Zabble
Insights from Customer Reviews

CUSTOMER REVIEW ANALYSIS

IQ Fiber

4625 NW 6th St, Gainesville, FL 32609, USA

Reviews analyzed	300 (300 from Google), 277 with text
Window	May 2024 to October 2026, by date posted
Google rating	5.00 (1155 ratings, lifetime)
Industry reference group	B2B & Professional Services
Prepared	October 16, 2026

Every number in this report is computed from the reviews listed above. Quotes are verbatim. Reviewer names are not used.

Executive summary

GOOGLE RATING, LIFETIME
5.00
1155 ratings

MEAN RATING IN THE WINDOW
4.98
300 reviews, May 2024 to October 2026

POSITIVE REVIEWS
98%
272 of 277 classified reviews

AGAINST THE INDUSTRY
Near the median
60 B2B & Professional Services businesses

Reviewers of IQ Fiber write their installer's name into the review and credit him for the result, with staff and service praised in 86% of classified reviews, led by Jason, Miguel and Michael Rodriguez.

IQ Fiber in Gainesville collected 300 Google reviews between May 2024 and October 2026, with a mean rating of 4.98 and five-star reviews making up 99% of the total. The classifier reads 98% of classified reviews as positive and 0% as negative. The praise is concrete: the technician calls or texts before arriving, finishes inside the quoted window, copies the old Wi-Fi name and password so every device reconnects on its own, and walks the customer through the eero app before leaving.

The complaint side is thin but specific. A single one-star review describes a connection that cuts out all day after a tech visit that did not fix it, and mixed reviews mention a sub-par outside cable run by an earlier technician, a home monitoring system that stopped working after the switch, and lines not yet brought to the unit on install day. Reviewers who left Cox say so plainly, which gives the company a ready story for streets still on cable.

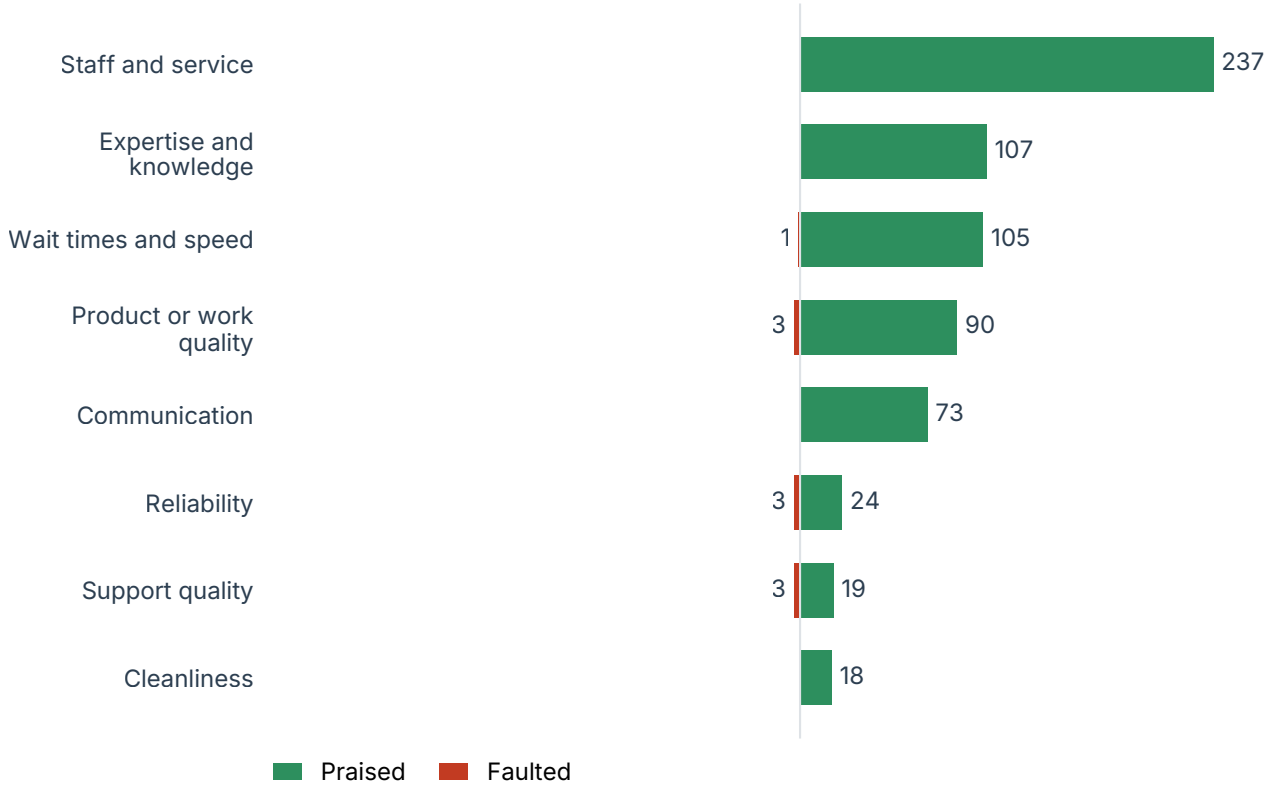
The ratings across the window are stable and the lifetime rating sits near the median for its category. The owner replies to 97% of Google reviews. Note that 56% of reviews landed in 2026-06 to 2026-08, so this is largely a picture of the recent rollout months rather than of a long history.

> THE ONE THING TO DO FIRST
> Have a senior technician re-check the connection behind the one-star complaint about a line that cuts out, and add a follow-up call after every repair visit until the fault is confirmed fixed.

What customers praise

Reviewers of IQ Fiber praise the person who showed up at the door and what he did there. The findings that follow cover installers by name, speed, know-how, contact before and after the visit, and the contrast with the provider reviewers left.

What reviews praise and fault, mentions across 277 classified reviews



Mentions of each theme across the 277 reviews with text, split by whether the review praised or faulted it. A review can mention several themes.

The installer is the review

Staff and service is mentioned in 86% of classified reviews, with a mean rating of 5.00 when mentioned. Reviewers put the technician's name in the first line and then describe what he did: covered his shoes on a rainy day, worked through lunch, crawled through a hot attic to hide a cable, stayed until every device was connected. Jason leads with 76 mentions, followed by Miguel with 53 and Michael Rodriguez with 40, and no shown technician carries a negative mention.

> Miguel Osorio was honestly amazing.
> 5 stars, July 2026, Google

> He was incredibly friendly, professional, and took the time to answer all of my questions thoroughly.
> 5 stars, June 2026, Google

> Kaleb was my 1st real interaction with IQ Fiber and I was beyond pleased!
> 5 stars, August 2026, Google

Installs finish early and inside the hour

Wait times and speed is praised in 38% of positive reviews, with a mean rating of 5.00 when mentioned. Reviewers describe technicians who arrive ahead of the appointment after calling first, routers set up in minutes, a street line already in place before move-in day, and a cut fiber cable repaired the same day it was reported. The theme carries 1 faulted mention, about lines not yet brought to the unit before the appointment, which sits with scheduling rather than with the technician.

> Very prompt and professional installation.
> 5 stars, June 2026, Google

> Very nice guy and he installed it super quick (15-20 minutes) without a hitch.
> 5 stars, August 2026, Google

Know-how shows up as copied credentials and tested coverage

Expertise and knowledge appears in 39% of classified reviews with 0 faulted mentions. What reviewers mean by it is practical: the technician copies the old network name and password so devices reconnect on their own, tests speeds room by room and places a mesh point where coverage is weak, troubleshoots a condo layout with support on the line, and sets up the eero app before leaving. Reviewers who call themselves not tech proficient single out the patience that comes with the skill.

> Very knowledgeable, thoroughly explains the system options, and takes great pride in providing a clean installation.
> 5 stars, July 2026, Google

> He knows his stuff, and did exceptional work.
> 5 stars, June 2026, Google

> He answered all our questions with expertise and was very personable and informative.
> 5 stars, June 2026, Google

Contact before, during and after the visit

Communication is praised in 26% of positive reviews with a mean rating of 5.00 when mentioned. The pattern runs from a text or call when the technician is minutes away, through a step-by-step explanation during the install, to a card with a direct number left on the way out. A reviewer also reports a follow-up call days later to confirm the connection was holding, and another describes an employee calling within minutes of an outage because the company had already seen the line go down.

> He called 30 minutes before appt as a reminder and he's in transit.
> 5 stars, September 2026, Google

> He explained every step of the process to me and gave me a lot of information on support and what to look for if I notice any issues.
> 5 stars, May 2026, Google

> He and Jason Audette explained everything about the eero app and the mesh network.
> 5 stars, May 2026, Google

Reviewers leaving Cox explain why

Cox is named in 6 reviews and Cox Cable in 2, every mention negative toward the former provider. These reviewers describe decades on cable, a rate bumped up without warning, years of outages and poor support, and hope for a more reliable line. They praise IQ Fiber for the reverse: a technician who cleaned up the mess the old provider left behind, coverage options for every room, and a repair crew on site within the same hour after an outage call the company placed before the customer had noticed.

> He even helped to clean up the mess that COX left behind.
> 5 stars, September 2026, Google

> Jason was incredibly professional and knowledgeable during installation and provided the best options for wifi coverage throughout the house.
> 5 stars, August 2026, Google

> Within a few minutes of it going out an IQ fiber employee called us to check in because they saw our internet was out.
> 5 stars, July 2026, Google

Staff named in reviews

Jason is named in 76 reviews, with a mean rating of 5.00.

The shown staff are almost all installation technicians, and none carries a negative mention. Jason holds rank 1 with 76 mentions and a mean rating of 5.00; reviewers credit him with attic cable runs, clean routing, and staying until every issue was solved. Miguel follows with 53 mentions and a mean of 4.98, praised for calling ahead, explaining each step, and digging into a laptop and hardware rather than checking only the basics. Michael Rodriguez has 40 mentions and is singled out for patience with less technical customers and for diagnosing Wi-Fi drops. Kaleb with 32 mentions and Jelani with 28 are praised for shoe covers, cleaning up afterwards, and a same-week repeat repair;

Lee and Lee Kirksey appear on install and line repair calls. Away from the van, Anthony Trent is thanked for driving out in the rain to inspect a possible fiber conflict that turned out not to be the company's, Kyle for account setup with no pressure, and Nick for a quick reschedule. Malik and Micheal each receive a small number of positive mentions. The single-staff cluster share is 27%, so no single technician dominates the review set.

What customers complain about

Complaints are scarce in this window and come from a small number of mixed reviews and a single one-star review, all about work that was not finished or did not hold.

The rare fault is work that did not hold the first time

Product or work quality carries 3 faulted mentions against 90 praised ones, and its mean rating when mentioned is 4.95. The faults are specific. A mixed review says the outside cable run by an earlier technician was sub-par and had to be promised a redo; another found the home monitoring system needed a separate call after the switch; the sole one-star review reports the connection dropping out all day, a support line that blamed the laptop, and a tech visit after which the same fault returned. With 0% of classified reviews negative and 1% mixed, these are rare, but each describes a job that needed a second visit.

> Internet runs great.
> 5 stars, May 2026, Google

Owner replies

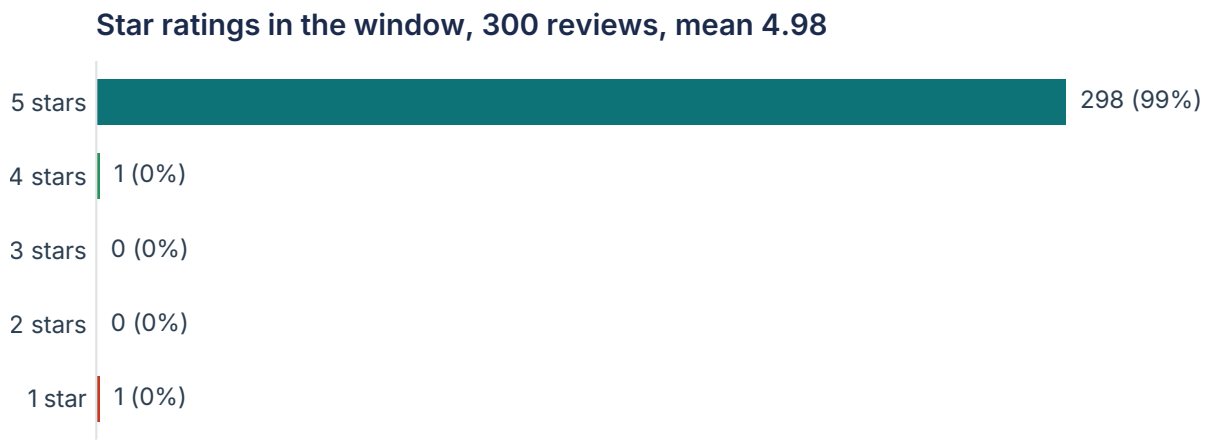
The owner replied to 97% of Google reviews in the window, and to 100% (1 of 1) of the one- and two-star reviews there.

Ratings over time



Mean star rating per period with the number of reviews beneath it, by the date each review was posted. The trend compares the older half of the reviews with the newer half.

The ratings across the window are stable. The earlier period, May 30, 2024 to July 16, 2026, averaged 4.97 over 150 reviews; the later period, July 16, 2026 to October 15, 2026, averaged 4.99 over 150 reviews, a difference of 0.02. The split is uneven in time: the earlier period stretches back to May 2024 with long gaps between reviews, while the later period covers only recent months, because 56% of all reviews arrived in 2026-06 to 2026-08.



How you compare

Against 60 B2B & Professional Services businesses, sampled 2025-11-01



Industry reference: Google star ratings of 60 businesses in B2B & Professional Services, each with 50 or more reviews, sampled from top Google Maps results for common search terms in large US cities on November 1, 2025.

The lifetime Google rating of 5.00 for IQ Fiber sits near the median for B2B & Professional Services, measured against 60 businesses in the comparison set, where the category's typical rating is 4.90 and the mean is 4.63. The gap to the category's typical rating is 0.10. The category's upper band sits at 5.00, which IQ Fiber meets on 1155 lifetime ratings; the comparison was generated on November 1, 2025.

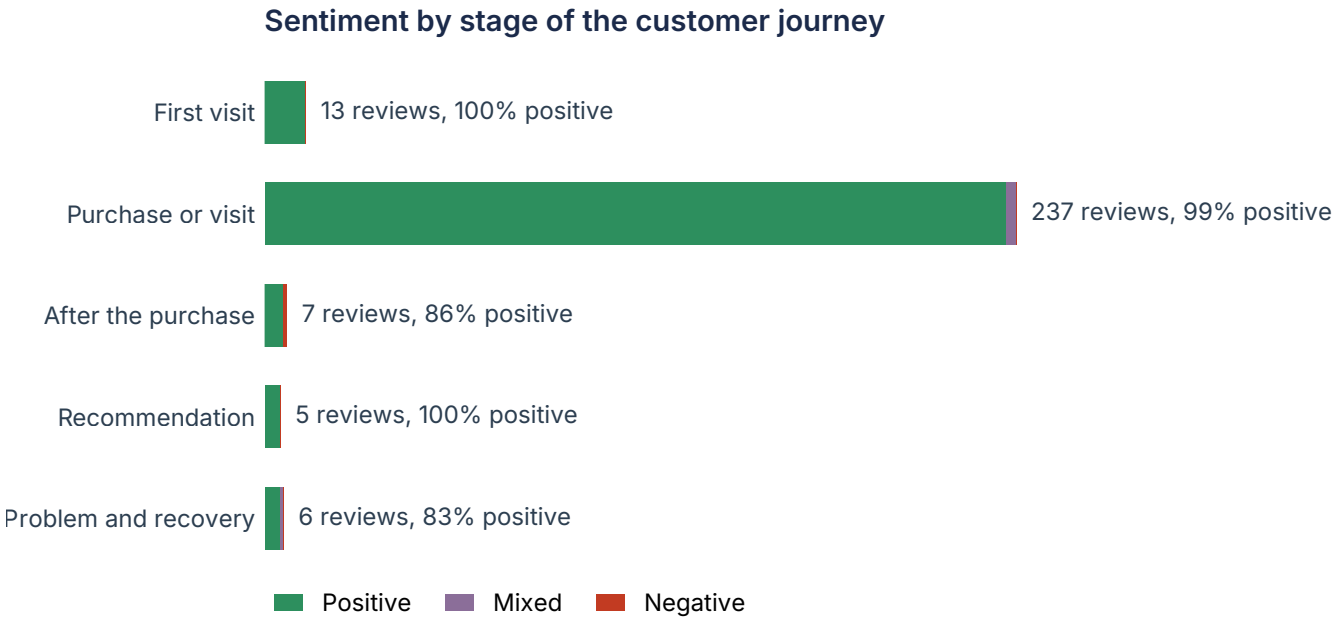
Businesses reviewers compare you with



Mentions of other businesses in the reviews, with the reviewer's attitude toward that business.

Cox draws 6 mentions, 6 of them negative and 0 positive; Cox Cable draws 2, likewise all negative. No reviewer in the window defends the former provider. The grievances they carry over are rate hikes without notice, service that fails when it rains or the wind blows, call-centre reps who push upgrades, and outage credits that take effort to obtain. Praise for IQ Fiber is framed as the reverse of each: a flat rate, a line that stays up, a technician at the door, and a credit-free repair within the hour.

Customer journey



Each review with text is assigned the stage of the customer's path it describes. Stages with fewer than five reviews are not shown.

Purchase or visit dominates with 237 reviews, 99% positive; the remainder are 3 mixed reviews about loose ends after the install. First visit reviews number 13, all positive, typically written on the day of the switch and often before the service has been tested. Problem and recovery holds 6 reviews with 83% (5 of 6) positive, covering a cut line replaced the same afternoon and a laptop-level diagnosis. After the purchase is the stage with the only negative review, at 86% (6 of 7) positive across 7 reviews, which fits a service whose faults show up after the technician leaves. Recommendation is small at 5 reviews but entirely positive.

Recommendations

1. Schedule a follow-up call within days of every repair visit, and send a senior technician when the customer reports that the dropout came back.

The sole negative review describes a connection that failed again shortly after the tech left and a support line that blamed the laptop; reliability's mean rating when mentioned is 4.85, with 3 faulted mentions, while a reviewer who did receive a follow-up call named it as something no other provider had done.

> The internet keeps dropping out all day, every day.
> 1 star, July 2026, Google

Metric to watch: Reliability, negative mentions, now 3; the aim is to lower it.

2. Confirm the street drop and the outside cable run are complete and inspected before the in-home appointment is booked, and photograph the outside run for the customer.

A mixed review waited on install day because lines had not reached the unit, and another had to be promised a redo of a sub-par outside run by an earlier technician; product or work quality carries 3 faulted mentions and wait times carries 1, and both trace to the stage before the technician arrives.

> Internet runs great.
> 5 stars, May 2026, Google

Metric to watch: Product or work quality, negative mentions, now 3; the aim is to lower it.

3. Write the credential copy, the room-by-room speed test and the eero app walkthrough into the install checklist so every technician, not only the top-mentioned ones, delivers them.

Expertise and knowledge is praised in 39% of classified reviews and is a delight factor in 34%, and reviewers describe these exact steps when they explain what made the install easy; a mixed review asked that the best technician train the others on both installation and service.

> Very knowledgeable, thoroughly explains the system options, and takes great pride in providing a clean installation.
> 5 stars, July 2026, Google

> He knows his stuff, and did exceptional work.
> 5 stars, June 2026, Google

Metric to watch: share of positive reviews praising Expertise and knowledge, now 34%; the aim is to raise it.

4. Use the Cox switch stories in neighbourhood outreach: the clean-up after the old provider, the outage call placed before the customer noticed, and the flat rate with no equipment fees.

6 reviews name Cox, all negative toward it, and first-visit reviews run 100% (13 of 13) positive, so switchers arrive already convinced and write the review the same day.

> Fantastic experience with Jason Audette installing our IQ Fiber!
> 5 stars, September 2026, Google

> Within a few minutes of it going out an IQ fiber employee called us to check in because they saw our internet was out.
> 5 stars, July 2026, Google

Metric to watch: reviews at the first visit stage, now 13; the aim is to raise it.

Methodology and data notes

Reviews. 300 reviews (300 from Google) posted between May 2024 and October 2026, the newest reviews available up to three years back; 277 carry text and 277 of those were classified. Dates are the date each review was posted; an edited review keeps its original date.

How to read the numbers. "Share of positive reviews" and "share of negative reviews" use the reviews a classifier judged positive or negative from their text, which is not the same as their star rating; "share of classified reviews" uses every review with text. Ratings are means of the star ratings over the reviews named. Shares under 50 reviews are printed with their counts.

Classification. Each review with text was labelled once, by a language model, against a fixed list of themes for B2B & Professional Services, with its overall sentiment, the stage of the customer's path it describes, any employee or other business it names, and sentences worth quoting. Quotes are reproduced verbatim. A theme is reported when at least three reviews mention it and it reaches five percent of classified reviews; a named person when two or more reviews name them.

Benchmark. Industry reference: Google star ratings of 60 businesses in B2B & Professional Services, each with 50 or more reviews, sampled from top Google Maps results for common search terms in large US cities on November 1, 2025. Your lifetime Google rating is compared with that group's median; "near" means within a tenth of a star.

Data notes.

- 36 of 300 reviews were edited after posting; the original post date is used
- 169 of 300 reviews were posted in 2026-06 to 2026-08
- 56% of the reviews were posted within three months around June 2026, so the window is weighted toward that period.

Limitations.

- All reviews come from Google; no other platform was available, so owner replies and ratings reflect a single source.
- A large share of the reviews were posted in a short burst of recent months, so the window reflects the current rollout period far more than a steady history, and the earlier part of the window is sparsely covered with long gaps.
- The review set is overwhelmingly positive, so the complaint finding rests on a very small number of mixed and negative reviews and should be read as early signals rather than patterns.
- Reviews are usually written on install day, before the service has been used for long, so they say more about the technician than about the connection's reliability over time.
- A share of reviews were edited after posting; the original post date is used, so the month assigned may not match the text as it now reads.
- Staff were matched by the names reviewers wrote, and variant spellings may have split or merged mentions; people and businesses named too rarely to reach the threshold are not shown.
- The benchmark compares against a broad professional services category rather than against other fiber or internet providers, so the position it gives is indicative only.