

## Cell phones & services

Ratings (As on November 2016)		Survey Results						
Reader score	Provider	Value	Voice	Text	Web problems	Data	Customer support	Telemarketing call frequency
TRADITIONAL SERVICE: Billed at month's end, often under a contract								
89	Consumer Cellular	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️	⬆️
89	Ting	⬆️	⬇️	⬇️	⬆️	⬆️	⬆️	⬆️
80	GreatCall/Jitterbug	⬆️	⬆️	⬆️	⬆️	⬇️	⬆️	⬆️
79	Cellcom	⬇️	⬇️	⬇️	⬇️	⬆️	N/A	⬇️
77	Virgin Mobile	⬇️	⬇️	⬆️	⬆️	⬇️	⬇️	⬆️
76	T-Mobile	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️
76	Credo Mobile	⬇️	⬇️	⬇️	⬇️	⬇️	⬆️	⬇️
75	U.S. Cellular	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️
72	Verizon Wireless	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️
70	Sprint	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️
70	AT&T	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️
PREPAID SERVICE: Billed in advance, without a contract								
90	Project Fi (Google)	⬆️	⬇️	⬆️	⬇️	⬆️	⬆️	⬆️

# Ratings



## Survey Results

Reader score	Provider	Value	Voice	Text	Web problems	Data	Customer support	Telemarketing call frequency
85	Page Plus Cellular	Excellent	Excellent	N/A	Excellent	Good	N/A	Good
85	Republic Wireless	Excellent	Fair	Good	Good	Good	Good	Good
83	Cricket	Very Good	Good	Fair	Good	Very Good	Good	Good
82	Metro PCS	Very Good	Fair	Good	Good	Good	Good	Good
81	Straight Talk	Very Good	Good	Good	Good	Good	Poor	Good
80	TracFone	Very Good	Excellent	Excellent	Very Good	Good	Poor	Excellent
79	Boost Mobile	Good	Good	Good	Good	Good	Poor	Good
76	Net10	Good	Good	Good	Good	Fair	Poor	Very Good
76	T-Mobile	Good	Good	Fair	Good	Good	Good	Very Good
75	Virgin Mobile	Good	Very Good	Good	Good	Good	Fair	Very Good
73	Verizon Wireless	Fair	Good	Good	Good	Good	Fair	Fair
72	AT&T	Fair	Good	Fair	Good	Good	Fair	Good
68	Sprint	Fair	Poor	Poor	Fair	Fair	N/A	Poor

Scores are based on ratings from 100,173 Consumer Reports subscribers reporting on experiences with their current cell phone service provider as of Summer 2016. Results might not reflect the U.S. population. Reader Score reflects overall satisfaction with the provider's cell service. A score of 100 would mean all respondents are completely satisfied; 80, that respondents are very satisfied on average; and 60, that respondents are fairly well-satisfied, on average. **Differences of fewer than 4 points are not meaningful.** Each rating category under Survey Results reflects average scores on a scale from "very poor" to "excellent". Support

indicates the overall experience with customer service. Value pertains to the quality and extent of the cell service received for the money. Voice refers to the quality and availability of the network for calls. Text refers to the reliability of sending and receiving text messages. Web is a rating of the availability, speed, and reliability of the provider's cell phone internet access. Data service indicates overall experience (e.g., cost, speed, reliability) with the data service. Telemarketing call frequency refers to the provider's passive or active efforts to reduce the number of telemarketing calls to the subscriber.