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 Worse..... Better

Ratings <small>(as of September 2018)</small>		Survey Results					
Reader score	Provider	Value	Reliability	Call quality	Technical support	Customer service	Robocall frequency
87	Ooma						
82	Armstrong						
82	MagicJack						
80	Vonage						
79	Midco						
78	Wave						
78	RCN						
77	Cable ONE				-	-	
76	Cincinnati Bell						
76	WOW!						
75	Hawaiian Telcom						
74	Verizon						
73	SuddenLink Communications						
73	Atlantic Broadband				-	-	
73	GCI (General Communication)						
73	Optimum						
72	Spectrum						
72	Comcast						
71	Cox Communications						
71	TDS						

# Telecom Services: Phone Services



Reader score	Provider	Value	Reliability	Call quality	Technical support	Customer service	Robocall frequency
71	AT&T	↘	↓	↓	↘	↘	↓
71	Consolidated Communications	↘	↓	↓	↓	↓	↓
69	Windstream	↘	↓	↓	↘	↓	↓
69	CenturyLink	↘	↓	↓	↘	↘	↓
67	Frontier Communications	↘	↓	↓	↘	↘	↓
67	Mediacom	↘	↘	↘	↘	↘	↓

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

<sup>2</sup>Includes Spectrum and Bright House Networks customers.

Ratings are based on the responses of 69,619 Consumer Reports members reporting on their experiences with their current home telephone service provider, as of Winter 2018. Results might not reflect the US population. Reader score reflects overall satisfaction with a telephone provider. A score of 100 would mean all respondents are completely satisfied; 80, that respondents are very satisfied on average; 60, that respondents are somewhat satisfied. Differences of fewer than 4 points are not meaningful. Each rating for the attributes listed under Survey Results reflects average scores on a scale from "very poor" to "excellent." Technical support refers to guidance and service offered for questions related to electronic or technical setup, maintenance, optimization or repair. Customer service pertains to all non-technical questions and support including billing questions and account management. Quality refers to the clarity of sound and freedom from noise or other interference on the line. Reliability ratings assess the stability of the phone connection, that is, higher reliability ratings may indicate that the phone service has a lower number of service interruptions or outages. Value refers to the perception of the overall quantity and quality of services received relative to the cost paid. Robocall frequency refers to a provider's passive or active efforts to reduce the number of automated calls to its customers. Dashes indicate that data was insufficient to provide a rating.

**Value** – Rating reflects value for the money

**Reliability** – Rating reflects reliability of connection (e.g., freedom from problems such as dropped calls or service disruptions)

**Call quality** – Rating reflects the quality of phone calls (e.g., sound quality and freedom from noise)

**Technical Support** – Rating reflects technical support

**Customer service** – Rating reflects non-technical customer service such as billing questions and account management

**Robocall frequency** – Rating reflects a provider's passive or active efforts to reduce the number of automated calls to its customers