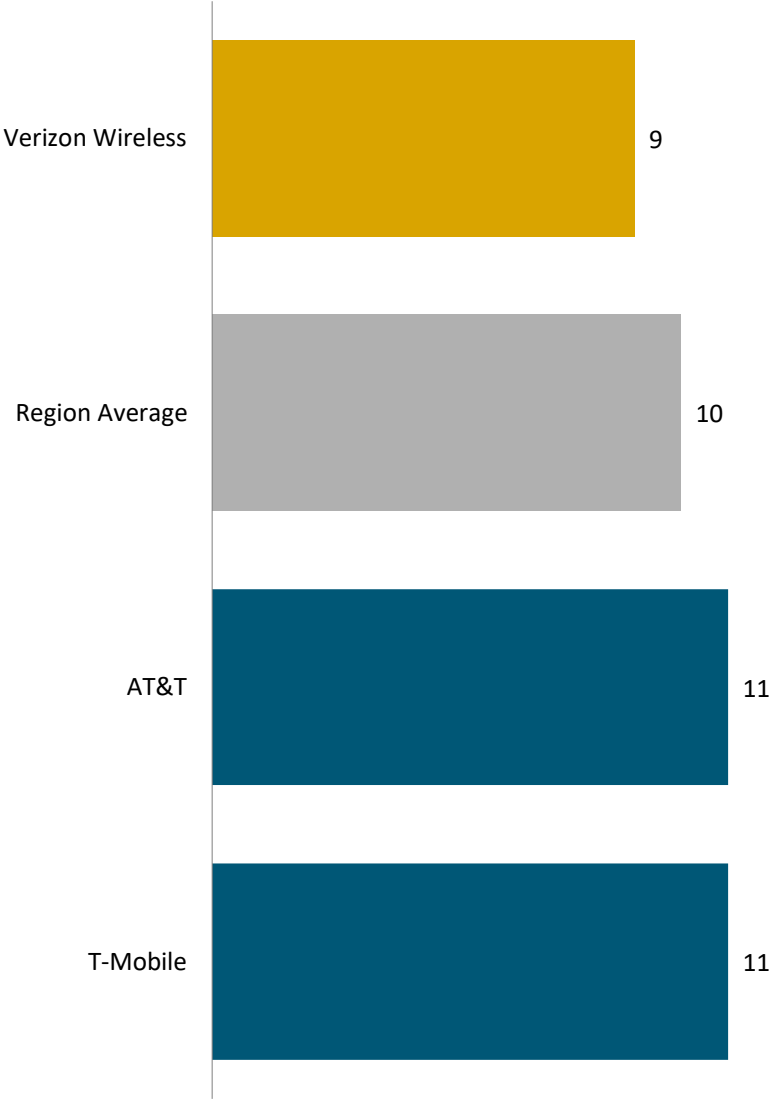
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Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

Southeast



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

Source: J.D. Power 2023 U.S. Wireless Network Quality Performance StudySM – Volume 2

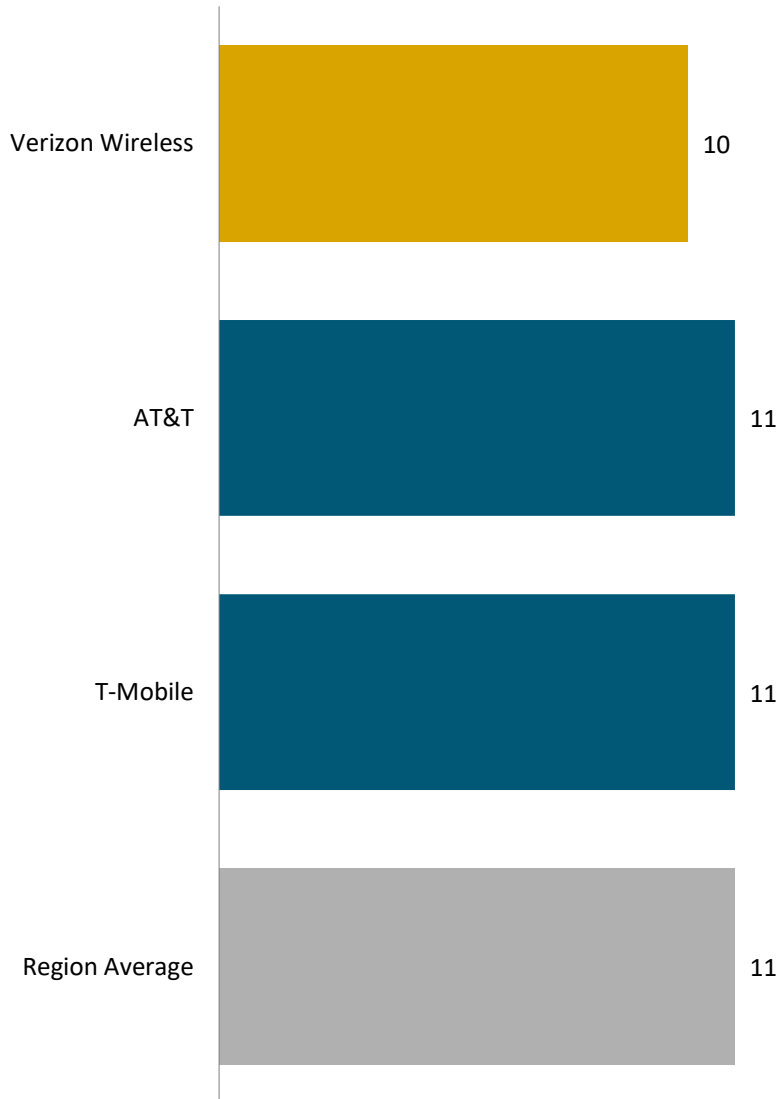
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Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

Southwest



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

Source: J.D. Power 2023 U.S. Wireless Network Quality Performance StudySM – Volume 2

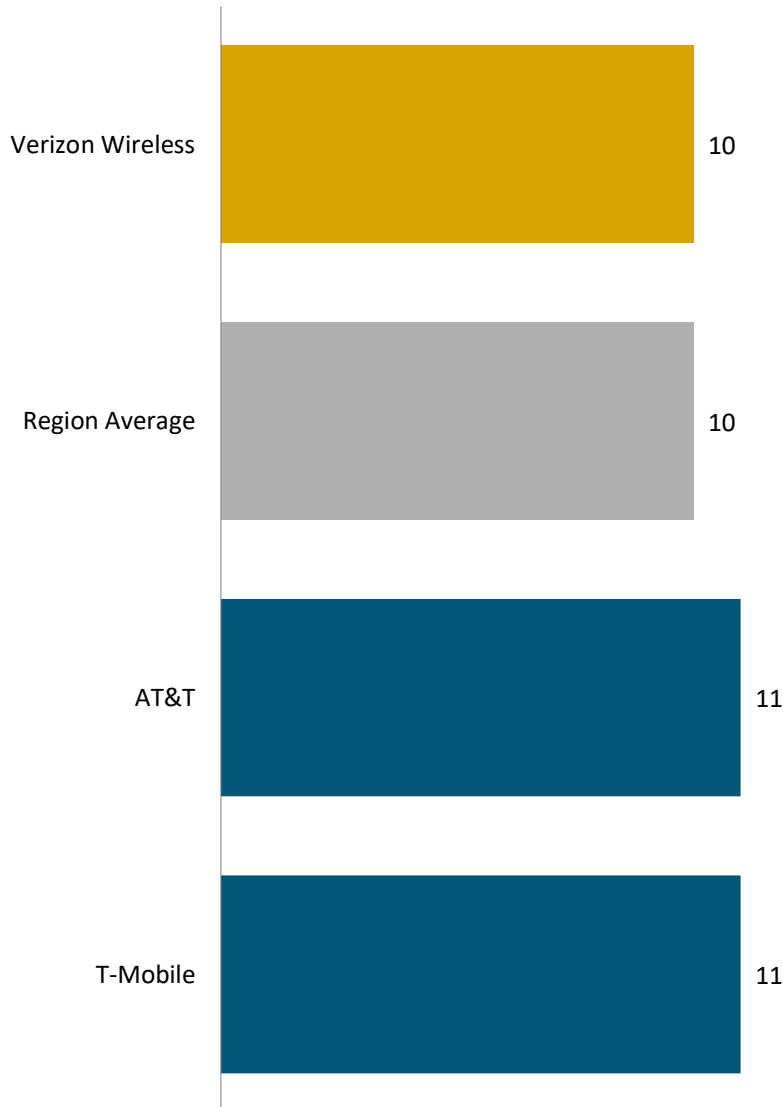
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Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

West



Note: West includes Arizona, California, Colorado, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington and Wyoming.

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