

Report Card Review

This retrospective view of the overall rankings shows how the many changes and challenges that ISPs have faced over the past five years have influenced customer satisfaction levels. A service provider's final score was calculated by combining how the ISP fared in 26 categories (see page 37) with the weighted importance of that category.

OVERALL RANKING	1997	1998	1999	2000	2001	2001 SCORE
1	UUnet	UUnet	BellSouth	MindSpring	UUnet	317.74
2	AT&T	PSINet	UUnet	EarthLink	Southwestern Bell Internet Service	301.38
3	GTE Internetworking	EarthLink	IBM Global Network	UUnet	Road Runner	295.10
4	MindSpring	Sprint	MindSpring	PSINet	AT&T WorldNet	279.06
5	MCI	IBM Global Network	AT&T	The Microsoft Network	Sprint	270.64
6	Sprint	GTE X Network	Sprint	Sprint	EarthLink	258.22
7	PSINet	AT&T	Road Runner	MCI WorldCom	BellSouth	256.59
8	Netcom	MCI	Netcom	AT&T	MCI WorldCom	240.76
9	EarthLink	Netcom	EarthLink	Southwestern Bell Internet Services	The Microsoft Network	235.22
10	CompuServe Interactive Services	CompuServe Interactive Services	MCI WorldCom	Prodigy Communications/ FlashNet Communications	Cable & Wireless	226.73
11	AOL	AOL	Concentric Network	Road Runner	AT&T Broadband (including AT&T@Home)	217.62
12	@Home	Genuity (formerly GTE Internetworking)	RCN	213.24
13	PSINet	@Home	@Home*	210.97
14	GTE Internetworking	BellSouth	Qwest Communications International (formerly U S West)	189.28
15	Bell Atlantic	Bell Atlantic	Verio	180.25
16	The Microsoft Network	U S West	PSINet	167.84
17	Pacific Bell Internet	Pacific Bell	XO Communications (formerly Concentric Network)	155.10
18	Verio	AOL	AOL	140.52
19	U S West	Concentric Network	Pacific Bell Internet	139.46
20	Cable & Wireless	Verio	Verizon Communications (formerly Bell Atlantic)	134.55

NOTE: In the first two years of the survey, only 11 ISPs reached critical statistical thresholds.

*Customers receiving @Home service through various providers. See "Cable Modems: Bands of Confusion."