Overview for

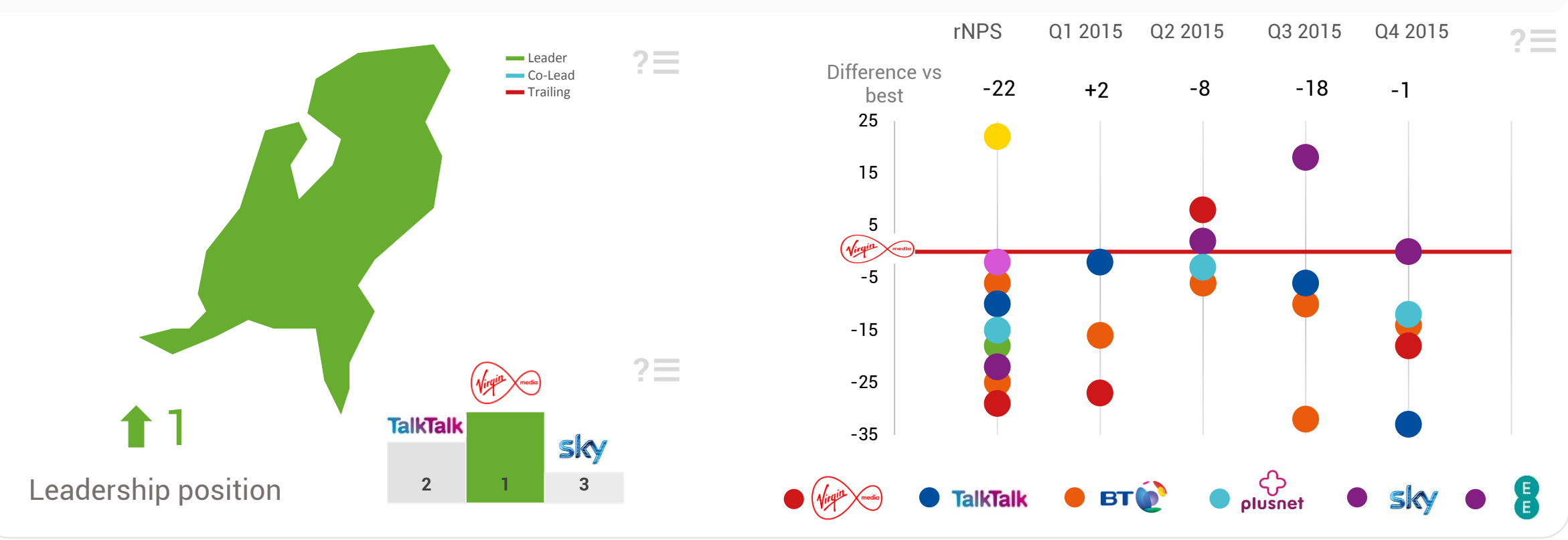Q1 2015 – Q4 2015 ⌄ | Netherlands ⌄ | Relationship NPS ⌄ | Export data

Virgin Media Leadership position

Leader
Co-Lead
Trailing

↑ 1

Leadership position

TalkTalk **2** | Virgin media **1** | sky **3**

Virgin Media Leadership position dynamics

	rNPS	Q1 2015	Q2 2015	Q3 2015	Q4 2015
Difference vs best	-22	+2	-8	-18	-1

25
15
5
-5
-15
-25
-35

Virgin media | TalkTalk | BT | plusnet | sky | EE

Driver importance and performance

VM Diff. vs best	-22	+2	-8	-18	-1	-18	-1
	Trailing	Leader	Co-lead	Trailing	Trailing	Trailing	Trailing

Product quality | Customer service | Value for money | Trust | Competitive offering | Customer reward | Customer reward

Derived Importance*

Virgin media | TalkTalk | BT | plusnet | sky | EE

Driver scores in time

Product Quality
Q1 | Q2 | Q3 | Q4

Customer Service
Q1 | Q2 | Q3 | Q4

Value for money
Q1 | Q2 | Q3 | Q4

Trust
Q1 | Q2 | Q3 | Q4

Competitive offering
Q1 | Q2 | Q3 | Q4

Customer reward
Q1 | Q2 | Q3 | Q4

Virgin media | TalkTalk | BT | plusnet | sky | EE
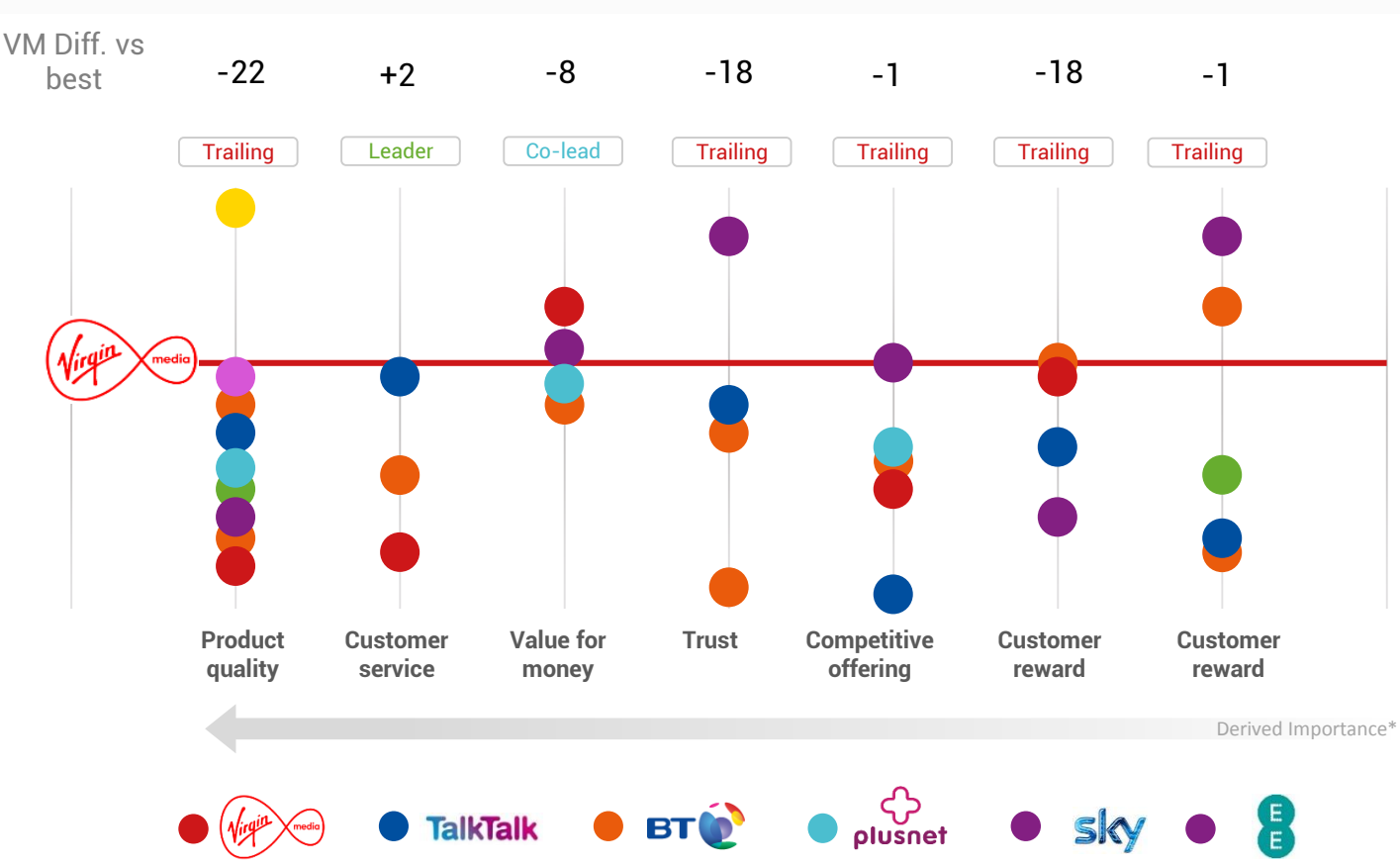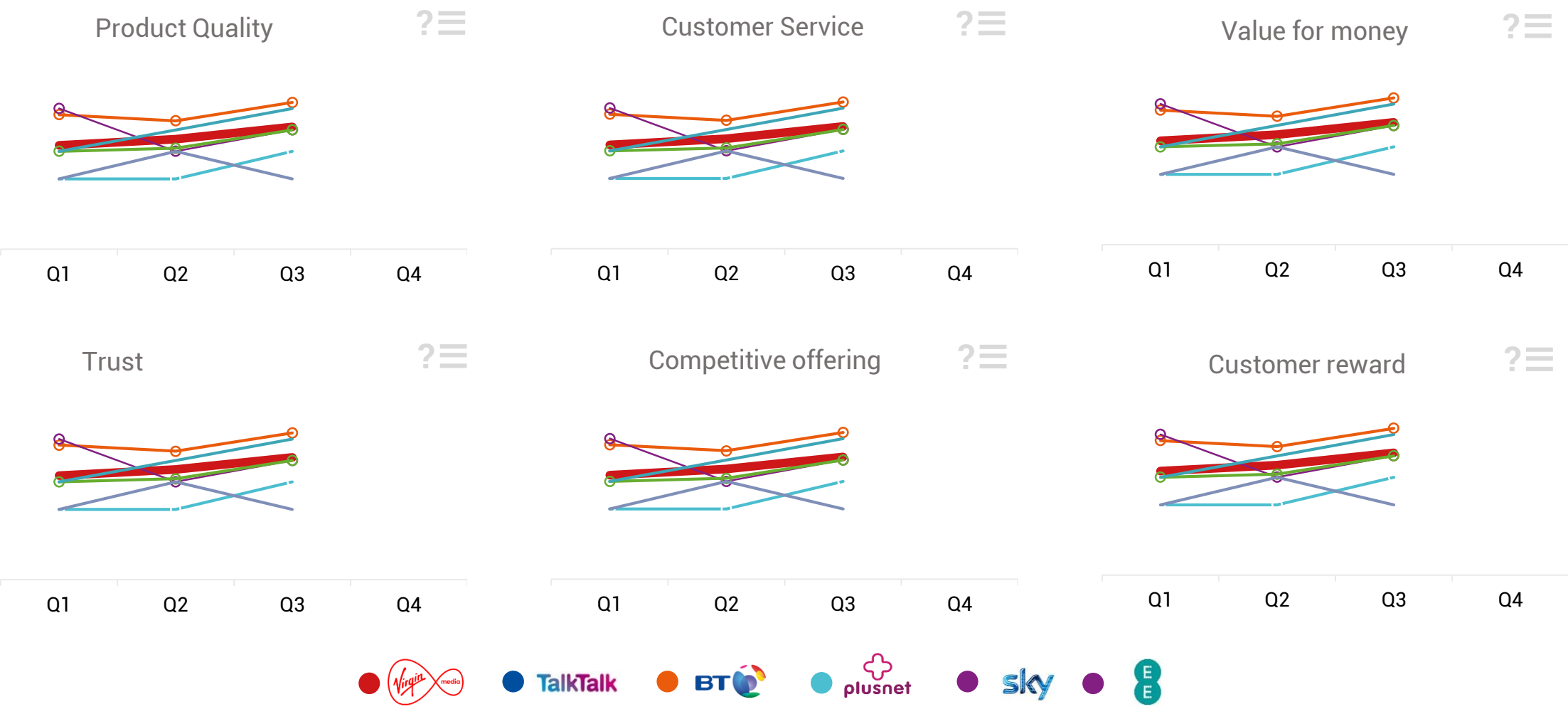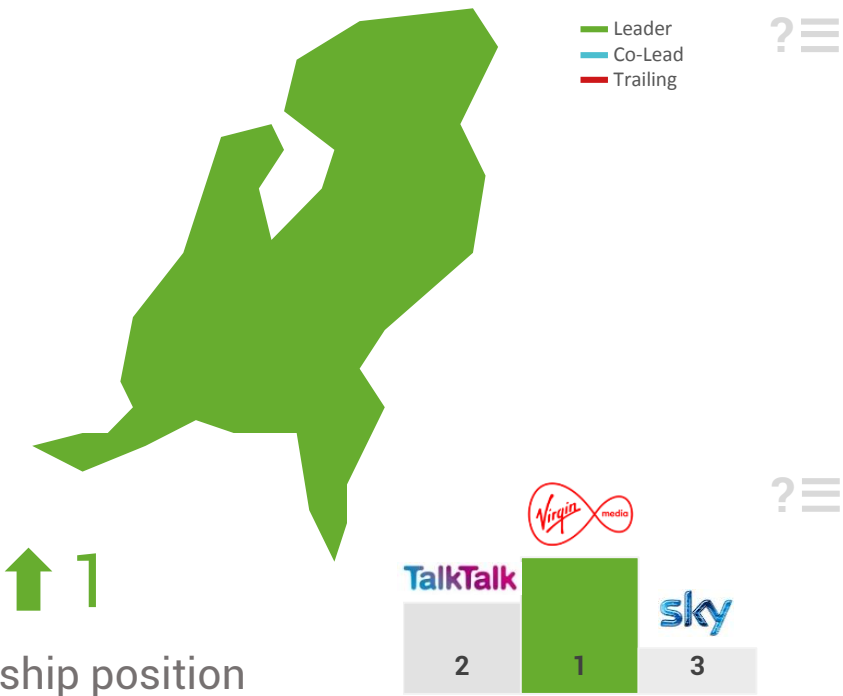
Overview for   Q1 2015 – Q4 2015 ⌄   Netherlands ⌄   Relationship NPS ⌄   **Export data**
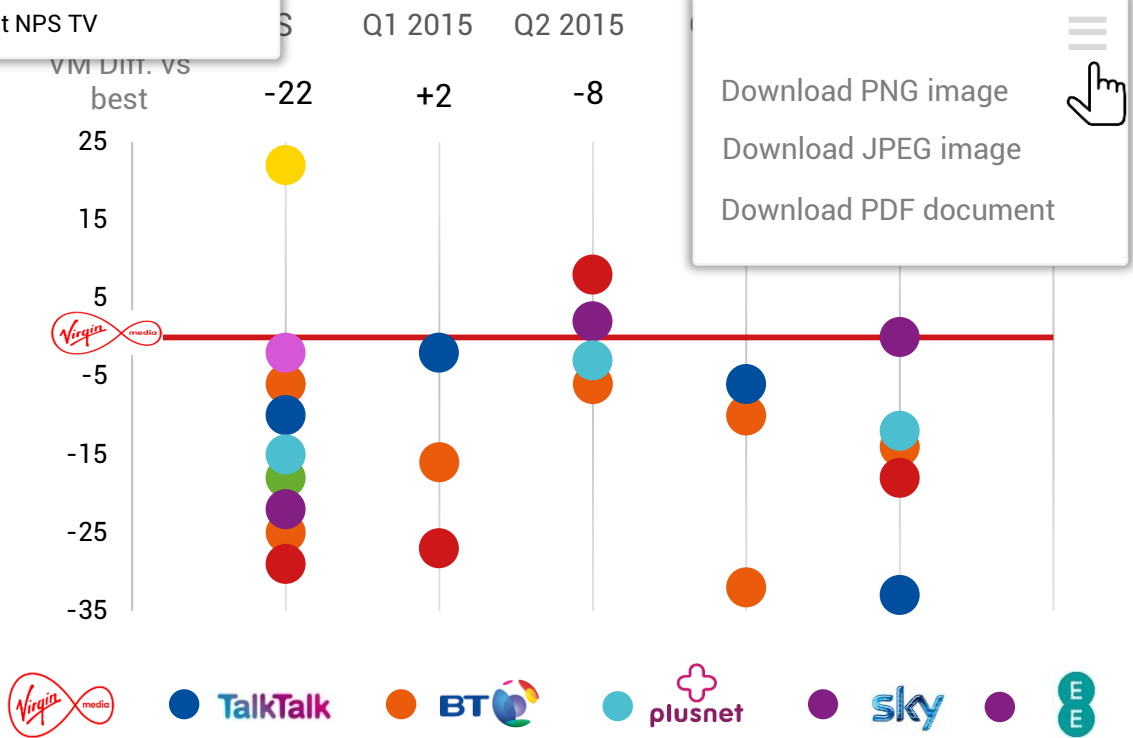
Relationship NPS
Product NPS Mobile
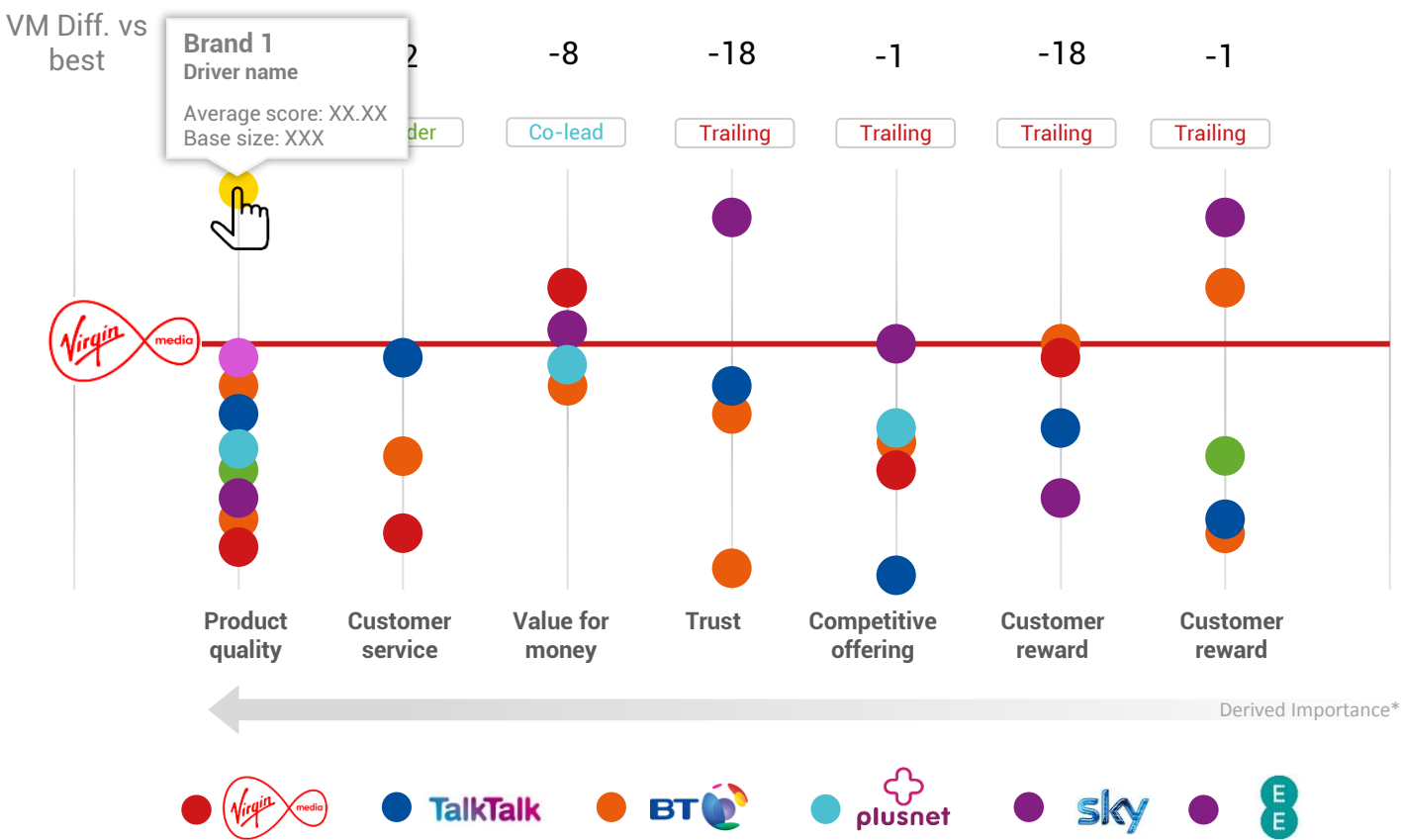Product NPS Broadband
Product NPS Home phone
Product NPS TV

Virgin Media Leadership position

Leader
Co-Lead
Trailing

↑ 1
Leadership position

TalkTalk   2   1   3   sky

Leadership position dynamics

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VM Diff. vs best

Q1 2015   Q2 2015

-22   +2   -8

25
15
5
-5
-15
-25
-35

Virgin media   TalkTalk   BT   plusnet   sky   EE

Driver importance and performance

VM Diff. vs best

Brand 1
Driver name
Average score: XX.XX
Base size: XXX

-2   -8   -18   -1   -18   -1

...der   Co-lead   Trailing   Trailing   Trailing   Trailing

Product quality   Customer service   Value for money   Trust   Competitive offering   Customer reward   Customer reward

Derived Importance*

Virgin media   TalkTalk   BT   plusnet   sky   EE

Driver scores in time

Product Quality

?   This is a legend explaining what you can see on this chart.

Every chart will require a predefined legend that will be provided additionally by GemSeek. When a user clicks on a Question Mark, this popup should appear with the respective explanation.

Customer Service

Q1   Q2   Q3   Q4

Value for money

Q1   Q2   Q3   Q4

Trust

Q1   Q2   Q3   Q4

Competitive offering

Q1   Q2   Q3   Q4

Customer reward

Q1   Q2   Q3   Q4

Virgin media   TalkTalk   BT   plusnet   sky   EE