

2015 Computerworld Mobile Data Service Survey Results

Overall results

AT&T

Sprint

T-Mobile

Verizon Wireless

Average download speed

20.0%	Very satisfied
51.3%	Satisfied
19.4%	Neither sat. nor dissat.
7.5%	Dissatisfied
1.8%	Very dissatisfied

Average download speed

14.3%	Very satisfied
51.0%	Satisfied
23.6%	Neither sat. nor dissat.
8.1%	Dissatisfied
3.1%	Very dissatisfied

Average download speed

16.5%	Very satisfied
40.5%	Satisfied
25.3%	Neither sat. nor dissat.
15.2%	Dissatisfied
2.5%	Very dissatisfied

Average download speed

28.2%	Very satisfied
55.0%	Satisfied
12.2%	Neither sat. nor dissat.
3.8%	Dissatisfied
0.8%	Very dissatisfied

Average download speed

18.9%	Very satisfied
56.5%	Satisfied
16.4%	Neither sat. nor dissat.
7.3%	Dissatisfied
0.9%	Very dissatisfied

Average upload speed

16.2%	Very satisfied
46.8%	Satisfied
28.6%	Neither sat. nor dissat.
6.6%	Dissatisfied
1.8%	Very dissatisfied

Average upload speed

10.4%	Very satisfied
42.1%	Satisfied
36.3%	Neither sat. nor dissat.
8.1%	Dissatisfied
3.1%	Very dissatisfied

Average upload speed

15.2%	Very satisfied
35.4%	Satisfied
32.9%	Neither sat. nor dissat.
11.4%	Dissatisfied
5.1%	Very dissatisfied

Average upload speed

26.7%	Very satisfied
50.4%	Satisfied
19.1%	Neither sat. nor dissat.
3.8%	Dissatisfied
0.0%	Very dissatisfied

Average upload speed

14.8%	Very satisfied
52.4%	Satisfied
26.5%	Neither sat. nor dissat.
5.7%	Dissatisfied
0.6%	Very dissatisfied

Availability of connection

23.6%	Very satisfied
46.3%	Satisfied
15.7%	Neither sat. nor dissat.
10.9%	Dissatisfied
3.4%	Very dissatisfied

Availability of connection

18.1%	Very satisfied
48.3%	Satisfied
19.3%	Neither sat. nor dissat.
11.2%	Dissatisfied
3.1%	Very dissatisfied

Availability of connection

13.9%	Very satisfied
34.2%	Satisfied
17.7%	Neither sat. nor dissat.
22.8%	Dissatisfied
11.4%	Very dissatisfied

Availability of connection

19.8%	Very satisfied
38.9%	Satisfied
22.1%	Neither sat. nor dissat.
14.5%	Dissatisfied
4.6%	Very dissatisfied

Availability of connection

31.5%	Very satisfied
49.2%	Satisfied
10.4%	Neither sat. nor dissat.
7.9%	Dissatisfied
0.9%	Very dissatisfied

Reliability of connection

23.3%	Very satisfied
41.8%	Satisfied
20.8%	Neither sat. nor dissat.
10.7%	Dissatisfied
3.3%	Very dissatisfied

Reliability of connection

17.0%	Very satisfied
42.9%	Satisfied
25.1%	Neither sat. nor dissat.
10.8%	Dissatisfied
4.2%	Very dissatisfied

Reliability of connection

22.8%	Very satisfied
22.8%	Satisfied
21.5%	Neither sat. nor dissat.
25.3%	Dissatisfied
7.6%	Very dissatisfied

Reliability of connection

23.7%	Very satisfied
38.9%	Satisfied
20.6%	Neither sat. nor dissat.
12.2%	Dissatisfied
4.6%	Very dissatisfied

Reliability of connection

26.5%	Very satisfied
48.6%	Satisfied
16.1%	Neither sat. nor dissat.
7.9%	Dissatisfied
0.9%	Very dissatisfied

Performance relative to cost

21.3%	Very satisfied
33.6%	Satisfied
21.4%	Neither sat. nor dissat.
19.1%	Dissatisfied
4.7%	Very dissatisfied

Performance relative to cost

10.8%	Very satisfied
31.7%	Satisfied
29.0%	Neither sat. nor dissat.
22.4%	Dissatisfied
6.2%	Very dissatisfied

Performance relative to cost

29.1%	Very satisfied
26.6%	Satisfied
12.7%	Neither sat. nor dissat.
24.1%	Dissatisfied
7.6%	Very dissatisfied

Performance relative to cost

39.7%	Very satisfied
37.4%	Satisfied
13.7%	Neither sat. nor dissat.
8.4%	Dissatisfied
0.8%	Very dissatisfied

Performance relative to cost

11.4%	Very satisfied
36.6%	Satisfied
24.6%	Neither sat. nor dissat.
22.7%	Dissatisfied
4.7%	Very dissatisfied

Selection of phone models

37.4%	Very satisfied
41.5%	Satisfied
14.7%	Neither sat. nor dissat.
4.7%	Dissatisfied
1.7%	Very dissatisfied

Selection of phone models

30.1%	Very satisfied
49.4%	Satisfied
15.4%	Neither sat. nor dissat.
4.2%	Dissatisfied
0.8%	Very dissatisfied

Selection of phone models

49.4%	Very satisfied
31.6%	Satisfied
12.7%	Neither sat. nor dissat.
2.5%	Dissatisfied
3.8%	Very dissatisfied

Selection of phone models

45.8%	Very satisfied
35.1%	Satisfied
13.0%	Neither sat. nor dissat.
3.8%	Dissatisfied
2.3%	Very dissatisfied

Selection of phone models

37.9%	Very satisfied
40.7%	Satisfied
13.6%	Neither sat. nor dissat.
6.0%	Dissatisfied
1.9%	Very dissatisfied

Technical support

21.4%	Very satisfied
33.1%	Satisfied
34.3%	Neither sat. nor dissat.
8.5%	Dissatisfied
2.8%	Very dissatisfied

Technical support

14.7%	Very satisfied
34.0%	Satisfied
39.4%	Neither sat. nor dissat.
8.5%	Dissatisfied
3.5%	Very dissatisfied

Technical support

27.8%	Very satisfied
22.8%	Satisfied
30.4%	Neither sat. nor dissat.
16.5%	Dissatisfied
2.5%	Very dissatisfied

Technical support

32.1%	Very satisfied
38.2%	Satisfied
22.9%	Neither sat. nor dissat.
6.9%	Dissatisfied
0.0%	Very dissatisfied

Technical support

18.0%	Very satisfied
34.4%	Satisfied
37.2%	Neither sat. nor dissat.
6.9%	Dissatisfied
3.5%	Very dissatisfied

Customer service/billing

21.1%	Very satisfied
41.3%	Satisfied
25.7%	Neither sat. nor dissat.
7.9%	Dissatisfied
3.9%	Very dissatisfied

Customer service/billing

12.7%	Very satisfied
42.9%	Satisfied
30.5%	Neither sat. nor dissat.
9.7%	Dissatisfied
4.2%	Very dissatisfied

Customer service/billing

25.3%	Very satisfied
36.7%	Satisfied
25.3%	Neither sat. nor dissat.
5.1%	Dissatisfied
7.6%	Very dissatisfied

Customer service/billing

39.7%	Very satisfied
35.9%	Satisfied
16.8%	Neither sat. nor dissat.
4.6%	Dissatisfied
3.1%	Very dissatisfied

Customer service/billing

13.6%	Very satisfied
43.2%	Satisfied
30.3%	Neither sat. nor dissat.
10.1%	Dissatisfied
2.8%	Very dissatisfied

Data based on 870 responses to an online survey conducted among Computerworld readers in June through August of 2015.

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

© 2016 Computerworld