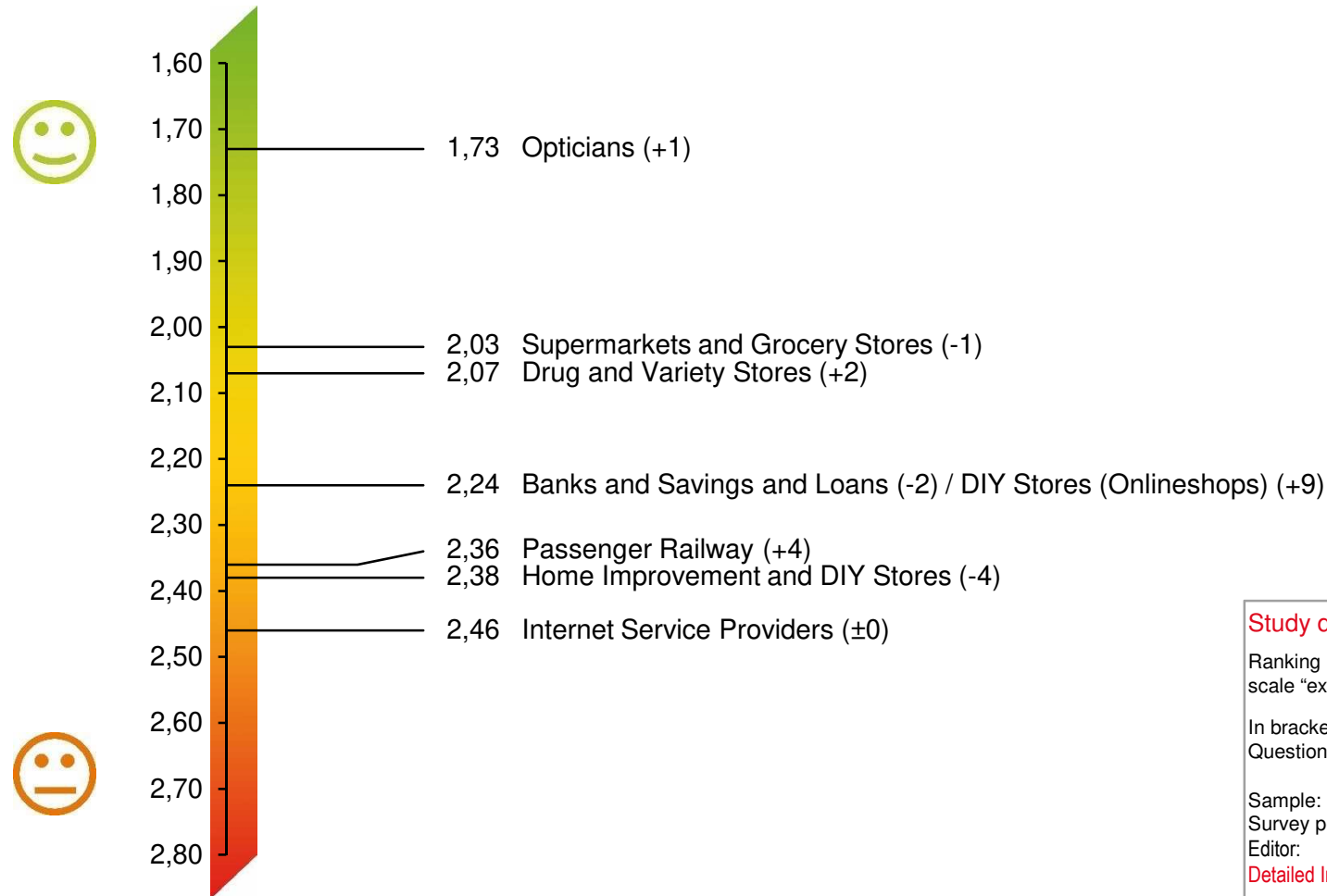


Customer Satisfaction in Austria 2019



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: 3'233 respondents (16 years, online)

Survey period: 1 to 16 October 2018

Editor: ServiceBarometer AG, München

Detailed Information: www.kundenmonitor.at