



J.D. Power Ranks AT&T No. 1 in Customer Satisfaction for Large Enterprise Business Wireline Service

Wins Large Enterprise for Fifth Straight Year

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What's the news? -- AT&T* is tops in customer satisfaction for business wireline service delivered to large enterprise customers for the fifth straight year in the [J.D. Power Business Wireline Satisfaction](#) study¹ released today. The survey follows the J.D. Power top ranking for AT&T for customer satisfaction in wireless services for [large enterprise and medium businesses](#) last year.

How was the survey conducted? J.D. Power surveyed more than 1,700 large enterprise wireline telecommunications customers with any combination of voice and data products. AT&T was singled out with the highest ranking in key areas such as customer service, cost of service, communications, and sales representatives and account executives.

Why is this important? Connectivity is key to success with customers and employees among businesses. For large enterprises in particular, connectivity is the heartbeat of everyday operations and enables them to operate with agility, simplicity, and speed that are the keys to success. The technology they choose and the team supporting it should be just as agile, able to understand industry-specific demands, and appreciate the unique value they offer to end-customers.

What sets AT&T apart? AT&T has a long history of putting customers first and has been on a multi-year journey to find new ways to serve them faster and smarter. Through significant investments in our Customer Service & Operations team, we've automated and streamlined ordering, delivery, and installation of solutions; we've implemented predictive analytics that utilize artificial intelligence (AI) and machine learning (ML) to proactively identify problems before they become an issue; we've integrated industry-leading platforms to offer more comprehensive solutions; and we've provided more ways to connect with service and support than ever.



What are people saying?

“This recognition demonstrates our continued, dedicated focus on improving customer service and our obsession with to delivering excellence and impact for our customers through integrated, innovative, connectivity solutions that harness the power of fiber and wireline technologies,” said Rick Welday, executive vice president and general manager, Enterprise Markets, AT&T. “We’re honored that our large enterprise customers have again ranked us the highest in customer satisfaction for business wireline and we continue to work hard to earn their trust.”

¹ AT&T received the highest score among large enterprises in the J.D. Power 2018-2022 U.S. Business Wireline Satisfaction Studies of customers’ satisfaction with their business wireline data and voice service provider. Visit [jdpower.com/awards](https://www.jdpower.com/awards) for more details

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