

# Survey results: Notebooks

<div>▲ Significantly better than average*</div> <div>▲ Better than average**</div> <div>▼ Worse than average**</div> <div>▼ Significantly worse than average*</div>	OVERALL SCORE†	POOR (1-2.4)	FAIR (2.5-4.4)	GOOD (4.5-6.4)	VERY GOOD (6.5-8.4)	EXCELLENT (8.5-10)	RELIABILITY	TECH SUPPORT	REPAIRS	PERCENT NEEDING REPAIR	LIKELIHOOD OF RECOMMENDING
ALL NOTEBOOKS											
Acer (81 responses)	8.1						8.3	—	—	20%	7.7
Apple (319)	9.2 ▲						9.3 ▲	8.6 ▲	8.3 ▲	17% ▲	9.4 ▲
Averatec (95)	8.2						8.4	—	—	14% ▲	8.3 ▲
Dell (2,753)	8.0 ▼						8.2	6.8 ▲	7.0 ▲	23% ▼	8.3 ▲
Fujitsu (106)	8.4 ▲						8.6 ▲	—	—	22%	8.2
Gateway (272)	7.8 ▼						7.8 ▼	6.4	5.9	27% ▼	7.1 ▼
HP/Compaq (1,453)	7.8 ▼						8.0 ▼	6.2 ▼	6.2	20%	7.6 ▼
Lenovo/IBM (1,106)	8.4 ▲						8.5 ▲	7.8 ▲	8 ▲	23%	8.2 ▲
Sony (398)	7.9						8.1	5.5 ▼	5.6 ▼	21%	7.7
Toshiba (865)	8.1						8.1	6.6	6.4	21%	8.1 ▲
Avg. of Windows PCs	8.1						8.2	6.5	6.5	21%	7.9
BUSINESS											
Apple (87)	9.1 ▲						9.2 ▲	—	—	18%	9.4 ▲
Dell (1,581)	7.8 ▼						8.0 ▼	7.0	7.1	26%	8.2 ▲
Fujitsu (50)	8.3						8.6 ▲	—	—	14% ▲	8.1
Gateway (98)	7.7						7.8	—	—	32%	7.0 ▼
HP/Compaq (590)	7.8 ▼						8.0 ▼	6.9	6.9	23%	7.6 ▼
Lenovo/IBM (786)	8.3 ▲						8.5 ▲	7.8 ▲	8.0 ▲	24%	8.0 ▲
Sony (133)	7.9						8.1	5.8 ▼	—	26%	7.6
Toshiba (314)	8.0						8.0	7.2	6.6	22%	7.9
Avg. of Windows PCs	8.0						8.1	6.9	7.1	24%	7.8
HOME											
Apple (232)	9.2 ▲						9.3 ▲	8.8 ▲	—	16%	9.4 ▲
Averatec (71)	8.2						8.3	—	—	13%	8.2
Compaq (356)	7.6 ▼						7.8 ▼	5.6 ▼	5.9	19%	7.4 ▼
Dell (1,171)	8.2						8.3 ▲	6.3	6.7	19%	8.5 ▲
Fujitsu (56)	8.6 ▲						8.5	—	—	29%	8.3
Gateway (174)	7.8 ▼						7.9 ▼	6.4	—	24%	7.2 ▼
HP (506)	7.9 ▼						8.1	5.5 ▼	5.6 ▼	18%	7.8
Lenovo/IBM (319)	8.6 ▲						8.6 ▲	7.9 ▲	7.8 ▲	18%	8.7 ▲
Sony (264)	7.9						8.0	5.2 ▼	—	18%	7.8
Toshiba (549)	8.1						8.2	6.2	6.3	20%	8.2 ▲
Avg. of Windows PCs	8.1						8.2	6.2	6.4	20%	8.0
NOTEBOOKS LESS THAN A YEAR OLD											
Apple (131)	9.3 ▲						9.3 ▲	—	—	13%	9.4 ▲
Acer (50)	8.4						8.4	—	—	20%	7.9
Averatec (66)	8.4						8.6	—	—	11%	8.5
Dell (1057)	8.2 ▼						8.4	6.7	6.9	14%	8.4 ▲
Gateway (110)	8.1						8.1 ▼	—	—	18%	7.7 ▼
HP/Compaq (587)	8.2						8.4	6.3 ▼	6.3	14%	8.1
Lenovo/IBM (407)	8.6 ▲						8.8 ▲	7.9 ▲	7.8 ▲	15%	8.5 ▲
Sony (127)	8.5						8.7 ▲	6 —	—	9% ▲	8.4
Toshiba (324)	8.3						8.3	6.8	6.5	16%	8.2
Avg. of Windows PCs	8.3						8.5	6.9	6.9	15%	8.2

\*At least 2 confidence intervals from the average. \*\*1 confidence interval from the average. **RED** denotes Readers' Choice. Except as noted, scores are based on a scale of 1 to 10, where 10 is best. A dash indicates that we do not have enough survey data to give the company a score. †The overall score is based on answers to the question "Overall, how would you rate this notebook PC?" It is not the average of the other scores in this table.