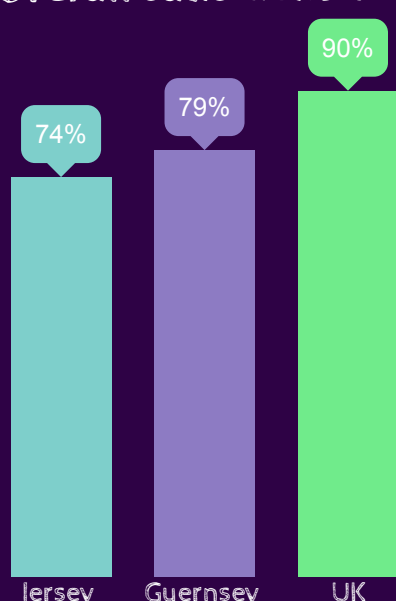


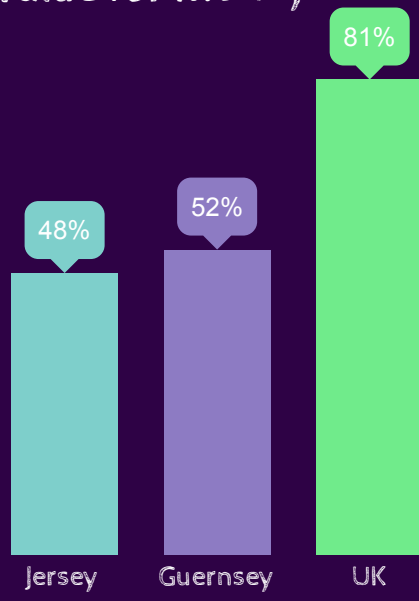
# Telecoms Customer Satisfaction Results JERSEY 2017

## 1. LANDLINE

overall satisfaction



value for money



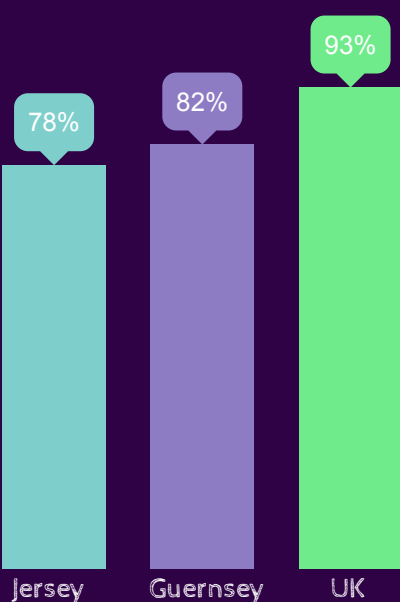
Sure 86%  
JT 71%

Sure 63%  
JT 45%

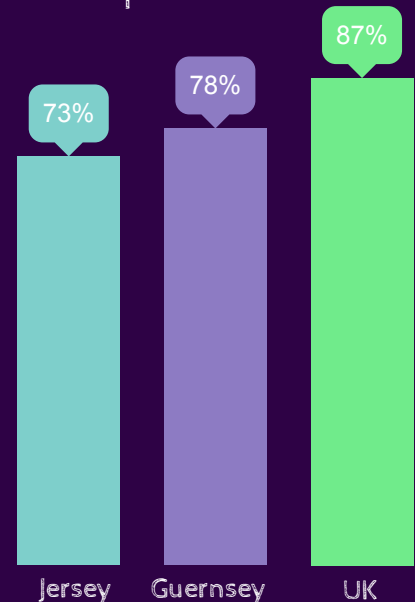
\*sample sizes for Homenet, y:tel and Airtel were too small to report

## 2. MOBILE

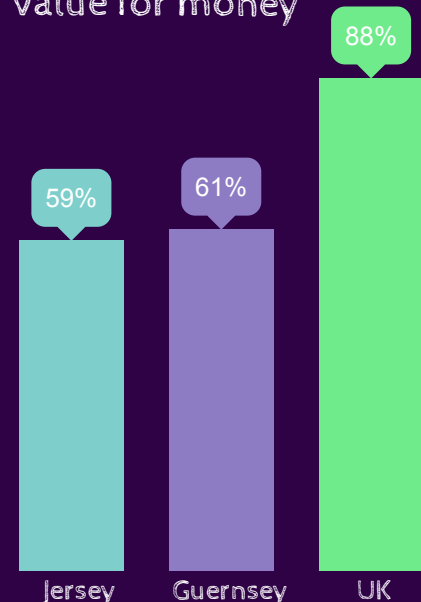
overall satisfaction



reception



value for money



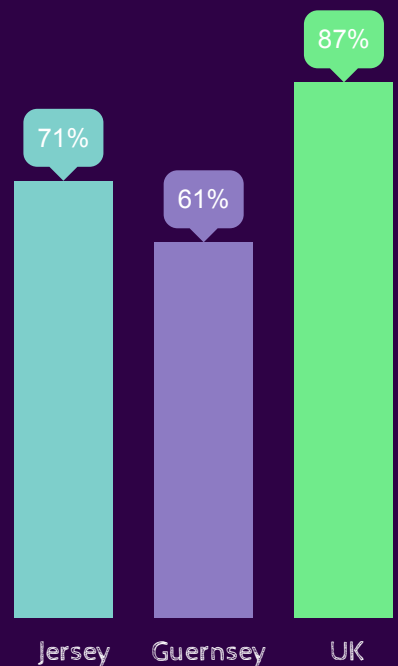
Airtel 83%  
Sure 82%  
JT 74%

JT 74%  
Sure 73%  
Airtel 72%

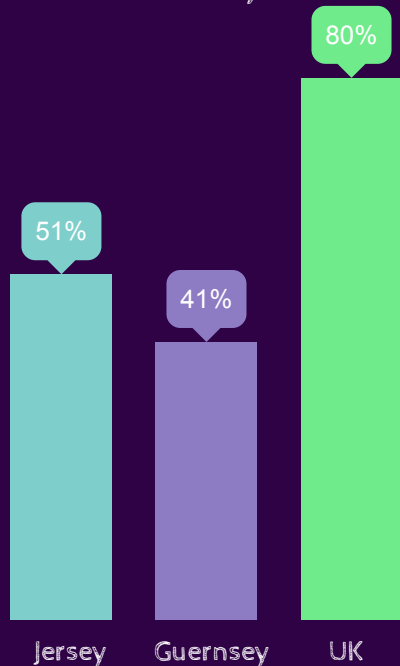
Sure 70%  
Airtel 68%  
JT 50%

## 3. BROADBAND

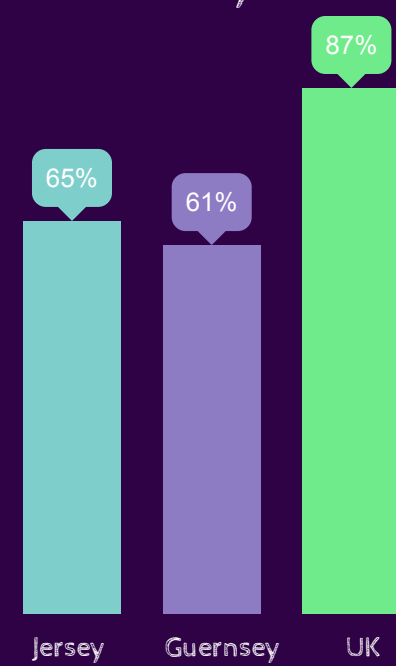
overall satisfaction



value for money



reliability



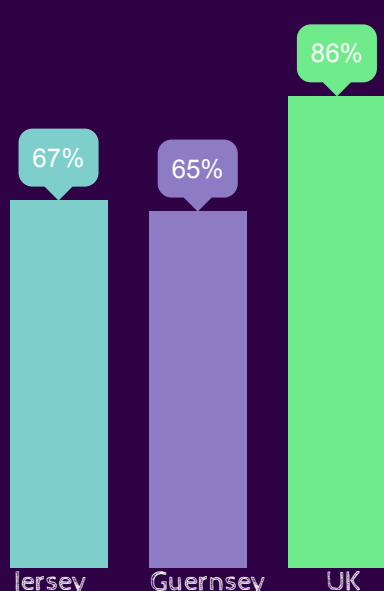
Sure 80%  
Airtel 72%  
JT 67%  
Homenet/y:tel 53%

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

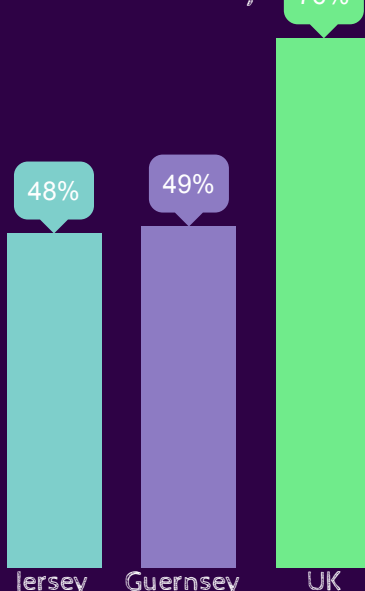
Sure 77%  
Airtel 68%  
JT 61%  
Homenet/y:tel 42%

## 4. BUNDLING

overall satisfaction



value for money



Sure 80%  
Airtel 63%  
JT 63%

Airtel 76%  
Sure 68%  
JT 39%