

Wireless Network Keeping Up with Demand as Customer Problems Decrease, J.D. Power Finds

TROY, Mich.: 18 July 2024 — With the increase of 5G phones and network technology, wireless customers are experiencing fewer problems according to the J.D. Power 2024 U.S. Wireless Network Quality Performance StudySM—Volume 2, released today. The reduction of problems has led to improved consumer perception of reliability and increased network quality satisfaction.

“Despite a very public wireless service outage earlier this year, overall problems—especially loading speeds—have decreased,” said **Carl Lepper, senior director of technology, media and telecom at J.D. Power**. “A focus on mid-band spectrum for 5G by the industry has lowered latency through balancing speed and coverage, resulting in a better experience for mobile phone users.”

Study Results

Verizon Wireless ranks highest in the Mid-Atlantic region with a score of 8 problems per 100 connections (PP100). **AT&T** ranks second with 9 PP100.

UScellular and Verizon Wireless rank highest in a tie in the North Central region with 8 PP100, followed by **T-Mobile** with 9 PP100.

Verizon Wireless ranks highest in the Northeast region with a score of 7 PP100. The region average is 9 PP100.

Verizon Wireless ranks highest in the Southeast region with 8 PP100, followed by T-Mobile with 9 PP100.

AT&T, T-Mobile and Verizon Wireless rank highest in a tie in the Southwest region with a score of 10 PP100.

Verizon Wireless ranks highest in the West region with a score of 9 PP100. AT&T and T-Mobile rank second in a tie with 10 PP100.

The 2024 U.S. Wireless Network Quality Performance Study—Volume 2 is based on responses from 25,597 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 2024.

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/2024068>.

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 55 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. The J.D. Power auto-shopping tool can be found at JDPower.com.

Media Relations Contacts

Geno Effler, J.D. Power; West Coast; 714-621-6224; media.relations@jdpa.com

John Roderick; East Coast; 631-584-2200; john@jroderick.com

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

###

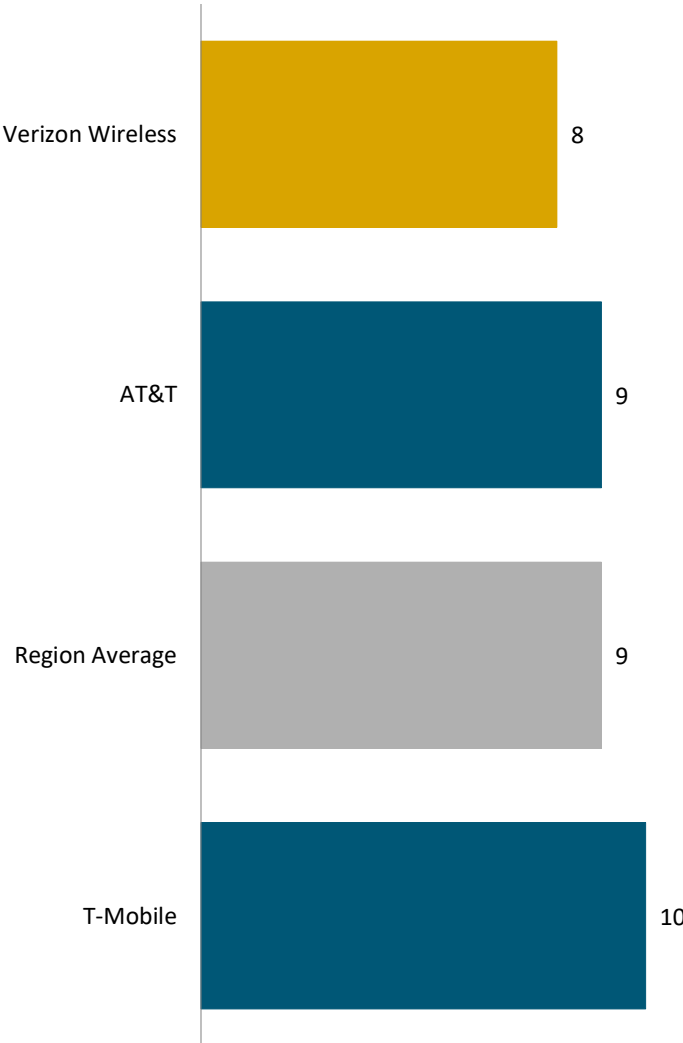
NOTE: Six charts follow.

J.D. Power 2024 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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

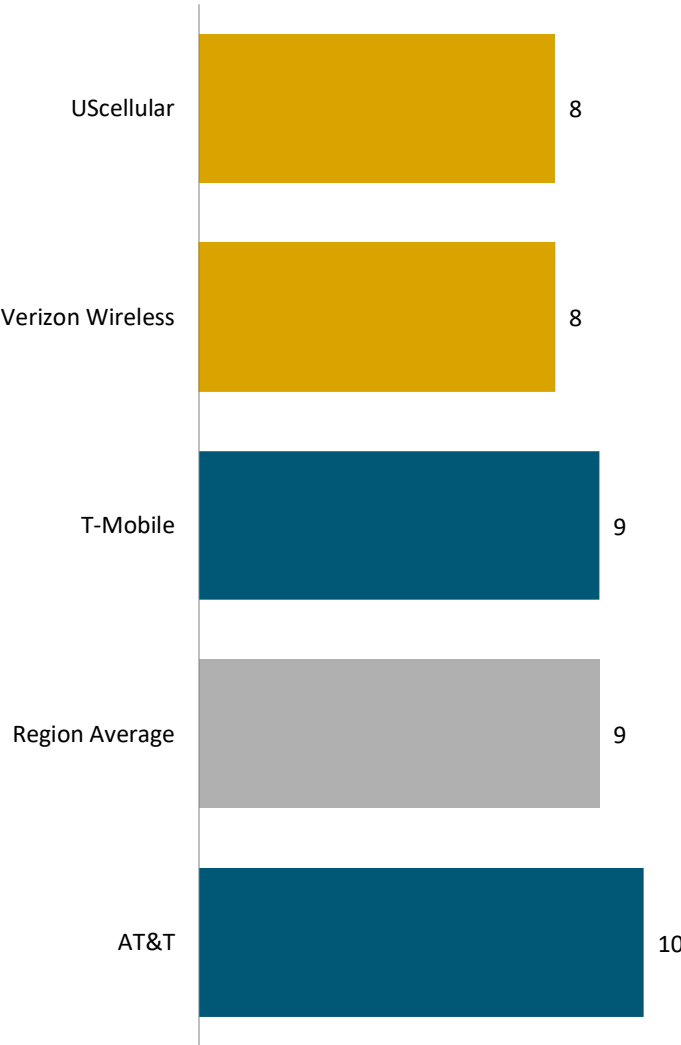
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

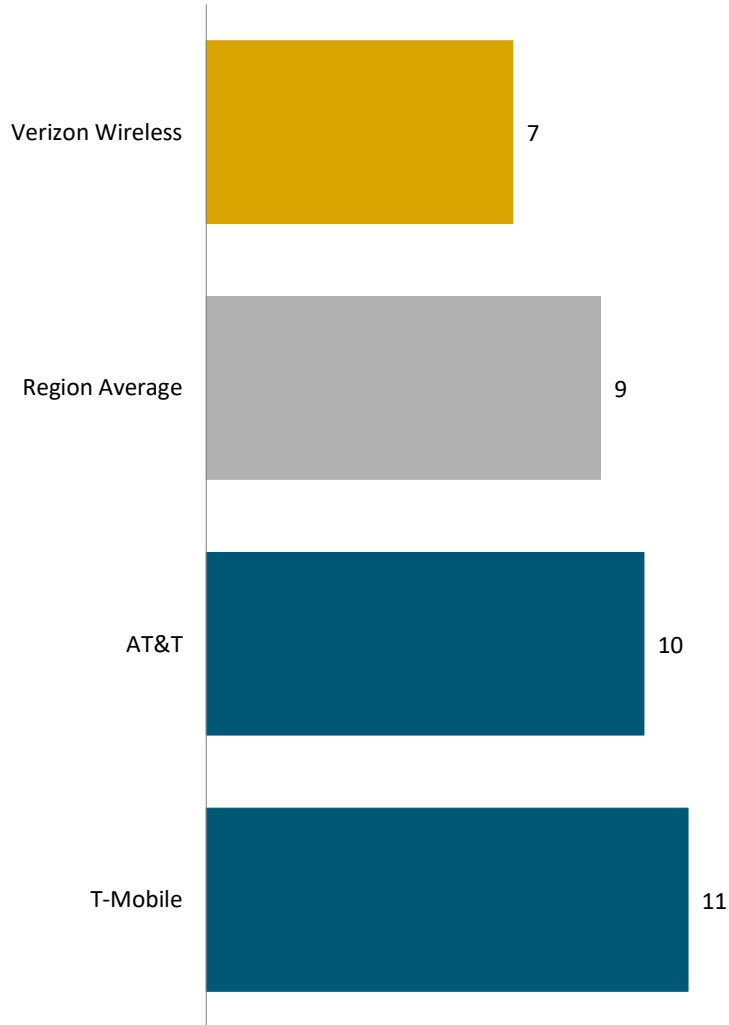
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

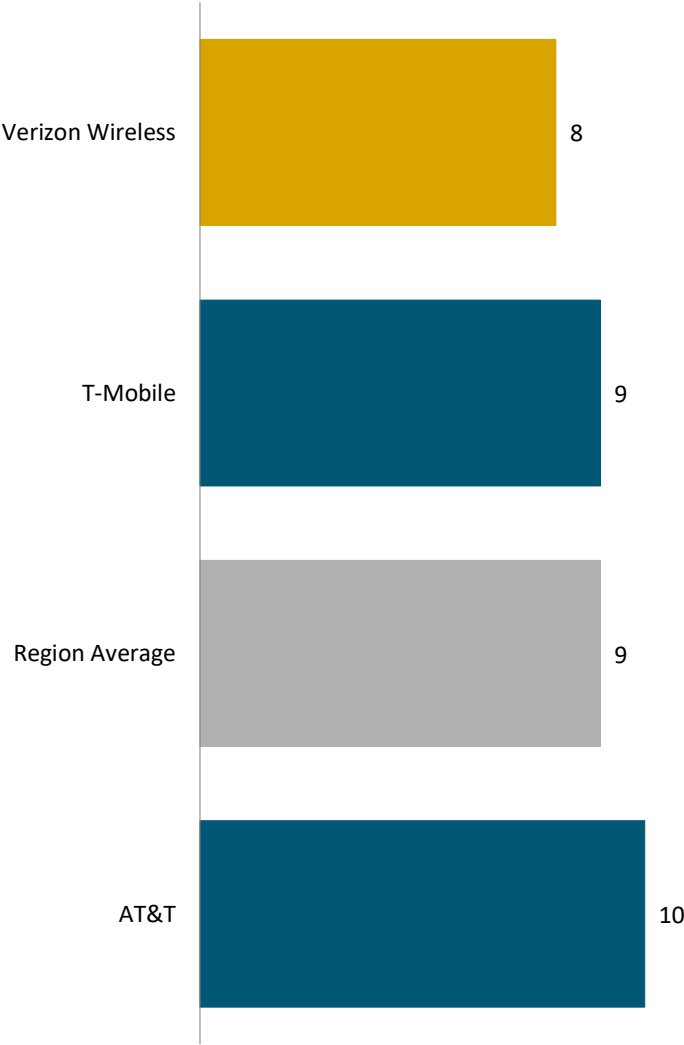
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

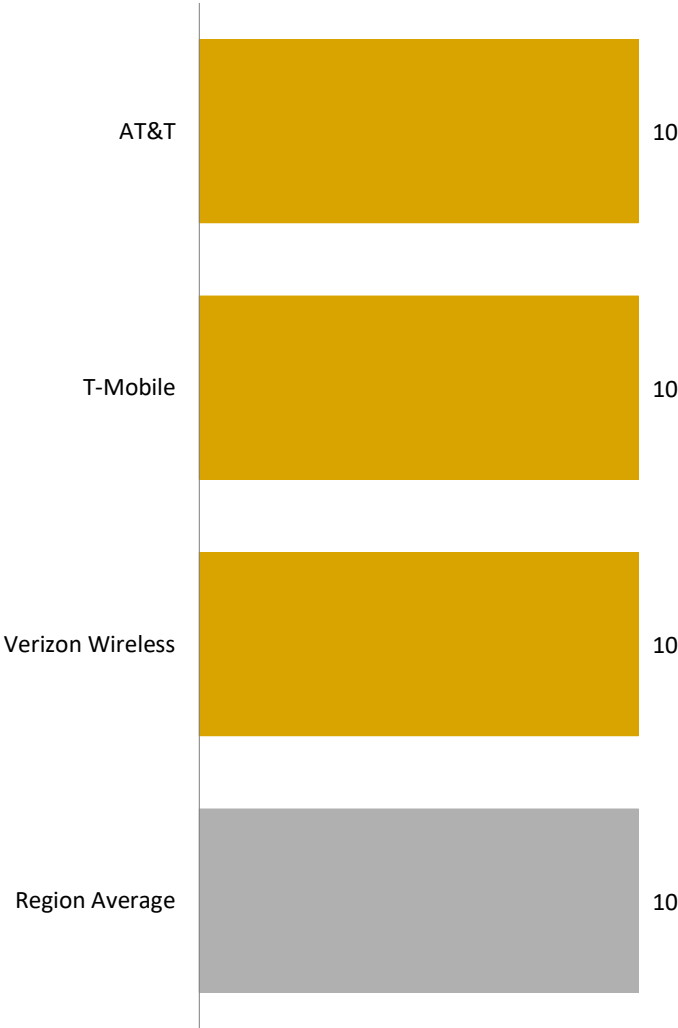
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

Southwest



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

Source: J.D. Power 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

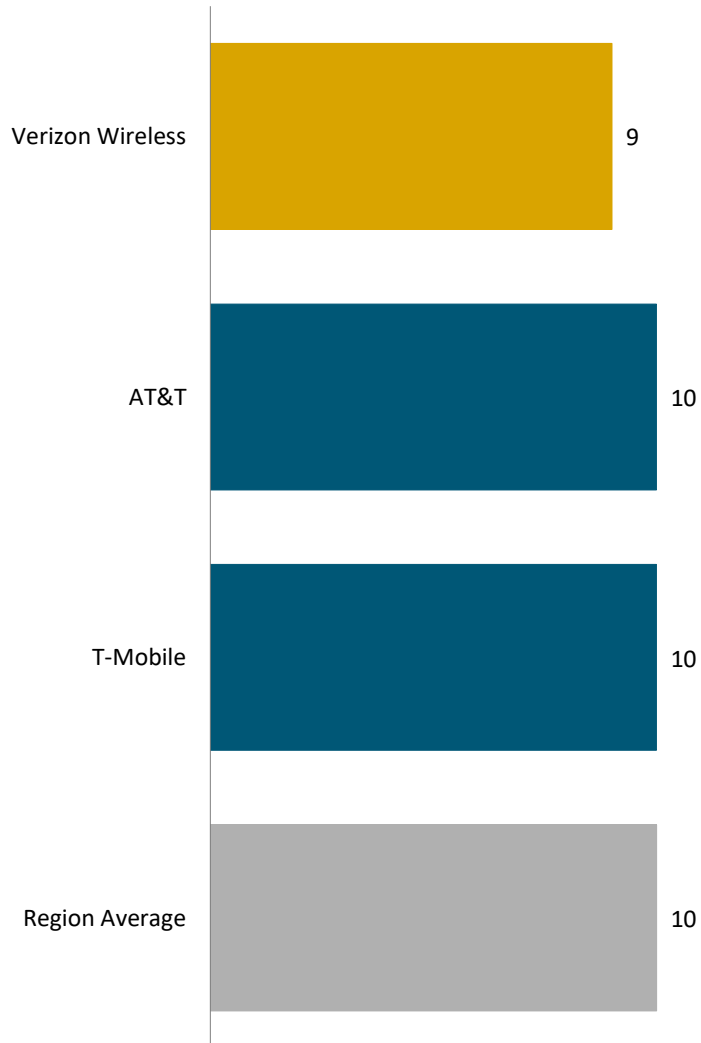
Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising 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 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

Brand Ranking

Problems per 100 Mobile Device Interactions (PP100)

West



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

Source: J.D. Power 2024 U.S. Wireless Network Quality Performance StudySM – Volume 2

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.