

### Internet Providers (42) (as of October 2024)



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

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

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

<sup>1</sup> Does not include ADSL (Zoomtown) customers.

<sup>2</sup> 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.