

Internet Providers (42) (as of May 2025)



Greenlight Networks	OVERALL SCORE 95	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	5/5 5/5 5/5 5/5 5/5
EPB	OVERALL SCORE 92	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	5/5 5/5 5/5 5/5 5/5
Allo Fiber	OVERALL SCORE 88	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	4/5 5/5 5/5 5/5 5/5
Google Fiber	OVERALL SCORE 86	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	5/5 5/5 5/5 5/5 5/5
GoNetSpeed	OVERALL SCORE 86	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	5/5 5/5 5/5 5/5 4/5
Sonic	OVERALL SCORE 84	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	4/5 5/5 5/5 5/5 5/5
Shentel	OVERALL SCORE 79	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	4/5 5/5 5/5 5/5 4/5
Hotwire Communications	OVERALL SCORE 78	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	4/5 4/5 4/5 4/5 5/5
T-Mobile	OVERALL SCORE 70	VALUE RELIABILITY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	4/5 4/5 4/5 4/5 4/5

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Metronet	OVERALL SCORE 68	VALUE 3/5 RELIABILITY 4/5 SPEED 5/5 TECHNICAL SUPPORT 4/5 CUSTOMER SERVICE 4/5
Starlink	OVERALL SCORE 62	VALUE 3/5 RELIABILITY 5/5 SPEED 5/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 3/5
Armstrong	OVERALL SCORE 58	VALUE 2/5 RELIABILITY 4/5 SPEED 4/5 TECHNICAL SUPPORT 5/5 CUSTOMER SERVICE 5/5
altafiber (Cincinnati Bell) ¹	OVERALL SCORE 56	VALUE 2/5 RELIABILITY 4/5 SPEED 4/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5
Blue Stream Fiber	OVERALL SCORE 55	VALUE 3/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5
Midco	OVERALL SCORE 47	VALUE 2/5 RELIABILITY 4/5 SPEED 3/5 TECHNICAL SUPPORT 4/5 CUSTOMER SERVICE 4/5
Astound Broadband powered by Grande	OVERALL SCORE 45	VALUE 2/5 RELIABILITY 3/5 SPEED 4/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5
Blue Ridge Communications	OVERALL SCORE 42	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 4/5 CUSTOMER SERVICE 4/5
Ziply Fiber	OVERALL SCORE 40	VALUE 2/5 RELIABILITY 4/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
Consolidated Communications	OVERALL SCORE 39	VALUE 2/5 RELIABILITY 3/5 SPEED 2/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5

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Comporium Communications	OVERALL SCORE 39	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5
Sparklight	OVERALL SCORE 39	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5
Verizon	OVERALL SCORE 39	VALUE 1/5 RELIABILITY 4/5 SPEED 4/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
Service Electric	OVERALL SCORE 37	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5
Astound Broadband powered by RCN	OVERALL SCORE 36	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
AT&T	OVERALL SCORE 33	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
Frontier	OVERALL SCORE 31	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
Charter (Spectrum) ²	OVERALL SCORE 31	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
GCI (General Communication)	OVERALL SCORE 31	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
TDS	OVERALL SCORE 30	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 1/5

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Cox	OVERALL SCORE 30	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
Buckeye Broadband	OVERALL SCORE 30	VALUE 1/5 RELIABILITY 2/5 SPEED 3/5 TECHNICAL SUPPORT 3/5 CUSTOMER SERVICE 3/5
WOW!	OVERALL SCORE 30	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 1/5 CUSTOMER SERVICE 2/5
Astound Broadband powered by Wave	OVERALL SCORE 28	VALUE 1/5 RELIABILITY 2/5 SPEED 3/5 TECHNICAL SUPPORT 2/5 CUSTOMER SERVICE 2/5
xfinity (Comcast)	OVERALL SCORE 28	VALUE 1/5 RELIABILITY 3/5 SPEED 3/5 TECHNICAL SUPPORT 1/5 CUSTOMER SERVICE 1/5
Xtream (Mediacom)	OVERALL SCORE 25	VALUE 1/5 RELIABILITY 2/5 SPEED 3/5 TECHNICAL SUPPORT 1/5 CUSTOMER SERVICE 2/5
Lumen (CenturyLink)	OVERALL SCORE 25	VALUE 1/5 RELIABILITY 2/5 SPEED 2/5 TECHNICAL SUPPORT 1/5 CUSTOMER SERVICE 1/5
Breezeline (Atlantic Broadband)	OVERALL SCORE 22	VALUE 1/5 RELIABILITY 2/5 SPEED 2/5 TECHNICAL SUPPORT 1/5 CUSTOMER SERVICE 1/5
Optimum (Altice/Suddenlink)	OVERALL SCORE 20	VALUE 1/5 RELIABILITY 2/5 SPEED 2/5 TECHNICAL SUPPORT 1/5 CUSTOMER SERVICE 1/5
Bright Speed	OVERALL SCORE 19	VALUE 1/5 RELIABILITY 1/5 SPEED 1/5 TECHNICAL SUPPORT 1/5 CUSTOMER SERVICE 1/5

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Kinetic by Windstream	OVERALL SCORE		VALUE		1/5
		18	RELIABILITY		1/5
			SPEED		1/5
			TECHNICAL SUPPORT		1/5
			CUSTOMER SERVICE		1/5
HughesNet	OVERALL SCORE		VALUE		1/5
		14	RELIABILITY		1/5
			SPEED		1/5
			TECHNICAL SUPPORT		1/5
			CUSTOMER SERVICE		1/5
Viasat	OVERALL SCORE		VALUE		1/5
		14	RELIABILITY		1/5
			SPEED		1/5
			TECHNICAL SUPPORT		1/5
			CUSTOMER SERVICE		1/5

¹ Does not include ADSL (Zoomtown) customers.

² Includes Spectrum and Bright House Networks customers.

The ratings in the table are based on the responses of 48,991 Consumer Reports members reporting on their experiences with their current home internet service provider (ISP), as of Winter 2024. Overall Satisfaction Score is derived from CR members' ratings of value (value for the money paid), reliability of the home internet connection (i.e., lack of service interruptions/outages), non-technical customer service (e.g., billing questions, account management), speed of the home internet connection, technical support, and our CR Consumer Experience Score (not included in the ratings table). All attributes listed under Survey Results reflect average scores on a scale from "Very poor" to "Excellent." Ratings reflect the experiences of CR members, who may not be representative of the general US population.