Page   Heuristic   Person 1   Person 2   Person 2			Scen	ario 1		
Comment  Score Comment  Navigation within a Group of groups of topics  Comment  Score Score Comment  Score Scor		Page	Heuristic	Person 1	Person 2	Person 3
Score Comment  Score Comment  Score Comment Score Score Comment Score Comment Score Score Comment Score Score Comment Score Score Comment Score	Score		Text	2		
Score Comment  Score Comment Score Score Comment Score Comment	Comment			Good coverage		
Score Comment  Score Comment  Score Comment				and conciseness		
Score Comment  Score Comment				but the content		
Score Comment  Score Comment Score Score Text 1 You don't know if				= = =		
Score   Comment   Score   Text   2   Good   Score   Comment   Score   Text   2   Good   Omegation   Omegat				ambiguous		
Score Comment Score Text Score Comment Score Comment Score Comment Score Text Score Comment Score Comment Score Text Score Comment Score Comment Score Text Score Te	Score		Navigation within a Group	2		
Score Comment Score Score Comment Score Score Comment	Comment	1	of groups of	Good navigation		
Navigation   Score   Comment   Score   Text   Score   Score   Text   Score   Score   Text   Score		1	topics			
Comment Score Score Comment Score Score Comment Score Score Comment	Score			2		
Comment Score Score Text Score Text Score Score Text Score Score Text Score Text Score Score Text Score Score Text Score Score Text Score Score Score Text Score Score Score Score Text Score Sco	Comment		Navigation			
Score   Comment   Score   Text   Score   Comment   Score   Text   Score   S	Score			2		
Comment   Score   Comment   Score   Comment   Score   Comment   Score   Comment   Score   Comment   Comment   Comment   Score   Comment   Comment   Comment   Comment   Comment   Comment   Score   Comment   Comment   Comment   Score   Comment   Score   Comment   Score   Text   1   You don't know if   Comment   Score   Comment   Score   Comment   Score   Text   Score   Comment   Score   Comment   Score   Comment   Score   Text   Score   Comment   Score   Sco	Comment		uesigli	Adequate		
Score   Comment   Score   Comment   Score   Comment   Score   Comment   Score   Comment   Score   Comment   Comment   Score   Comment   Score   Comment   Score   Comment   Score   Text   Score   Score   Score   Score   Score   Text   Score   Sc	Score			2		
Comment Score Comment Score Comment Score Comment Comment Score Comment Comment  Text Score Comment  Text Score Text Score Text Score Text Score Text Score Text Score Text Score Score Text Score Score Text Score Sc	Comment		architecture			
Comment   Comm	Score			2		
Comment Score Comment  Comment	Comment		architecture	Good		
Score Comment  Navigation  We have clicked on TIM Special but we can see all the mobile offers  Score Comment  3  Text 1  You don't know if	Score	2	Text	2		
Comment  Navigation  We have clicked on TIM Special but we can see all the mobile offers  Score  Comment  Text  1  You don't know if	Comment			Good		
Comment  We have clicked on TIM Special but we can see all the mobile offers  Score  Comment  Text  1  You don't know if	Score			0		
but we can see all the mobile offers  Score Comment  Text 1 You don't know if	Comment		Navigation	We have clicked		
Score Comment  all the mobile offers  Text 1 You don't know if				on TIM Special		
Score Comment  Text 1 You don't know if				but we can see		
Score Text 1 Comment 3 You don't know if						
Comment 3 You don't know if				offers		
Comment Tou don't know ii	Score	2	Text			
the price and the	Comment	3				
content is						
forever or not.						
Moreover, a						
service contents						
TIM NEXT but it						
doesn't explain anything.				•		
Score Text 0	Score		Text			
Comment The most						
4 important thing	Comment	4				
is the cost and		•		_		
you must pay 20						

	Backward		euro but you don't understand why this amount.	
Score			0	
Comment		navigation	It doesn't exist	
			go back button.	

		Scen	ario 2			
	Page	Heuristic	Person 1	Person 2	Person 3	
Score		Text	2			
Comment			Good coverage and conciseness but the content objectivity is ambiguous			
Score		Navigation	2			
Comment	1	1	within a Group of groups of topics	Good navigation		
Score		Overall	2			
Comment		Navigation				
Score	2	Overall graphic design	2			
Comment			Adequate			
Score		Information architecture	2			
Comment		arcintecture				
Score		Overall	2			
Comment		2 Navigation	Good			
Score		Text	Text	2		
Comment			Good			
Score	3	Information architecture	2			
Comment		ent	arcintecture	Good		
Score		Navigation within a Group of groups of topics	2			
Comment			Good			
Score		Overall Navigation	2			

Comment			Good	
Score	4	Overall graphic design	2	
Comment			Good	
Score		Information architecture	2	
Comment			Good	
Score	5	Text	2	
Comment	3		Good	
Score		Overall Navigation	2	
Comment		_	Good	