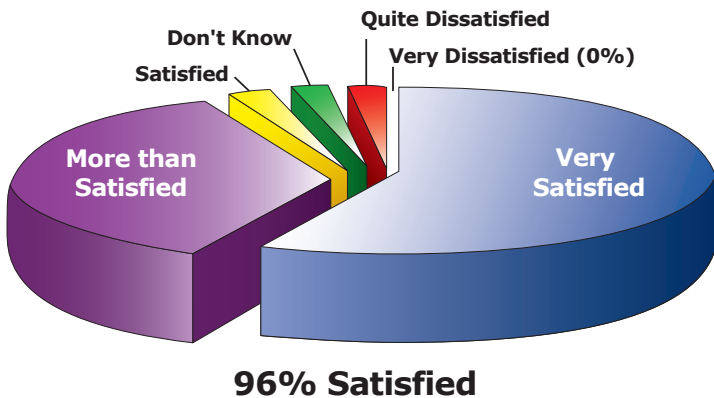


Customer Survey



93% of customers would recommend 8el

8el (pronounced "A-Tel") is an innovative, specialist network operator. It provides efficient voice and data solutions to the business market. Customers use 8el to meet their communication needs and derive a mixture of strategic, financial and quality benefits.

To demonstrate the success of its voice and data solutions, 8el recently commissioned an independent survey of their customer base, with some compelling results:

- 94% of customers were more than satisfied with the level of service provided by 8el, with 56% being very satisfied with the service.
- 98% of those who responded said they were likely to continue using 8el's service over the next year.

The survey asked customers for their opinions on all aspects of the services provided by 8el, starting from the initial meetings with the consultant through to the installation process and subsequent customer support.

The key findings were as follows:

Financial Benefits

- 87% of customers who analysed their network costs agreed they had made financial savings since switching to 8el.
- 98% of those who responded believed 8el to be good value for money.

Technical Competence

Customers believed our engineers displayed high levels of competence,

- 80% rating them 8 or more out of 10
- 87% found the engineers to be extremely helpful,
- awarding a score of 8 or more.

Customers were also impressed with the technical knowledge

- of the engineers, 86% rating them with 8 or more out of 10.

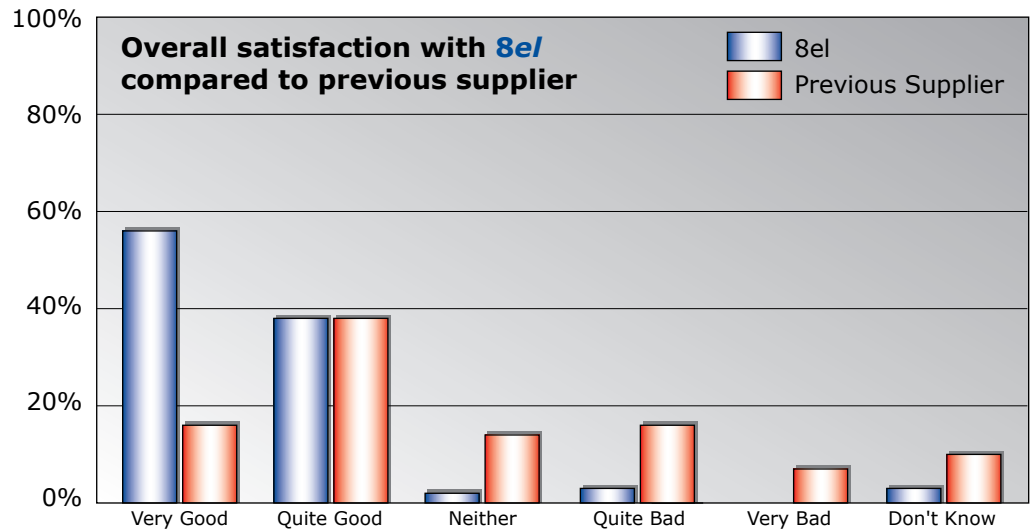
Survey Results

Support Services

- 100% of customers scored 8el customer services 7 or more for their knowledge or technical expertise.
- 100% again rated 8el's ability to listen and understand their problems at 7 or more.
- Customers felt that 8el quickly and efficiently solved any problems that arose, 90% rating them 7 or more.
- 97% of customers found 8el staff to be extremely helpful, scoring them 7 plus for helpfulness, with 61% rating them 9 or 10.

Competitor Comparison

- 94% of customers are happier with 8el's service compared to their previous supplier.



Conclusion

The results of the survey are both conclusive and positive. It is evident that 8el's core principle of superior service is being delivered to and is recognised by its growing customer base.

The survey results also reinforce 8el's growing reputation for providing high quality, robust voice and data services at a reduced total cost of ownership.

About the Survey

The survey was conducted by SJ consulting in full compliance with the rules and regulations of the Market Research Society.

This document represents a summary of the research carried out by SJ Consulting, a full survey report is available on request from 8el's marketing department at marketing@8el.com or 0845 3300093.

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Leading voice
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