

Can You Reach Me Now? Wireless Internet Providers Certainly Can and with High Levels of Satisfaction, J.D. Power Finds

T-Mobile Ranks Highest Nationally in Wireless Internet; AT&T Ranks Highest in Wired Internet in Two Regions, While GFiber and Verizon Each Rank Highest in One Region

TROY, Mich.: 10 Oct. 2024 – Wireless internet customers are more satisfied with their service than those with wired internet, according to the J.D. Power 2024 U.S. Residential Internet Service Provider Satisfaction Study,SM released today. Customers with wireless internet have an overall satisfaction of 630 (on a 1,000-point scale) compared with 538 for wired internet customers. Wireless internet, also known as Fixed Wireless Access, provides internet access to customers through 5G or 4G LTE technology, making it an affordable and flexible alternative to other internet connections.

Additionally, study data shows that wireless internet customers are willing to overlook the possible drawbacks of slower speeds and increased disruptions in exchange for a lower monthly cost. With a reported average monthly cost of \$72, 70% of wireless internet customers agree their plan is affordable compared to 53% of wired internet customers, with a reported average monthly cost of \$81.

“To be clear, fiber-wired internet service is the fastest and most reliable service for customers now reaching speeds over 5 Gig in some areas, but it comes at a cost, both in infrastructure investment and cost to the customer,” said **Carl Lepper, senior director of technology, media and telecom at J.D. Power**. “Then comes wireless internet, which is a more accessible option that has become more widely available, less expensive and delivers more satisfaction across all parts of the customer experience we measure. If wireless internet can prove to be sustainable and continue to increase their customer base, these providers have the ability to be major industry disruptors.”

Study Rankings

T-Mobile ranks highest in wireless internet–national with a score of 649. The segment average is 630.

Verizon ranks highest in the wired internet–east region for a 12th consecutive year, with a score of 575. **Xfinity** (532) ranks second.

AT&T ranks highest in the wired internet–north central region with a score of 537. **Xfinity** (530) ranks second and **CenturyLink** (528) ranks third.

GFiber ranks highest in the wired internet–south region for a 2nd consecutive year, with a score of 702. **Frontier Communications** (580) ranks second and **Xfinity** (565) ranks third.

AT&T ranks highest in the wired internet–west region with a score of 546. **Xfinity** (531) ranks second.

The 2024 U.S. Residential Internet Service Provider Satisfaction Study is based on responses from 29,932 customers that currently have internet service with a provider included in the study. The study measures overall satisfaction with internet service providers based on seven dimensions: consistently delivering high-quality service; value for price paid; ease of doing business; level of trust with provider; people; digital tools; and resolving problems or complaints. The study was fielded from November 2023 through August 2024.

For more information about the U.S. Residential Internet Service Provider Satisfaction Study, visit

<https://www.jdpower.com/business/tmt/us-residential-television-customer-satisfaction-study>.

See the online press release at <http://www.jdpower.com/pr-id/2024121>.

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](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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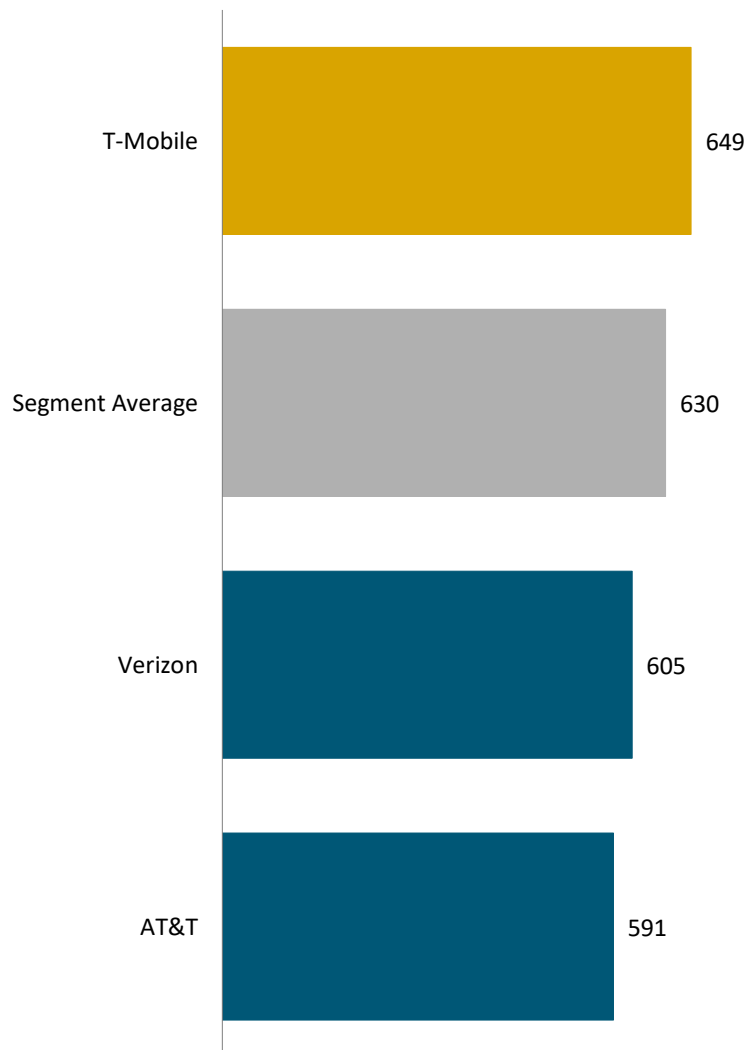
NOTE: Five charts follow.

J.D. Power 2024 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Wireless Internet—National



Source: J.D. Power 2024 U.S. Residential Internet Service Provider Satisfaction StudySM

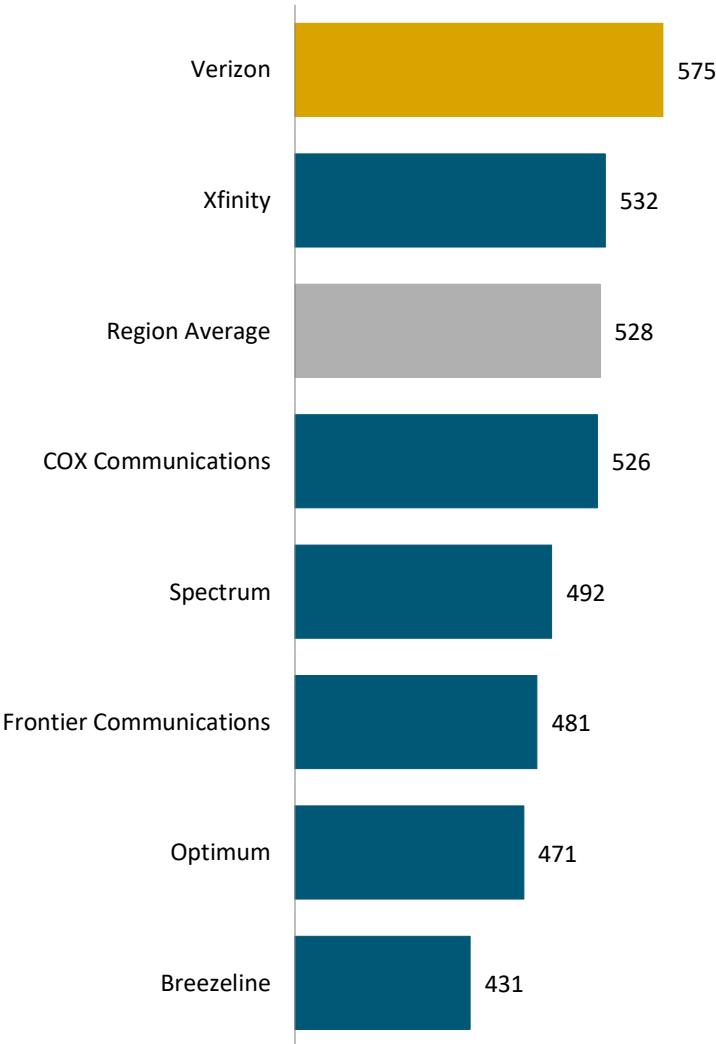
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Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Wired Internet—East



Note: East includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, Washington, D.C. and West Virginia.

Source: J.D. Power 2024 U.S. Residential Internet Service Provider Satisfaction StudySM

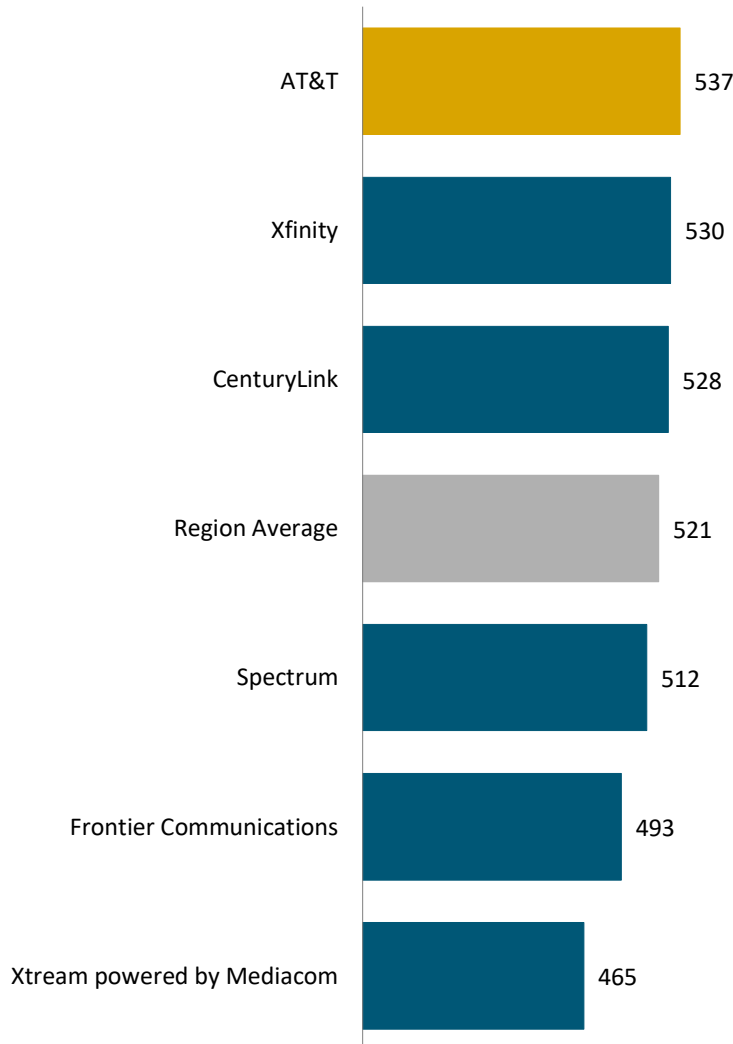
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Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Wired Internet—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. Residential Internet Service Provider Satisfaction StudySM

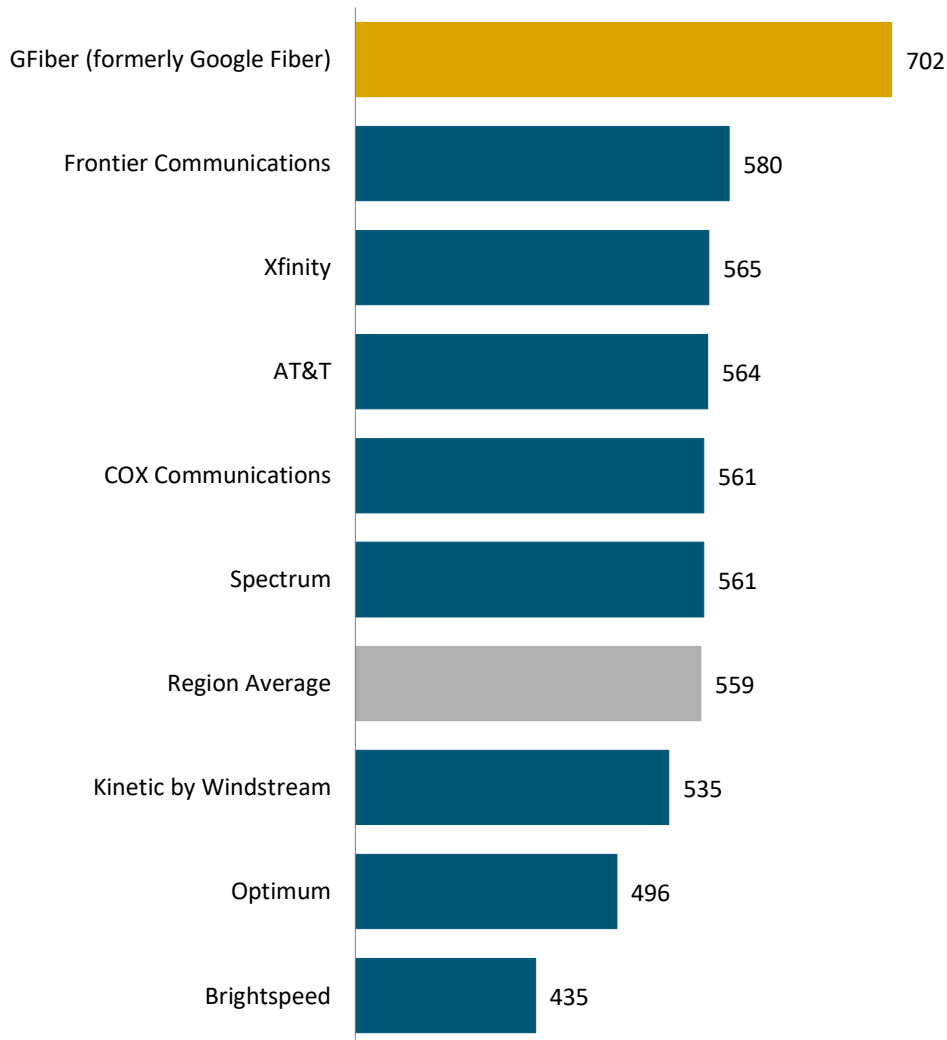
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Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Wired Internet—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 2024 U.S. Residential Internet Service Provider Satisfaction StudySM

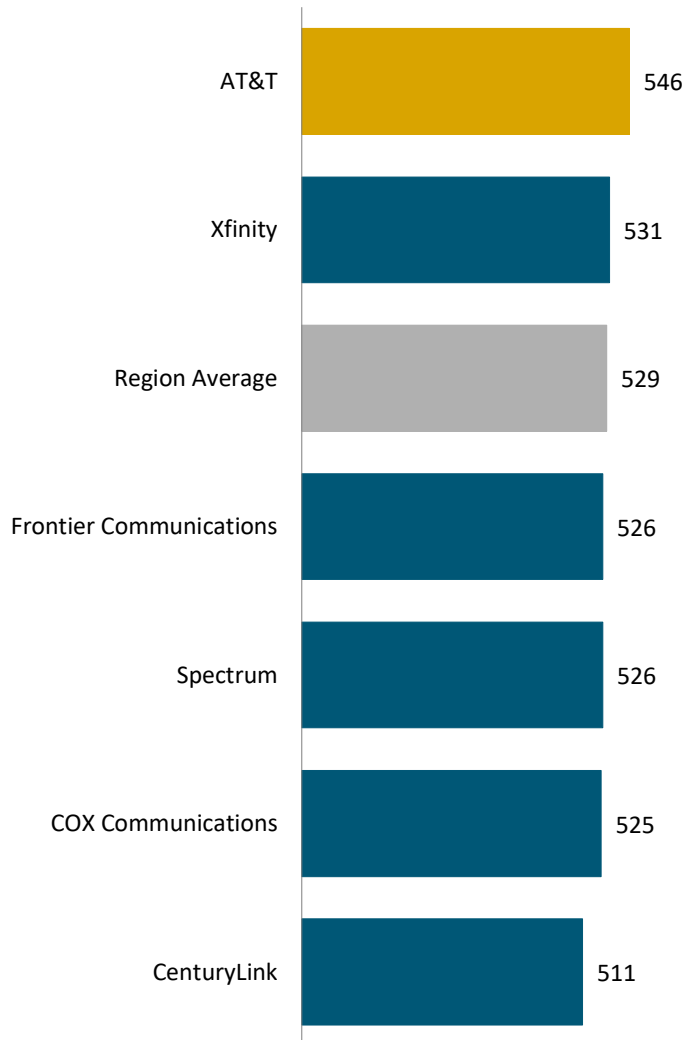
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Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Wired Internet—West



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

Source: J.D. Power 2024 U.S. Residential Internet Service Provider Satisfaction StudySM

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