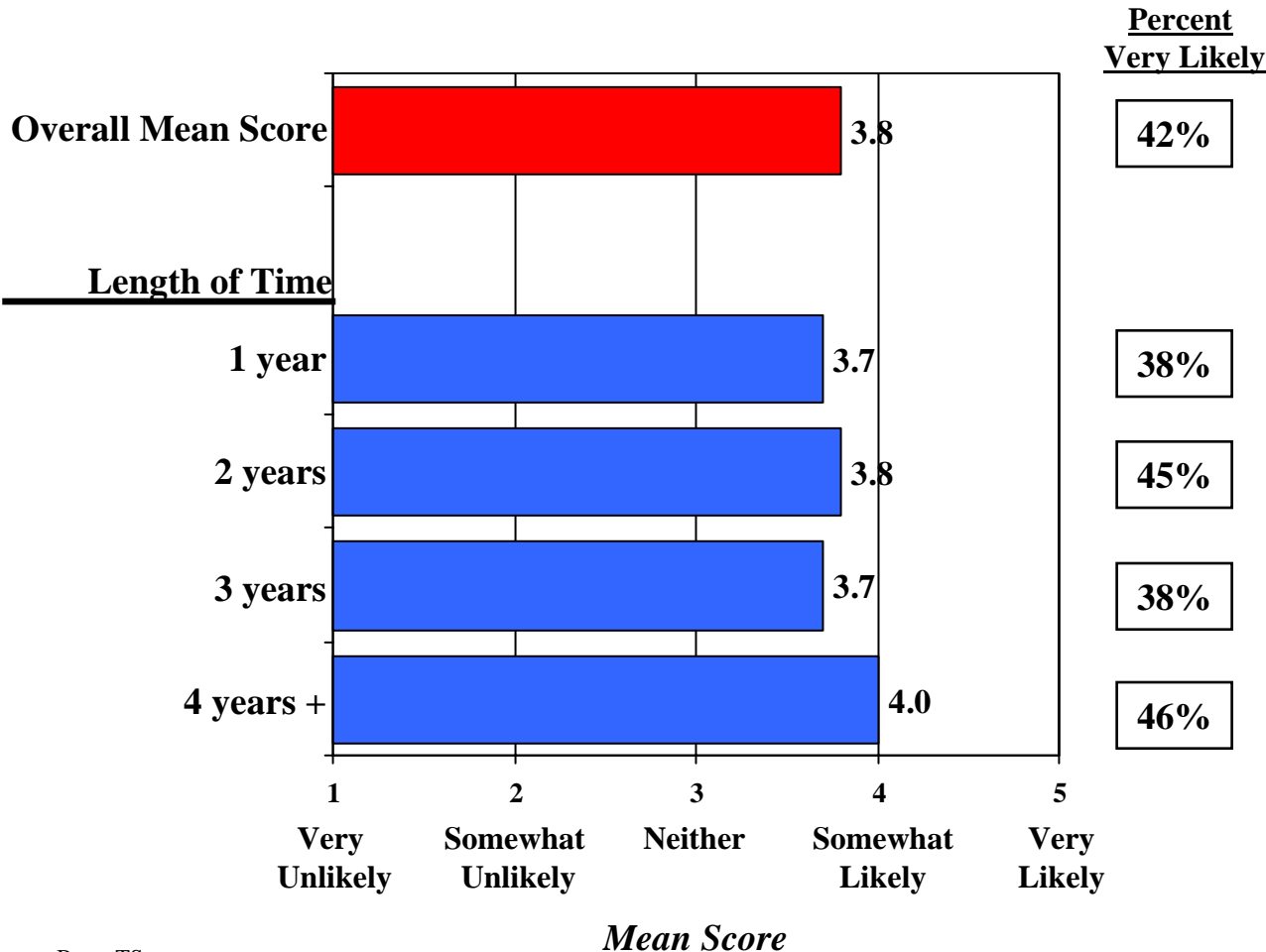


Customer Satisfaction

Likelihood to Recommend Service



Customer Profiles

Most Likely To Recommend:

- 4 years + customer length
- Conference Calling users
- Toll Free users
- Virtual Office users
- Central region customers

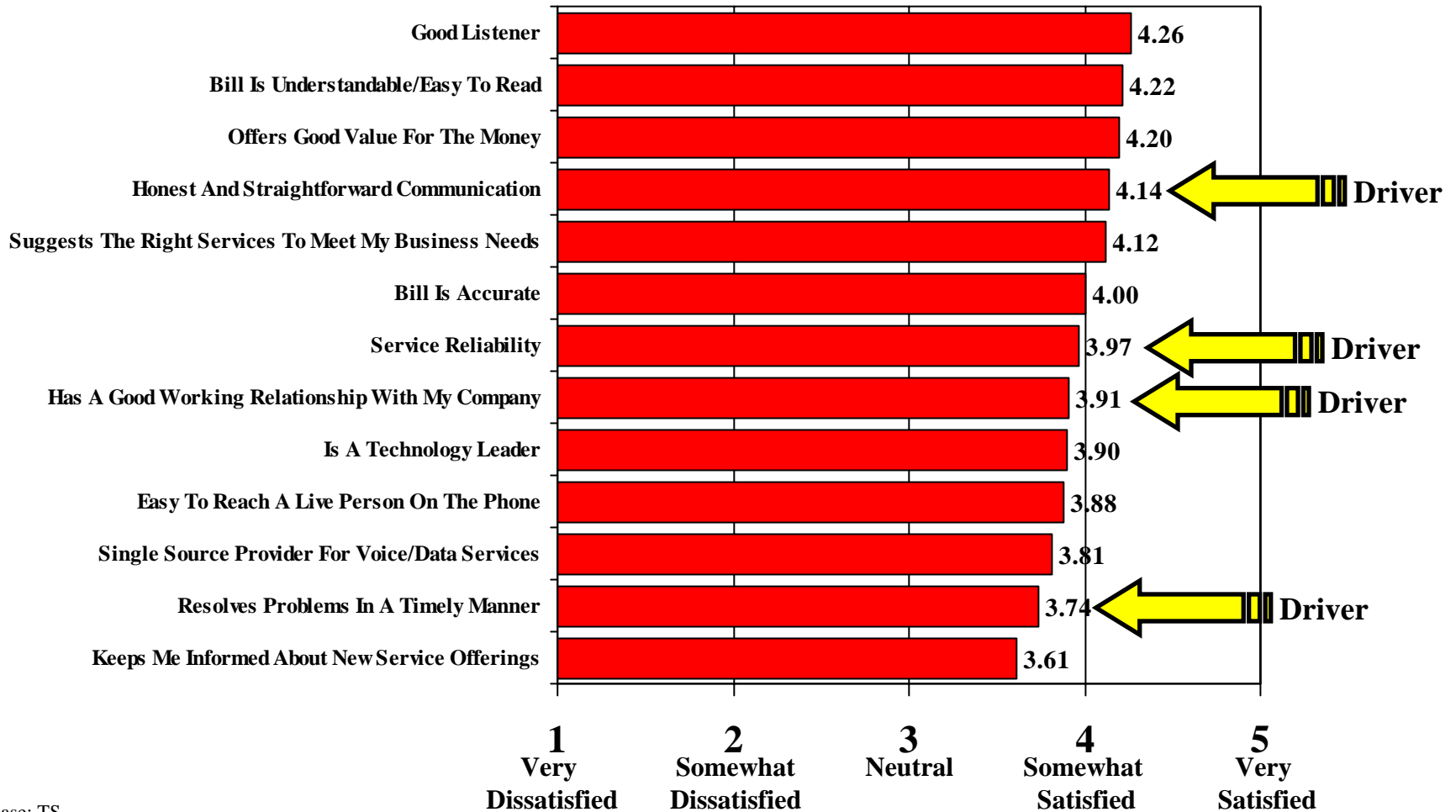
Least Likely To Recommend:

- 1 years customer length
- DSL users
- Voicemail users
- Virtual PBX users
- South region customers

Base: TS

Customer Satisfaction

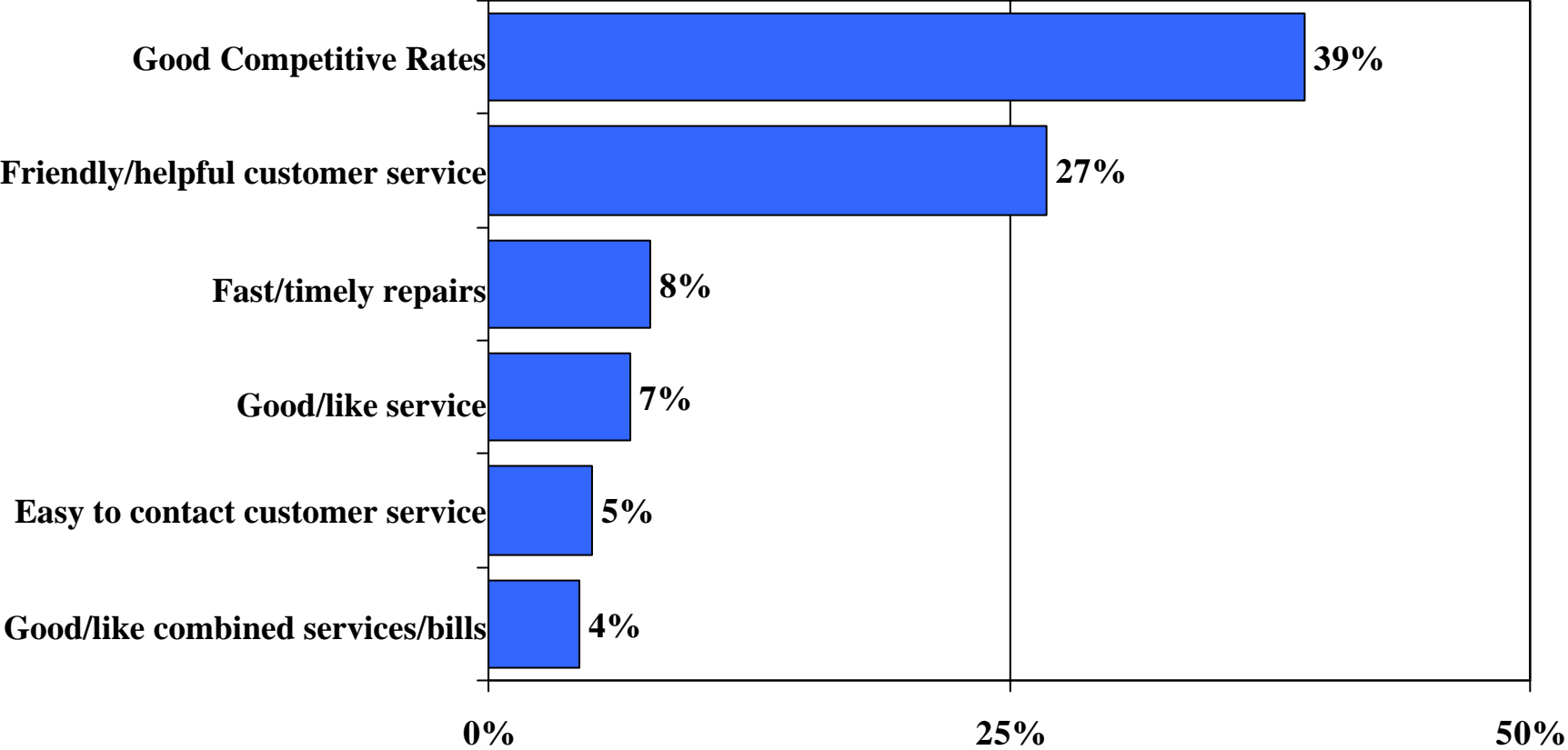
Satisfaction with Performance



Base: TS

Customer Satisfaction

Attributes Most Liked



Base: TS

Percentage Response

Note: Multiple Response
Less than 4% not shown