

## The cable industry is getting less popular

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In a new survey of customers opinions of 43 different industries the cable industry and ISPs have come in at the bottom once again. 64% of people surveyed thought their cable company was doing a good job (which is probably higher than I would have guessed). Fun fact on a Friday, even the postal service managed to score higher! [Fortune has the full survey and all the details.](#)

It seems nobody loves their cable TV or home Internet provider. Wireless carriers, however, are on the upswing.

That's the news from the huge annual survey of 43 industries from the American Customer Satisfaction Index. In 2017, cable operators and ISP tied for last place, with an average customer satisfaction rating of just 64%. The wireless industry was still near the bottom of the rankings, in 38th place, just below the U.S. postal system. But its 73% score was up almost three percentage points from last year.

Many of the same companies, like Comcast and Verizon, dominate both fields, ACSI noted. And neither industry offers much choice to consumers, with most localities having only one or two cable and Internet providers. The cable industry's rating slipped 1.5 percentage points from last year, while the rating for ISPs was unchanged.