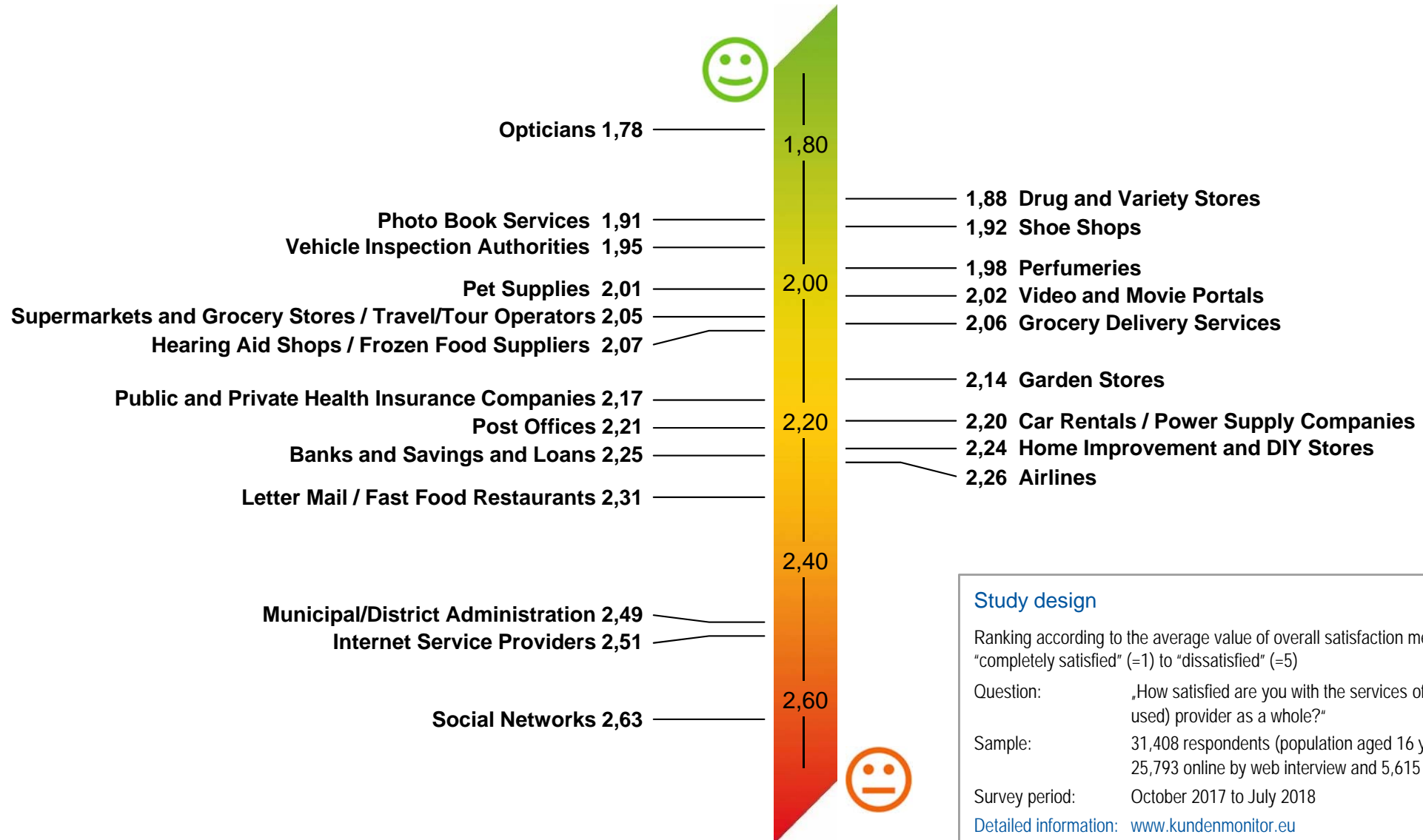


Customer Satisfaction in Germany 2018



Study design

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

Question: „How satisfied are you with the services of this (mainly used) provider as a whole?“

Sample: 31,408 respondents (population aged 16 years), thereof 25,793 online by web interview and 5,615 by telephone interview

Survey period: October 2017 to July 2018

Detailed information: www.kundenmonitor.eu