

Wireless Network Quality Shows Overall Improvement, J.D. Power Finds

COSTA MESA, Calif.: 19 July 2018 — Overall network quality has improved year over year, reflecting reduced problems in call quality, data quality and texting, according to the J.D. Power 2018 U.S. Wireless Network Quality StudySM—Vol. 2, released today.

“Network operators have taken notice of consumers’ frustration with network quality and performance,” said **Ian Greenblatt, Technology, Media & Telecom Practice Lead at J.D. Power**. “Their efforts are showing up in study results—a majority of consumers are noticing an improvement in network quality.”

Verizon Wireless ranks highest in all six regions covered in the study, with better network quality problems per 100 connections (PP100) scores than the regional averages in call quality, messaging quality and data quality. **U.S. Cellular** ranks highest in a tie with Verizon Wireless in the North Central region.

The 2018 U.S. Wireless Network Quality Performance Study—Volume 2 is based on responses from 36,320 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 2018.

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

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe. J.D. Power is a portfolio company of XIO Group, a global alternative investments and private equity firm headquartered in London, and is led by its four founders: Athene Li, Joseph Pacini, Murphy Qiao and Carsten Geyer.

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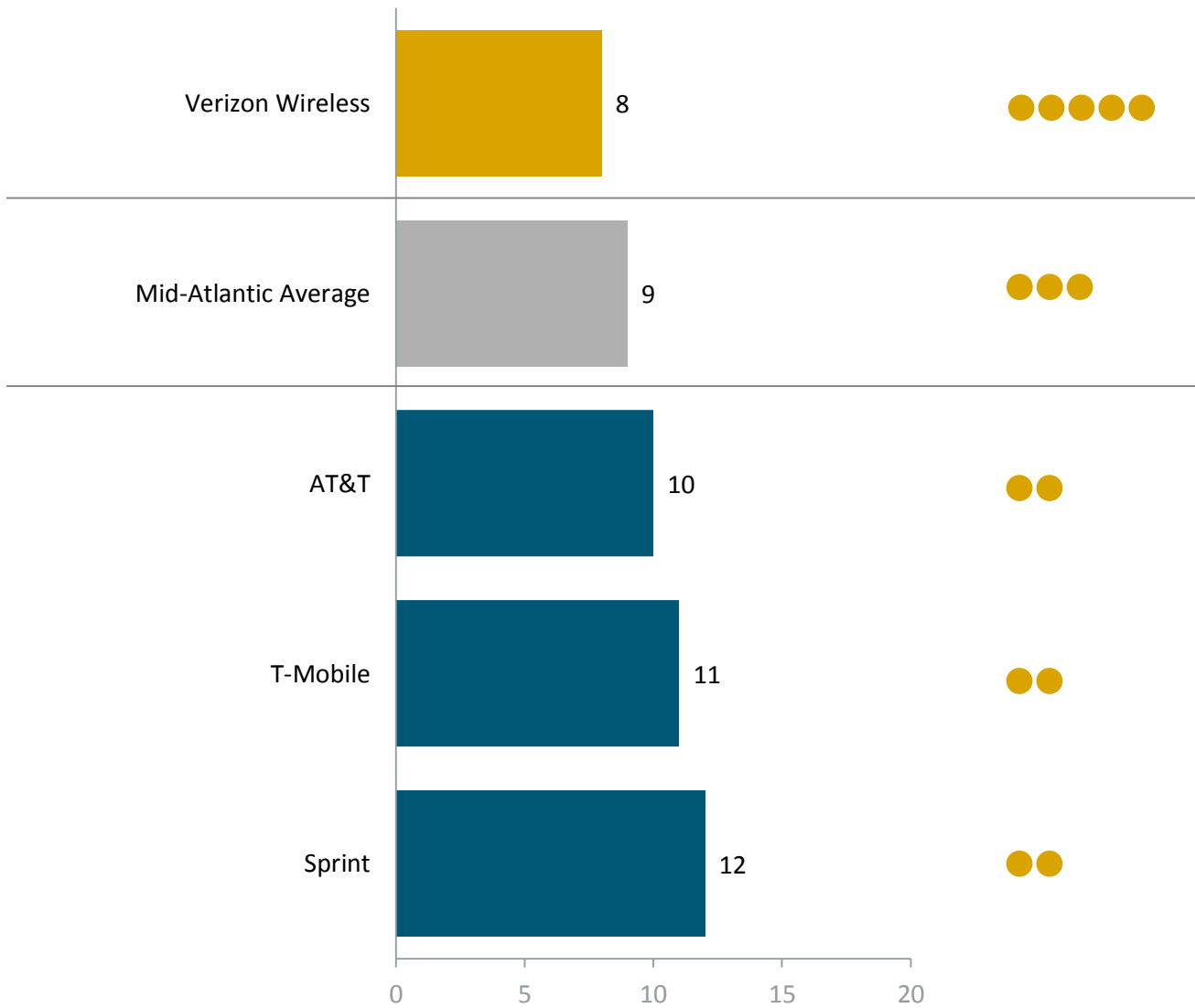
Note: Six charts follow.

J.D. Power 2018 U.S. Wireless Network Quality Performance StudySM — Volume 2

Mid-Atlantic Region

Problems per 100 Mobile Device Interactions (PP100)

**JDPower.com
Power Circle RatingsTM
for consumers:**



Note: Included in the Mid-Atlantic region are Delaware, District of Columbia, Maryland, New Jersey, Pennsylvania, Virginia and West Virginia.

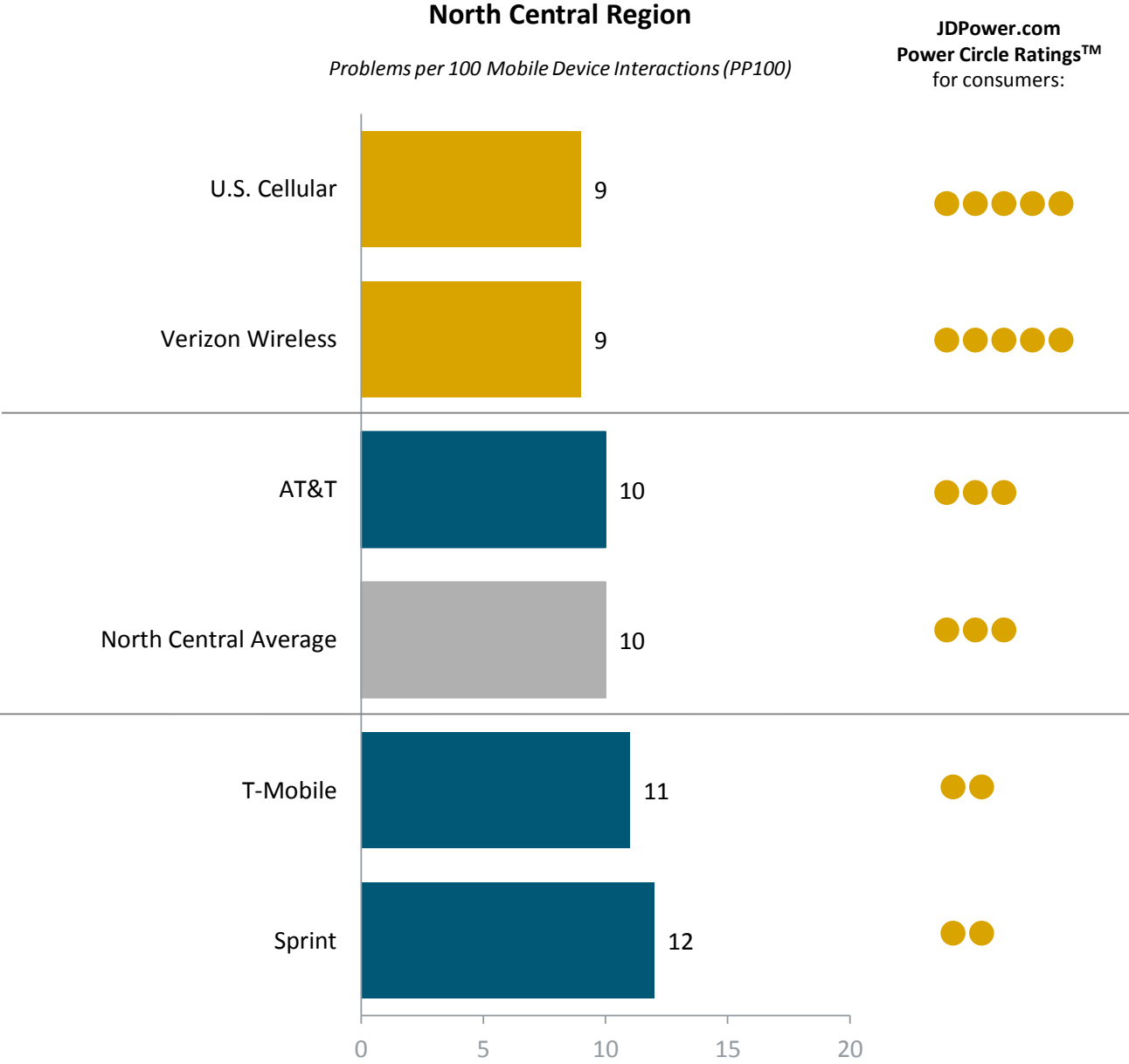
Source: J.D. Power 2018 U.S. Wireless Network Quality Performance StudySM—Volume 2

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

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.

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Note: Included in the North Central region are Illinois, Indiana, Michigan, Ohio and Wisconsin.

Source: J.D. Power 2018 U.S. Wireless Network Quality Performance StudySM—Volume 2

Power Circle Ratings Legend

- Among the best
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- About average
- The rest

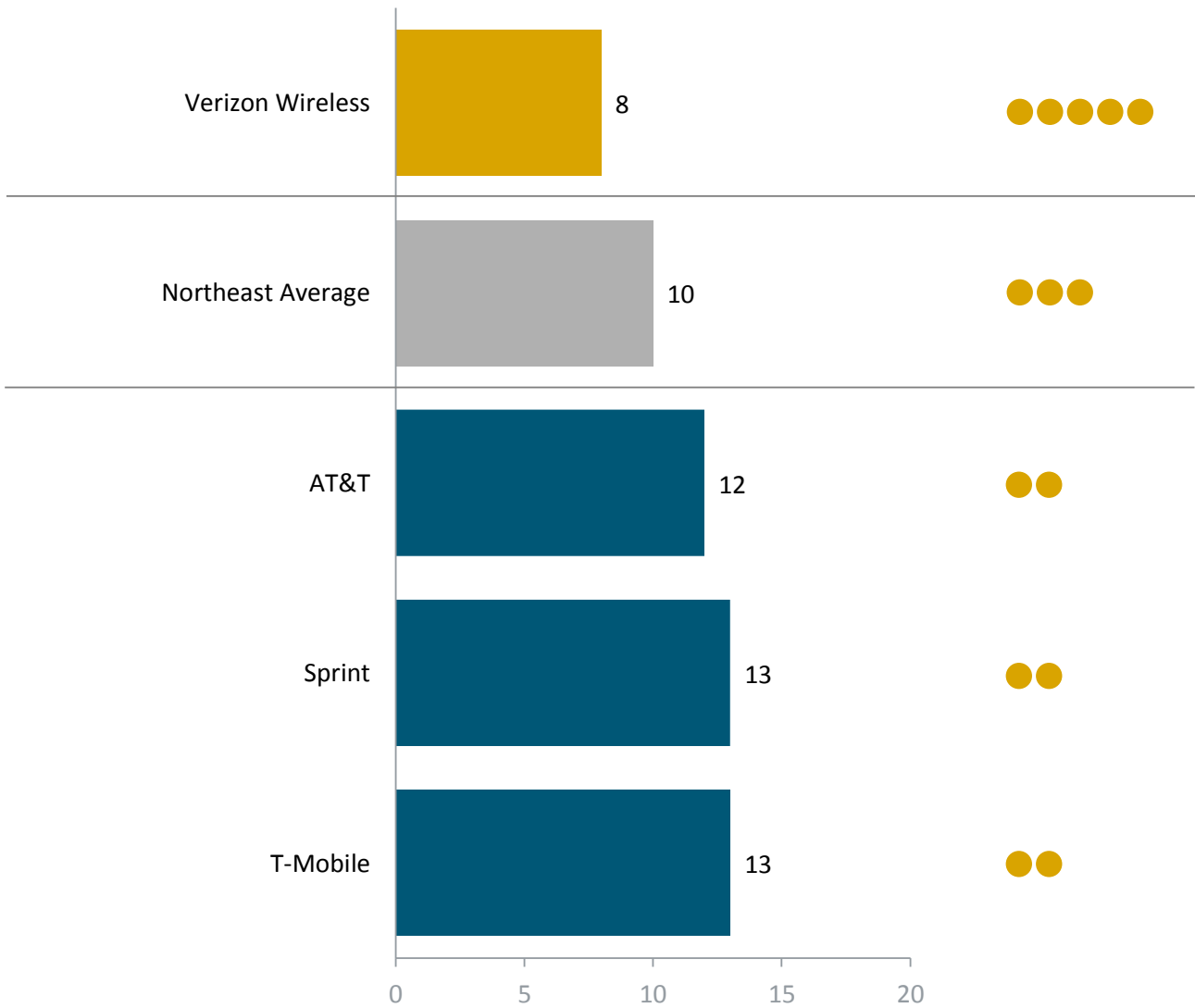
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Northeast Region

Problems per 100 Mobile Device Interactions (PP100)

JDPower.com
Power Circle RatingsTM
for consumers:



Note: Included in the Northeast region are Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont.

Source: J.D. Power 2018 U.S. Wireless Network Quality Performance StudySM—Volume 2

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

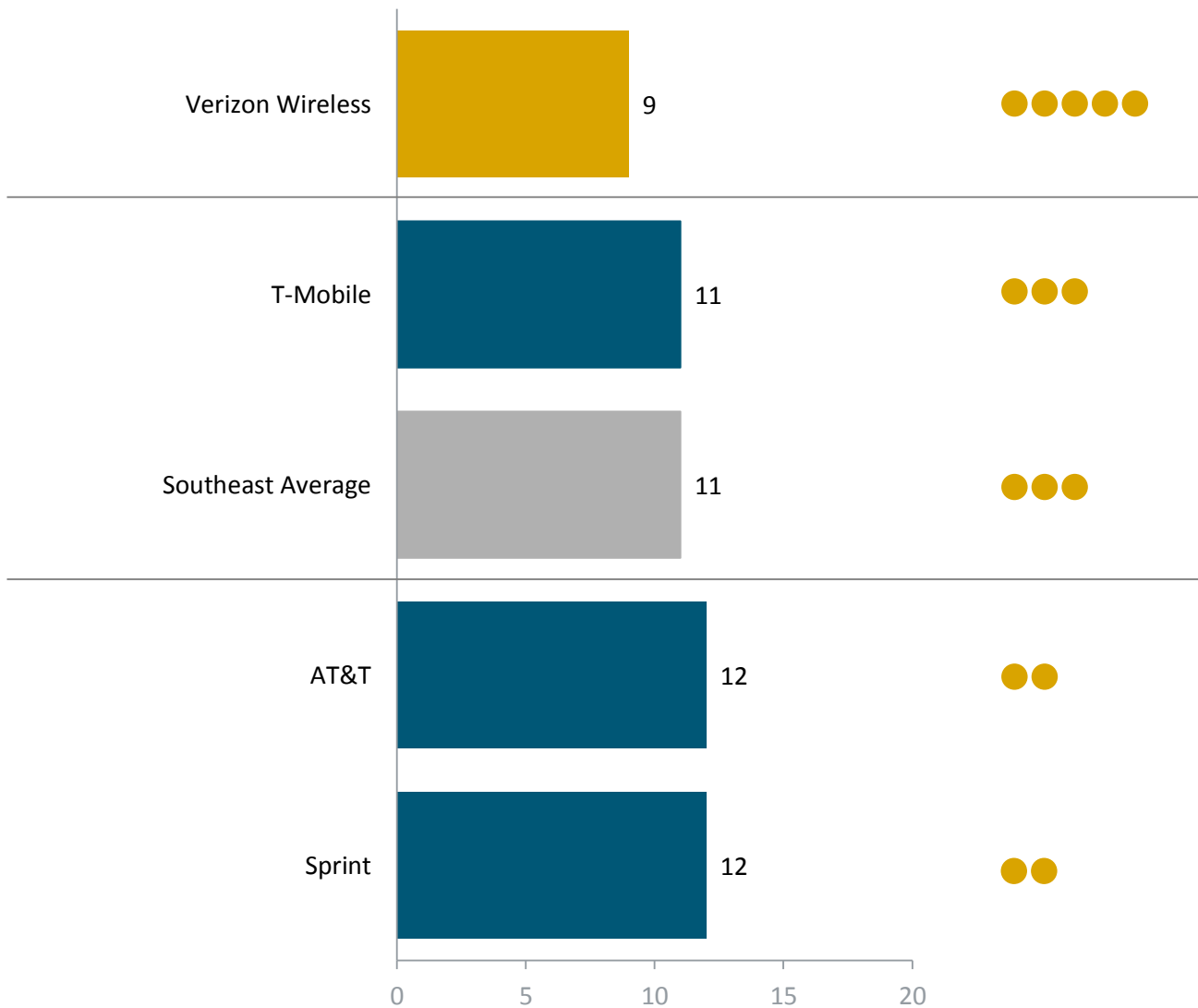
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Southeast Region

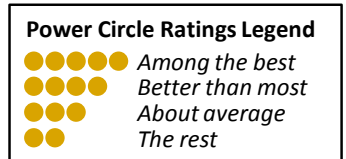
Problems per 100 Mobile Device Interactions (PP100)

JDPower.com
Power Circle RatingsTM
for consumers:



Note: Included in the Southeast region are Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee.

Source: J.D. Power 2018 U.S. Wireless Network Quality Performance StudySM—Volume 2



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Southwest Region

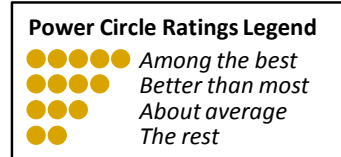
Problems per 100 Mobile Device Interactions (PP100)

JDPower.com
Power Circle RatingsTM
for consumers:



Note: Included in the Southwest region are Arkansas, Kansas, Missouri, Oklahoma and Texas.

Source: J.D. Power 2018 U.S. Wireless Network Quality Performance StudySM—Volume 2



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West Region

Problems per 100 Mobile Device Interactions (PP100)

**JDPower.com
Power Circle RatingsTM
for consumers:**



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

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