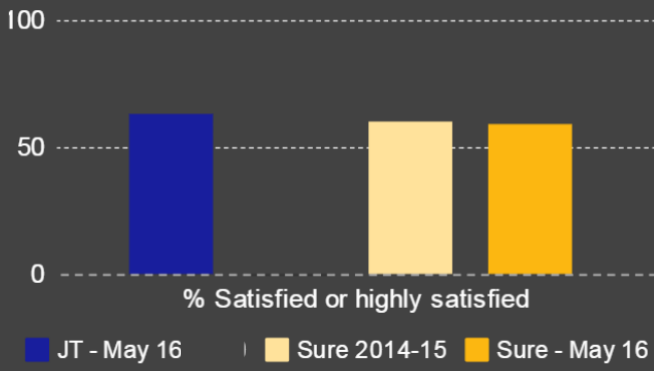
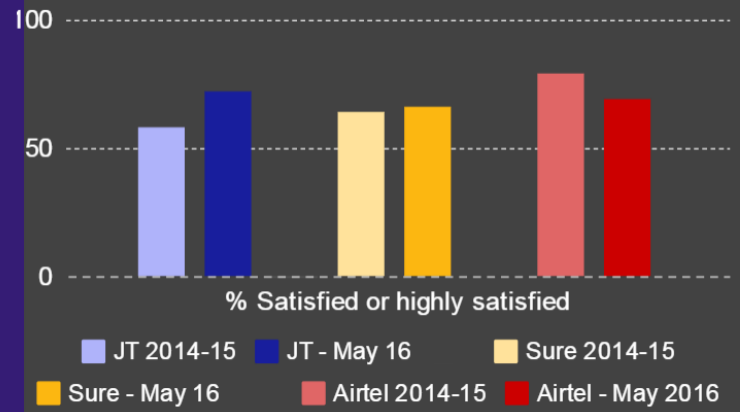


Landline

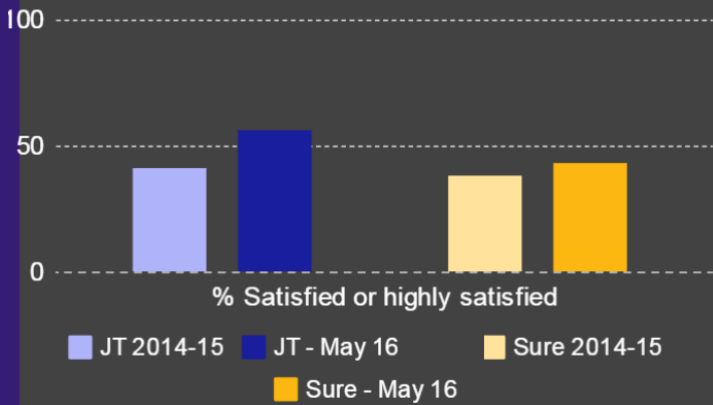


Mobile

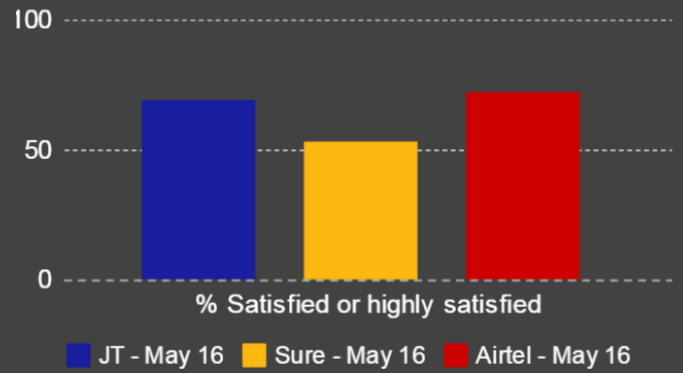


Service Satisfaction

Broadband



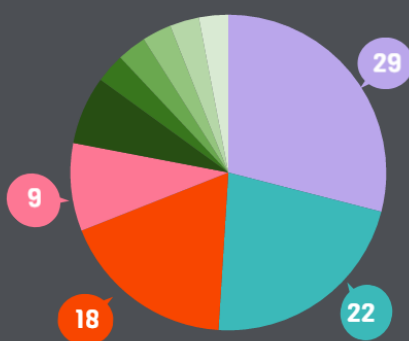
Mobile Broadband



Telecoms Customer Satisfaction Survey - May 2016

Guernsey

What would customers spend more money to achieve?



- Faster broadband
- Cheaper/inclusive roaming
- More Consistent broadband speed
- Improved mobile coverage
- Other

Important factors when choosing a telecoms provider

- Service reliability
- Price
- Speed/ease of change
- Customer services
- Other

