

ACSI® Restaurant and Food Delivery Study 2026

June 16, 2026



American Customer Satisfaction Index



Execution-Driven Customer Satisfaction Is Increasingly Critical for Restaurants as Consumers Cut Back

The U.S. restaurant industry faced difficulties in 2025, with total sales struggling to keep pace with inflation and categories such as pizza severely challenged. Growth is now largely being driven by higher menu prices rather than increased customer traffic, leaving real (inflation-adjusted) demand under pressure. Industry growth slowed to 3% in 2025, but the typical restaurant experienced flat-to-declining real sales marking a transition from post-pandemic recovery to demand-constrained competition.

In this environment, consumers are not simply spending less (adjusted for inflation)—they are spending more selectively. Quick-service restaurants (QSRs), long positioned as the default for value, are facing traffic declines as customers question whether the experience still justifies the price. Some are trading down to convenience stores or supermarkets. However, some full-service restaurants (FSRs) are seeing more stability as customers consolidate visits into fewer occasions where the experience feels worth the higher check.

This shift has important implications for customer satisfaction. In a market defined by trade-offs, customers are placing greater emphasis on consistency, reliability, and perceived value as opposed to just price. Brands that deliver a consistently enjoyable experience are gaining ground, whether it is through menu improvements, strength in a popular category, or service excellence.

FULL-SERVICE RESTAURANTS

82 ◀▶ 0%

QUICK-SERVICE RESTAURANTS

79 ◀▶ 0%

FOOD DELIVERY

75 ▲ +1%

Quick-service restaurants, despite their scale and convenience advantages, have struggled to maintain traffic levels amid aggressive pricing and promotion strategies. Visits declined in early 2025 and have remained volatile, suggesting that the traditional value equation for fast food is under pressure.

Full-service restaurants present a more nuanced picture. While the industry still faces cost pressures and uneven performance across categories, casual dining brands in particular have benefited from consumers shifting toward fewer but more intentional dining occasions. In these cases, customers are willing to spend more if the experience delivers on expectations.

Against this backdrop, customer satisfaction remains a critical leading indicator of competitive performance. When consumers are more selective, the consequences of poor execution become immediate, while consistent experiences are rewarded with stronger loyalty and repeat visits.

In what continues to be a challenging environment, quick-service restaurants keep customer satisfaction stable at an ACSI score of 79 for the third year. Full-service restaurants also maintain their ACSI score of 82 and continue to be one of the highest-scoring industries. Food delivery posts a 1% gain for the second year, reaching 75 as all three reported brands improve satisfaction.

For the first time in over a decade, there is a new leader among QSRs. ACSI newcomer Jersey Mike's debuts at 84, an impressive performance for a brand that is quickly expanding while avoiding the challenges in delivering consistent high-quality experiences that can occur amid rapid growth. Chick-fil-A maintains its score of 83. That score led all QSRs a year ago and continues to place the chain at the top in the highly competitive chicken category.

ACSI results are based on surveys conducted over a 12-month period ending in March 2026. ACSI scores are reported on a 0 to 100 scale.

Key Takeaways

FULL-SERVICE RESTAURANTS

- Customer satisfaction with full-service restaurants holds steady at 82, maintaining one of the highest scores in the ACSI across all industries.
- Industry leadership tightens as the highest-scoring reported brands are clustered, with LongHorn Steakhouse (down 1%) and Texas Roadhouse (down 2%) tied at the top at 82. Olive Garden is a close third at 81 (unchanged).
- Operational execution shows gains across the customer experience (CX) metrics, especially for accuracy of the order and the digital experience, suggesting brands are investing in the basics and improving technology while consumers remain value-sensitive.
- Chili's was a major industry success story in 2025 and enjoys a 1% ACSI improvement to 79. However, traffic growth can challenge operations and may be related to the chain's above-average complaint rate.

QUICK-SERVICE RESTAURANTS

- Customer satisfaction with quick-service restaurants is unchanged at an ACSI score of 79 for the third year, as growing brands like Jersey Mike's, Raising Cane's, and Wingstop make their ACSI debuts.
- Jersey Mike's enters the ACSI rankings as the top-rated brand at 84, being recognized for freshness, food variety, and value.
- Chick-fil-A (unchanged at 83) is still the clear leader for chicken. KFC's improvement efforts pay off as it gains 4% to 80. New entrants Raising Cane's (79) and Wingstop (77) expand the competitive set, while Popeyes falls 3% to 73.
- The burger category was challenged by steep increases in beef prices in 2025. Culver's is again at the top at 78 (unchanged) but now joined by Burger King (+1%), which is in the process of updating its messaging, restaurants, and flagship sandwich. Sonic gains 5% to pull into third place at 77 by leaning into value offerings.
- CX metrics show incremental gains in accuracy and most in-store measures, while mobile app quality slips slightly as customers often look to apps for both ordering and discounts.

FOOD DELIVERY

- The food delivery industry's ACSI score is up 1% to 75, with all three reported brands improving on their 2025 performance.
- Industry satisfaction leader Uber Eats rises 1% to 76, while Grubhub climbs 3% for the second straight year, now up to 75. DoorDash gains 1% to 74 as app enhancements help boost satisfaction for both DoorDash and GrubHub.
- In accordance with satisfaction gains for the food delivery industry, the ACSI score for QSR delivery customers is higher this year.

Study Findings

Customer satisfaction plays a pivotal role in shaping both the financial performance of individual companies and the overall strength of the U.S. economy. New findings from the American Customer Satisfaction Index (ACSI®) offer benchmark insights for three industries: full-service restaurants, quick-service restaurants, and food delivery. In addition, the ACSI captures consumer opinions about critical elements of the customer experience, tailored specifically to each industry.

FULL-SERVICE RESTAURANTS

Full-service restaurants hold steady at an ACSI score of 82, maintaining one of the highest satisfaction levels in the Index even as consumers remain price-sensitive and more deliberate about discretionary spending. The stability in the overall score masks an important shift underneath: Customers are still willing to pay for full service, but they're less forgiving when the experience feels inconsistent, slow, or out of sync with the check total.

This year's brand results show a compressed top tier while continuing to demonstrate America's love of steak even as beef prices rise sharply. Among the reported brands, Texas Roadhouse and LongHorn Steakhouse tie for the lead at 82, with Oliver Garden close behind at 81. In addition, the variety of midsize, small, and independent brands that comprise the "all others" category help lift the industry average to 82.

Several brands are close behind the leaders at 79, indicating that there are opportunities for restaurants to make meaningful but achievable improvements to move into the top tier for satisfaction. Maintaining pricing value is important in this economic environment, but consistent execution can drive growth. For example, The Cheesecake Factory gains 3% to 79 this year and ties with new ACSI entrant Golden Corral. Buffalo Wild Wings and Denny's also climb 3% to 78 and 77, respectively. In contrast, IHOP falls 3% to 76, ahead of just one brand, First Watch, which debuts at 72.

AMERICAN CUSTOMER SATISFACTION INDEX

FULL-SERVICE RESTAURANTS

0-100 Scale

BRAND	2025 ACSI	2026 ACSI	% CHANGE
Full-Service Restaurants	82	82	0%
All Others	82	82	0%
LongHorn Steakhouse (Darden)	83	82	-1%
Texas Roadhouse	84	82	-2%
Olive Garden (Darden)	81	81	0%
Applebee's (Dine Brands)	80	79	-1%
Chili's	78	79	1%
Cracker Barrel	80	79	-1%
Golden Corral	NA	79	NA
Outback Steakhouse	79	79	0%
The Cheesecake Factory	77	79	3%
Buffalo Wild Wings (Inspire Brands)	76	78	3%
Red Lobster	79	78	-1%
Red Robin	78	78	0%
Denny's	75	77	3%
IHOP (Dine Brands)	78	76	-3%
First Watch	NA	72	NA

NA = Not Available

Source: ACSI Restaurant and Food Delivery Study 2026.

© 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

Chili's (up 1% to 79) continues to enjoy strong business growth with the company's emphasis on pairing high-impact marketing with operational fundamentals. Chili's has simplified its menu to streamline operations while communicating its value proposition compared to both FSR and QSR brands. The chain's higher complaint rate is a reason Chili's lags the ACSI leaders and can be a function of trying to meet the expectations of varied customer segments.

In a market where customers are more value-conscious, full-service restaurants show broad-based improvement across the customer experience. Food and service measures remain strong, and several areas move meaningfully higher year over year. Accuracy of order is the top-rated element at 91, followed by layout and cleanliness, waitstaff courtesy and helpfulness, food quality, and beverage quality—all at 88. Measured for the first time this year, loyalty/rewards program benefits earn a score of 88 as well.

The most notable shift is in the digital experience. Mobile app reliability improves sharply (up 12% to 87), alongside gains in website satisfaction (up 4% to 85) and mobile app quality (up 4% to 83). These improvements align with a broader industry push to reduce friction in carryout and digital ordering, an area where customers often “feel” service failures most acutely when they may be paying more for delivery.

Consistent with the CX results, AI-analysis of respondent comments notes the industry's key strengths as consistency of food quality and taste, friendly customer service, restaurant atmosphere, and menu variety. Opportunities for improvement are related to issues with service speed, pricing, food temperature, and delivery.

AMERICAN CUSTOMER SATISFACTION INDEX
FULL-SERVICE RESTAURANTS
 Customer Experience Benchmarks Year-Over-Year Industry Trends
 0-100 Scale



*Not measured in 2025.

Source: ACSI Restaurant and Food Delivery Study 2026. © 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

QUICK-SERVICE RESTAURANTS

Quick-service restaurants remain steady for the third straight year at an ACSI score of 79, but the industry's story this year is change at the top. ACSI newcomer Jersey Mike's enters the satisfaction rankings as the new number-one brand at 84, overtaking the long-standing QSR leader, Chick-fil-A (unchanged at 83). Jersey Mike's ACSI success is consistent with their business performance including rapid unit growth, strong customer demand, and a model designed around throughput and off-premise convenience from high digital pickup usage. The chain's menu is fairly narrow, and they have a model conducive to franchisee success.

AMERICAN CUSTOMER SATISFACTION INDEX

QUICK-SERVICE RESTAURANTS

0-100 Scale

BRAND	2025 ACSI	2026 ACSI	% CHANGE
Quick-Service Restaurants	79	79	0%
Jersey Mike's	NA	84	NA
Chick-fil-A	83	83	0%
Jimmy John's (Inspire Brands)	NA	81	NA
Panda Express	80	81	1%
All Others	82	80	-2%
KFC (Yum! Brands)	77	80	4%
Papa Johns	79	80	1%
Pizza Hut (Yum! Brands)	79	80	1%
Domino's	78	79	1%
Raising Cane's	NA	79	NA
Starbucks	80	79	-1%
Subway	76	79	4%
Burger King (RBI)	77	78	1%
Culver's	78	78	0%
Dunkin' (Inspire Brands)	78	78	0%
Little Caesars	77	78	1%
Panera Bread	79	78	-1%
Arby's (Inspire Brands)	79	77	-3%
Chipotle	76	77	1%
Sonic (Inspire Brands)	73	77	5%
Wendy's	75	77	3%
Wingstop	NA	77	NA
Five Guys	75	76	1%
Jack in the Box	74	74	0%
Taco Bell (Yum! Brands)	73	74	1%
Popeyes (RBI)	75	73	-3%
Dairy Queen	72	72	0%
McDonald's	70	72	3%

NA = Not Available

Source: ACSI Restaurant and Food Delivery Study 2026.

© 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

Wingstop (77) and Raising Cane's (79) are measured for the first time. Both chicken brands also offer relative menu simplicity and are expanding aggressively, while trying to streamline operations. Wingstop's "Smart Kitchen" initiative, for example, leverages AI technology to manage order flow and optimize kitchen performance. This is especially important as Wingstop adds franchisees. Both brands will need to improve satisfaction to close the gap with Chick-fil-A.

Also in the chicken arena, KFC's efforts to refresh its brand and its restaurants appear to be well received by customers as it gains 4% to 80. Other notable brand improvements this year include Sonic, gaining 5% to 77, and Subway, up 4% to 79.

Customer Satisfaction by Quick-Service Restaurant Category

Most of the reported quick-service restaurant brands fall into one of five categories (sandwich, chicken, pizza, coffee/bakery-cafe, and burgers), which represent the most appropriate competitive sets for many of them.

The ACSI's debut sandwich category provides the new industry leader, Jersey Mike's (84), as well as another top-tier brand, Jimmy John's. Those two leaders and Subway show strong performance in terms of both food quality and order accuracy. However, other service-related factors appear to be differentiators.

Chick-fil-A (83) continues to lead the increasingly competitive chicken category and remains one of the highest-scoring brands in any ACSI industry. KFC improvements are resonating with loyal customers as it looks to recapture market share from fast-growing brands such as Raising Cane's and Wingstop.

Papa Johns and Pizza Hut again share the pizza chain lead at 80, just ahead of Domino's and with Little Caesars close behind. The competitive set has evolved for pizza as the chicken category gains popularity, more convenience stores offer pizza, and food delivery options expand rapidly. For the pizza leaders, customers are responding favorably to the variety of menu options and Little Caesars' value messaging continues to resonate.

In the coffee/bakery-cafe category, competition remains tight between leader Starbucks (79), Dunkin', and Panera. Starbucks and Panera have shown strong performance for both food and beverage quality in recent years but Dunkin' has shrunk the gap and appears to be competing effectively on value.

Culver's and Burger King are tied atop the broad and competitive burger chain category at 78. While the QSR industry overall is challenged by cost pressures, beef price increases make it especially difficult here. Quality can still be a differentiator among cost-conscious customers. Culver's continues to lean into fresh, made-to-order food, with a strong focus on friendly service. They also offer a broader range of food than most chains in this category. Burger King's "Reclaim the Flame" strategy is now paying dividends with restaurant remodels, a shift in messaging to be family-focused, and recent product updates such as the Whopper refresh. Sonic's ACSI jump this year is helped by being on the leading edge of the "dirty soda" trend for QSRs.

AMERICAN CUSTOMER SATISFACTION INDEX QUICK-SERVICE RESTAURANTS ACSI by Restaurant Category

0-100 Scale

BRAND	ACSI 2026
SANDWICH CHAINS	
Jersey Mike's	84
Jimmy John's (Inspire Brands)	81
Subway	79
Arby's (Inspire Brands)	77
CHICKEN CHAINS	
Chick-fil-A	83
KFC (Yum! Brands)	80
Raising Cane's	79
Wingstop	77
Popeyes (RBI)	73
PIZZA CHAINS	
Papa Johns	80
Pizza Hut (Yum! Brands)	80
Domino's	79
Little Caesars	78
COFFEE/BAKERY-CAFE CHAINS	
Starbucks	79
Panera Bread	78
Dunkin' (Inspire Brands)	78
BURGER CHAINS	
Burger King (RBI)	78
Culver's	78
Sonic (Inspire Brands)	77
Wendy's	77
Five Guys	76
Jack in the Box	74
McDonald's	72

Source: ACSI Restaurant and Food Delivery Study 2026.

© 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

The quick-service customer experience is largely stable year over year, with incremental improvements in most operational measures. Accuracy of order strengthens 2% to 87, making it one of the top-rated elements in the experience—an important signal in an industry where speed and repeatability define “value.” Several elements including layout and cleanliness, menu variety, and speed also show modest gains. Measured for the first time, loyalty/rewards program benefits are well received at 87.

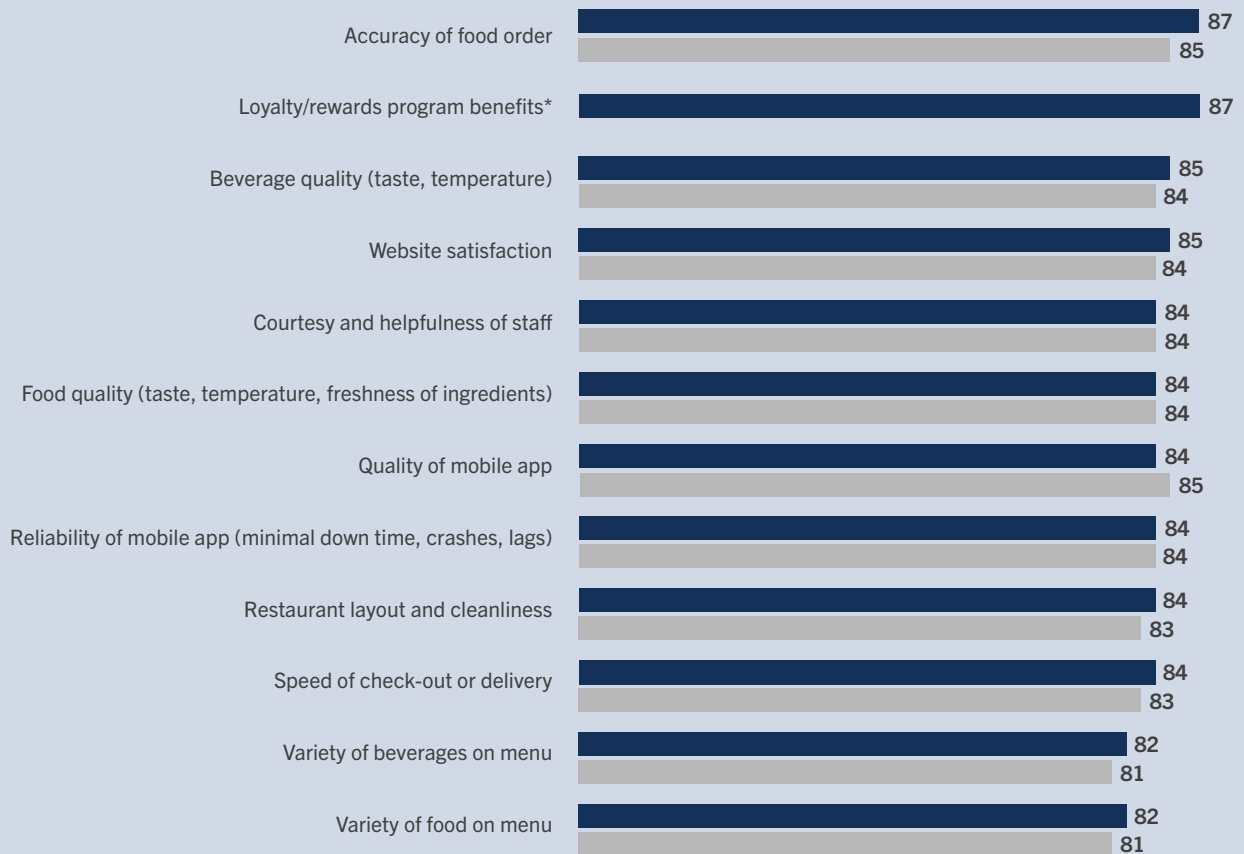
Digital performance is mixed. Website satisfaction improves 1% to 85, while mobile app quality slips 1% to 84. Mobile app reliability holds steady at 84. As more purchase occasions shift to digital ordering, maintaining frictionless mobile experiences becomes a competitive necessity—not a “nice to have.”

Maintaining or improving performance will be critical to holding onto business as inflation continues to force customers to look for alternatives from convenience stores and supermarkets.

An AI-analysis of customer comments indicates QSR strengths as great taste/texture, food quality and freshness, offering favorite menu items, and providing good value. Despite that last point, lower pricing was the top comment theme for improvement, followed by faster service, greater order accuracy, and better food quality.

AMERICAN CUSTOMER SATISFACTION INDEX
QUICK-SERVICE RESTAURANTS
 Customer Experience Benchmarks Year-Over-Year Industry Trends
 0-100 Scale

2026 2025



*Not measured in 2025.

Source: ACSI Restaurant and Food Delivery Study 2026. © 2026 American Customer Satisfaction Index LLC. All rights reserved.

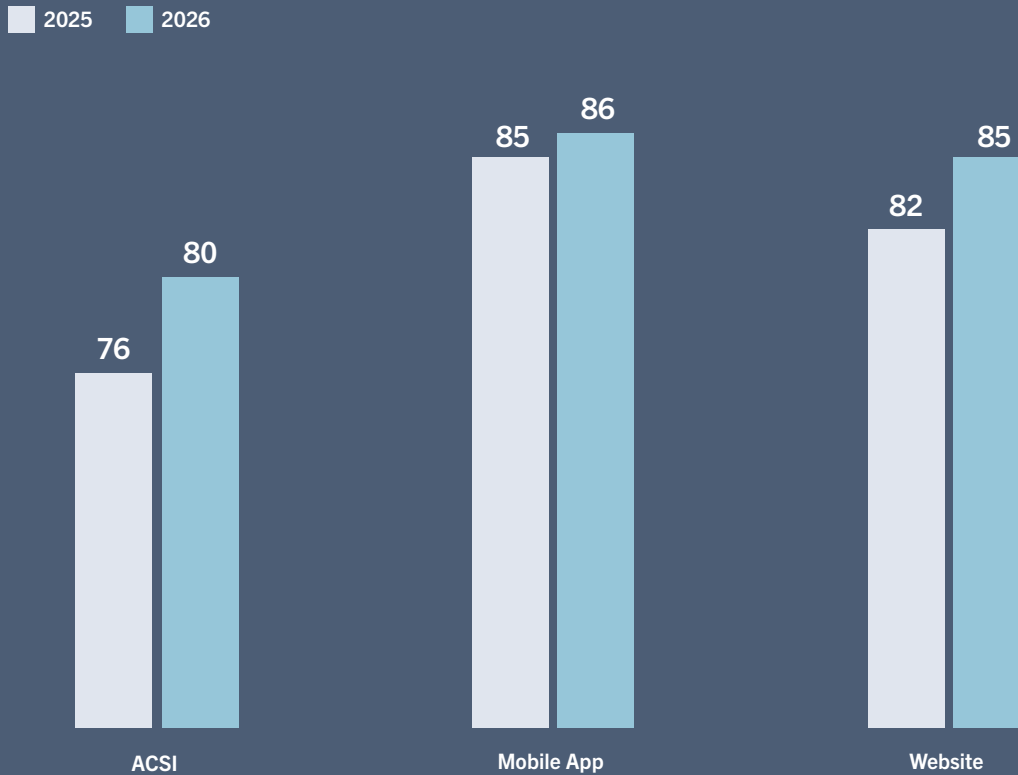
Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

QSR Delivery Experience and Customer Satisfaction

QSR delivery customers are much more satisfied with their experiences in 2026 (ACSI climbs 5% to 80), as their perceptions of mobile apps and websites rise to 86 and 85, respectively. (This includes all delivery experiences whether provided directly by the QSR or through a third-party delivery service.) With off-premise dining now accounting for a majority of QSR sales, delivery execution can be a differentiator.

While the increase in ACSI is fairly consistent across generations, Gen Z delivery customers give lower marks than other generations for websites (unchanged at 81) and mobile apps (down 1% to 82). Meeting the technology expectations of these younger customers can be very important. With pizza, for example, research shows that nearly 70% of Gen Z adults order pizza weekly, most often via a mobile app.

AMERICAN CUSTOMER SATISFACTION INDEX
QUICK-SERVICE RESTAURANTS
Delivery Customers: ACSI, Mobile, and Website
0-100 Scale



Source: ACSI Restaurant and Food Delivery Study 2026.

© 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

Restaurants: Customer Satisfaction by Generation

Looking at customer satisfaction results for restaurants by generation, Gen X customers account for the ACSI increase for full-service restaurants. In addition, a greater share of Gen X customers say they are spending more on dining out compared to a year ago. Overall, Gen X satisfaction with FSRs rises 2% to 83.

While Gen Z customers are much less satisfied with FSRs compared to last year (down 6% to 74), their modest improvement in QSR ACSI (up 1% to 75) helps keep the overall QSR industry score unchanged in 2026. The Gen Z decline with FSRs appears to be more about food variety and quality than service. Conversely, their ACSI increase for QSRs at least partially reflects improvements in variety.

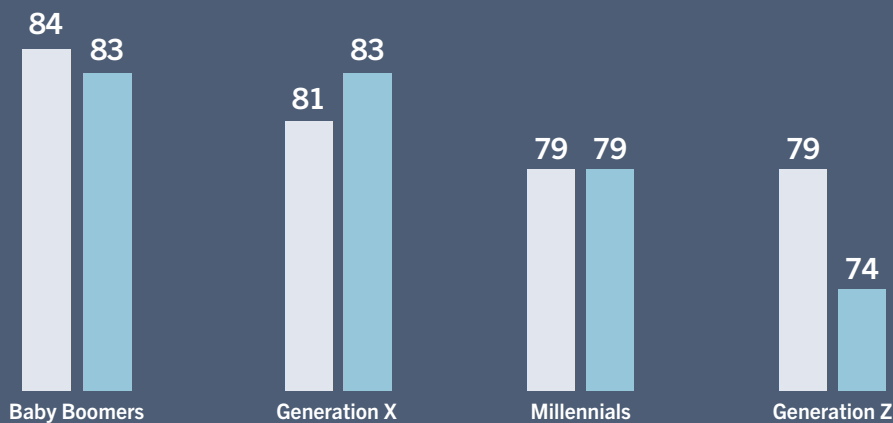
AMERICAN CUSTOMER SATISFACTION INDEX

FULL-SERVICE RESTAURANTS

ACSI by Generation

0-100 Scale

■ 2025 ■ 2026



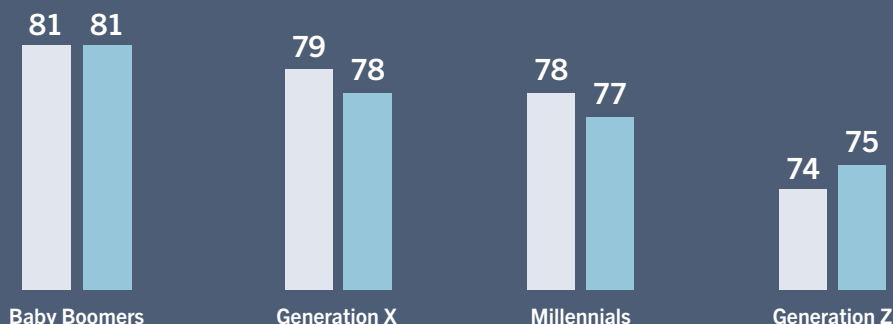
AMERICAN CUSTOMER SATISFACTION INDEX

QUICK-SERVICE RESTAURANTS

ACSI by Generation

0-100 Scale

■ 2025 ■ 2026



Source: ACSI Restaurant and Food Delivery Study 2026.

© 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

FOOD DELIVERY

Customer satisfaction with food delivery is critical as the market continues to grow and create opportunities through the increasing share of restaurant customers relying on delivery. The sharp increase in QSR delivery customer satisfaction helps explain the 1% ACSI gain to 75 for food delivery overall. Despite this improvement, the delivery industry still lags well behind full-service restaurants (82) and quick-service restaurants (79).

Among brands, Uber Eats rises 1% to 76 to maintain a narrow lead over GrubHub (up 3% to 75) and DoorDash (up 1% to 74). App enhancements are factors in the ACSI increases for both DoorDash and GrubHub.

AMERICAN CUSTOMER SATISFACTION INDEX

FOOD DELIVERY

0-100 Scale

BRAND	2025 ACSI	2026 ACSI	% CHANGE
Food Delivery	74	75	1%
Uber Eats	75	76	1%
Grubhub	73	75	3%
DoorDash	73	74	1%

Source: ACSI Restaurant and Food Delivery Study 2026. © 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

Mobile app satisfaction (up 1% to 84) continues to be the highest-scoring aspect of the food delivery experience. This is important as [research previously published by DoorDash](#) indicates that just over half of diners are willing to consider AI recommendations from apps or restaurants based on their past purchase experiences. Website satisfaction also improves 1% to 83. The ordering process jumps 4% to 83 and payment options gain 3% to 82. Taken together, these metrics describe a service that is consistently becoming easier to use.

The price of food delivery remains the lowest-scoring part of the customer experience. Scores continue to improve, however, and build on last year's gains. After 3% increases a year ago, fairness of food prices and fairness of taxes and service fees both climb another 3% to 73. As the delivery services make the process easier, customers perceive higher value. Likewise, customers are much happier with their loyalty/rewards program benefits this year (up 6% to 76).

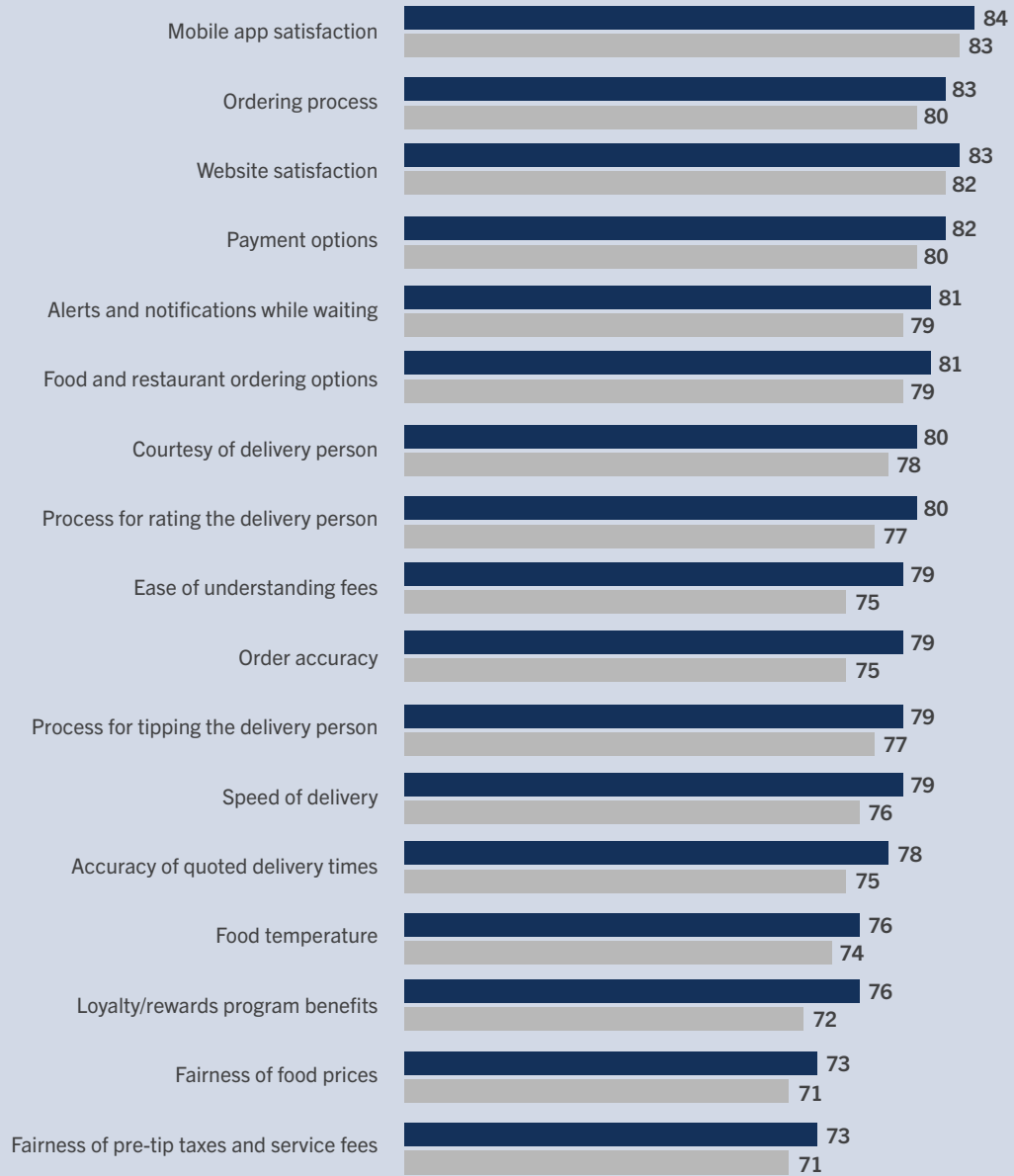
AMERICAN CUSTOMER SATISFACTION INDEX

FOOD DELIVERY

Customer Experience Benchmarks Year-Over-Year Industry Trends

0-100 Scale

2026 2025

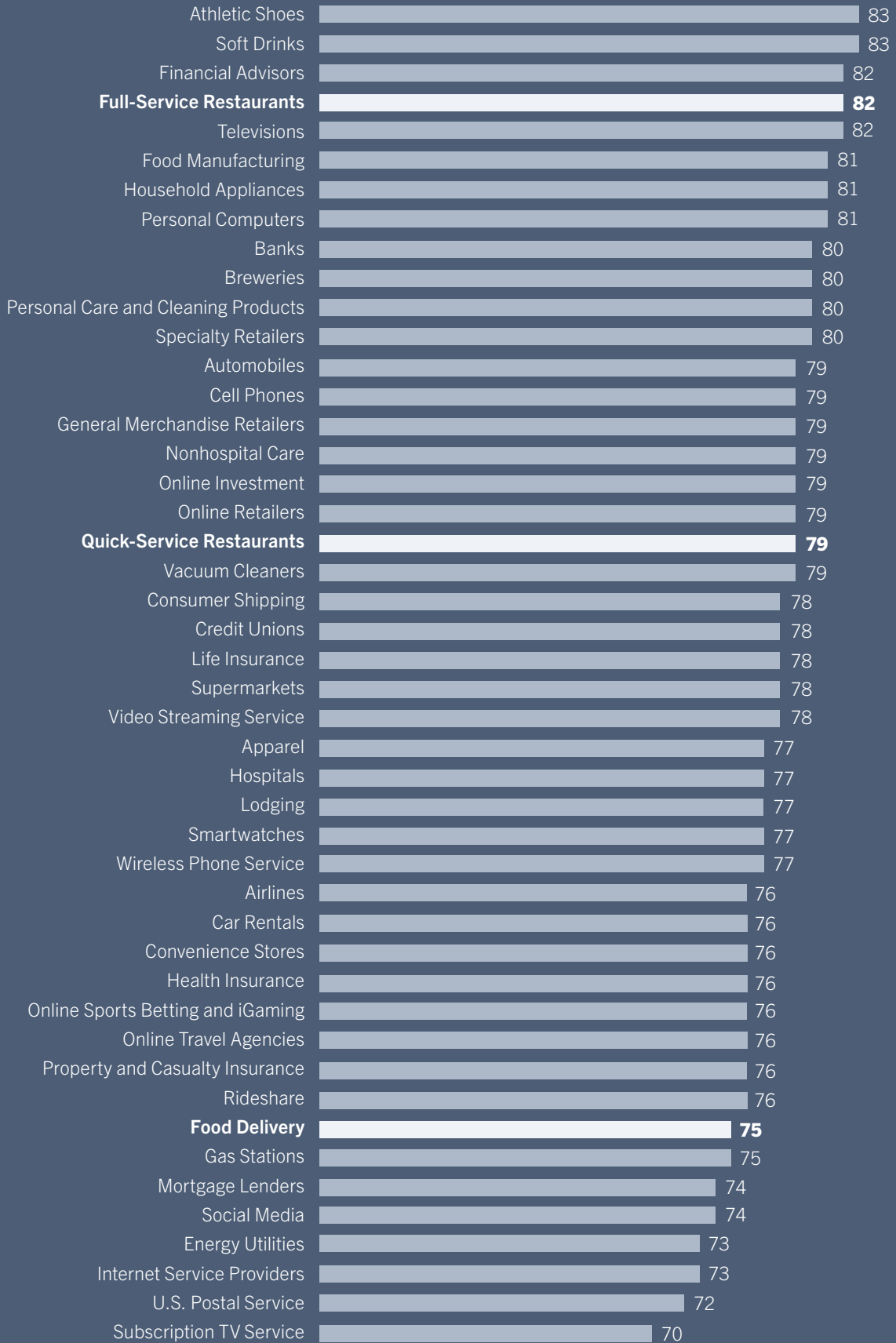


Source: ACSI Restaurant and Food Delivery Study 2026. © 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

Customer Satisfaction Benchmarks by Industry

0-100 Scale



Source: Restaurant and Food Delivery Study 2026.

© 2026 American Customer Satisfaction Index LLC. All rights reserved.

Charts extracted from this study for media use must include a statement identifying the study of origin and the publisher as the American Customer Satisfaction Index LLC. No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI.

Methodology

The *ACSI Restaurant and Food Delivery Study 2026* is based on 16,464 completed surveys. Customers were chosen at random and contacted via email between April 2025 and March 2026. Customers are asked to evaluate their recent experiences with the largest companies in terms of market share, plus an aggregate category consisting of “all other”—and thus smaller—companies.

ACSI survey data are used as inputs to the Index’s cause-and-effect econometric model, which estimates customer satisfaction as the result of the survey-measured inputs of customer expectations, perceptions of quality, and perceptions of value. The ACSI model, in turn, links customer satisfaction with the survey-measured outcomes of customer complaints and customer loyalty. ACSI clients receive confidential industry-competitive and best-in-class data on all modeled variables and customer experience benchmarks.

About the ACSI

The American Customer Satisfaction Index (ACSI®) is a national economic indicator and a leading provider of customer analytics products that help organizations build lasting customer relationships and prove ROI on experience investments. ACSI’s AI-enhanced platform delivers intuitive dashboards and cause-and-effect analytics that pinpoint the quality drivers most predictive of customer allegiance, retention, price tolerance, and financial performance. ACSI data has been shown to correlate strongly with key micro and macroeconomic indicators, including consumer spending, GDP growth, earnings, and stock returns.

Founded in 1994 at the University of Michigan’s Ross School of Business, the ACSI measures customer satisfaction with more than 400 companies in over 40 industries, including federal government services, based on approximately 200,000 annual interviews.

Contact Information

For more information regarding this study, the restaurant and food delivery industries, and how the ACSI can help your company harness the power of customer satisfaction to improve your bottom line, visit www.theacsi.com or contact:

ACSI LLC | 4750 Venture Drive | Suite 400 | Ann Arbor, MI 48108
Phone: (734) 913-0788 | E-mail: info@theacsi.com

ACSI and its logo are Registered Marks of American Customer Satisfaction Index LLC.

No advertising or other promotional use can be made of the data and information in this study without the express prior written consent of ACSI LLC.

