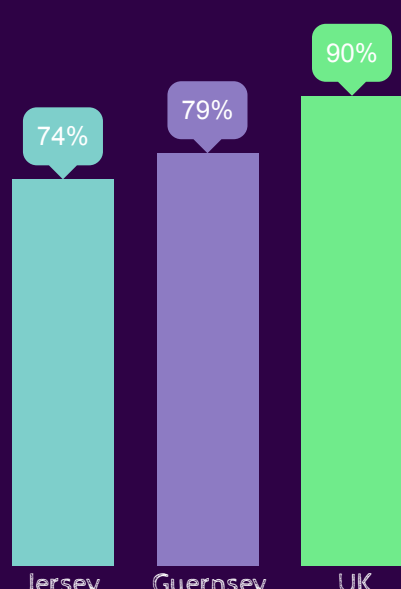


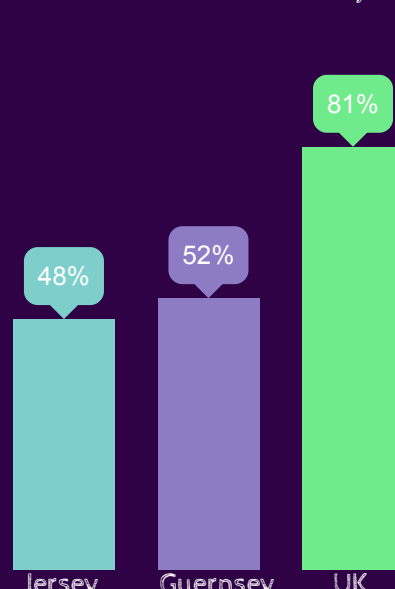
Telecoms Customer Satisfaction Results GUERNSEY 2017

1. LANDLINE

overall satisfaction



value for money



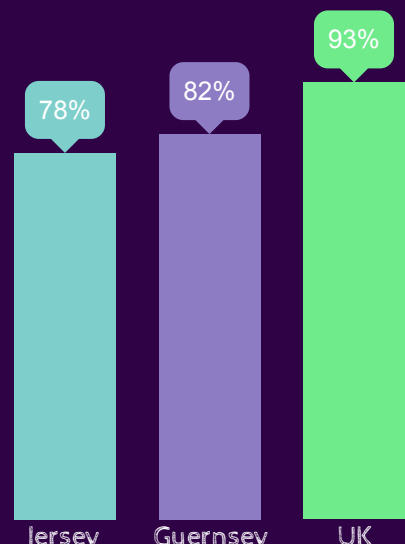
JT 82%
Sure 79%

JT 68%
Sure 50%

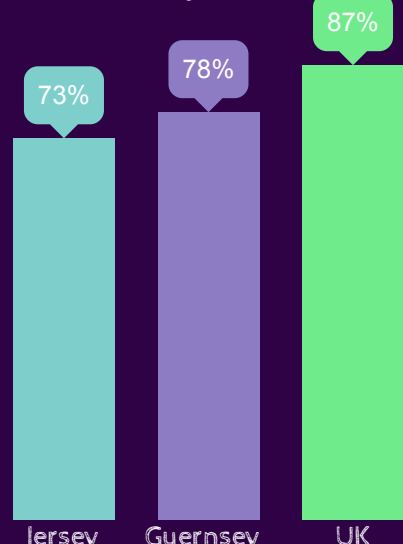
*sample sizes for Homenet, y:tel and Airtel were too small to report

2. MOBILE

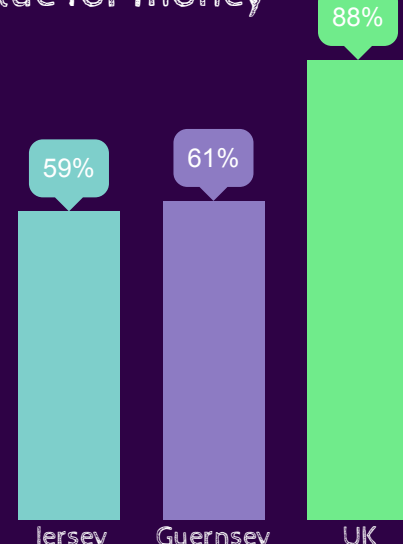
overall satisfaction



reception



value for money



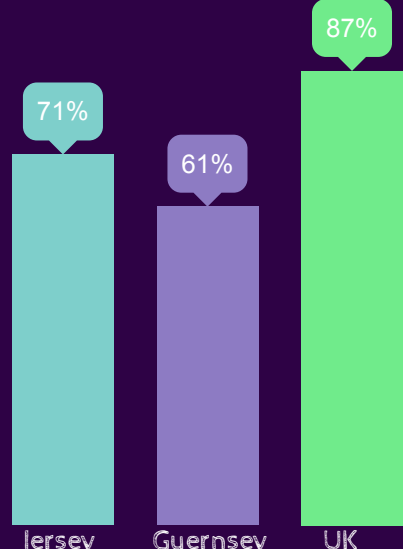
Airtel 88%
Sure 82%
JT 80%

Airtel 83%
JT 83%
Sure 77%

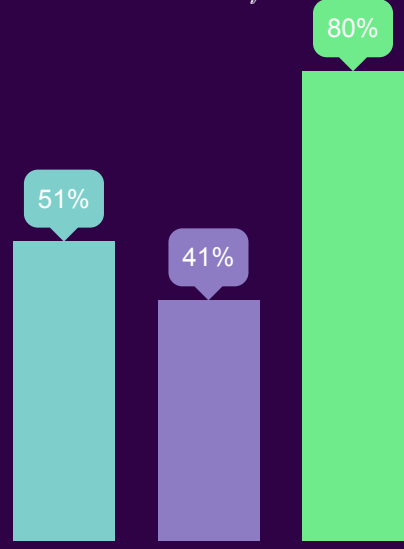
Airtel 83%
Sure 56%
JT 54%

3. BROADBAND

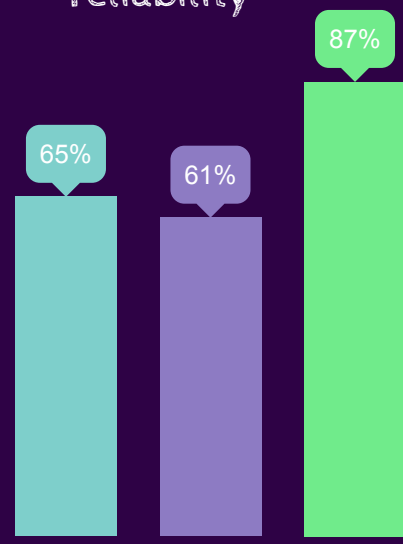
overall satisfaction



value for money



reliability



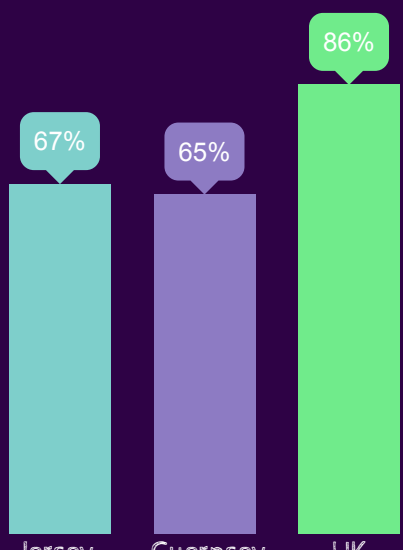
Airtel 72%
JT 65%
Sure 57%

Airtel 77%
JT 46%
Sure 36%

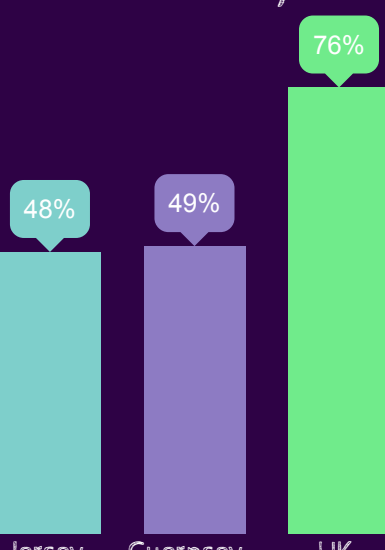
JT 70%
Airtel 67%
Sure 58%

4. BUNDLING

overall satisfaction



value for money



Airtel 80%
JT 68%
Sure 62%

Airtel 80%
JT 61%
Sure 40%