

PC World Rankings for Top ISPs

ISP	Connection type	Overall satisfaction	Connection reliability	Download speed	Upload speed	Customer service	Technical support	E-mail service	Spam blocking	Antivirus/security
Verizon	Fiber	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average
Cablevision	Cable	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average	Average	Average	Average
Cox	Cable	Above Average	Above Average	Above Average	Above Average	Above Average	Above Average	Average	Average	Average
Insight Cable	Cable	Above Average	Average	Above Average	Above Average	Average	Average	Average	Average	Average
EarthLink	Cable	Above Average	Average	Average	Average	Average	Average	Average	Above Average	Average
EarthLink	DSL	Average	Average	Average	Average	Average	Average	Above Average	Above Average	Average
AT&T Yahoo (formerly SBC Yahoo)	DSL	Average	Above Average	Below Average	Below Average	Average	Average	Average	Above Average	Above Average
Time Warner Cable (Road Runner)	Cable	Average	Above Average	Above Average	Above Average	Average	Average	Average	Below Average	Below Average
Verizon	DSL	Average	Above Average	Average	Average	Average	Average	Average	Average	Average
Comcast	Cable	Average	Average	Above Average	Above Average	Below Average	Below Average	Average	Below Average	Above Average
Qwest	DSL	Average	Average	Average	Average	Average	Average	Average	Average	Average
EarthLink	Dial-up	Average	Average	Below Average	Below Average	Average	Average	Average	Above Average	Average
BellSouth (now AT&T)	DSL	Average	Average	Average	Average	Average	Average	Average	Average	Below Average
MSN	¹	Average	Below Average	Below Average	Below Average	Average	Average	Average	Average	Average
AOL	¹	Below Average	Below Average	Below Average	Below Average	Below Average	Below Average	Average	Above Average	Average
Charter	Cable	Below Average	Below Average	Average	Average	Below Average	Below Average	Below Average	Below Average	Below Average

CHART NOTES: Services are ranked by total number of negative and positive ratings, and in the case of a tie, alphabetically. All ratings reflect survey respondents' satisfaction with the given aspect of service. **Source:** Survey of 6463 *PC World* readers and PCWorld.com visitors from April 26 to May 10, 2007. **FOOTNOTE:**¹ Rating reflects more than one connection type. We received insufficient responses to rate this ISP's connection offerings separately.