

Internet Providers (42)
(as of July 2024)



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

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

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

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

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|-------------------------------------|---------------------------------------|---|
| <p>Kinetic by Windstream</p> | <p>OVERALL SCORE</p> <p>18</p> | <p>VALUE 1/5</p> <p>RELIABILITY 1/5</p> <p>SPEED 1/5</p> <p>TECHNICAL SUPPORT 1/5</p> |
| <p>HughesNet</p> | <p>OVERALL SCORE</p> <p>14</p> | <p>VALUE 1/5</p> <p>RELIABILITY 1/5</p> <p>SPEED 1/5</p> <p>TECHNICAL SUPPORT 1/5</p> |
| <p>Viasat</p> | <p>OVERALL SCORE</p> <p>14</p> | <p>VALUE 1/5</p> <p>RELIABILITY 1/5</p> <p>SPEED 1/5</p> <p>TECHNICAL SUPPORT 1/5</p> |

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.