

Mobile network operator performance (by number of measures best in class)

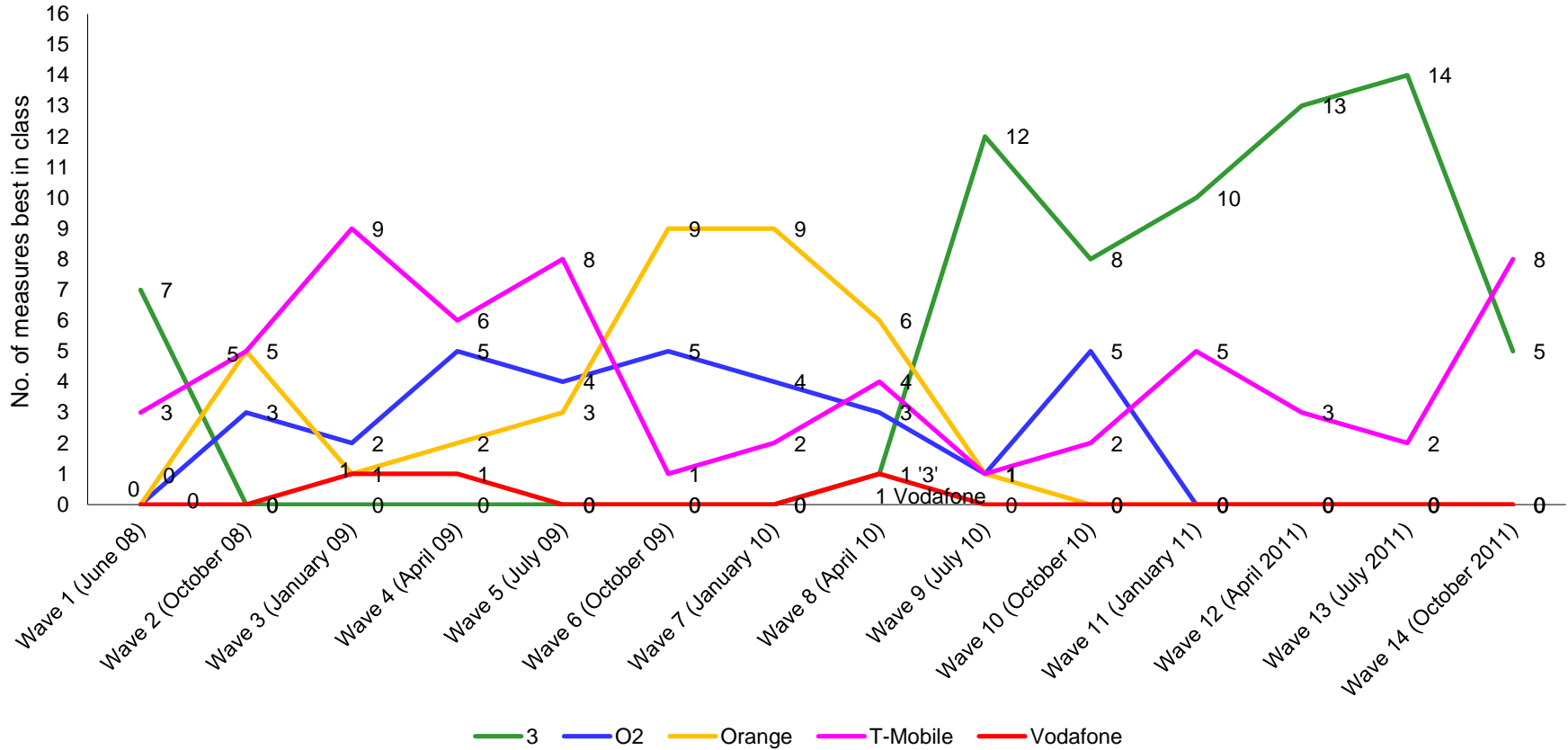


Chart produced on 12 measures of quality, 3 measures of Value for money/cost, and overall satisfaction. Note that ease of topping up removed and cost of using abroad removed. Note that value for money attributes were added in wave 5 (July 09) (not asked in previous waves)