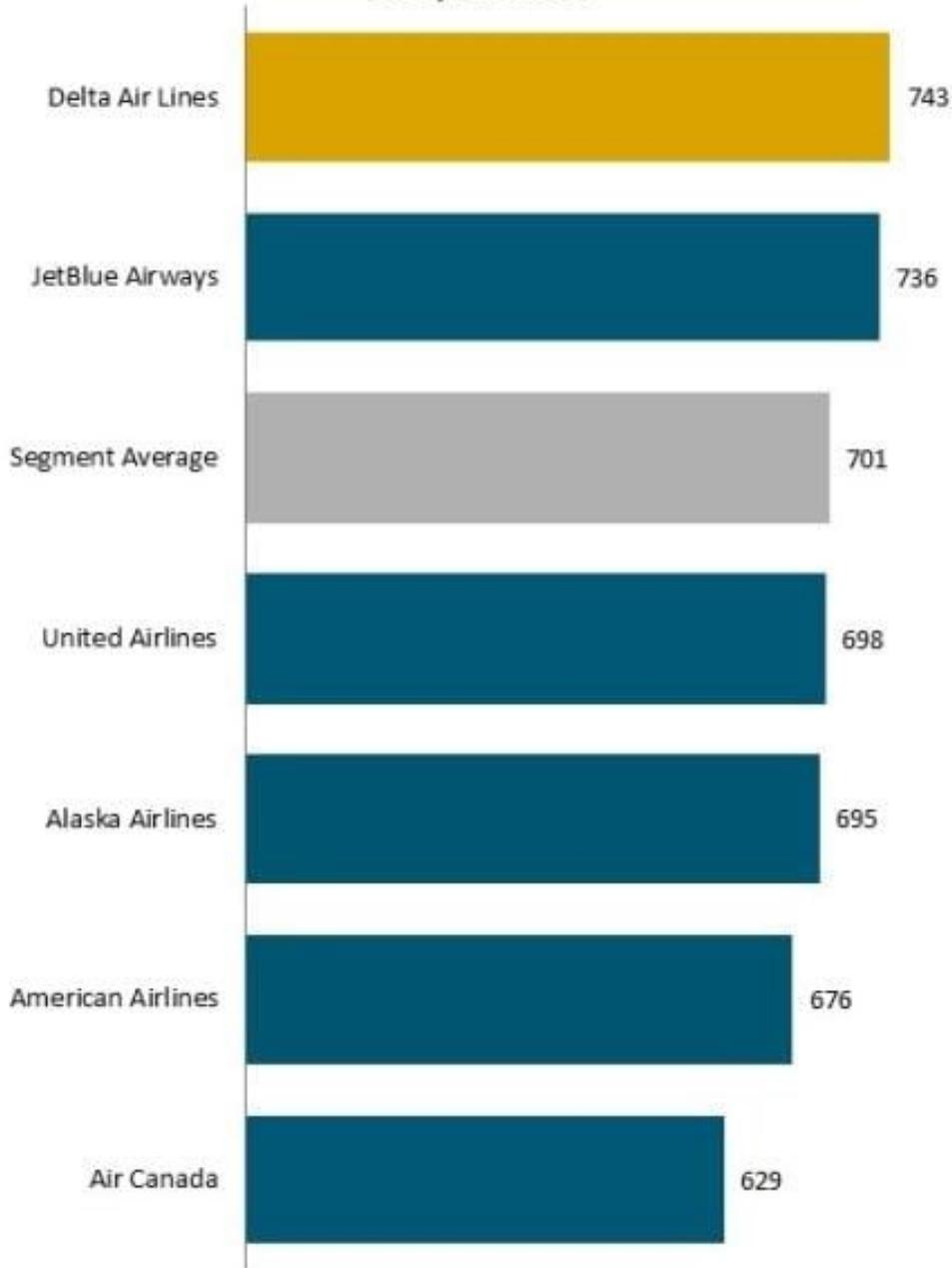


J.D. Power 2024 North America Airline Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

First/Business



Source: J.D. Power 2024 North America Airline Satisfaction StudySM

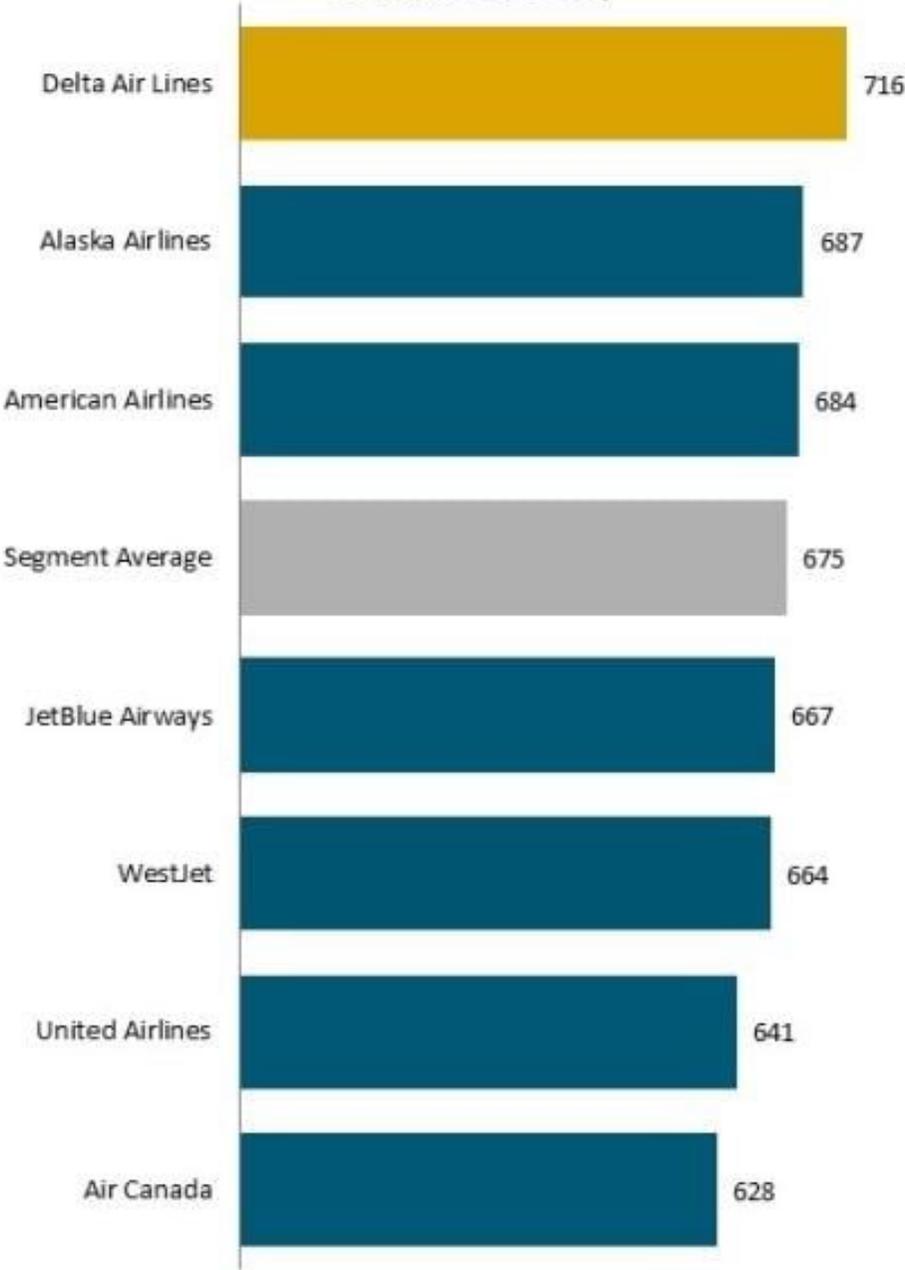
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J.D. Power 2024 North America Airline Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Premium Economy



Source: J.D. Power 2024 North America Airline Satisfaction StudySM

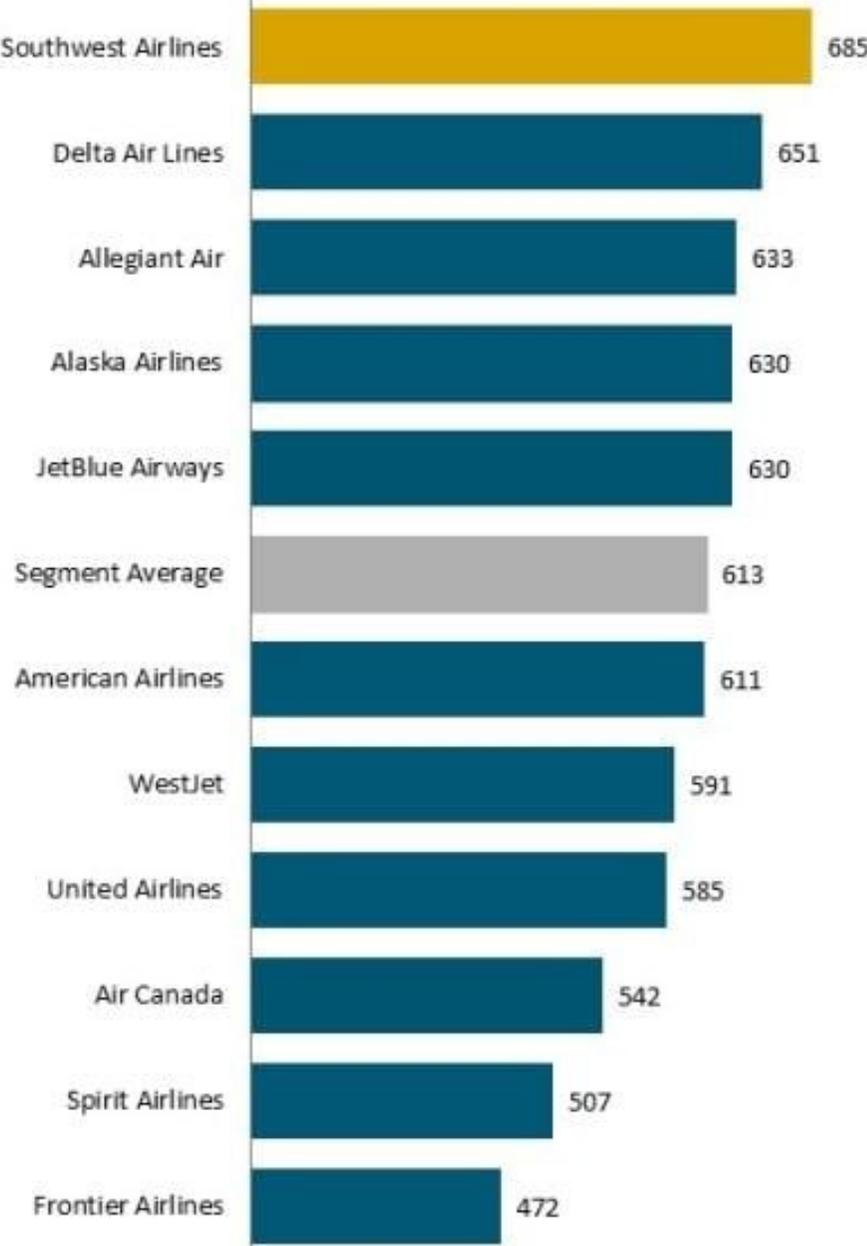
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J.D. Power 2024 North America Airline Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Economy/Basic Economy



Source: J.D. Power 2024 North America Airline Satisfaction StudySM

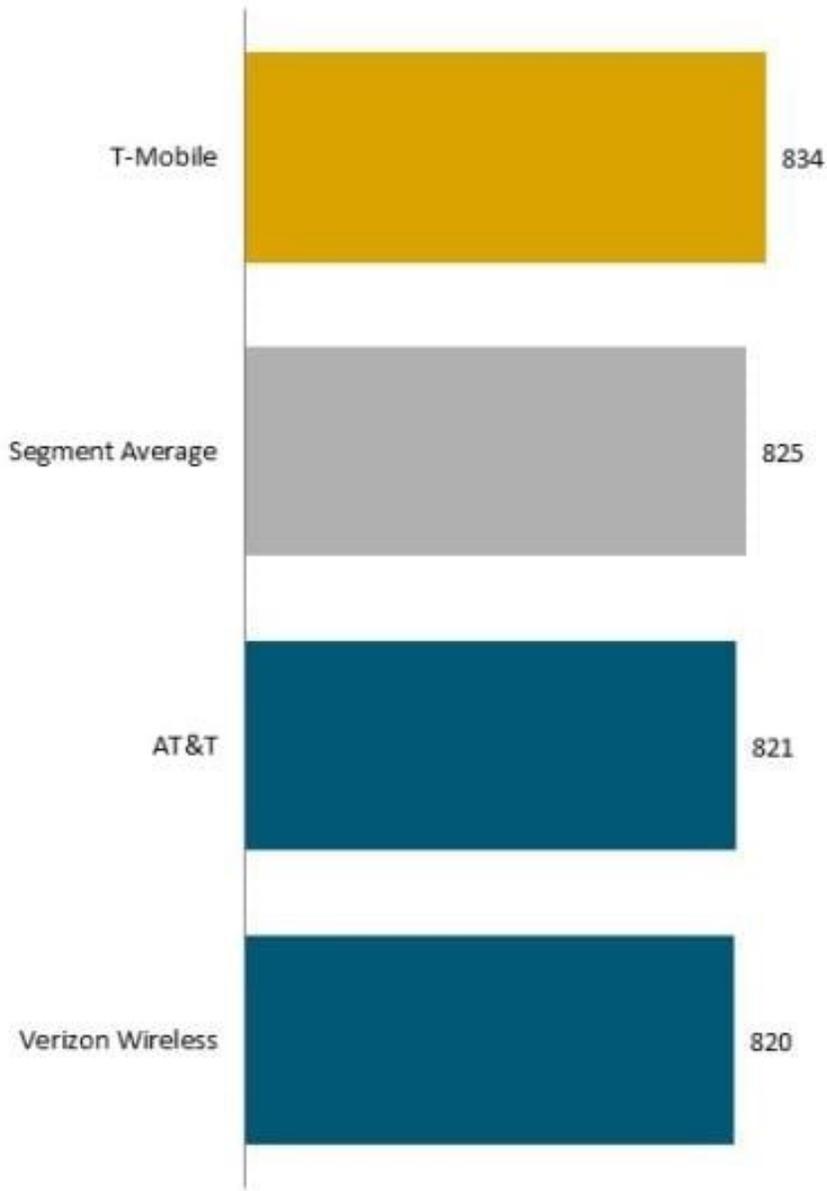
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J.D. Power 2024 U.S. Wireless Customer Care StudySM – Volume 1

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Mobile Network Operators



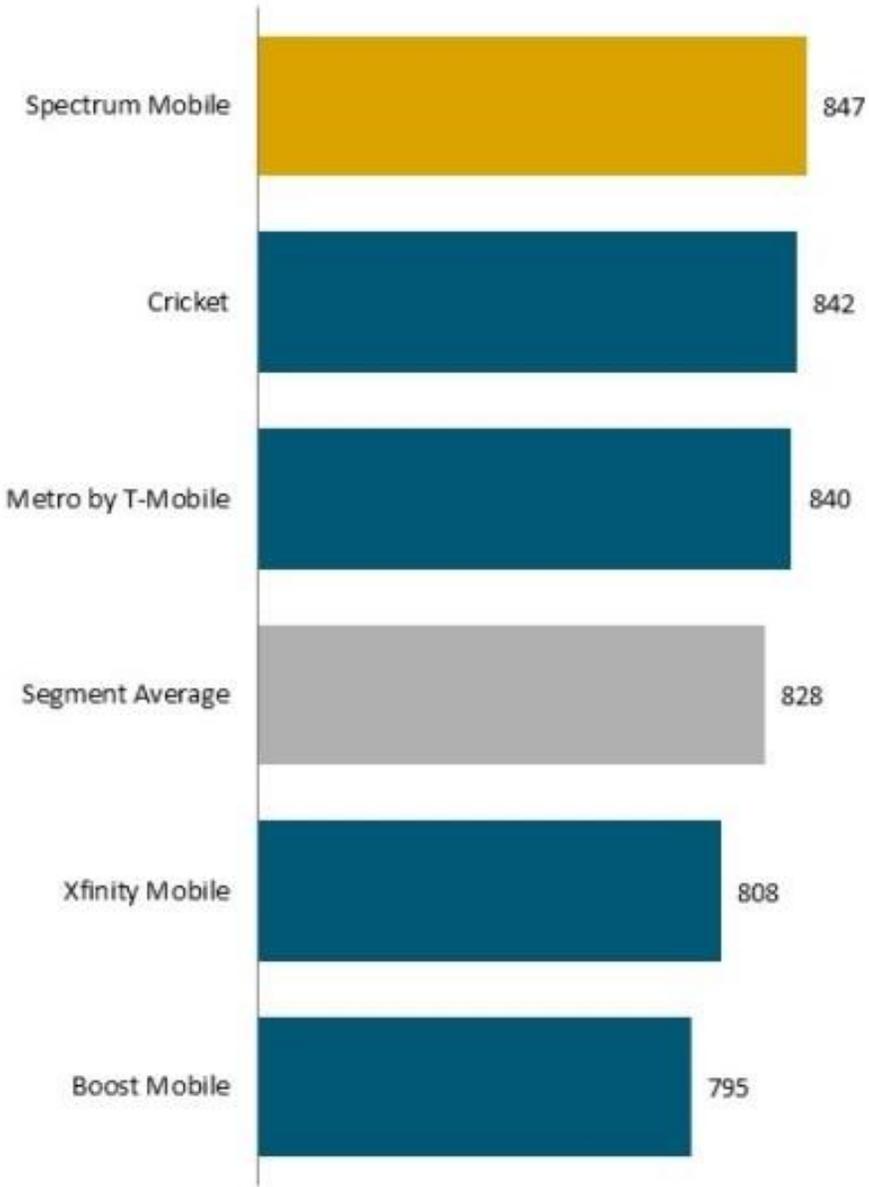
Source: J.D. Power 2024 U.S. Wireless Customer Care StudySM – Volume 1

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J.D. Power 2024 U.S. Wireless Customer Care StudySM – Volume 1

Overall Customer Satisfaction Index Ranking *(Based on a 1,000-point scale)*

Full-Service Mobile Virtual Network Operators



Source: J.D. Power 2024 U.S. Wireless Customer Care StudySM – Volume 1

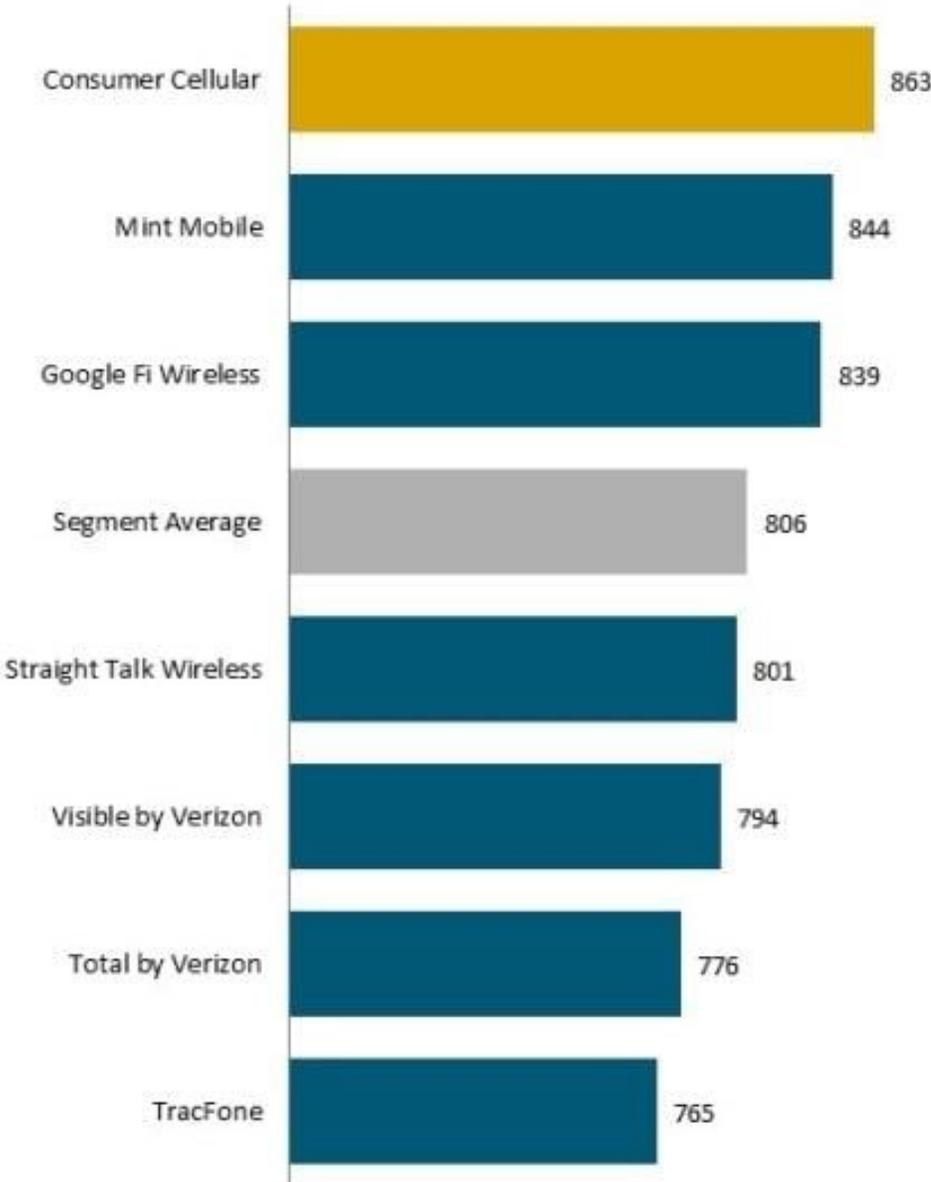
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J.D. Power 2024 U.S. Wireless Customer Care StudySM – Volume 1

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Value Mobile Virtual Network Operators



Source: J.D. Power 2024 U.S. Wireless Customer Care StudySM – Volume 1

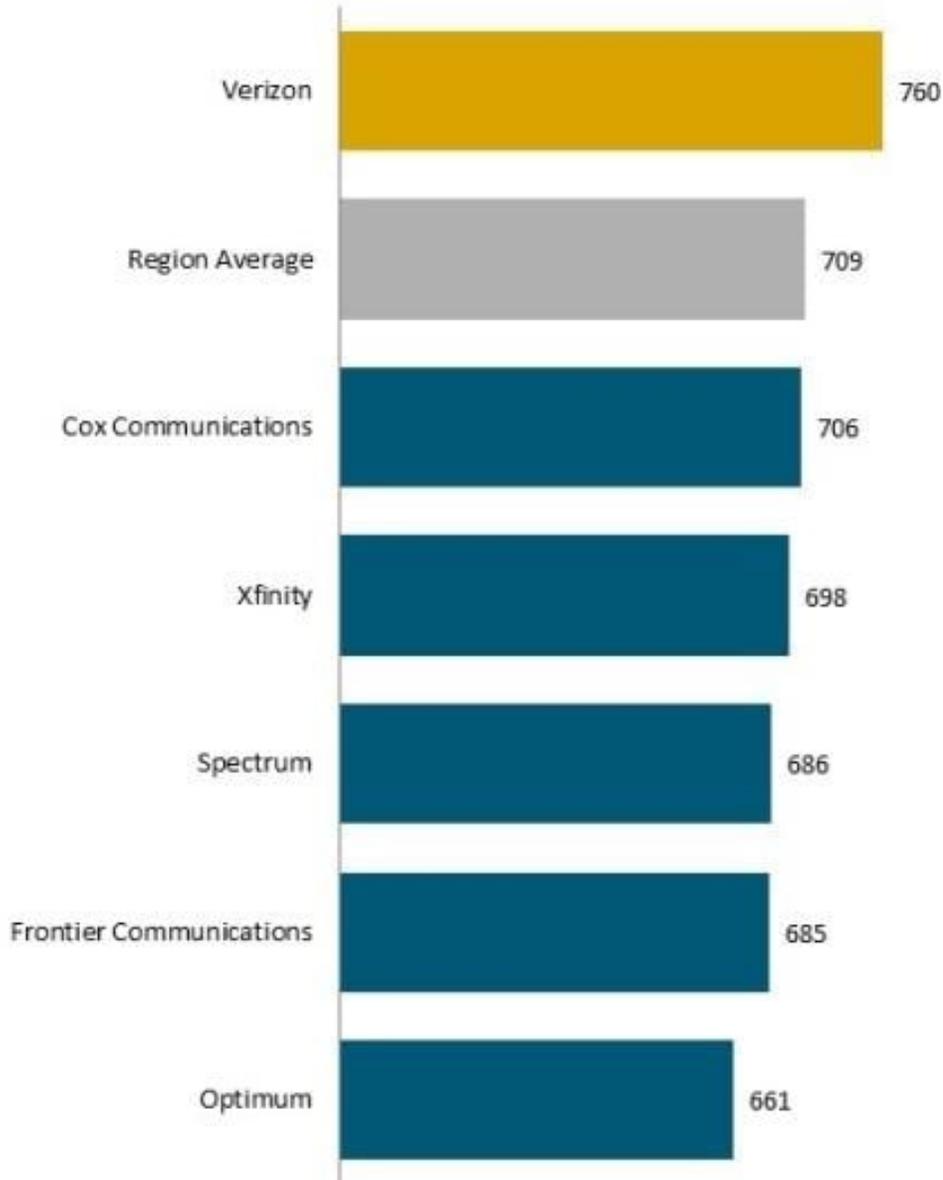
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J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

East



Note: East includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, Washington, D.C. and West Virginia.

Source: J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

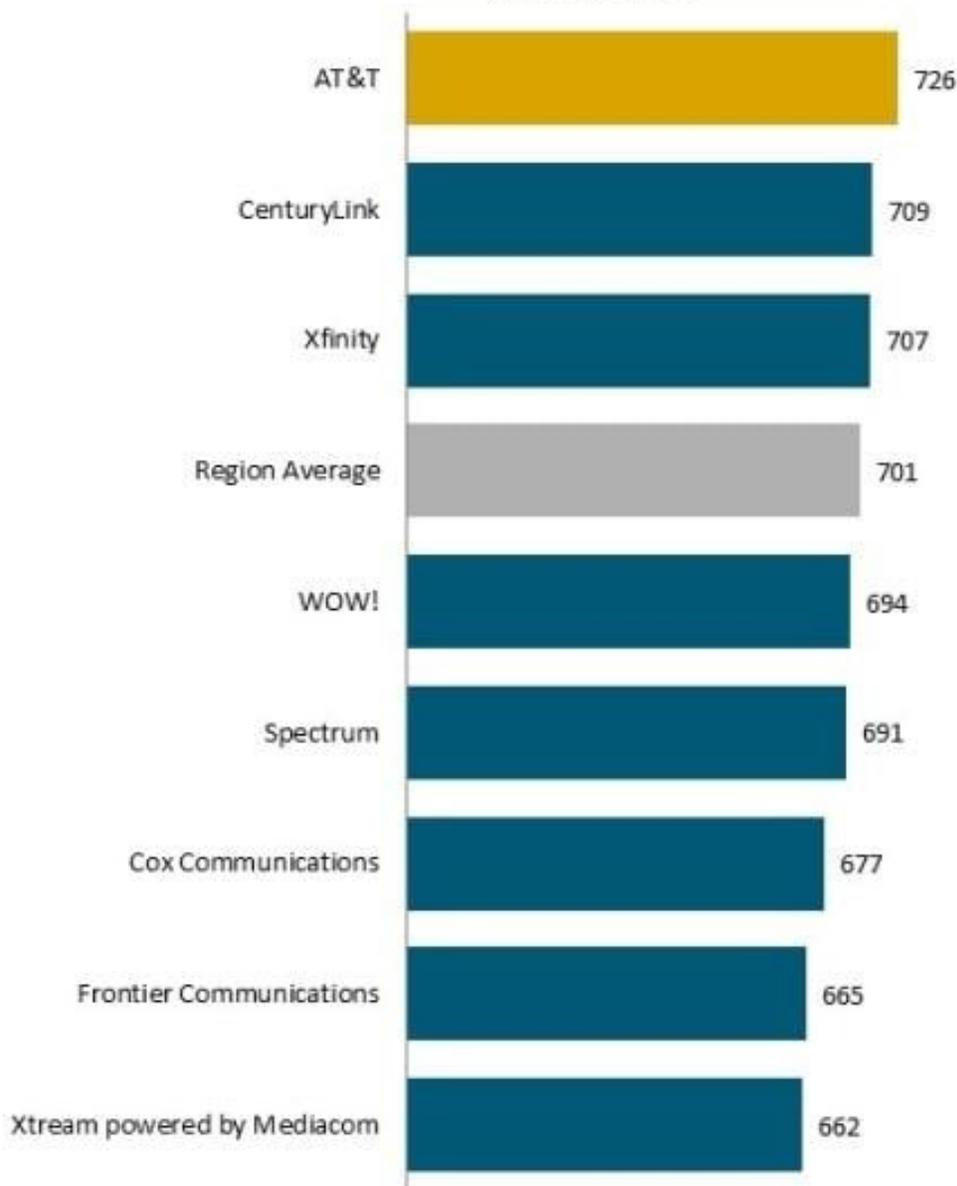
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J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

North Central



Note: North Central includes Illinois, Indiana, Iowa, Michigan, Minnesota, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin.

Source: J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

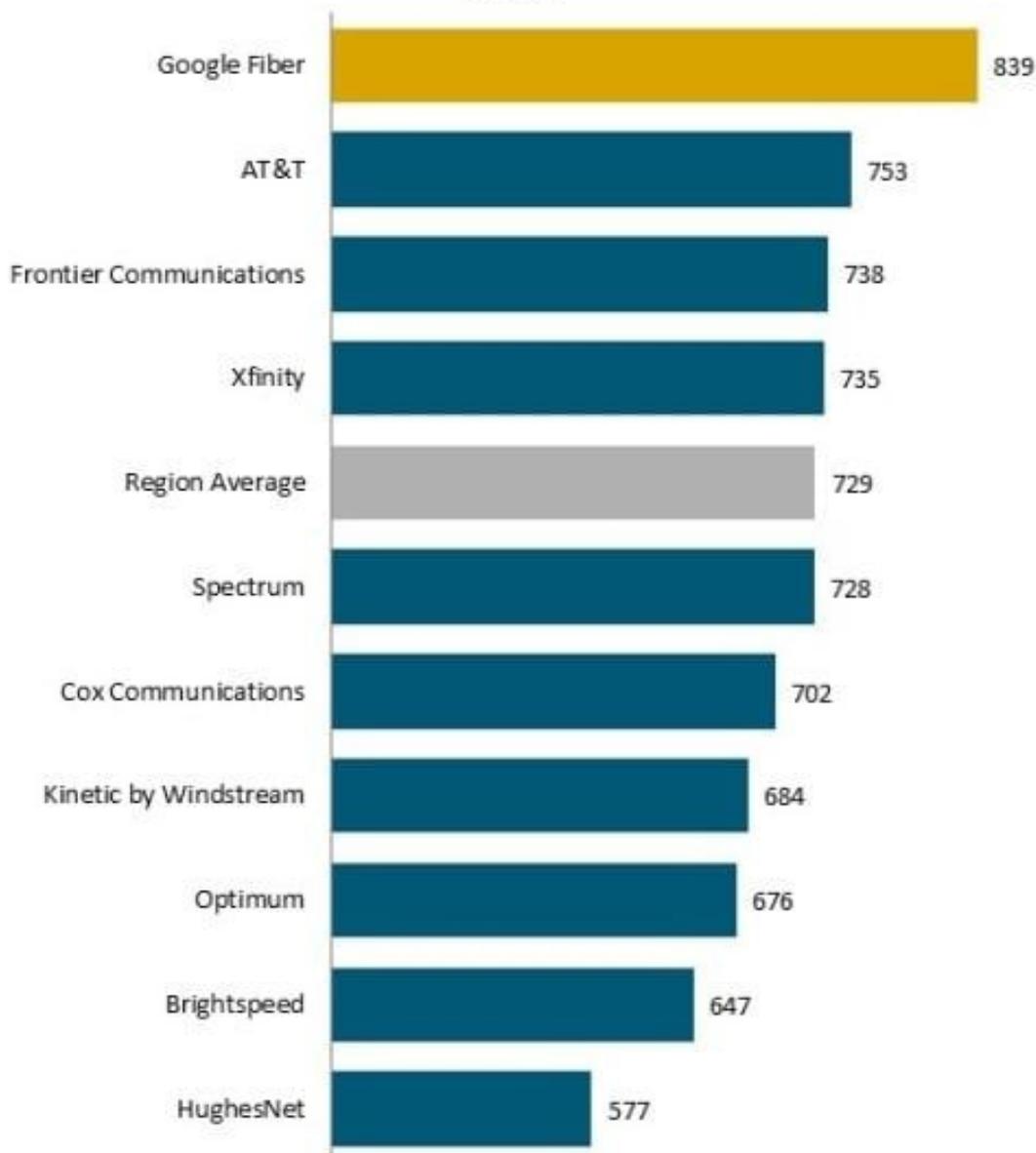
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J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

South



Note: South includes Alabama, Arkansas, Florida, Georgia, Kansas, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, Oklahoma, South Carolina, Tennessee and Texas.

Source: J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

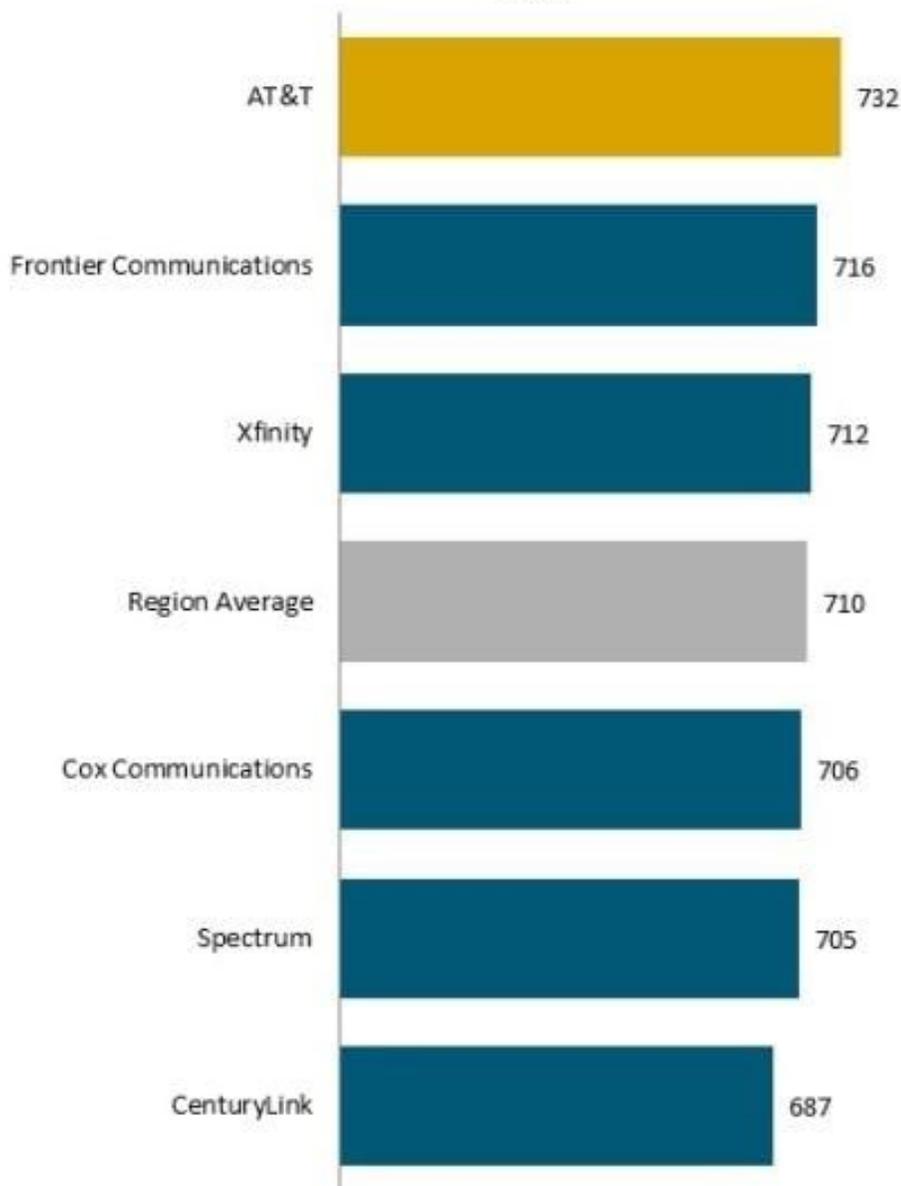
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J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

West



Note: West includes Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington and Wyoming.

Source: J.D. Power 2023 U.S. Residential Internet Service Provider Satisfaction StudySM

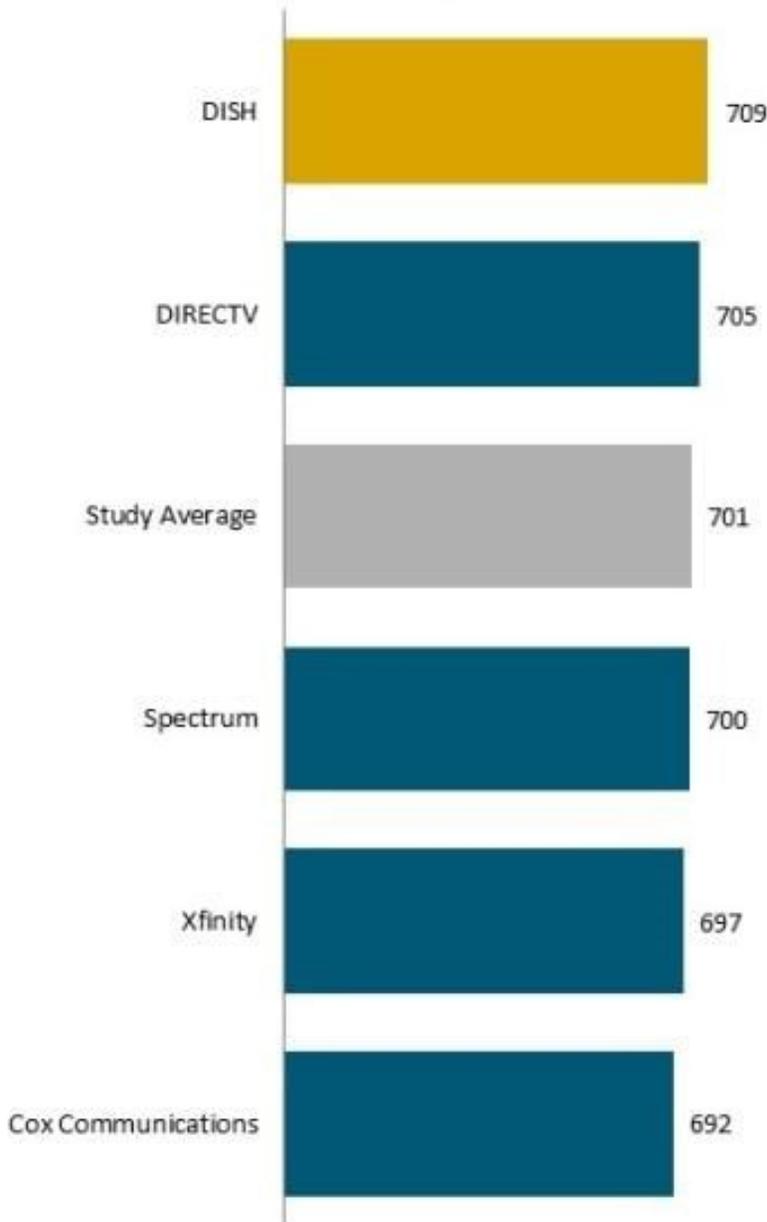
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J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cable/Satellite TV—National



Note: Included in the average but not ranked due to insufficient market share in one or more regions are Optimum, Verizon Fios, and Xtream powered by Mediacom.

Source: J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

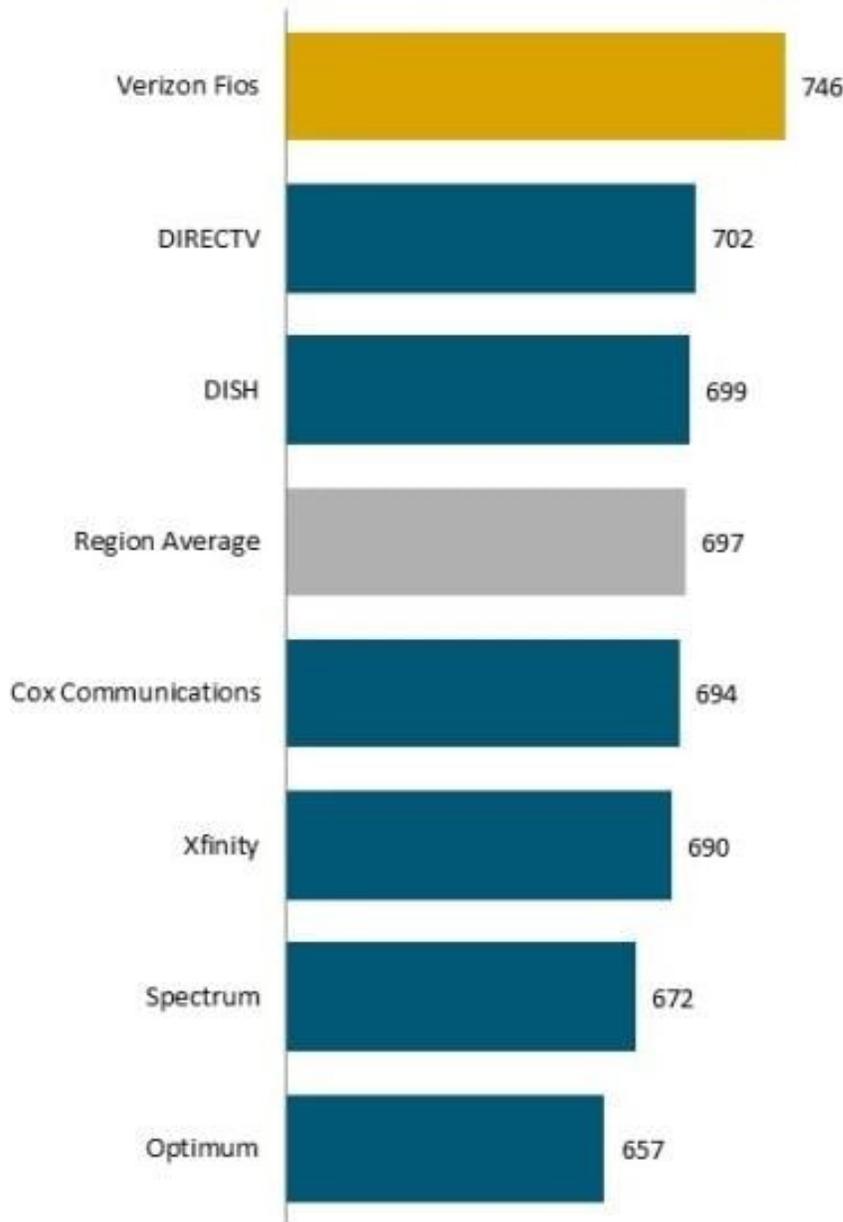
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J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cable/Satellite TV—East Region



Note: East includes Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia, Washington, D.C. and West Virginia.

Source: J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

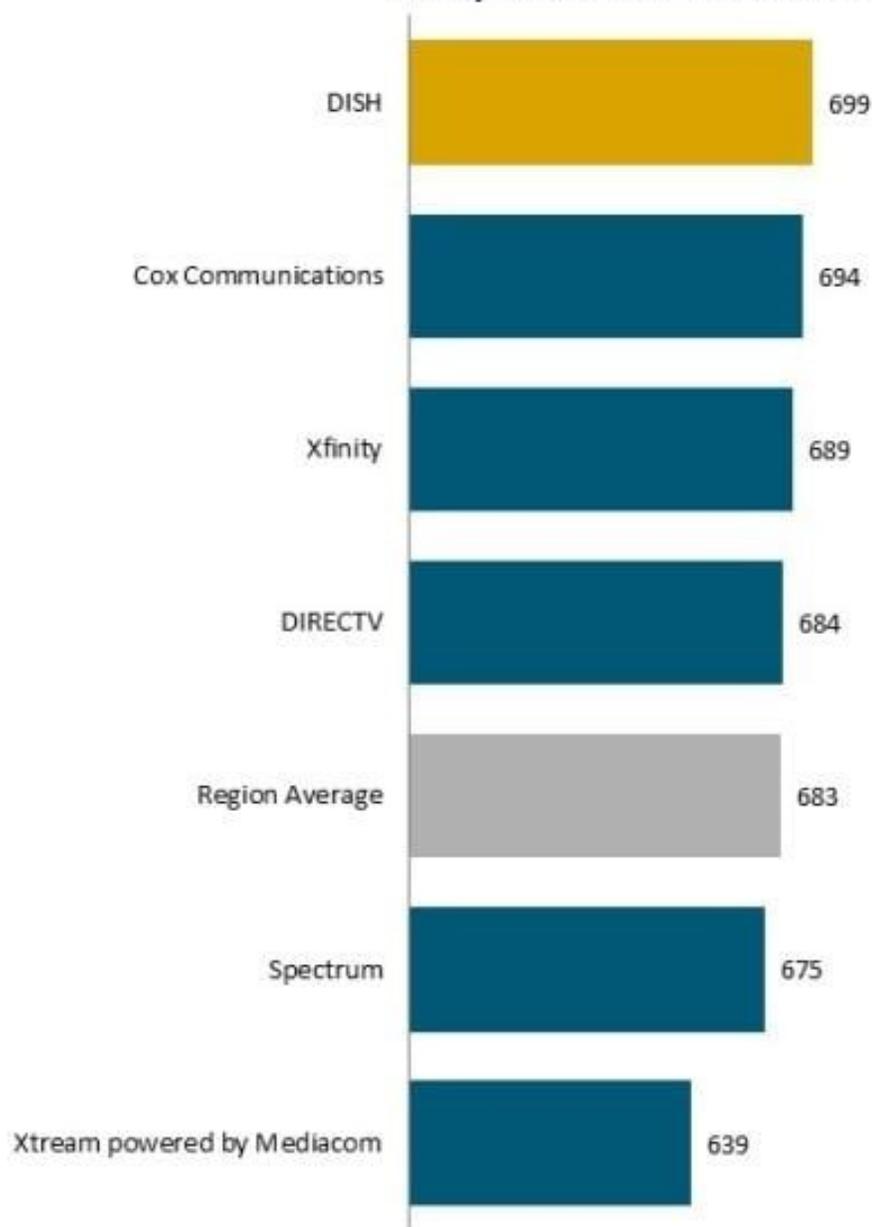
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J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cable/Satellite TV—North Central Region



Note: North Central includes Illinois, Indiana, Iowa, Michigan, Minnesota, Nebraska, North Dakota, Ohio, South Dakota and Wisconsin.

Source: J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

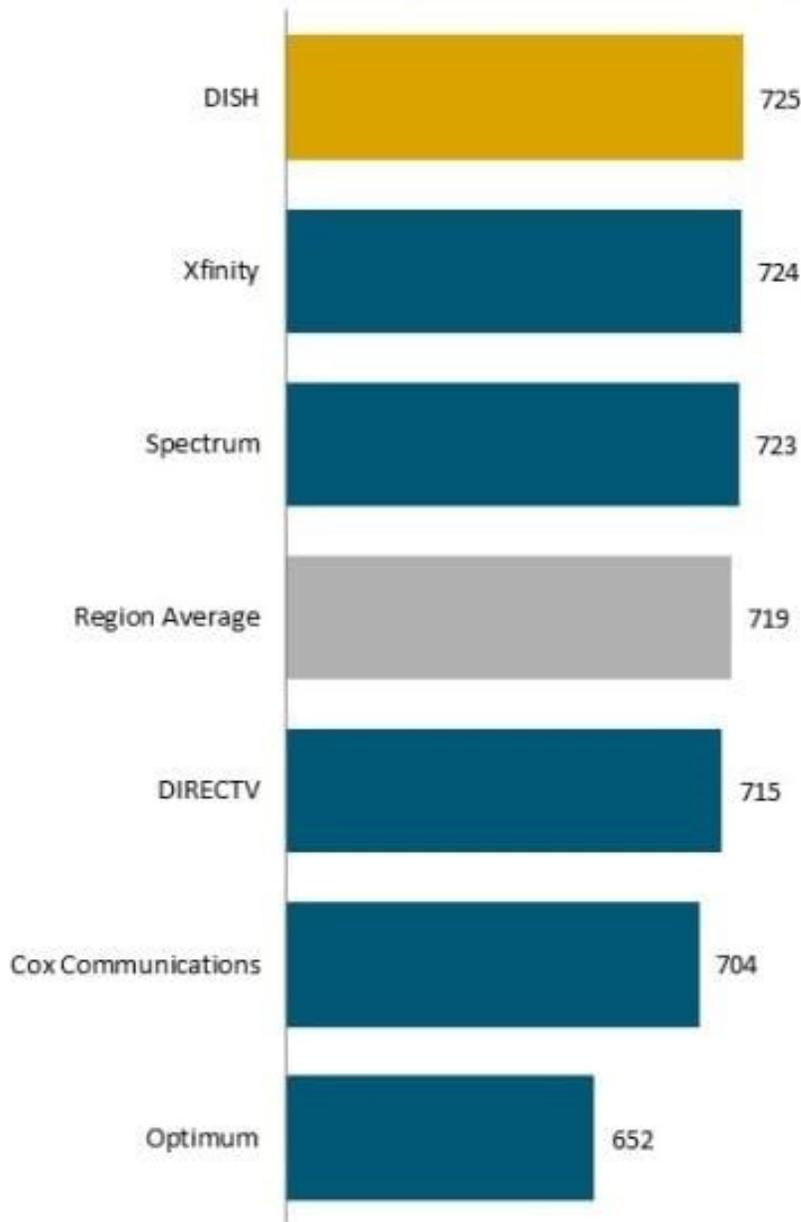
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J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cable/Satellite TV—South Region



Note: South includes Alabama, Arkansas, Florida, Georgia, Kansas, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, Oklahoma, South Carolina, Tennessee and Texas.

Source: J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

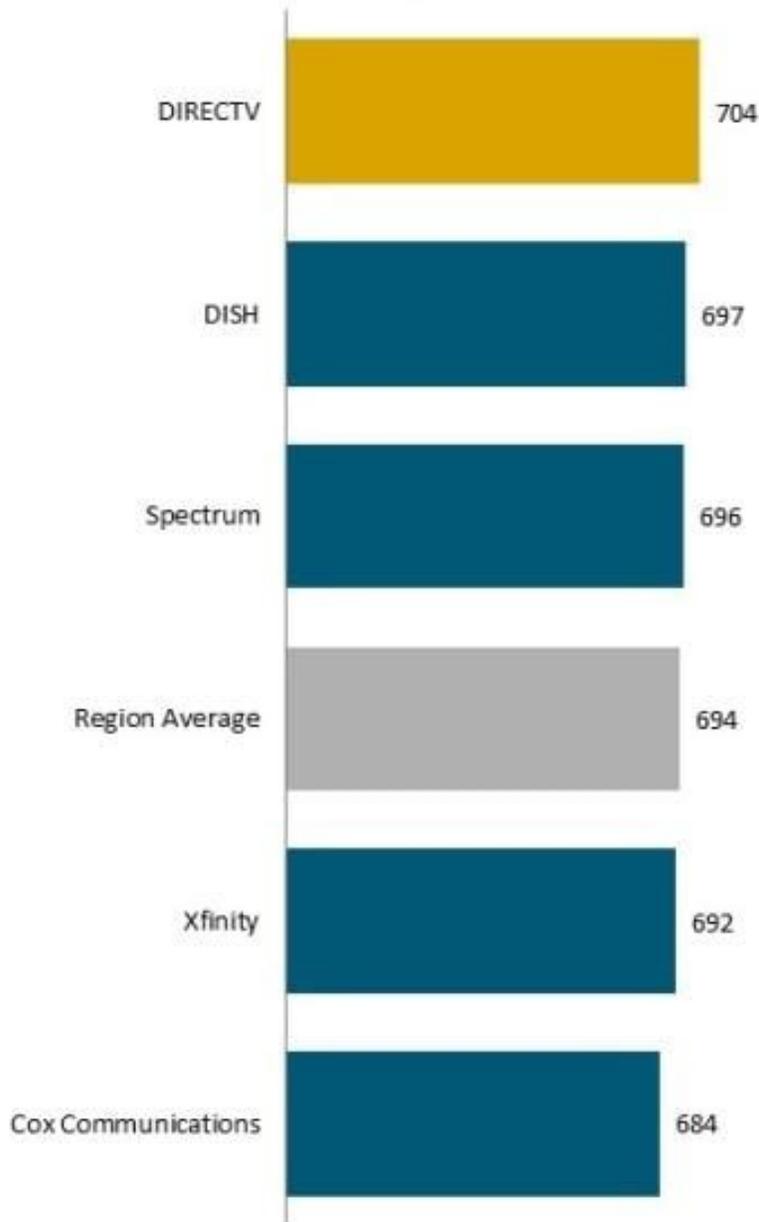
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J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Cable/Satellite TV—West Region



Note: West includes Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington and Wyoming.

Source: J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

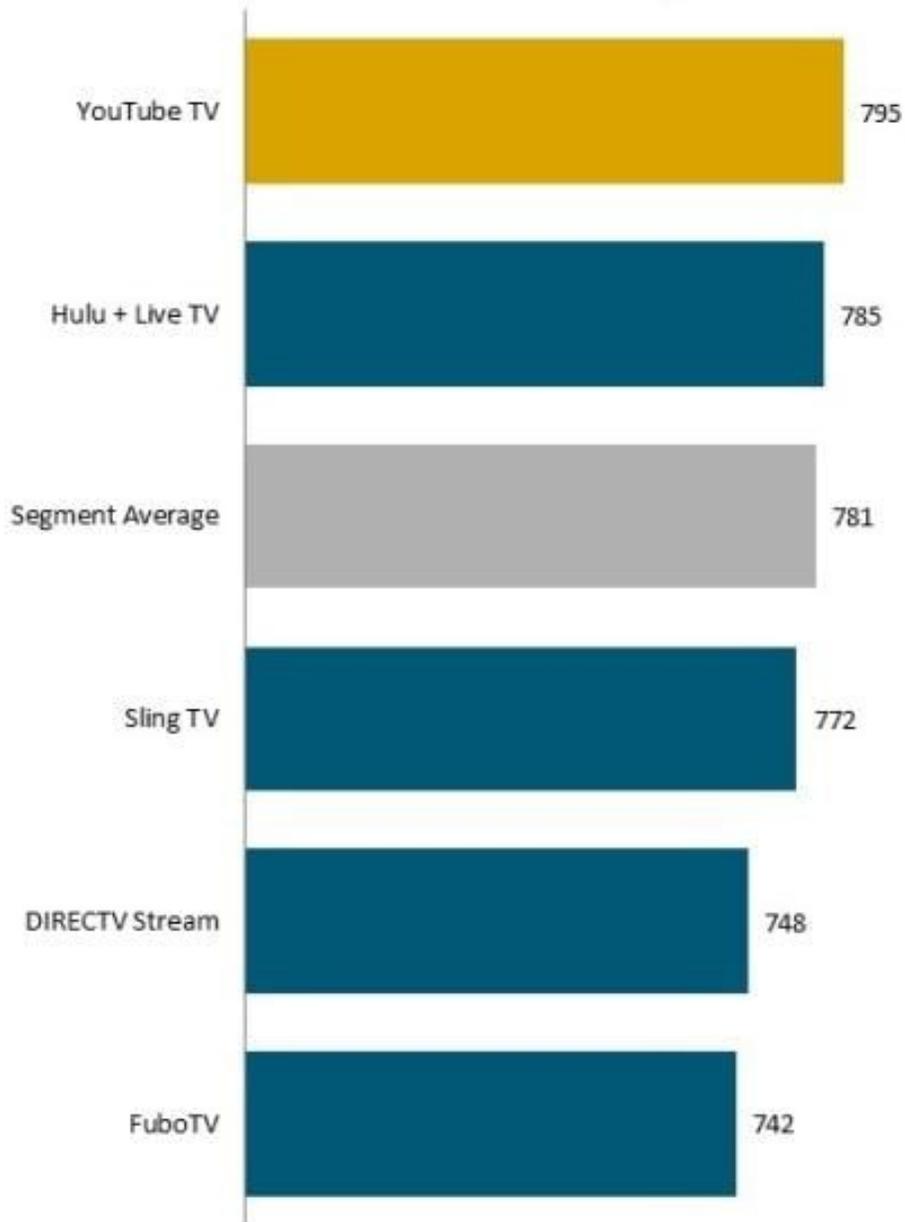
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J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

Live TV Streaming



Source: J.D. Power 2023 U.S. Television Service Provider Satisfaction StudySM

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