

2016 Computerworld Mobile Data Service Survey Results

Overall results

AT&T

Sprint

T-Mobile

Verizon Wireless

Availability of connection

32.8%	Very satisfied
46.0%	Satisfied
14.4%	Neither sat. nor dissat.
4.9%	Dissatisfied
1.9%	Very dissatisfied

Availability of connection

26.5%	Very satisfied
46.2%	Satisfied
16.7%	Neither sat. nor dissat.
8.3%	Dissatisfied
2.3%	Very dissatisfied

Availability of connection

25.6%	Very satisfied
43.6%	Satisfied
23.1%	Neither sat. nor dissat.
7.7%	Dissatisfied
0.0%	Very dissatisfied

Availability of connection

25.4%	Very satisfied
52.4%	Satisfied
12.7%	Neither sat. nor dissat.
9.5%	Dissatisfied
0.0%	Very dissatisfied

Availability of connection

43.6%	Very satisfied
43.6%	Satisfied
11.0%	Neither sat. nor dissat.
1.1%	Dissatisfied
0.6%	Very dissatisfied

Reliability of connection

31.3%	Very satisfied
43.5%	Satisfied
16.3%	Neither sat. nor dissat.
7.2%	Dissatisfied
1.6%	Very dissatisfied

Reliability of connection

26.5%	Very satisfied
40.2%	Satisfied
20.5%	Neither sat. nor dissat.
11.4%	Dissatisfied
1.5%	Very dissatisfied

Reliability of connection

33.3%	Very satisfied
38.5%	Satisfied
17.9%	Neither sat. nor dissat.
7.7%	Dissatisfied
2.6%	Very dissatisfied

Reliability of connection

19.0%	Very satisfied
55.6%	Satisfied
14.3%	Neither sat. nor dissat.
11.1%	Dissatisfied
0.0%	Very dissatisfied

Reliability of connection

40.9%	Very satisfied
41.4%	Satisfied
12.2%	Neither sat. nor dissat.
5.0%	Dissatisfied
0.6%	Very dissatisfied

Average download speed

26.6%	Very satisfied
44.5%	Satisfied
18.6%	Neither sat. nor dissat.
8.2%	Dissatisfied
2.1%	Very dissatisfied

Average download speed

20.5%	Very satisfied
44.7%	Satisfied
22.0%	Neither sat. nor dissat.
10.6%	Dissatisfied
2.3%	Very dissatisfied

Average download speed

20.5%	Very satisfied
48.7%	Satisfied
17.9%	Neither sat. nor dissat.
12.8%	Dissatisfied
0.0%	Very dissatisfied

Average download speed

34.9%	Very satisfied
38.1%	Satisfied
20.6%	Neither sat. nor dissat.
6.3%	Dissatisfied
0.0%	Very dissatisfied

Average download speed

27.1%	Very satisfied
50.3%	Satisfied
14.9%	Neither sat. nor dissat.
6.6%	Dissatisfied
1.1%	Very dissatisfied

Average upload speed

20.4%	Very satisfied
44.3%	Satisfied
26.0%	Neither sat. nor dissat.
7.0%	Dissatisfied
2.3%	Very dissatisfied

Average upload speed

14.4%	Very satisfied
43.2%	Satisfied
28.0%	Neither sat. nor dissat.
12.1%	Dissatisfied
2.3%	Very dissatisfied

Average upload speed

15.4%	Very satisfied
53.8%	Satisfied
23.1%	Neither sat. nor dissat.
7.7%	Dissatisfied
0.0%	Very dissatisfied

Average upload speed

27.0%	Very satisfied
42.9%	Satisfied
20.6%	Neither sat. nor dissat.
9.5%	Dissatisfied
0.0%	Very dissatisfied

Average upload speed

19.9%	Very satisfied
48.6%	Satisfied
26.0%	Neither sat. nor dissat.
3.9%	Dissatisfied
1.7%	Very dissatisfied

Performance relative to cost

23.7%	Very satisfied
34.6%	Satisfied
22.7%	Neither sat. nor dissat.
13.6%	Dissatisfied
5.4%	Very dissatisfied

Performance relative to cost

11.4%	Very satisfied
35.6%	Satisfied
26.5%	Neither sat. nor dissat.
18.9%	Dissatisfied
7.6%	Very dissatisfied

Performance relative to cost

15.4%	Very satisfied
48.7%	Satisfied
20.5%	Neither sat. nor dissat.
12.8%	Dissatisfied
2.6%	Very dissatisfied

Performance relative to cost

39.7%	Very satisfied
31.7%	Satisfied
17.5%	Neither sat. nor dissat.
9.5%	Dissatisfied
1.6%	Very dissatisfied

Performance relative to cost

17.7%	Very satisfied
32.6%	Satisfied
27.6%	Neither sat. nor dissat.
15.5%	Dissatisfied
6.6%	Very dissatisfied

Selection of phone models

35.7%	Very satisfied
37.7%	Satisfied
19.2%	Neither sat. nor dissat.
4.5%	Dissatisfied
2.9%	Very dissatisfied

Selection of phone models

37.1%	Very satisfied
40.2%	Satisfied
18.2%	Neither sat. nor dissat.
2.3%	Dissatisfied
2.3%	Very dissatisfied

Selection of phone models

38.5%	Very satisfied
46.2%	Satisfied
15.4%	Neither sat. nor dissat.
0.0%	Dissatisfied
0.0%	Very dissatisfied

Selection of phone models

39.7%	Very satisfied
31.7%	Satisfied
25.4%	Neither sat. nor dissat.
3.2%	Dissatisfied
0.0%	Very dissatisfied

Selection of phone models

38.7%	Very satisfied
37.6%	Satisfied
12.2%	Neither sat. nor dissat.
7.7%	Dissatisfied
3.9%	Very dissatisfied

Technical support

21.4%	Very satisfied
37.7%	Satisfied
32.4%	Neither sat. nor dissat.
5.2%	Dissatisfied
3.3%	Very dissatisfied

Technical support

15.9%	Very satisfied
41.7%	Satisfied
31.8%	Neither sat. nor dissat.
7.6%	Dissatisfied
3.0%	Very dissatisfied

Technical support

15.4%	Very satisfied
41.0%	Satisfied
30.8%	Neither sat. nor dissat.
2.6%	Dissatisfied
10.3%	Very dissatisfied

Technical support

28.6%	Very satisfied
42.9%	Satisfied
25.4%	Neither sat. nor dissat.
3.2%	Dissatisfied
0.0%	Very dissatisfied

Technical support

24.3%	Very satisfied
37.0%	Satisfied
33.1%	Neither sat. nor dissat.
3.9%	Dissatisfied
1.7%	Very dissatisfied

Customer service/billing

23.5%	Very satisfied
38.1%	Satisfied
26.6%	Neither sat. nor dissat.
7.4%	Dissatisfied
4.3%	Very dissatisfied

Customer service/billing

13.6%	Very satisfied
43.2%	Satisfied
25.8%	Neither sat. nor dissat.
12.9%	Dissatisfied
4.5%	Very dissatisfied

Customer service/billing

15.4%	Very satisfied
38.5%	Satisfied
35.9%	Neither sat. nor dissat.
5.1%	Dissatisfied
5.1%	Very dissatisfied

Customer service/billing

31.7%	Very satisfied
38.1%	Satisfied
20.6%	Neither sat. nor dissat.
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Customer service/billing

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37.0%	Satisfied
30.9%	Neither sat. nor dissat.
4.4%	Dissatisfied
3.9%	Very dissatisfied

Data based on 485 responses to an online survey conducted among Computerworld readers June 9 through Sept. 1, 2016.

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

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