

TWDC - Customer Survey - July 2006 - Results

We recently sent out a customer survey to find out what our customers thought of us. Out of 700 surveys sent, we had around 300 replies so a massive thank you to everyone who gave us feedback.

We asked ten specific questions on our service related to our products and service and also two questions to see how well they rate our overall service.

We asked them "How satisfied are you with our service?"

- 1) Very Happy
- 2) Happy
- 3) Satisfied
- 4) Dissatisfied
- 5) Leaving us

- 75% replied telling us that they were "Very happy with our service"
- 94.7% replied telling us that they were either "Happy with our service" or "very happy with our service"

We asked them "How does our service compare with your previous supplier?"

- 1) Much Better
- 2) Better
- 3) The Same
- 4) Worse
- 5) n/a

- 68.9% replied telling us that we were "Much Better" than their previous supplier.
- 97.3% replied telling us that we were either "Better" or "Much Better" than their previous supplier.

40.12% of our customers responded to our survey sent out on 1st July 2006
These results have been audited by an independent director and marketing company.