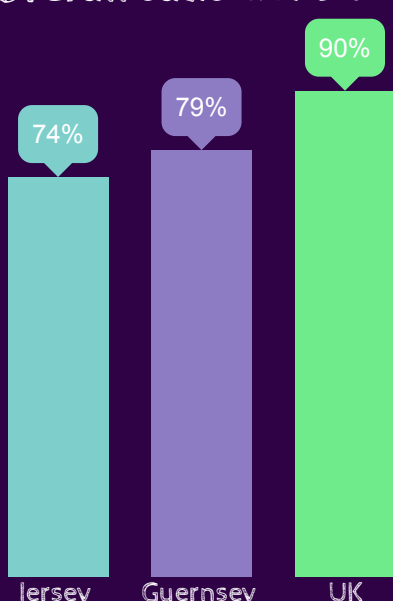


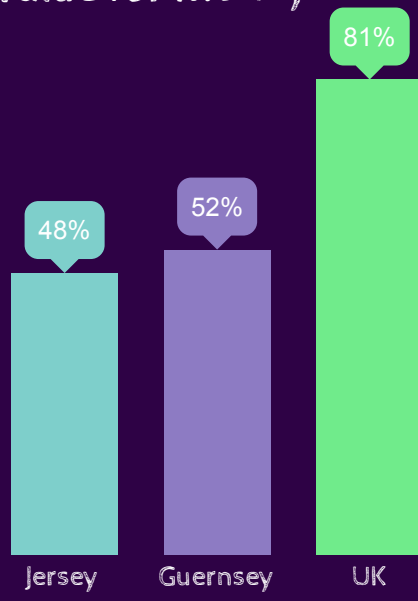
Telecoms Customer Satisfaction Results JERSEY 2017

1. LANDLINE

overall satisfaction



value for money



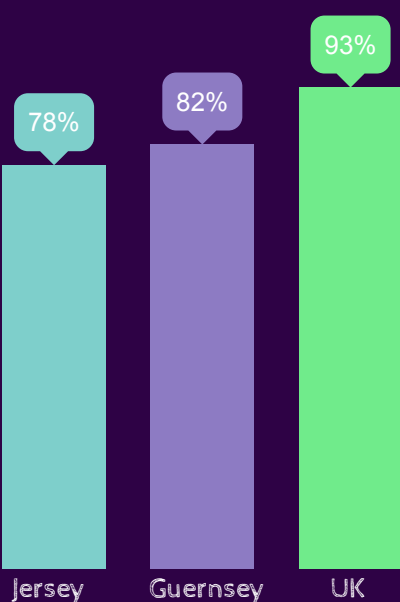
Sure 86%
JT 71%

Sure 63%
JT 45%

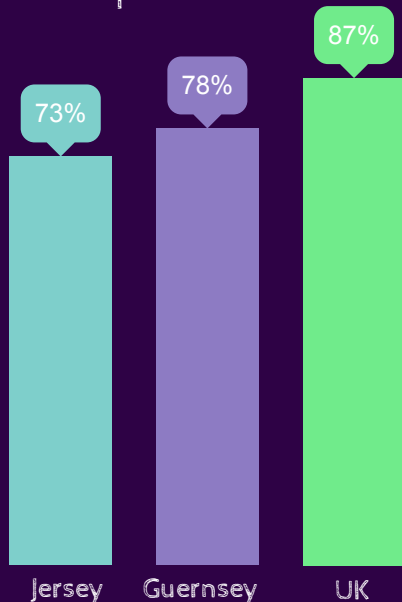
*sample sizes for Homenet, y:tel and Airtel were too small to report

2. MOBILE

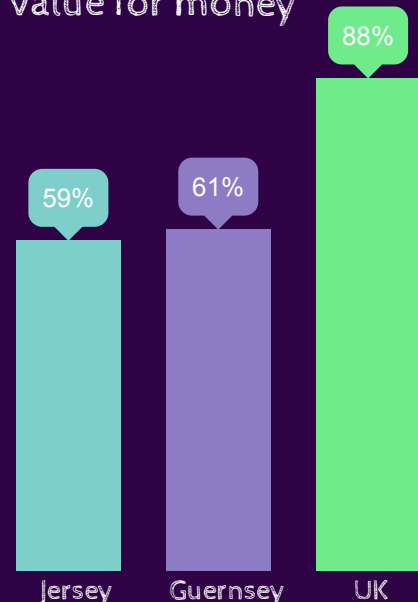
overall satisfaction



reception



value for money



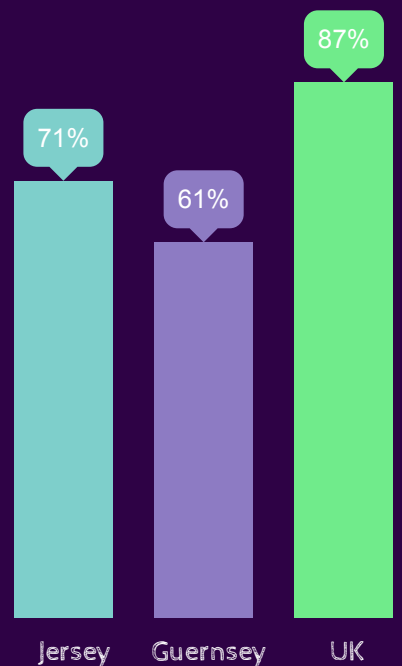
Airtel 83%
Sure 82%
JT 74%

JT 74%
Sure 73%
Airtel 72%

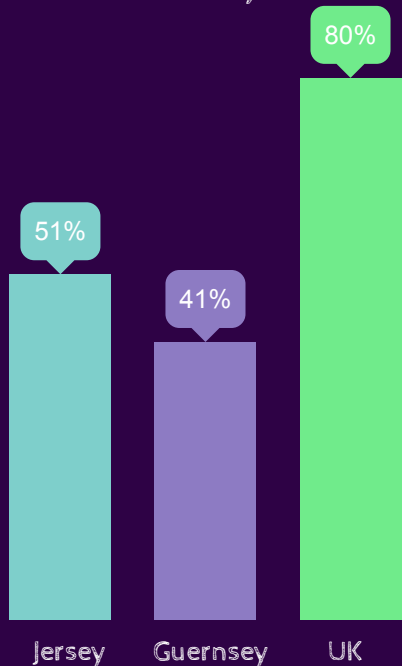
Sure 70%
Airtel 68%
JT 50%

3. BROADBAND

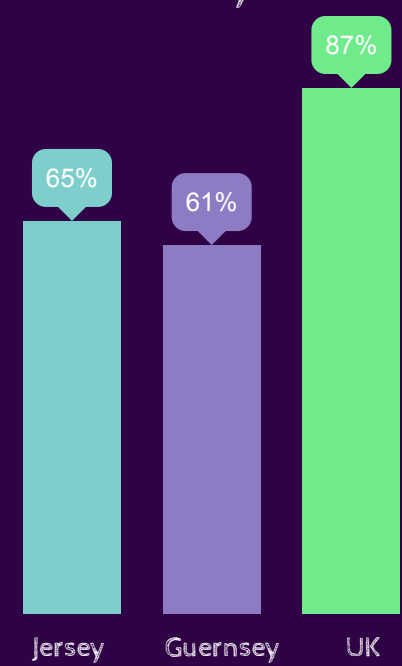
overall satisfaction



value for money



reliability



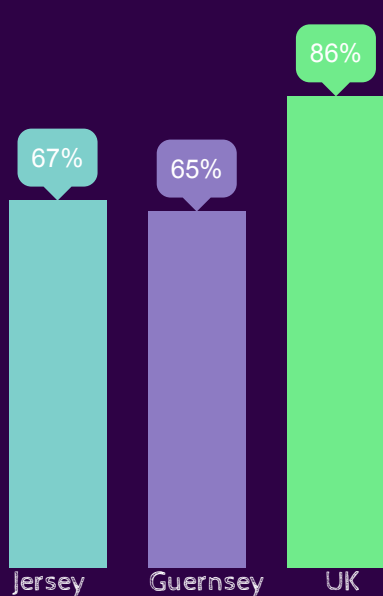
Sure 80%
Airtel 72%
JT 67%
Homenet/y:tel 53%

Sure 68%
Airtel 64%
Homenet/y:tel 43%
JT 40%

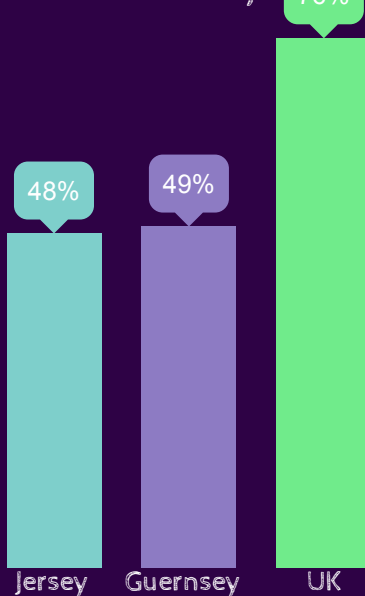
Sure 77%
Airtel 68%
JT 61%
Homenet/y:tel 42%

4. BUNDLING

overall satisfaction



value for money



Sure 80%
Airtel 63%
JT 63%

Airtel 76%
Sure 68%
JT 39%