



TECH LINK

MVlink Ranked Among Top 5 2025 Broadband Satisfaction Scores

In the April 2025 issue of Watts Current, we shared that MVlink had received an ACSI score of 89 (on a 100-point scale), a score that is 21 points higher than the average Internet Service Provider (ISP) and 14 points higher than the average fiber ISP based on scores reported in the syndicated 2025 ACSI Telecommunications Study. We were recently notified that MVlink's score ranks among the top 5 broadband ACSI scores for 2025.¹

"As a member-owned cooperative, we take satisfaction with our service very seriously," said Jeremy Richert, MVEC CEO. "When we launched MVlink, our goal extended beyond providing fast, reliable internet; we are also committed to delivering superior member service. This recent ACSI score proves we are fulfilling that mission. I am incredibly proud of our team's daily dedication to providing the high-quality experience our members expect and deserve."

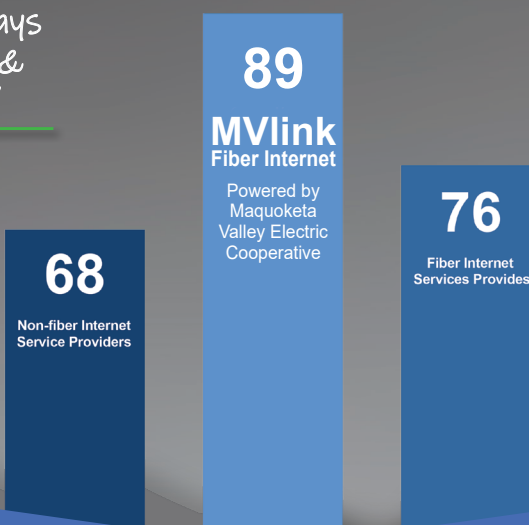
What does this score mean for you? As a member-driven organization, MVEC/MVlink rely on your feedback to ensure our service exceeds your expectations. Because MVlink ranks among the top five broadband providers nationally, we are participating in an expanded "Member Perspectives" survey. Representatives from ACSI will be reaching out to learn more about member internet needs and experiences. Your input will directly help us continue to enhance our products and services.

"MVlink tech support goes above and beyond, quick response and very patient with non tech customers. I definitely recommend MVlink."



"Working from home three days a week I depend on MVlink & they have never failed me."

"Best service I have ever had!!!!"



Member Perspectives Survey:

MVlink will be conducting a member satisfaction survey over the next few weeks. Your feedback is important as it helps us improve our services to you and plan for the future. The survey will be sent to a random sample of MVlink members via email as part of the Member Perspectives series administered by the American Customer Satisfaction Index (ACSI®). Thank you in advance for participating!

¹Compared to publicly measured ISPs in the ACSI® survey of customers rating their own ISP. Results based on data collected between January 10, 2025 through January 26, 2025. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC. For more about the ACSI, visit www.theacsi.org.