

Internet Providers (42)
(as of December 2024)



Provider	Overall Score	Value	Reliability	Speed	Technical Support	Customer Service
Greenlight Networks	95	5/5	5/5	5/5	5/5	5/5
EPB	92	5/5	5/5	5/5	5/5	5/5
Allo Fiber	88	4/5	5/5	5/5	5/5	5/5
Google Fiber	86	5/5	5/5	5/5	5/5	5/5
GoNetSpeed	86	5/5	5/5	5/5	5/5	4/5
Sonic	84	4/5	5/5	5/5	5/5	5/5
Shentel	79	4/5	5/5	5/5	5/5	4/5
Hotwire Communications	78	4/5	4/5	4/5	4/5	5/5
T-Mobile	70	4/5	4/5	4/5	4/5	4/5

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Metronet	68	3/5	4/5	5/5	4/5	4/5
Starlink	62	3/5	5/5	5/5	2/5	3/5
Armstrong	58	2/5	4/5	4/5	5/5	5/5
altafiber (Cincinnati Bell) ¹	56	2/5	4/5	4/5	3/5	3/5
Blue Stream Fiber	55	3/5	3/5	3/5	3/5	3/5
Midco	47	2/5	4/5	3/5	4/5	4/5
Astound Broadband powered by Grande	45	2/5	3/5	4/5	3/5	3/5
Blue Ridge Communications	42	1/5	3/5	3/5	4/5	4/5
Zipty Fiber	40	2/5	4/5	3/5	2/5	2/5
Consolidated Communications	39	2/5	3/5	2/5	3/5	3/5

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Comporium Communications	39	1/5	3/5	3/5	3/5	3/5
Sparklight	39	1/5	3/5	3/5	3/5	3/5
Verizon	39	1/5	4/5	4/5	2/5	2/5
Service Electric	37	1/5	3/5	3/5	3/5	3/5
Astound Broadband powered by RCN	36	1/5	3/5	3/5	2/5	2/5
AT&T	33	1/5	3/5	3/5	2/5	2/5
Frontier	31	1/5	3/5	3/5	2/5	2/5
Charter (Spectrum) ²	31	1/5	3/5	3/5	2/5	2/5
GCI (General Communication)	31	1/5	3/5	3/5	2/5	2/5
TDS	30	1/5	3/5	3/5	2/5	1/5

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Cox	30	1/5	3/5	3/5	2/5	2/5
Buckeye Broadband	30	1/5	2/5	3/5	3/5	3/5
WOW!	30	1/5	3/5	3/5	1/5	2/5
Astound Broadband powered by Wave	28	1/5	2/5	3/5	2/5	2/5
xfinity (Comcast)	28	1/5	3/5	3/5	1/5	1/5
Xtream (Mediacom)	25	1/5	2/5	3/5	1/5	2/5
Lumen (CenturyLink)	25	1/5	2/5	2/5	1/5	1/5
Breezeline (Atlantic Broadband)	22	1/5	2/5	2/5	1/5	1/5
Optimum (Altice/Suddenlink)	20	1/5	2/5	2/5	1/5	1/5
Bright Speed	19	1/5	1/5	1/5	1/5	1/5

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<p>Kinetic by Windstream</p>	<p>OVERALL SCORE</p> <p>18</p>	<table border="0"> <tr> <td>VALUE</td> <td><div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div></td> <td>1/5</td> </tr> <tr> <td>RELIABILITY</td> <td><div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div></td> <td>1/5</td> </tr> <tr> <td>SPEED</td> <td><div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div></td> <td>1/5</td> </tr> <tr> <td>TECHNICAL SUPPORT</td> <td><div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div></td> <td>1/5</td> </tr> <tr> <td>CUSTOMER SERVICE</td> <td><div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div></td> <td>1/5</td> </tr> </table>	VALUE	<div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div>	1/5	RELIABILITY	<div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div>	1/5	SPEED	<div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div>	1/5	TECHNICAL SUPPORT	<div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div>	1/5	CUSTOMER SERVICE	<div style="width: 20%;"><div style="background-color: red; height: 10px;"></div></div>	1/5
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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.