

## The Results Are In: Customers Say AT&T Internet is the Best... AGAIN

### *AT&T Is Ranked #1 in Customer Satisfaction for Residential Internet Service*

DALLAS – AT&T customers have yet another reason to humble brag and that's because we just earned another J.D. Power win! That's right. We're #1 in Customer Satisfaction for Residential Internet Service in the South and North Central regions.

What's even more exciting is that this isn't our first win. This award marks the fourth year in a row that you defined AT&T Internet as the best in the South, and the second year in a row that you've rated us for the number one spot in the North Central region. Study results showed that our cost of service, communications and promotions, and billing and payment options continue to be favorites within these regions.

"Customers always call-in to ask how our Internet services compare to other providers," said Brandon Long, AT&T Customer Care Sales Consultant in Charlotte, North Carolina. "Yet with so many options, they see our value and choose to do business with us year-after-year. That means a lot."

As much as we appreciate these back-to-back wins, we're not stopping here. There is always room to reach more people and take our network and services to the next level.

"I have installed fiber for hundreds of customers throughout the pandemic and understand, first-hand, how reliable Internet service can be critical in sustaining their livelihood," said Philip Richardson, AT&T Field Technician in Chicago, Illinois. "That is a major responsibility that we don't take lightly, so we're always looking for ways to improve our services."

To continue delivering a quality experience, our team is making customer-focused changes, unlike any we've made before, to help ensure every aspect of our service is top-tier, at all times. Some of our most recent enhancements include:

**Speed and Value:** There's our fan-favorite, 1 Gig,<sup>1</sup> with AT&T FIBER®, for those who want the fastest speed (25x faster upload speeds than cable<sup>2</sup>) and premium entertainment with HBO Max included, for the best price value. We also offer 500 Mbps – great for multiple devices, binge watching and remote working and learning. And finally, the 300 Mbps plan is the fastest entry speed compared to major cable providers. All these AT&T FIBER plans offer unlimited data as well.

**Next-gen Technology:** We also offer customers easy-to-use, Wi-Fi equipment on the latest Wi-Fi technology.<sup>3</sup> The AT&T Wi-Fi Gateway and Wi-Fi Extender are Wi-Fi 6 and Tri-Band-enabled to deliver outstanding speed and coverage, so more devices can connect to the network. And unlike the boxy equipment of the past, our newest gateway and extender are sleek and fit into any aesthetic.

**Security:** In addition to speed, security features have never been more important to our customers. With AT&T Internet Security with ActiveArmor, you don't have to skimp on protection. AT&T FIBER

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<sup>1</sup> Internet speed claims represent maximum network service capability speeds and based on wired connection to gateway. 1GIG speeds avail. to new customers with our latest router ("BGW320") and correct setup. Actual customer speeds may vary based on a number of factors and are not guaranteed. For more information, go to [www.att.com/speed101](http://www.att.com/speed101).

<sup>2</sup> Comparison of Internet 1000 wired upload connection speed to Xfinity, Spectrum & COX 1Gig and 1.2Gig service with uploads of 35 Mbps.

<sup>3</sup> Subject to availability. Optimal performance requires Wi-Fi 6 enabled devices

customers are protected with features like weak password detection, suspicious device blocking, sensitive data protection, intrusion blocking, safe browsing, home network vulnerability scan, and denial of service – at no additional cost.<sup>4</sup>

**Convenience:** Eligible customers can quickly set-up your AT&T internet service with our self-installation kits, and if you're in a hurry, you may be eligible for next-day delivery. You can also use "Guest Mode" which allows you to start browsing the Internet without needing to log on first.

**Personalization:** With the Smart Home Manager app, you can quickly and easily set up your Internet service, troubleshoot issues, set and change your Wi-Fi passwords, and manage your home Wi-Fi network and security settings from a device of your choice.

"AT&T is hyper-focused on providing customers with a fast, reliable connection and quality internet experience," said Rick Weldon, executive vice president and general manager of AT&T Broadband. "This continued recognition demonstrates our employees' hard work to keep serving our customers well. We are constantly looking for ways to enhance our products and services and can't wait to bring more value to our customers."

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<sup>4</sup> Guards against known threats only. Compatible gateway and Smart Home Manager app req'd. Security features must be enabled. Blocks known threats only. Customers can override blocking; no warning given for overridden sites. May not protect against user-authorized access to home network.