CR Consumer Reports®

Telecom Services RATINGS

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nternet Providers (42) s of September 2024)			S S S S S S S S S S S S S S S S S S S
	OVERALL SCORE	VALUE	5 /5
• • • • • • •		RELIABILTY	5 /5
Greenlight Networks	95	SPEED	5 /5
		TECHNICAL SUPPORT CUSTOMER SERVICE	5 /5 5 /5
	OVERALL SCORE	VALUE	5 /5
		RELIABILTY	5 /5
EPB	92	SPEED	5 /5
	92	TECHNICAL SUPPORT CUSTOMER SERVICE	5 /5 5 /5
	OVERALL SCORE	VALUE RELIABILTY	4 /5 5 /5
Allo Fiber		SPEED	5 /5
Allo Fibel	88	TECHNICAL SUPPORT	5/5
		CUSTOMER SERVICE	5 /5
	OVERALL SCORE	VALUE	5 /5
		RELIABILTY	5 /5
Google Fiber	86	SPEED	5 /5
-	00	TECHNICAL SUPPORT	5 /5
		CUSTOMER SERVICE	5 /5
	OVERALL SCORE	VALUE	5 /5
CaNatSnood		RELIABILTY SPEED	5 /5 5 /5
GoNetSpeed	86	TECHNICAL SUPPORT	5 /5
		CUSTOMER SERVICE	4/5
	OVERALL SCORE	VALUE	4/5
		RELIABILTY	5 /5
Sonic	ΟΛ	SPEED	5 /5
	84	TECHNICAL SUPPORT	5 /5
		CUSTOMER SERVICE	5 /5
	OVERALL SCORE	VALUE	4/5
Shambal		RELIABILTY	5 /5 5 /5
Shentel	79	SPEED TECHNICAL SUPPORT	5 /5 5 /5
		CUSTOMER SERVICE	4/5
	OVERALL SCORE	VALUE	4/5
		RELIABILTY	4/5
Hotwire Communications	70	SPEED	4/5
	78	TECHNICAL SUPPORT CUSTOMER SERVICE	4/5 5/5
	OVERALL SCORE	VALUE	4/5
T Mahila		RELIABILTY	4/5
T-Mobile	70	SPEED TECHNICAL SUPPORT	4/5 4/5
		CUSTOMER SERVICE	4/5 4/5

Internet Providers (42) (as of September 2024)

WORSE BETTER

	OVERALL SCORE	141115	3 /5
Metronet	OVERALL SCORE	VALUE	4/5
		SPEED	5 /5
Metronet	68	TECHNICAL SUPPORT	4/5
		CUSTOMER SERVICE	4/5
			4/5
	OVERALL SCORE	VALUE	3 /5
		RELIABILTY	5 /5
Starlink		SPEED	5 /5
	62	TECHNICAL SUPPORT	2 /5
		CUSTOMER SERVICE	3 /5
	OVERALL SCORE		2/5
	OVERALL SCORE		4/5
A www.atwa.w.av		RELIABILTY	4/5
Armstrong	58	SPEED TECHNICAL SUPPORT	5 /5
			5 /5
		CUSTOMER SERVICE	3 /5
	OVERALL SCORE	VALUE	2 /5
		RELIABILTY	4 /5
altafiber (Cincinnati Bell) ¹		SPEED	4/5
	56	TECHNICAL SUPPORT	3 /5
		CUSTOMER SERVICE	3 /5
			2/5
	OVERALL SCORE	VALUE	3/5
Blue Stream Fiber		RELIABILTY	3 /5 3 /5
	55	SPEED	3/5 3/5
		TECHNICAL SUPPORT CUSTOMER SERVICE	3/5 3/5
	OVERALL SCORE	VALUE	2 /5
		RELIABILTY	4/5
Midco		SPEED	3 /5
	4/	TECHNICAL SUPPORT	4/5
		CUSTOMER SERVICE	4/5
	OVERALL SCORE	VALUE	2 /5
		RELIABILTY	3 /5
Astound Broadband		SPEED	4/5
powered by Grande	45	TECHNICAL SUPPORT	3/5
		CUSTOMER SERVICE	3 /5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	3/5
Blue Ridge Communications		SPEED	3/5
-	472	TECHNICAL SUPPORT	4/5
		CUSTOMER SERVICE	4/5
	OVERALL SCORE	VALUE	2 /5
		RELIABILTY	4/5
Ziply Fiber		SPEED	3 /5
Elbiy i inei	40	TECHNICAL SUPPORT	2 /5
		CUSTOMER SERVICE	2 /5
	OVERALL SCORE	VALUE	2/5
		RELIABILTY	3 /5
Consolidated Communications	39	SPEED	2/5
Consolidated Communications	39		2/5 3/5 3/5

Internet Providers (42) (as of July 2024)

WORSE BETTER

	OVERALL SCORE	VALUE	1/5
Comporium Communications		RELIABILTY	3 /5
	20	SPEED	3/5
	39	TECHNICAL SUPPORT	3/5
		CUSTOMER SERVICE	3 /5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	3 /5
Sparklight	20	SPEED	3/5
	39	TECHNICAL SUPPORT	3/5
		CUSTOMER SERVICE	3/5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	4/5
Verizon		SPEED	4/5
Venizoni	39	TECHNICAL SUPPORT	2/5
		CUSTOMER SERVICE	2 /5
	OVERALL SCORE	VALUE	1/5
	GVERALL SCORE	VALUE	1/5 3/5
Service Electric		RELIABILTY SPEED	3 /5
Service Electric	37	TECHNICAL SUPPORT	3 /5 3 /5
		CUSTOMER SERVICE	3 /5 3 /5
		COSTOMER SERVICE	
	OVERALL SCORE	VALUE	1/5
A starry of Dua wells and		RELIABILTY	3/5
Astound Broadband		SPEED	3/5
powered by RCN	36	TECHNICAL SUPPORT	2/5
		CUSTOMER SERVICE	2/5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	3 /5
AT&T		SPEED	3/5
	33	TECHNICAL SUPPORT	2/5
		CUSTOMER SERVICE	2/5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	3 /5
Frontier		SPEED	3 /5
Tondel	31	TECHNICAL SUPPORT	2/5
		CUSTOMER SERVICE	2/5
			1/5
	OVERALL SCORE	VALUE	1/5 3/5
		RELIABILTY	3/5 3/5
Charter (Spectrum) ²	31	SPEED TECHNICAL SUPPORT	2 /5
		CUSTOMER SERVICE	2 /5
		COSTOMER SERVICE	
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	3 /5
GCI (General Communication)	- 21	SPEED	3 /5
•	31	TECHNICAL SUPPORT	2 /5
		CUSTOMER SERVICE	2/5
			- 1-
	OVERALL SCORE	VALUE	1/5
TDC		RELIABILTY	3/5
TDS	30	SPEED	3/5
		TECHNICAL SUPPORT	2/5
		CUSTOMER SERVICE	1/5

Internet Providers (42) (as of September 2024)

WORSE BETTER

	OVERALL SCORE	VALUE	1/5
	OVERALE SCORE	VALUE RELIABILTY	3/5
Сох		SPEED	3/5
COX	30	TECHNICAL SUPPORT	2 /5
		CUSTOMER SERVICE	2 /5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	2 /5
Buckeye Broadband		SPEED	3 /5
Buckeye Broudband	30	TECHNICAL SUPPORT	3 /5
		CUSTOMER SERVICE	3 /5
	OVERALL SCORE	VALUE	1/5 3/5
		RELIABILTY	
WOW!	30		3/5
			1/5
		CUSTOMER SERVICE	2 /5
	OVERALL SCORE	VALUE	1/5
Astound Broadband		RELIABILTY	2/5
		SPEED	3 /5
powered by Wave	28	TECHNICAL SUPPORT	2 /5
		CUSTOMER SERVICE	2 /5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	3/5
xfinity (Comcast)	28	SPEED	3 /5
-	20	TECHNICAL SUPPORT	1 /5
		CUSTOMER SERVICE	1/5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	2/5
Xtream (Mediacom)		SPEED	3/5
Atream (Mediacom)	25	TECHNICAL SUPPORT	1/5
		CUSTOMER SERVICE	2 /5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	2/5
Lumen (CenturyLink)	25	SPEED	2 /5
	25	TECHNICAL SUPPORT	1/5
		CUSTOMER SERVICE	1/5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	2/5
Breezeline (Atlantic Broadband)		SPEED	2/5
breezenne (Atlantic broabana)	22	TECHNICAL SUPPORT	1/5
		CUSTOMER SERVICE	1/5
	OVERALL SCORE	VALUE	1/5
		RELIABILTY	2/5
Optimum (Altice/Suddenlink)	20		2 /5
		TECHNICAL SUPPORT CUSTOMER SERVICE	1/5
			1/3
		VALUE	1/5
	OVERALL SCORE	VALUE	
	OVERALL SCORE	RELIABILTY	1/5
Bright Speed			1/5 1/5
Bright Speed	19	RELIABILTY	

Internet Providers (42)

(as of September 2024)

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WOR	SE			BETTER

Kinetic by Windstream	OVERALL SCORE	VALUE RELIABILTY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	1/5 1/5 1/5 1/5 1/5
HughesNet	OVERALL SCORE	VALUE RELIABILTY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	1/5 1/5 1/5 1/5 1/5
Viasat	OVERALL SCORE	VALUE RELIABILTY SPEED TECHNICAL SUPPORT CUSTOMER SERVICE	1/5 1/5 1/5 1/5 1/5 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.

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