

# Cell phones & services

Ratings <small>(As of December 2017)</small>		Survey Results							
		Worse.....Better							
Reader score	Brand	Value	Data	Voice	Text	Web problems	Telemarketing call frequency	Customer support	
<b>89</b>	Consumer Cellular	⬆️	⬆️	⬇️	⬆️	⬆️	⬆️	⬆️	
<b>88</b>	Project Fi (Google)	⬆️	⬆️	⬇️	⬆️	⬆️	⬆️	⬆️	
<b>88</b>	Ting	⬆️	⬆️	⬇️	⬇️	⬆️	⬆️	⬆️	
<b>86</b>	Republic Wireless	⬆️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	
<b>84</b>	Cricket	⬆️	⬆️	⬇️	⬇️	⬇️	⬇️	⬇️	
<b>84</b>	Page Plus Cellular	⬆️	⬇️	⬆️	⬇️	-	⬆️	-	
<b>82</b>	Boost Mobile	⬆️	⬇️	⬇️	⬇️	⬇️	⬇️	-	
<b>82</b>	Cellcom	⬇️	⬆️	⬇️	⬇️	-	⬇️	-	
<b>82</b>	TracFone	⬆️	⬇️	⬆️	⬆️	⬇️	⬆️	⬇️	
<b>81</b>	Straight Talk	⬆️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	
<b>80</b>	MetroPCS	⬆️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	
<b>79</b>	Credo Mobile	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	⬆️	
<b>78</b>	Great Call (Jitterbug)	⬇️	⬇️	⬆️	⬆️	-	⬆️	⬆️	
<b>78</b>	Net10	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	-	
<b>78</b>	T-Mobile	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	⬇️	

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77	Virgin Mobile	↓	↓	↓	↑	↓	↑↑	↓	
77	U.S. Cellular	↓	↓	↓	↓	↓	↓	↓	
73	Verizon Wireless	↓↓	↓	↓	↓	↓	↓	↓	
70	AT&T	↓↓	↓	↓	↓	↓	↓	↓	
70	Sprint	↓	↓	↓↓	↓	↓↓	↓	↓↓	

Scores are based on ratings from 119,772 Consumer Reports subscribers reporting on experiences with their current cell phone service provider as of Summer 2017. **Reader Score** reflects overall satisfaction with the provider's cell service. A score of 100 would mean all respondents are completely satisfied; 80, that respondents are very satisfied on average; and 60, that respondents are somewhat satisfied, on average. **Differences of fewer than 5 points are not meaningful.** Each rating category under Survey Results reflects average scores on a scale from "very poor" to "excellent." **Value** pertains to the quality and extent of the cell service received for the money. **Data** service indicates overall experience (e.g., cost, speed, reliability) with the data service. **Voice** refers to the quality and availability of the network for calls. **Text** refers to the reliability of sending and receiving text messages. **Web** is a rating of the availability, speed, and reliability of the provider's cell phone internet access. **Telemarketing** call frequency refers to the provider's passive or active efforts to reduce the number of telemarketing calls to the subscriber. **Support** indicates the overall experience with customer service. '—' indicates insufficient data. Findings reflect the experiences of our readers, not necessarily those of the general US population.