

Overall Residential Wireline Customer Satisfaction Increases Across the Board, J.D. Power Finds

Continued Focus on the Evolving the Customer Experience Pays off

COSTA MESA, Calif.: 27 Sept. 2018 — Residential wireline companies that focus on finding newer, more effective ways of communicating with their customers have driven the increase of customer satisfaction, according to the J.D. Power 2018 U.S. Residential Television Service Provider Satisfaction StudySM; the J.D. Power 2018 U.S. Residential Internet Service Provider Satisfaction StudySM; and the J.D. Power 2018 U.S. Residential Telephone Service Provider Satisfaction StudySM, released today.

“It is clear wireline companies are putting the customer experience first, and it is paying off,” **said Ian Greenblatt, Technology, Media & Telecom Practice Lead at J.D. Power.** “Finding ways to make call centers more efficient and clarifying billing statements and contracts are just a few relatively easy things companies can be doing to improve the customer experience. Additionally, methods in which companies are communicating service and product updates have been evolving with the technology itself and has proven to be a valuable approach to high customer satisfaction.”

Study Rankings

Residential Internet Service Provider Satisfaction Study

Verizon ranks highest in the East region (750); **AT&T/DIRECTV** ranks highest in the North Central region (717) and the South region (749); and **Cable One** ranks highest in the West region (722).

Residential Telephone Service Provider Satisfaction Study

Verizon ranks highest in the East region (768); AT&T/DIRECTV ranks highest in the North Central region (747) and South region (776); and **Cox Communications** ranks highest in the West region (751).

Residential Television Service Provider Satisfaction Study

DISH Network performs highest in overall satisfaction in the national segment with a score of 753. DISH Network ranks highest in the North Central region (754) and West region (749). AT&T/DIRECTV ranks highest in the East region (767) and South region (765).

The annual wireline studies, now in their 17th year, evaluate residential customers’ experiences with TV, internet and phone services in four geographical regions: East, South, North Central and West. The ISP and telephone studies measure customer satisfaction across five factors: network performance and reliability; cost of service; billing; communication; and customer service. The TV study measures satisfaction in those same five factors plus a sixth: programming.

The 2018 U.S. wireline studies are based on responses from 27,765 customers nationwide who evaluated their cable/satellite TV, high-speed internet and telephone service providers. The studies were fielded in four waves: November 2017, January-February 2018, April-May 2018 and July 2018.

See the complete regional rankings at <http://www.jdpower.com/pr-id/2018181>.

For more information about the U.S. Wireline studies visit

<https://www.jdpower.com/business/resource/us-residential-internet-service-provider-customer-satisfaction-study>, <https://www.jdpower.com/business/resource/jd-power-residential-telephone-customer-satisfaction-study> or <https://www.jdpower.com/business/resource/us-residential-television-customer-satisfaction-study>.

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe. J.D. Power is a portfolio company of XIO Group, a global alternative investments and private equity firm headquartered in London, and is led by its four founders: Athene Li, Joseph Pacini, Murphy Qiao and Carsten Geyer.

Media Relations Contacts

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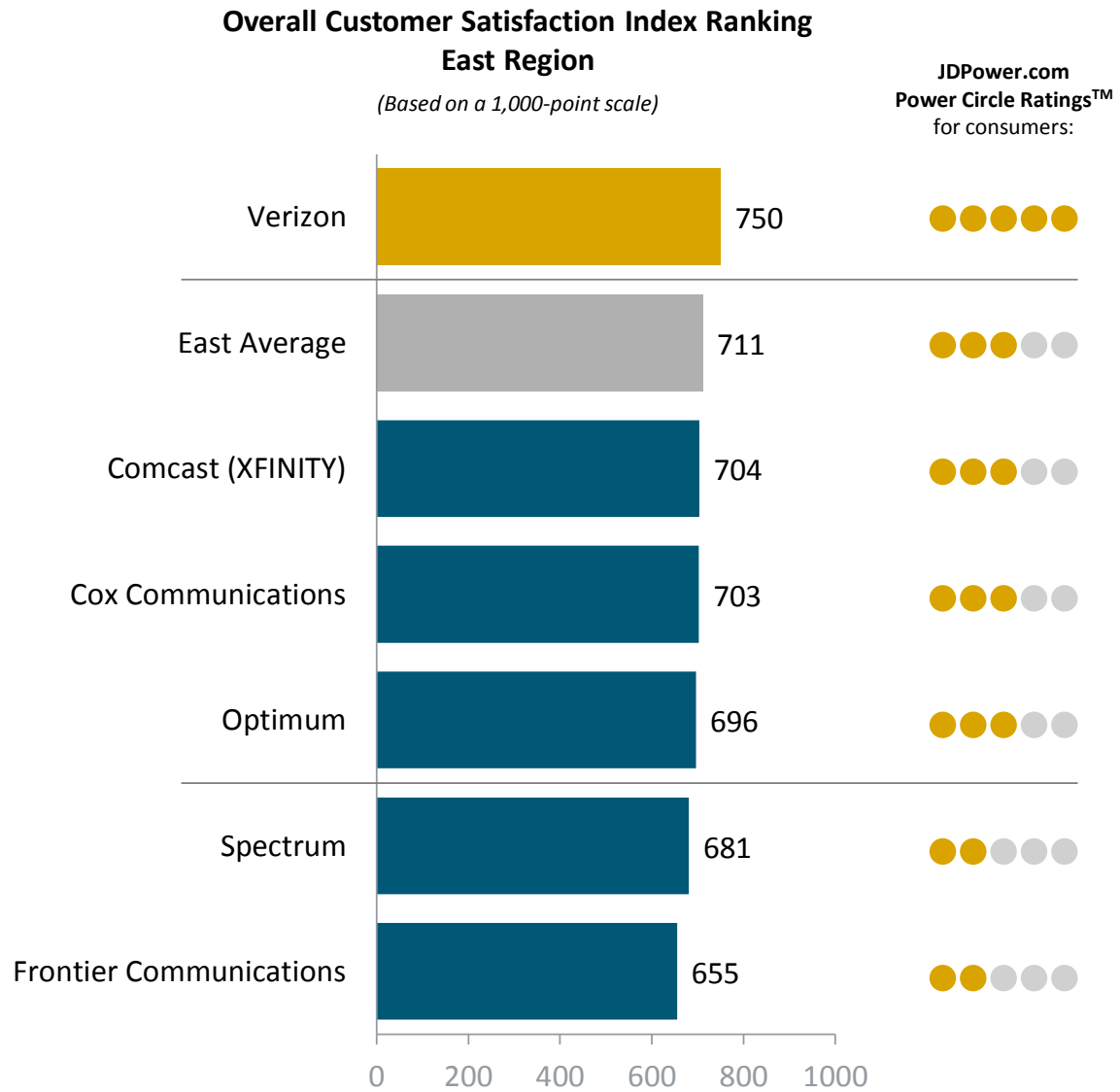
John Roderick; St. James, N.Y.; 631-584-2200; john@jroderick.com

About J.D. Power and Advertising/Promotional Rules www.jdpower.com/about-us/press-release-info

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Note: Thirteen charts follow.

J.D. Power 2018 U.S. Residential Internet Service Provider Satisfaction StudySM



Note: Included in the East Region are Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia and West Virginia

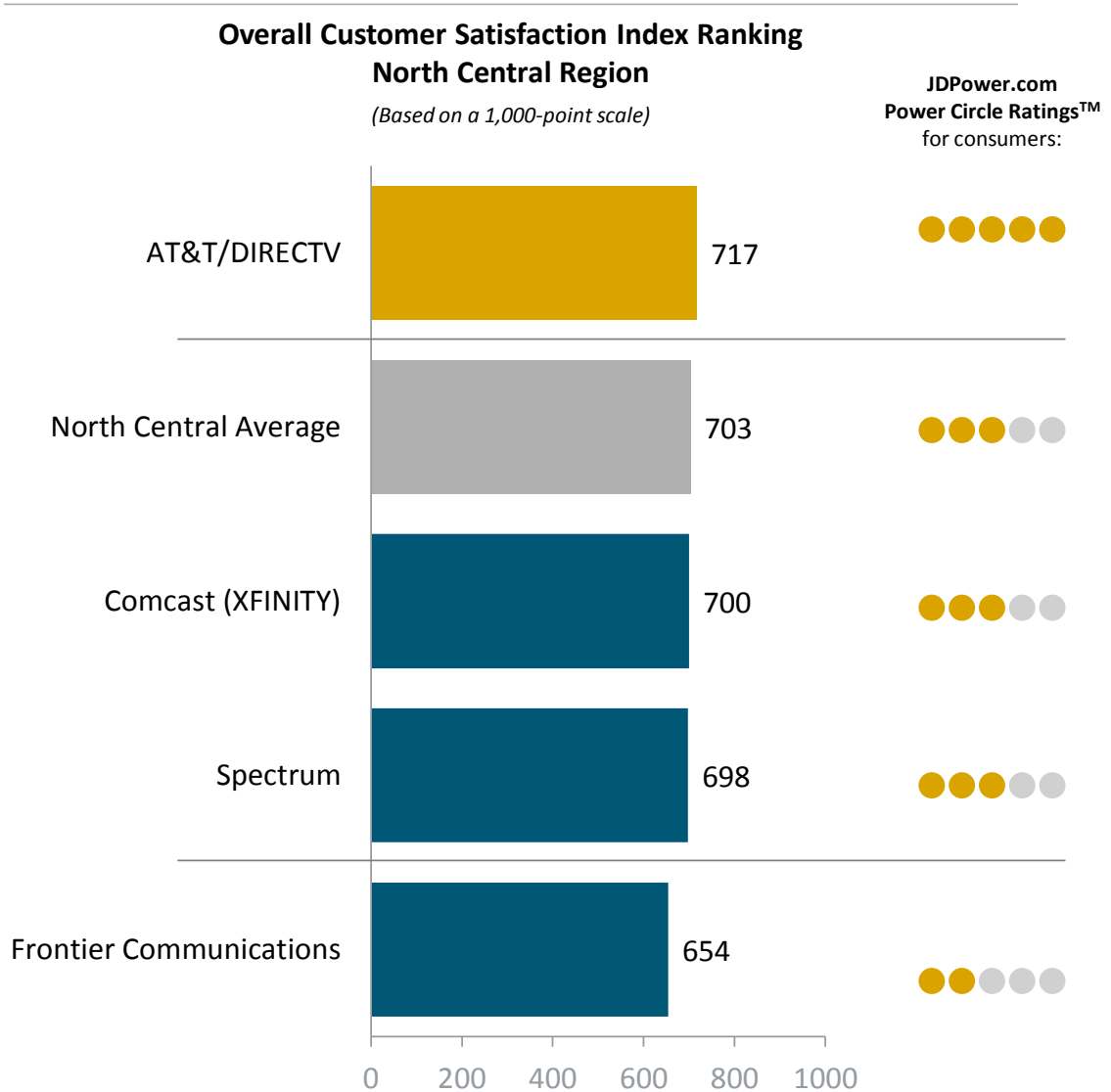
Source: J.D. Power 2018 U.S. Residential Internet Service Provider Satisfaction StudySM

Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Charts and graphs extracted from this press release for use by the media must be accompanied by a statement identifying J.D. Power as the publisher and the study from which it originated as the source. Rankings are based on numerical scores, and not necessarily on statistical significance. No advertising or other promotional use can be made of the information in this release or J.D. Power survey results without the express prior written consent of J.D. Power.

J.D. Power 2018 U.S. Residential Internet Service Provider Satisfaction StudySM



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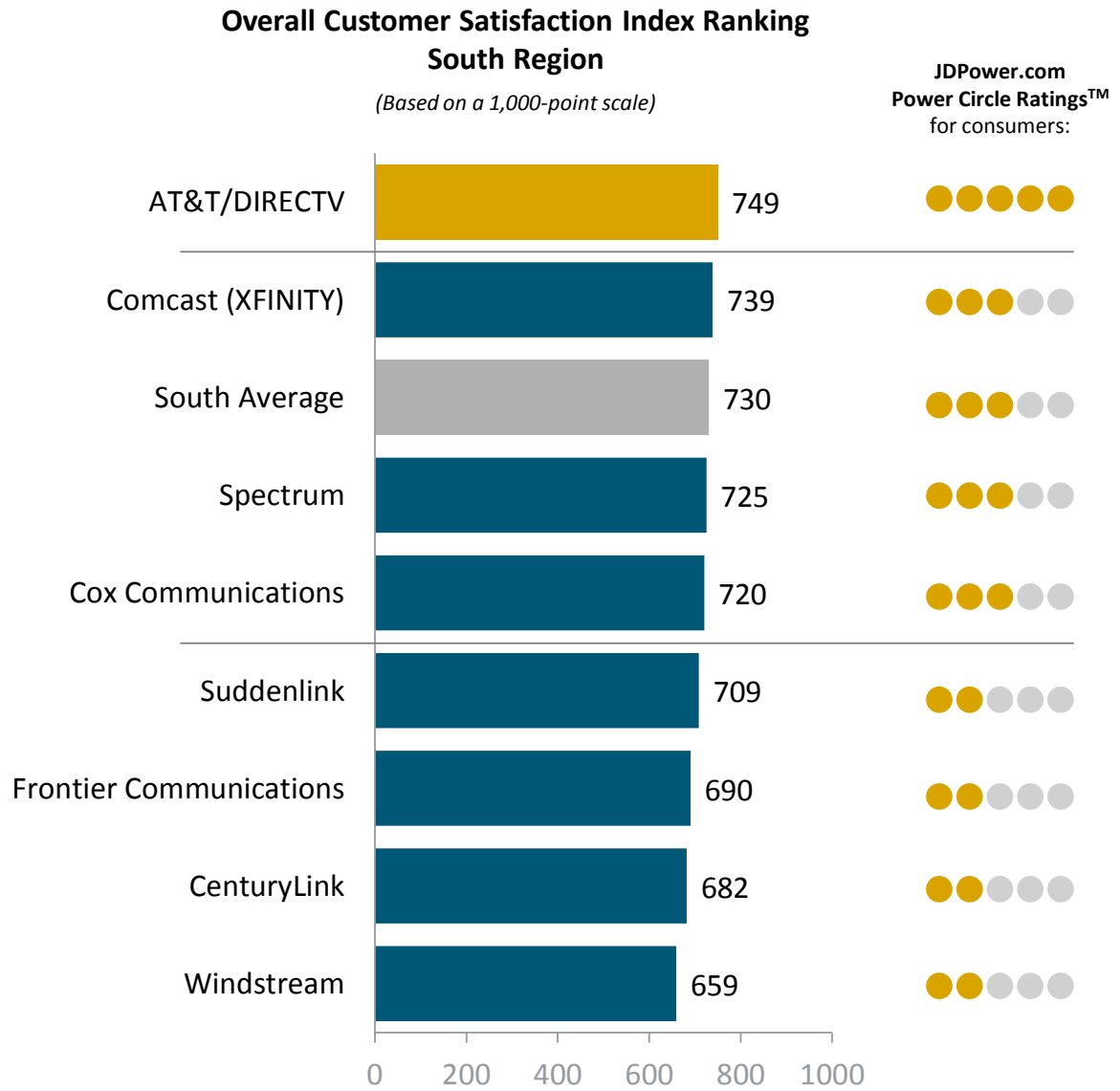
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Note: Included in the North Central Region are Illinois, Indiana, Michigan, Ohio and Wisconsin

Source: J.D. Power 2018 U.S. Residential Internet Service Provider Satisfaction StudySM

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J.D. Power 2018 U.S. Residential Internet Service Provider Satisfaction StudySM



Note: Included in the South Region are Alabama, Arkansas, Florida, Georgia, Kansas, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, Oklahoma, South Carolina, Tennessee and Texas

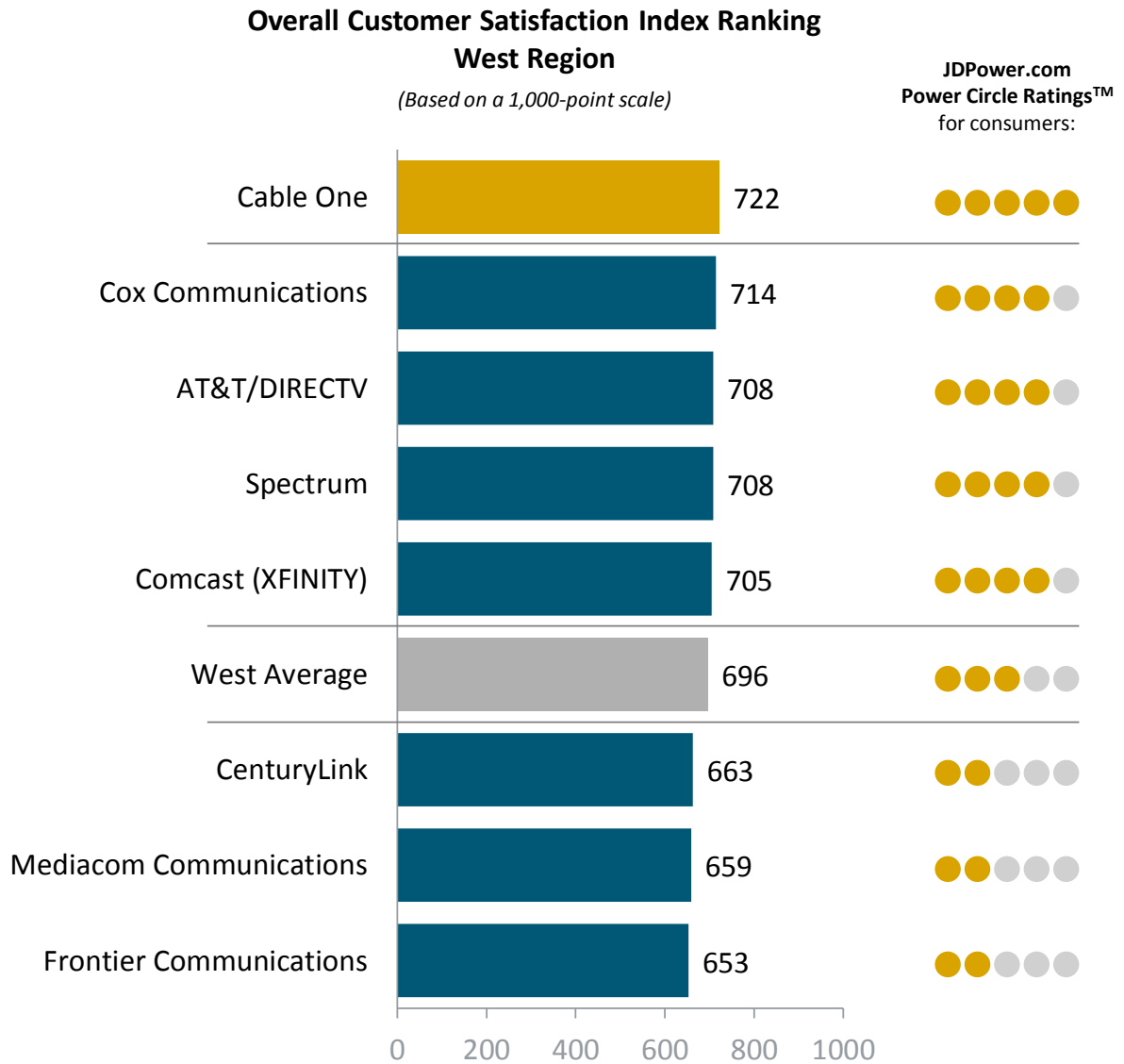
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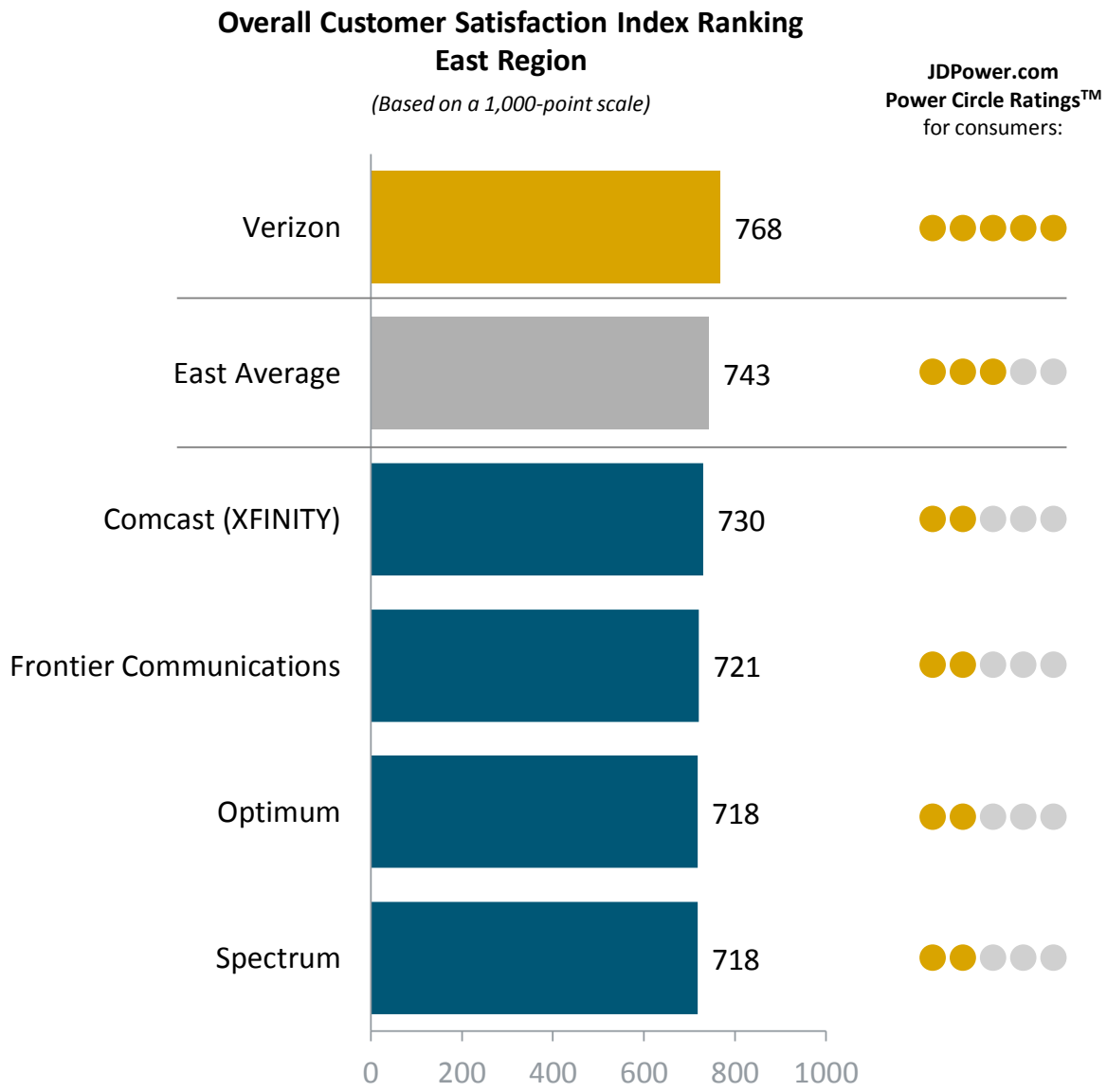
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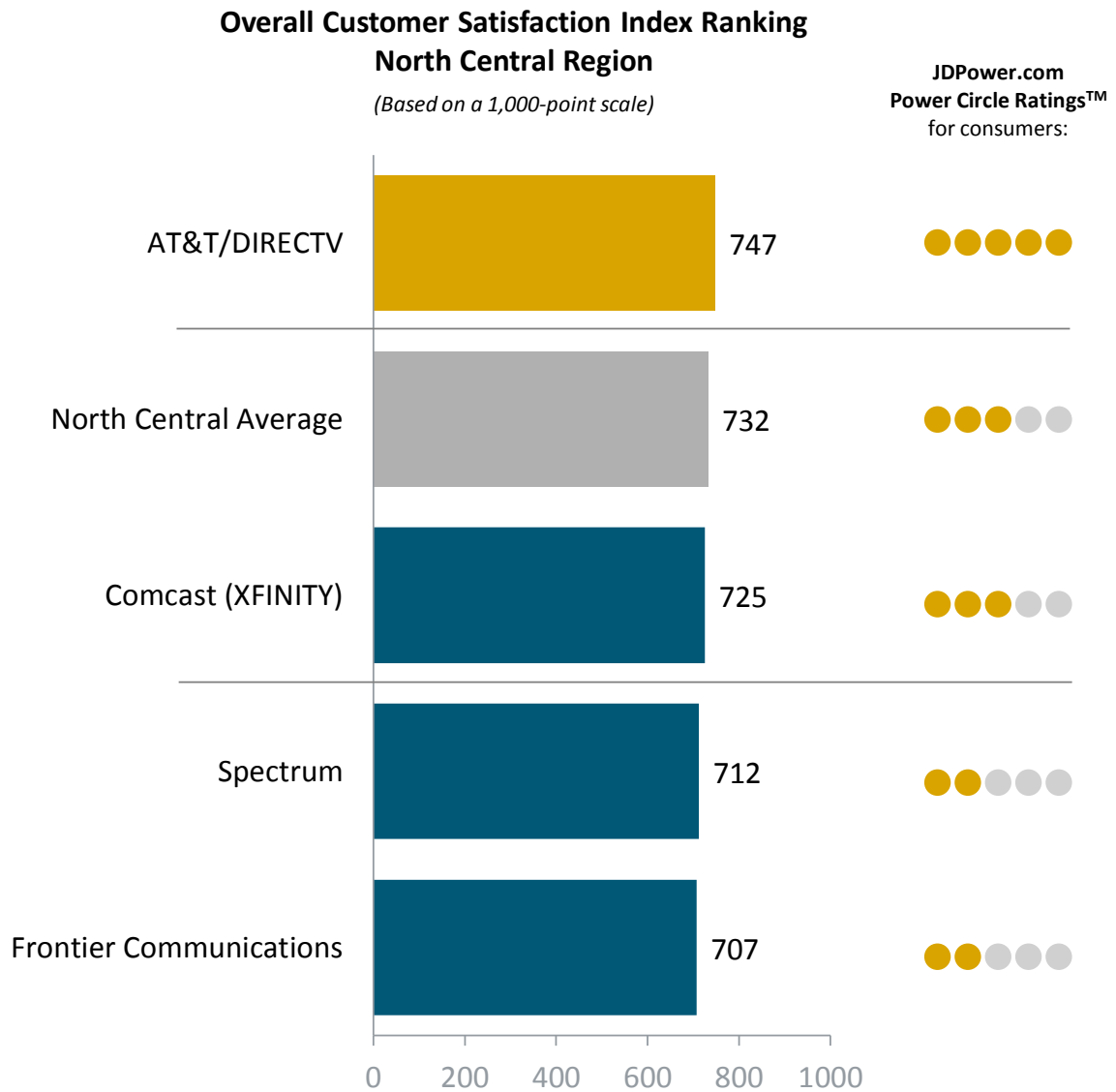
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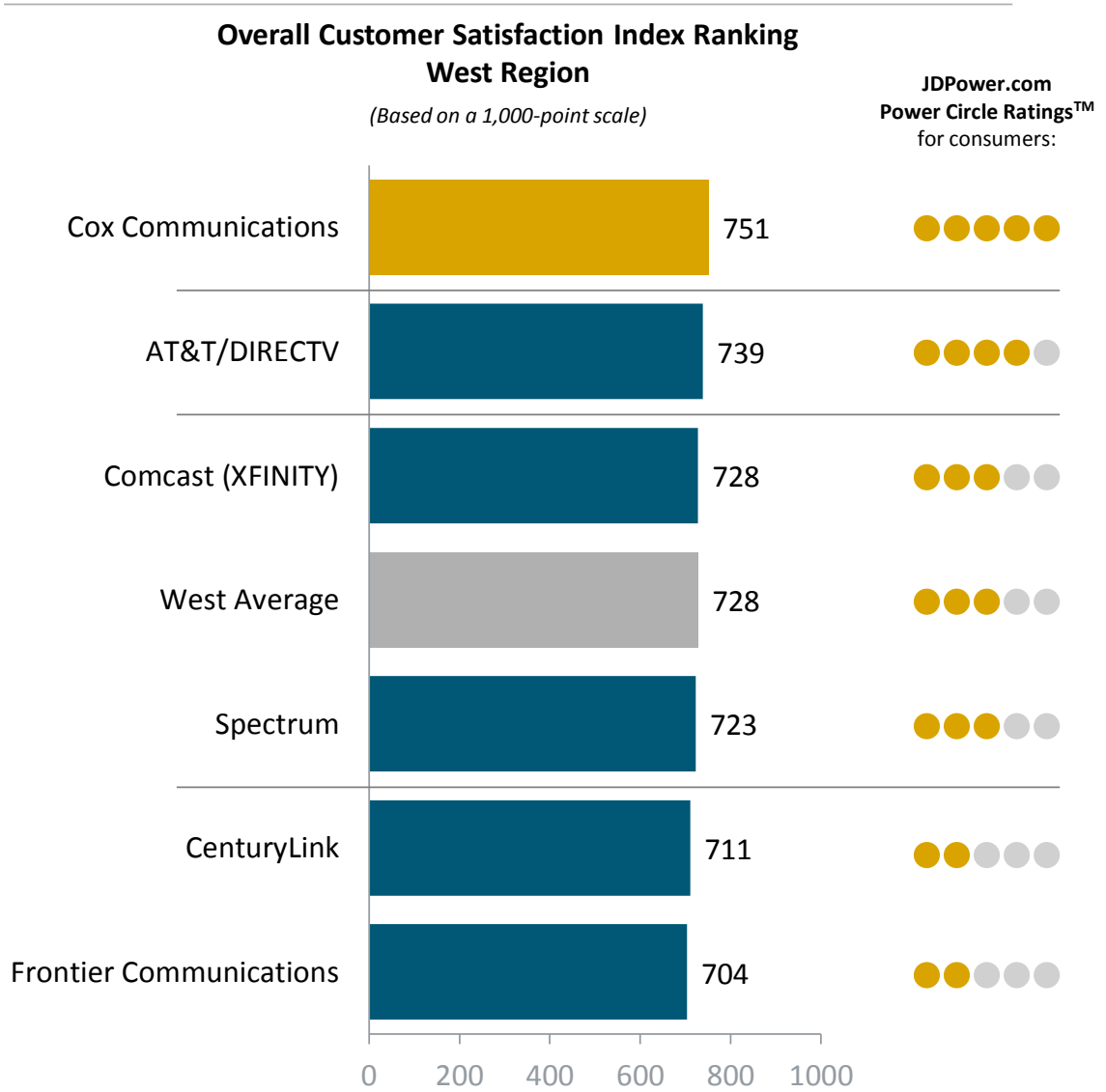
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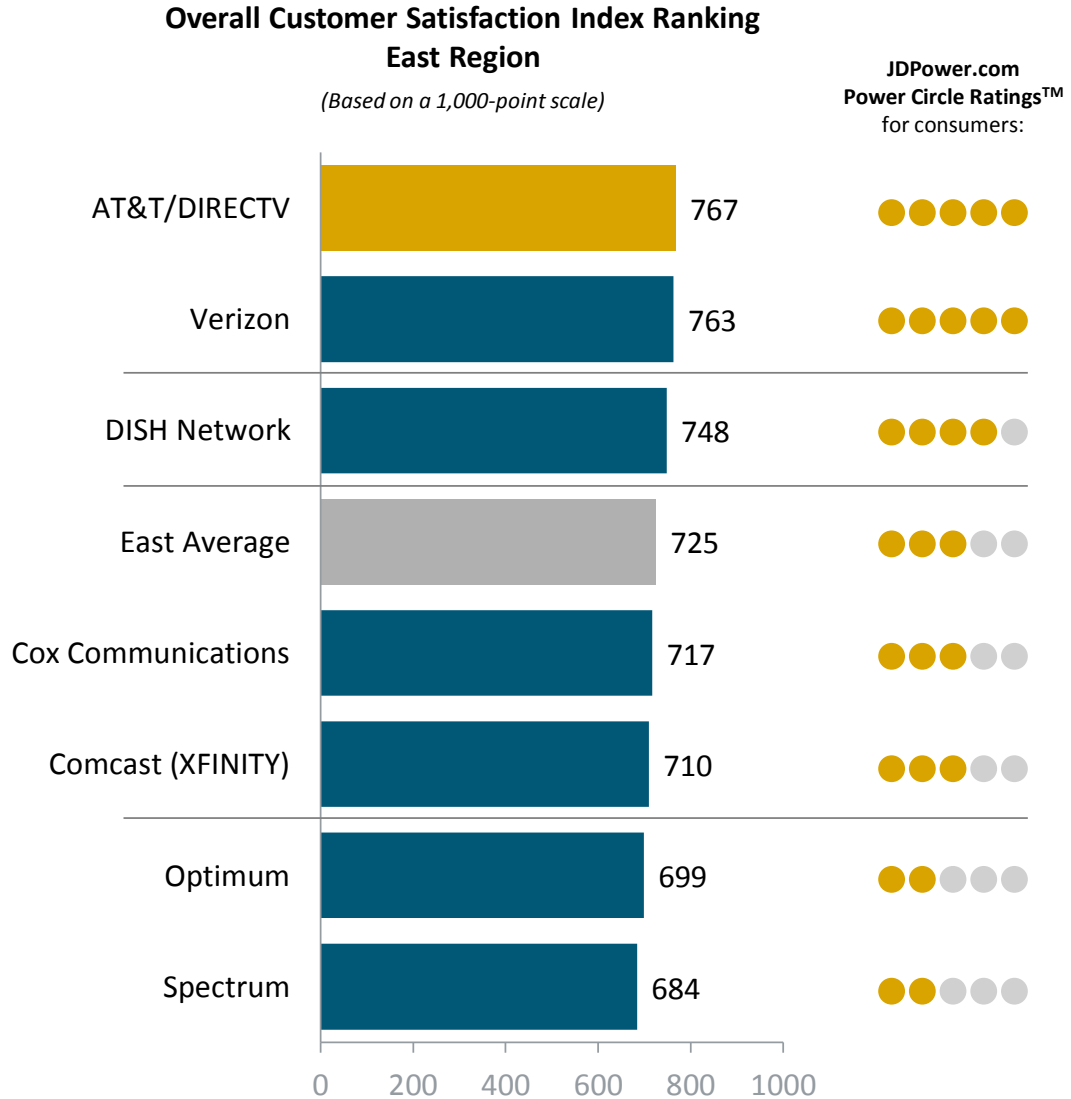
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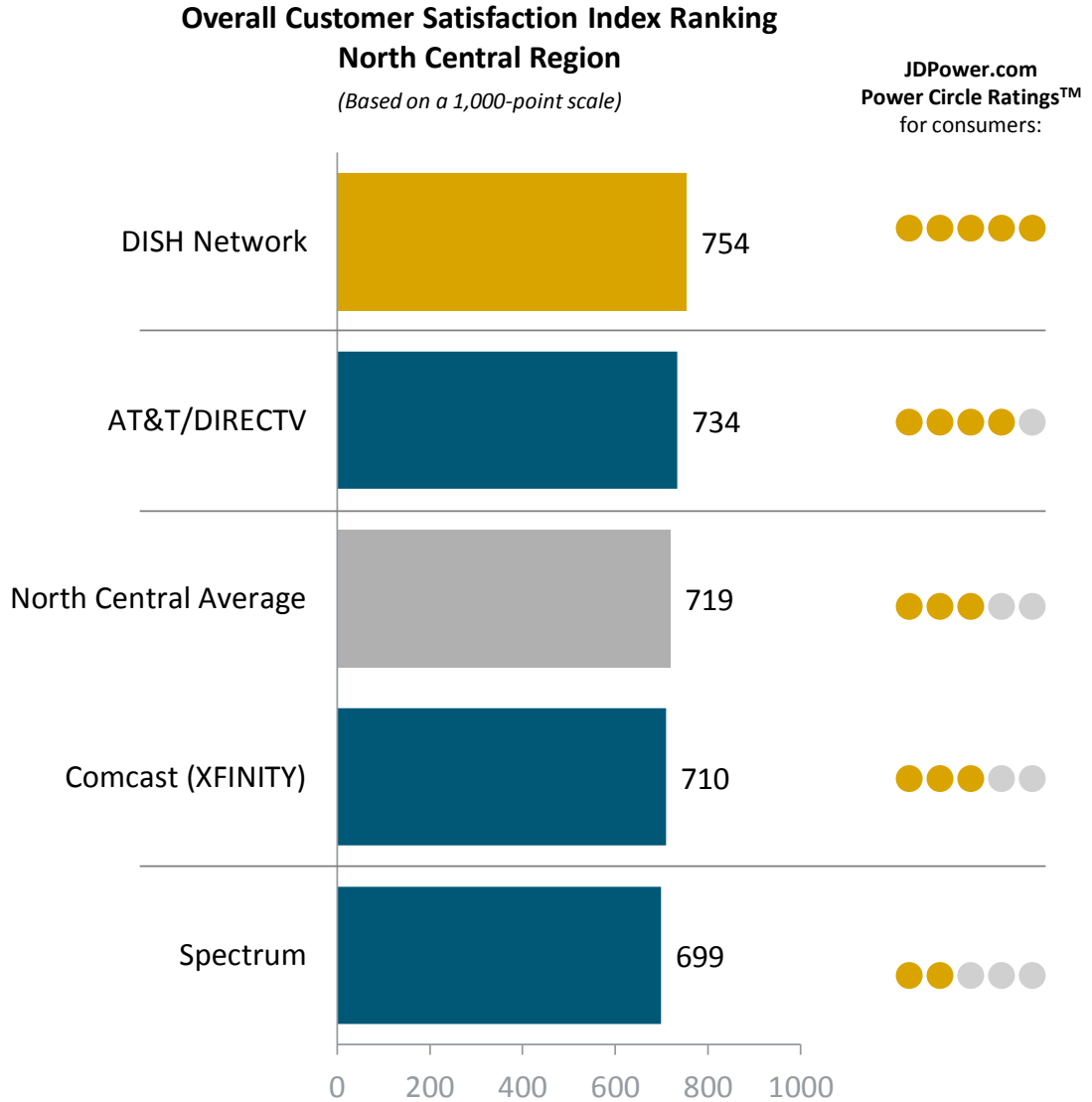
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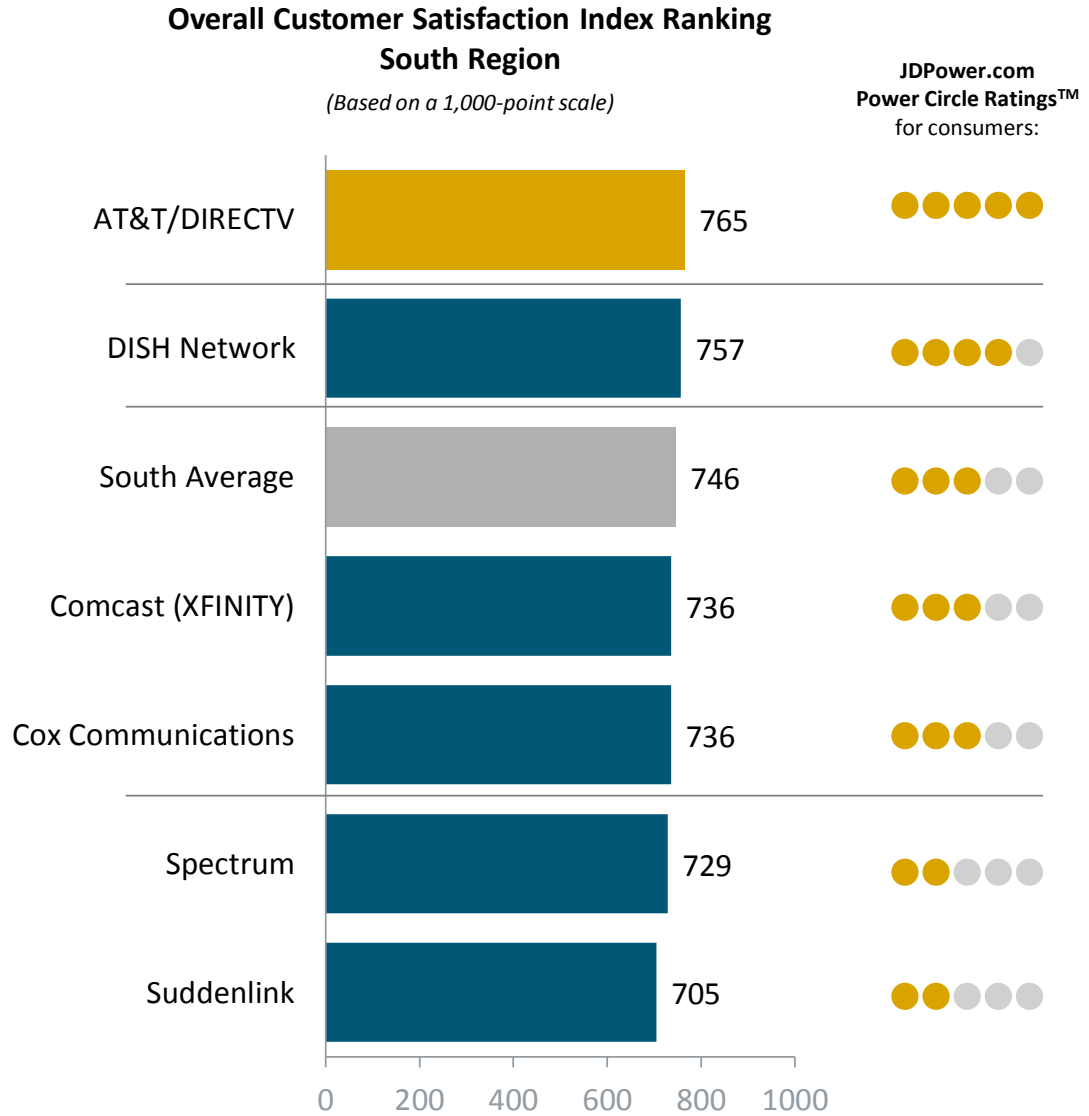
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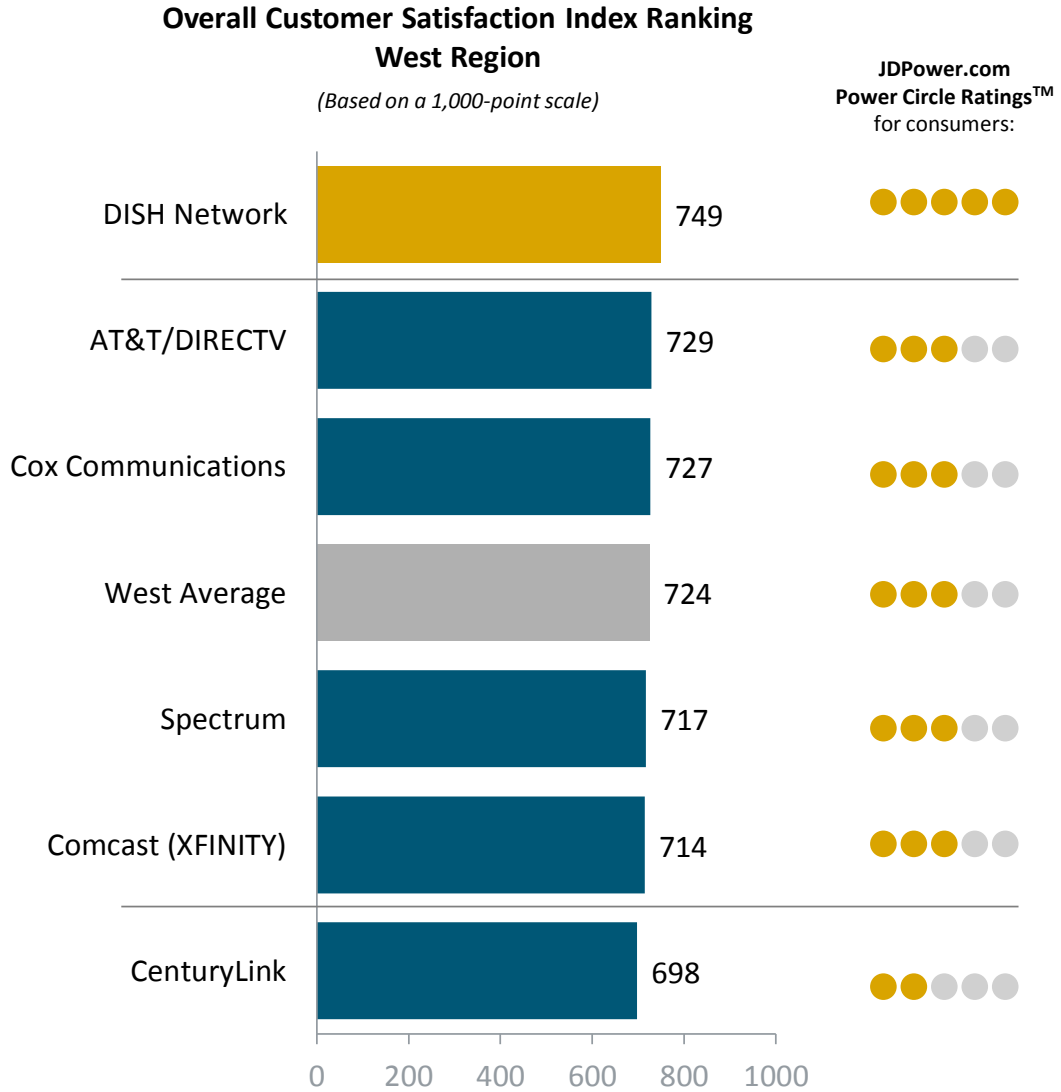
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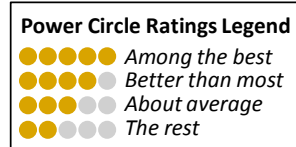
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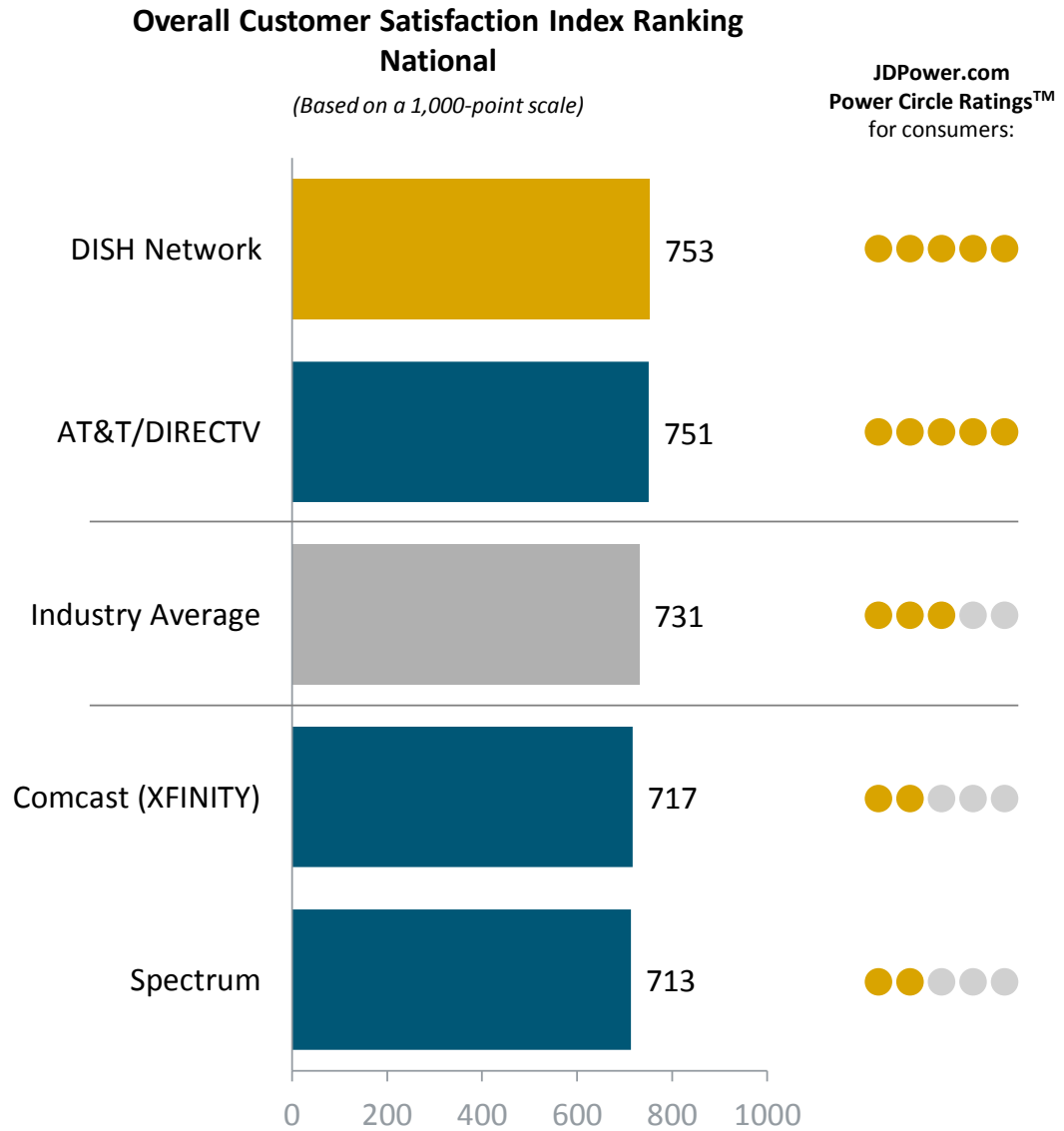
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Note: Included in the average but not ranked due to insufficient market share in one or more regions are CenturyLink, Cox Communications, Frontier Communications, Mediacom Communications, Optimum, Suddenlink, Verizon and WOW! (Wide Open West)

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