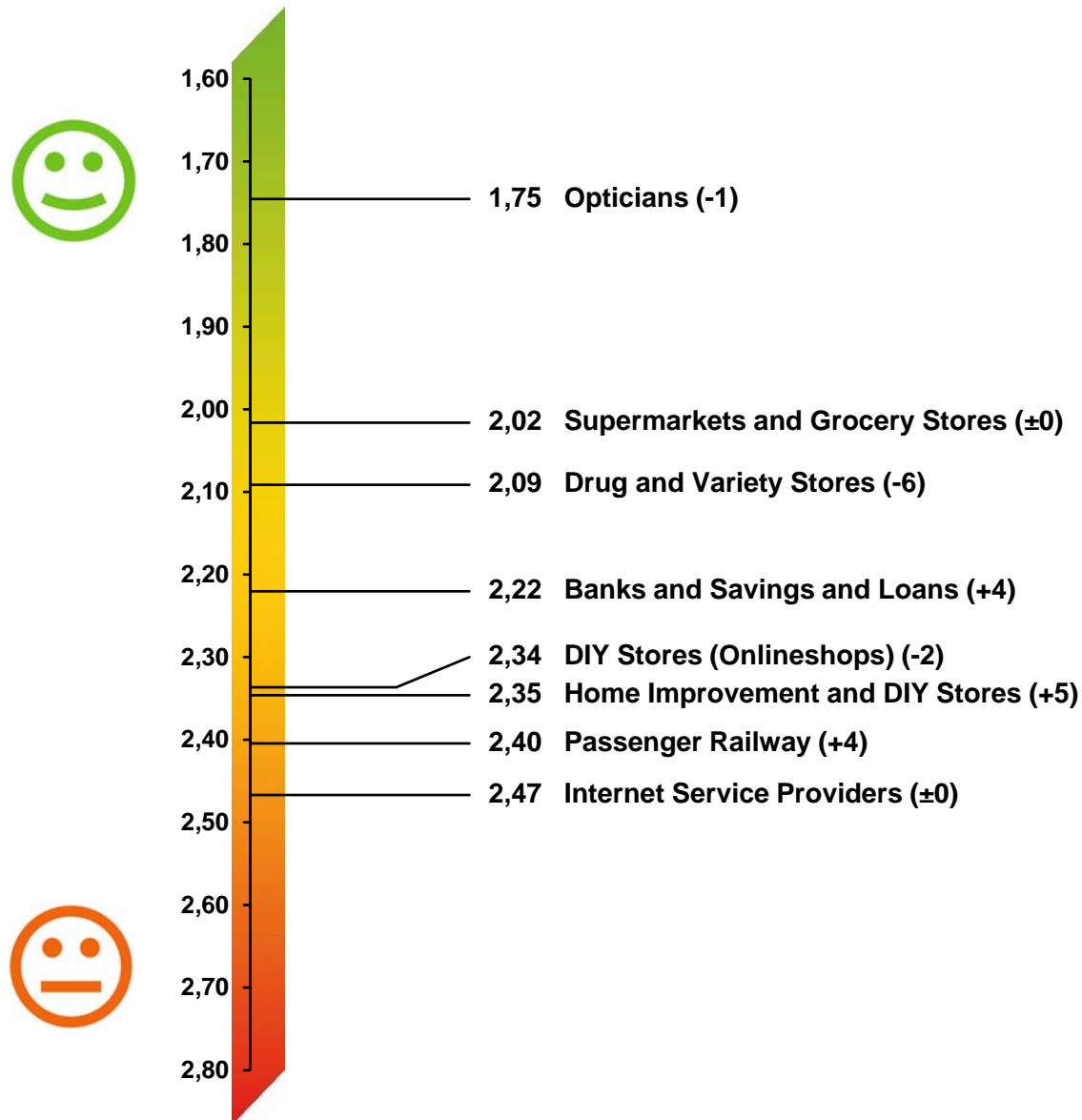


Customer Satisfaction in Austria 2018



Study design

Ranking according to the average value of overall satisfaction measured on the scale "extremely satisfied" (=1) to "dissatisfied" (=5)

| | |
|-----------------------|--|
| In brackets: | Change compared to 2017 in basis points |
| Question: | „How satisfied are you with the services of this (mainly used) provider as a whole?“ |
| Sample: | 3'202 respondents (16 years, online) |
| Survey period: | 15 to 24 October 2018 |
| Editor: | ServiceBarometer AG, München |
| Detailed Information: | www.kundenmonitor.at |