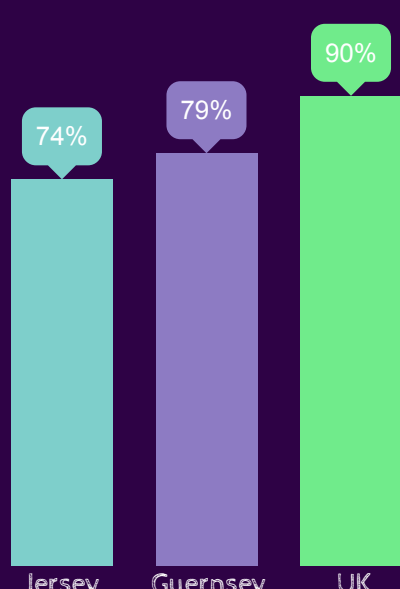


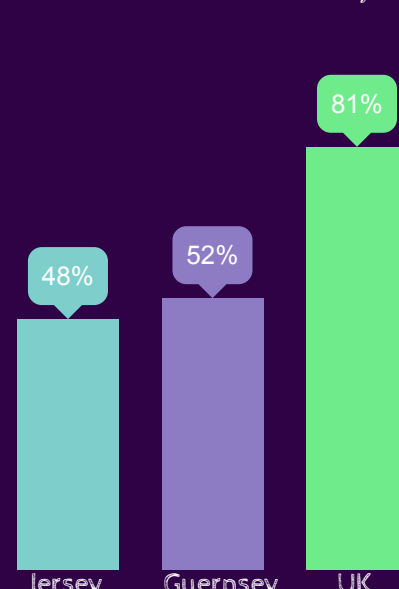
# Telecoms Customer Satisfaction Results GUERNSEY 2017

## 1. LANDLINE

overall satisfaction



value for money



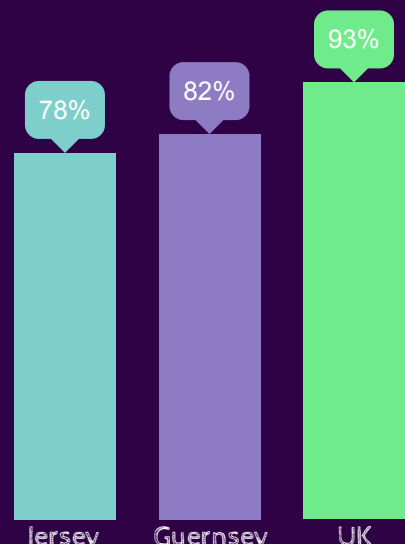
JT 82%  
Sure 79%

JT 68%  
Sure 50%

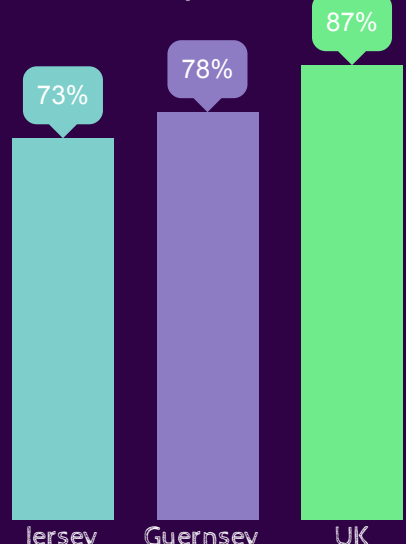
\*sample sizes for Homenet, y:tel and Airtel were too small to report

## 2. MOBILE

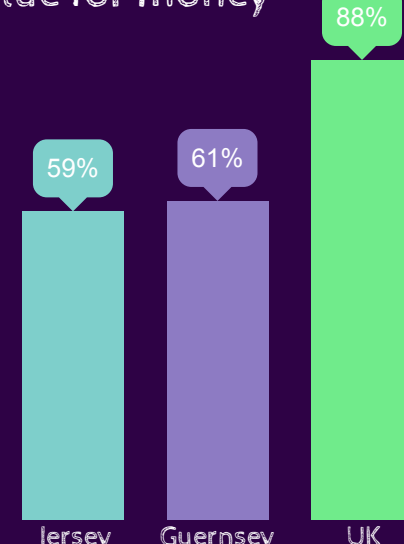
overall satisfaction



reception



value for money



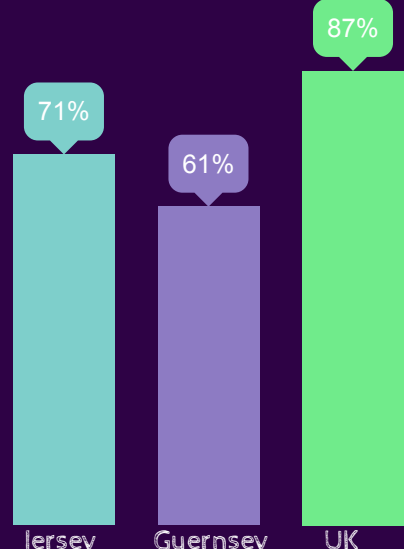
Airtel 88%  
Sure 82%  
JT 80%

Airtel 83%  
JT 83%  
Sure 77%

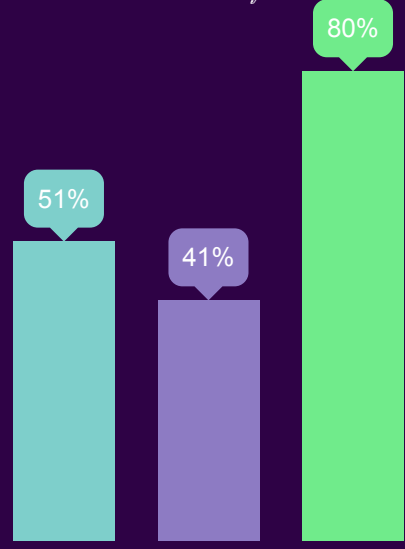
Airtel 83%  
Sure 56%  
JT 54%

## 3. BROADBAND

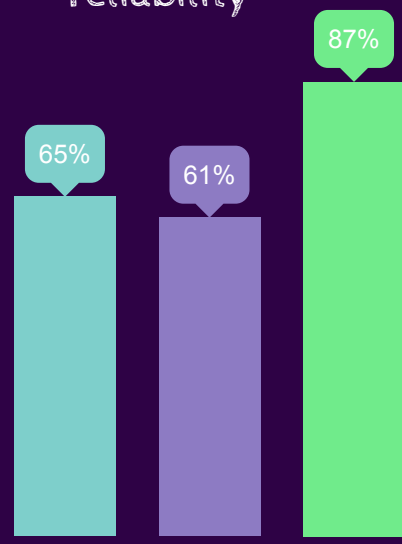
overall satisfaction



value for money



reliability



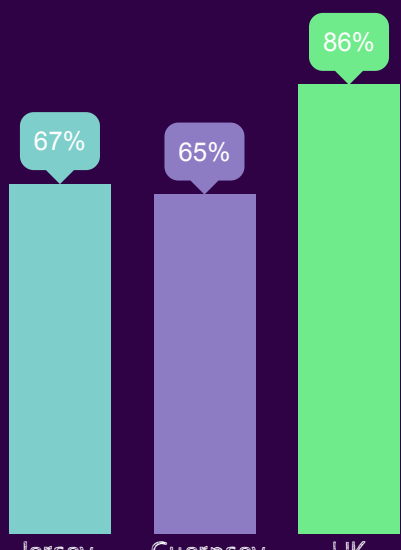
Airtel 72%  
JT 65%  
Sure 57%

Airtel 77%  
JT 46%  
Sure 36%

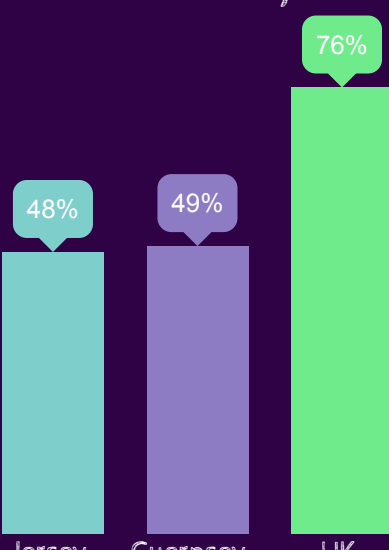
JT 70%  
Airtel 67%  
Sure 58%

## 4. BUNDLING

overall satisfaction



value for money



Airtel 80%  
JT 68%  
Sure 62%

Airtel 80%  
JT 61%  
Sure 40%