

2014 Computerworld Mobile Data Service Survey Results

Overall results

AT&T

Sprint

T-Mobile

Verizon Wireless

Average download speed

19.5%	Very satisfied
39.6%	Satisfied
23.3%	Neither sat. nor dissat.
13.2%	Dissatisfied
4.4%	Very dissatisfied

Average download speed

18.0%	Very satisfied
44.4%	Satisfied
24.2%	Neither sat. nor dissat.
10.1%	Dissatisfied
3.4%	Very dissatisfied

Average download speed

13.0%	Very satisfied
30.4%	Satisfied
17.4%	Neither sat. nor dissat.
31.9%	Dissatisfied
7.2%	Very dissatisfied

Average download speed

34.9%	Very satisfied
30.1%	Satisfied
16.9%	Neither sat. nor dissat.
12.0%	Dissatisfied
6.0%	Very dissatisfied

Average download speed

18.5%	Very satisfied
40.6%	Satisfied
26.0%	Neither sat. nor dissat.
11.0%	Dissatisfied
3.9%	Very dissatisfied

Average upload speed

16.4%	Very satisfied
36.0%	Satisfied
31.4%	Neither sat. nor dissat.
11.8%	Dissatisfied
4.3%	Very dissatisfied

Average upload speed

15.2%	Very satisfied
40.4%	Satisfied
30.9%	Neither sat. nor dissat.
11.2%	Dissatisfied
2.2%	Very dissatisfied

Average upload speed

10.1%	Very satisfied
29.0%	Satisfied
29.0%	Neither sat. nor dissat.
20.3%	Dissatisfied
11.6%	Very dissatisfied

Average upload speed

25.3%	Very satisfied
36.1%	Satisfied
22.9%	Neither sat. nor dissat.
10.8%	Dissatisfied
4.8%	Very dissatisfied

Average upload speed

16.5%	Very satisfied
35.0%	Satisfied
34.6%	Neither sat. nor dissat.
10.2%	Dissatisfied
3.5%	Very dissatisfied

Availability of connection

22.4%	Very satisfied
39.9%	Satisfied
17.0%	Neither sat. nor dissat.
13.8%	Dissatisfied
6.4%	Very dissatisfied

Availability of connection

21.3%	Very satisfied
45.5%	Satisfied
17.4%	Neither sat. nor dissat.
14.0%	Dissatisfied
1.7%	Very dissatisfied

Availability of connection

8.7%	Very satisfied
30.4%	Satisfied
14.5%	Neither sat. nor dissat.
29.0%	Dissatisfied
17.4%	Very dissatisfied

Availability of connection

18.1%	Very satisfied
36.1%	Satisfied
21.7%	Neither sat. nor dissat.
12.0%	Dissatisfied
12.0%	Very dissatisfied

Availability of connection

29.5%	Very satisfied
39.4%	Satisfied
16.1%	Neither sat. nor dissat.
10.2%	Dissatisfied
4.7%	Very dissatisfied

Reliability of connection

21.3%	Very satisfied
34.8%	Satisfied
23.8%	Neither sat. nor dissat.
14.0%	Dissatisfied
6.1%	Very dissatisfied

Reliability of connection

18.0%	Very satisfied
38.8%	Satisfied
25.8%	Neither sat. nor dissat.
12.9%	Dissatisfied
4.5%	Very dissatisfied

Reliability of connection

17.4%	Very satisfied
27.5%	Satisfied
15.9%	Neither sat. nor dissat.
26.1%	Dissatisfied
13.0%	Very dissatisfied

Reliability of connection

22.9%	Very satisfied
34.9%	Satisfied
21.7%	Neither sat. nor dissat.
12.0%	Dissatisfied
8.4%	Very dissatisfied

Reliability of connection

24.0%	Very satisfied
34.6%	Satisfied
24.0%	Neither sat. nor dissat.
13.0%	Dissatisfied
4.3%	Very dissatisfied

Performance relative to cost

19.8%	Very satisfied
29.6%	Satisfied
20.6%	Neither sat. nor dissat.
19.5%	Dissatisfied
10.6%	Very dissatisfied

Performance relative to cost

11.8%	Very satisfied
36.0%	Satisfied
23.0%	Neither sat. nor dissat.
21.3%	Dissatisfied
7.9%	Very dissatisfied

Performance relative to cost

17.4%	Very satisfied
26.1%	Satisfied
17.4%	Neither sat. nor dissat.
23.2%	Dissatisfied
15.9%	Very dissatisfied

Performance relative to cost

42.2%	Very satisfied
27.7%	Satisfied
18.1%	Neither sat. nor dissat.
4.8%	Dissatisfied
7.2%	Very dissatisfied

Performance relative to cost

14.2%	Very satisfied
24.8%	Satisfied
23.6%	Neither sat. nor dissat.
23.6%	Dissatisfied
13.8%	Very dissatisfied

Selection of phone models

35.9%	Very satisfied
39.9%	Satisfied
16.7%	Neither sat. nor dissat.
5.4%	Dissatisfied
2.1%	Very dissatisfied

Selection of phone models

39.9%	Very satisfied
37.6%	Satisfied
17.4%	Neither sat. nor dissat.
3.9%	Dissatisfied
1.1%	Very dissatisfied

Selection of phone models

50.7%	Very satisfied
30.4%	Satisfied
11.6%	Neither sat. nor dissat.
2.9%	Dissatisfied
4.3%	Very dissatisfied

Selection of phone models

33.7%	Very satisfied
41.0%	Satisfied
14.5%	Neither sat. nor dissat.
10.8%	Dissatisfied
0.0%	Very dissatisfied

Selection of phone models

33.1%	Very satisfied
43.3%	Satisfied
16.1%	Neither sat. nor dissat.
4.7%	Dissatisfied
2.8%	Very dissatisfied

Technical support

20.1%	Very satisfied
28.1%	Satisfied
37.1%	Neither sat. nor dissat.
8.0%	Dissatisfied
6.7%	Very dissatisfied

Technical support

17.4%	Very satisfied
25.8%	Satisfied
43.3%	Neither sat. nor dissat.
8.4%	Dissatisfied
5.1%	Very dissatisfied

Technical support

20.3%	Very satisfied
29.0%	Satisfied
34.8%	Neither sat. nor dissat.
11.6%	Dissatisfied
4.3%	Very dissatisfied

Technical support

24.1%	Very satisfied
30.1%	Satisfied
33.7%	Neither sat. nor dissat.
7.2%	Dissatisfied
4.8%	Very dissatisfied

Technical support

19.3%	Very satisfied
30.3%	Satisfied
35.4%	Neither sat. nor dissat.
6.3%	Dissatisfied
8.7%	Very dissatisfied

Customer service/billing

19.9%	Very satisfied
36.5%	Satisfied
28.8%	Neither sat. nor dissat.
8.9%	Dissatisfied
5.8%	Very dissatisfied

Customer service/billing

17.4%	Very satisfied
37.6%	Satisfied
29.2%	Neither sat. nor dissat.
7.3%	Dissatisfied
8.4%	Very dissatisfied

Customer service/billing

18.8%	Very satisfied
33.3%	Satisfied
37.7%	Neither sat. nor dissat.
7.2%	Dissatisfied
2.9%	Very dissatisfied

Customer service/billing

32.5%	Very satisfied
32.5%	Satisfied
24.1%	Neither sat. nor dissat.
6.0%	Dissatisfied
4.8%	Very dissatisfied

Customer service/billing

15.4%	Very satisfied
37.8%	Satisfied
29.1%	Neither sat. nor dissat.
11.8%	Dissatisfied
5.9%	Very dissatisfied

Data based on 652 responses to an online survey conducted among Computerworld readers in August through October of 2014.

Due to rounding, percentages do not always add up to 100%.

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