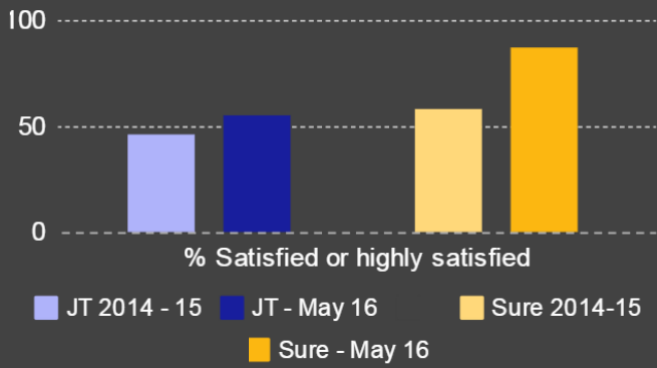
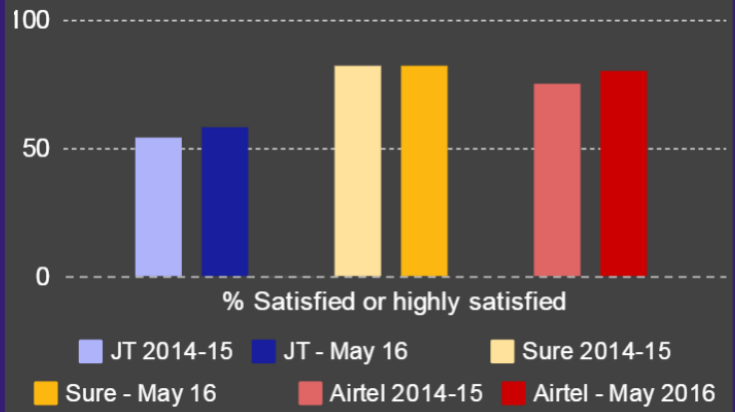


## Landline

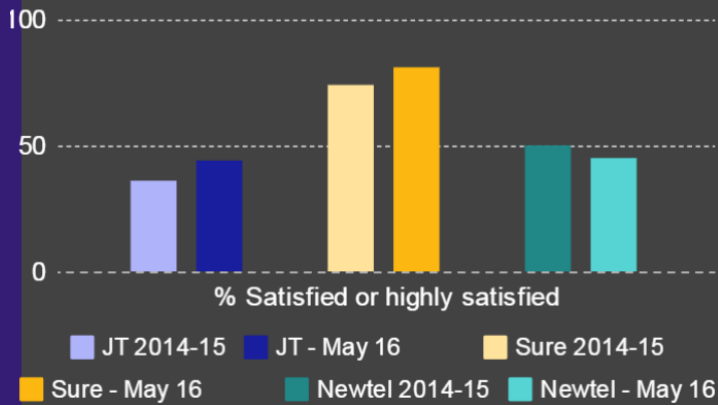


## Mobile

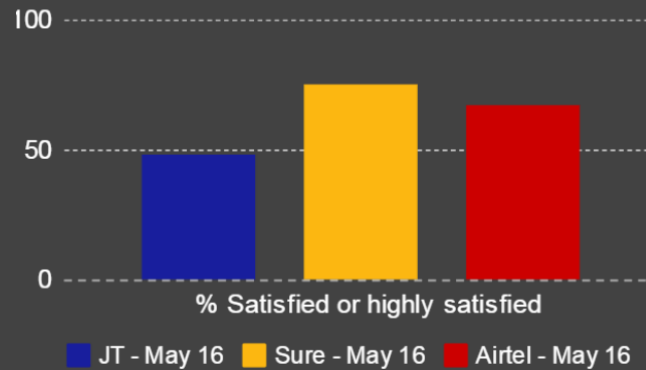


## Service Satisfaction

## Broadband



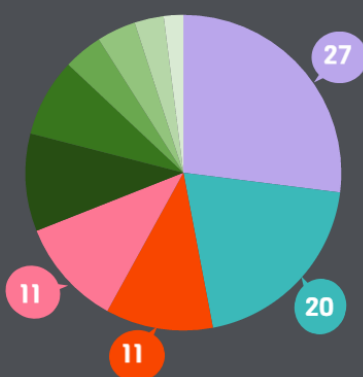
## Mobile Broadband



# Telecoms Customer Satisfaction Survey - May 2016

## Jersey

### What would customers spend more money to achieve?



- Cheaper/inclusive roaming
- Fast broadband
- More Consistent broadband speed
- Increased data/Minutes/texts in your mobile bundle
- Other

### Important factors when choosing a telecoms provider

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

