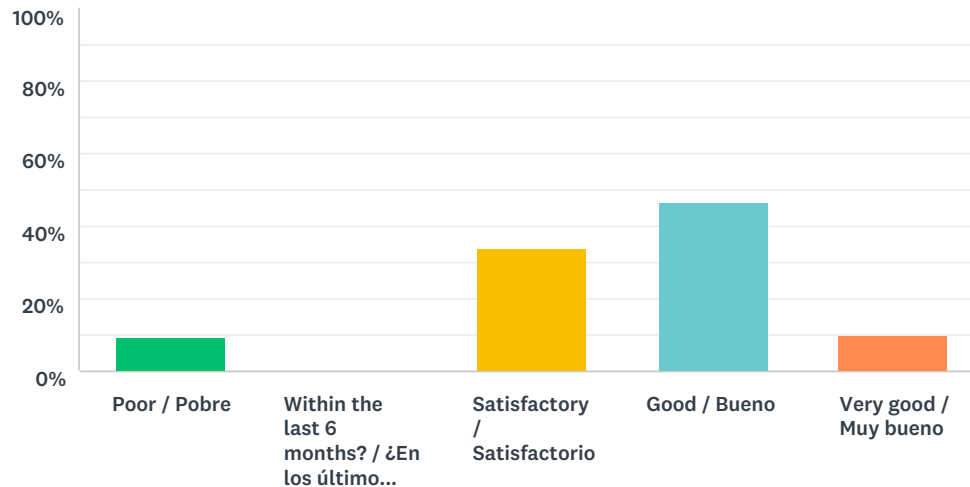


Q1 How would you rate the overall quality of the A2Z service? En términos generales, ¿qué puntuación le daría a la calidad de los servicios de A2Z?

Answered: 335 Skipped: 1



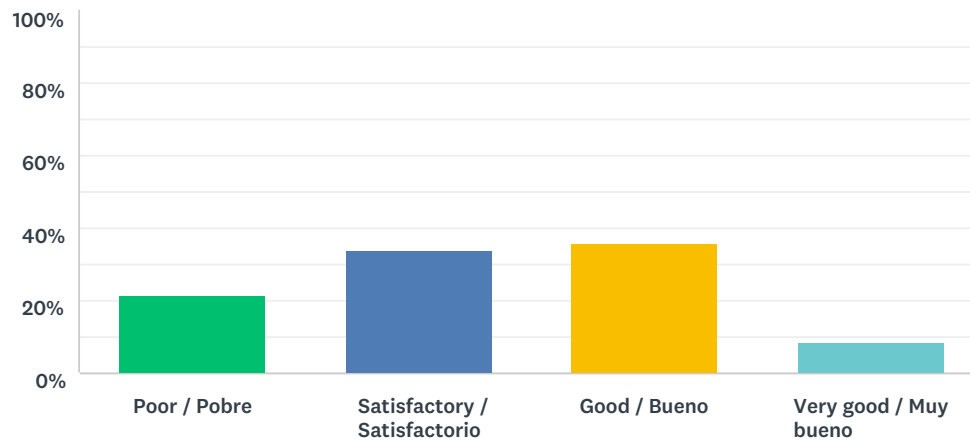
ANSWER CHOICES	RESPONSES	
Poor / Pobre	9.55%	32
Within the last 6 months? / ¿En los últimos 6 meses?	0.00%	0
Satisfactory / Satisfactorio	34.03%	114
Good / Bueno	46.57%	156
Very good / Muy bueno	9.85%	33
TOTAL		335

#	OTHER COMMENTS /OTROS COMENTARIOS	DATE
1	Poor slow internet	12/5/2018 8:46 PM
2	Unreliable and I feel like they are unaccountable. There response to problems are the worse I have received.	12/3/2018 5:40 PM
3	Our TV service doesn't work so use digital TV now	12/3/2018 9:44 AM
4	I'm not always receiving the promised internet-speed.	12/3/2018 9:19 AM
5	Tis only for the humaan from the UK, of you are from Holland jou have a problem, 6 years ago, we had all off the Dutch chanals, at the moment these legt only 8 chanels. After all of had cost us more than € 1.200,-- and still we font have Nationaal Geografic, Planet, Sportchanels etc.	12/3/2018 8:44 AM
6	not had any need to use service	12/3/2018 7:19 AM
7	Los programas en Español son insuficientes e además algunos pocos no se recibe bien. Es lamentable de que solamente se ve unos pocos programas Alemanas mientras miles del ideoma Ingles.	12/2/2018 4:59 PM
8	Signal inside apartment is weak and inconsistent maybe new routers required	12/2/2018 3:05 PM
9	Internet signal is lost too often.	12/2/2018 10:37 AM
10	They have only radio based enternet which is very ustabil	12/2/2018 9:34 AM

11	Keep internet down all times & only 6 MB internet @ HR Golf Resort, 10 MB internet @ La Torre Golf Resort same company! I got upgrade to 20 MB internet this year cost me 35 euros extra but La Torre charge 20euros that's unfair cost!	12/1/2018 8:34 PM
12	Could be improved	12/1/2018 6:19 PM
13	Very poor!	12/1/2018 1:44 PM
14	Other resorts have 8mb as standard. Some more. Why are we restricted to 6mb.	12/1/2018 1:21 PM
15	Problems arranging appointments, some not kept	12/1/2018 1:14 PM
16	Broadband too slow	12/1/2018 1:04 PM
17	some tv channels like itvv+1 disappeared for no apparent reason	12/1/2018 12:34 PM
18	Only use it for approx 2-3 months a year but more than adequate for my usage.	12/1/2018 12:32 PM
19	They were very efficient last time I used them but this was 5 years ago.	12/1/2018 11:56 AM
20	Do need a stronger wifi	12/1/2018 11:32 AM
21	Service on offer doesn't appear to improve with advances in technology over time	12/1/2018 11:25 AM
22	Hard to reach	12/1/2018 10:28 AM

Q2 How would you rate the overall quality of the Broadband service? / En términos generales, ¿qué puntuación le daría a la calidad del servicio de banda ancha?

Answered: 335 Skipped: 1



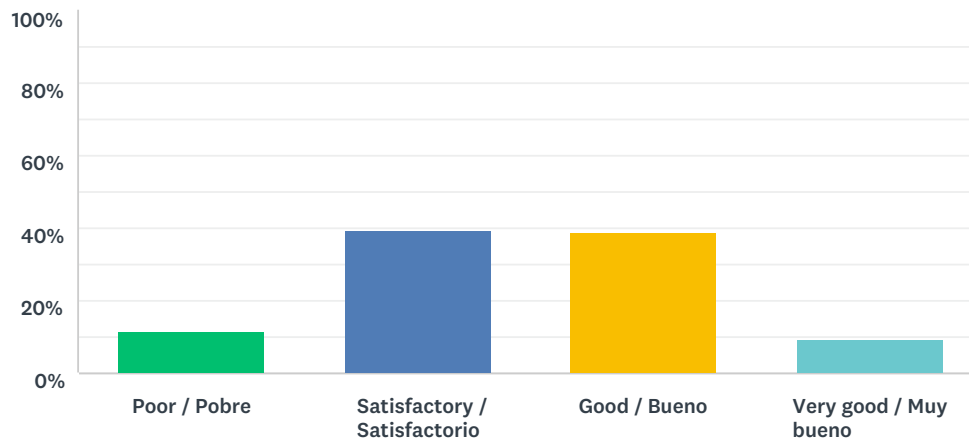
ANSWER CHOICES	RESPONSES
Poor / Pobre	21.49% 72
Satisfactory / Satisfactorio	34.03% 114
Good / Bueno	35.82% 120
Very good / Muy bueno	8.66% 29
TOTAL	335

#	OTHER COMMENTS /OTROS COMENTARIOS	DATE
1	Probably as bad as we can get. Need improvement or change	12/5/2018 6:33 PM
2	Often the broadband is quite slow	12/4/2018 7:58 PM
3	Internet connection is very poor and virtually unusable for the likes of BBC Iplayer	12/4/2018 10:16 AM
4	at times, we need to reboot the modem and wifi to restore normal speed or connection	12/3/2018 10:41 AM
5	extremely slow internet	12/3/2018 10:30 AM
6	Very slow	12/3/2018 9:44 AM
7	The received bandwidth is not constant and sometimes pretty low bandwidth is received	12/3/2018 9:40 AM
8	No action after ore complane	12/3/2018 8:44 AM
9	Internet speed too slow	12/3/2018 7:19 AM
10	I do not use broadband at Hacienda Riquelme	12/2/2018 9:17 PM
11	As Anove	12/2/2018 3:05 PM
12	Good when it is working.	12/2/2018 10:37 AM
13	As good as can be expected for about 11 euros a month, it can be much more than that	12/2/2018 9:39 AM
14	See above	12/1/2018 8:34 PM
15	El ancho de banda disponible por defecto es insuficiente y precisaría de un aumento sustancial de la velocidad.	12/1/2018 7:29 PM

16	Signal very poor even worst in peak season Should be better it is 2018/2019	12/1/2018 5:15 PM
17	Don't get the 6MB regularly and still get daily dropouts	12/1/2018 4:51 PM
18	Cuts out quite frequently	12/1/2018 4:49 PM
19	We live in 2018 (soon 2019), so why is it necessary to so bad quality on the broadband? We are supposed to have 6Mb download which is FAR from satisfactory and almost never is more than 4-5 (sometimes lower!) That is not ok!	12/1/2018 4:20 PM
20	The broadband keeps dropping out'	12/1/2018 2:35 PM
21	Extremely poor in fact it's embarrassing!	12/1/2018 1:44 PM
22	Don't have it	12/1/2018 1:27 PM
23	No warning when it goes down. Having to turn off equipment to reset. Unfair charging € 36 if they think it's your fault	12/1/2018 1:14 PM
24	Broadband to slow	12/1/2018 1:04 PM
25	Sometimes internet drops off and only way to solve is reboot the router	12/1/2018 12:40 PM
26	Patchy at times.	12/1/2018 12:38 PM
27	la torre gets 10 mb, we get 6 mb, why is this	12/1/2018 12:34 PM
28	The Broadband power is too low for our needs!	12/1/2018 12:18 PM
29	Broadband speed is much too slow	12/1/2018 12:14 PM
30	Good in low season, slow during high season	12/1/2018 11:56 AM
31	As above	12/1/2018 11:32 AM
32	An increase in speed of adsl connection should be considered as imperative	12/1/2018 11:31 AM
33	Intermittent,,slow internet. As we aren't resident we haven't upgraded	12/1/2018 11:30 AM
34	Service relatively slow and has frequent outages	12/1/2018 11:25 AM
35	Basic speed is slow	12/1/2018 11:18 AM
36	Good with 10megs as we have	12/1/2018 11:12 AM
37	Hay un monton de micro cortes, casi a diario.	12/1/2018 11:10 AM
38	For the price we pay it meets my requirements and is good value for money.	12/1/2018 10:51 AM
39	Consistent, good download speed.	12/1/2018 10:40 AM
40	Would be happy to pay for add on but it is too expensive	12/1/2018 10:39 AM
41	When it works it's good but the service is intermittent	12/1/2018 10:24 AM
42	I use every day and it quite often drops out or requires modem to be rebooted. This is especially the case during the periods of high usage by others e.g. summer	12/1/2018 10:20 AM
43	Frquent "drop outs" this last 12 months	12/1/2018 10:12 AM
44	The higher speeds are rather expensive but low speed and small bandwidth is no longer acceptable in today's tech environment. There are frequent interruptions and slowdowns and it only seems stable when there are very few people in residence..	12/1/2018 10:09 AM
45	Speed fluctuates regularly	12/1/2018 10:05 AM
46	The broadband speed could be better.	12/1/2018 10:05 AM

Q3 How would you rate the overall quality of the TV service? / En términos generales, ¿qué puntuación le daría a la calidad del servicio de TV?

Answered: 335 Skipped: 1



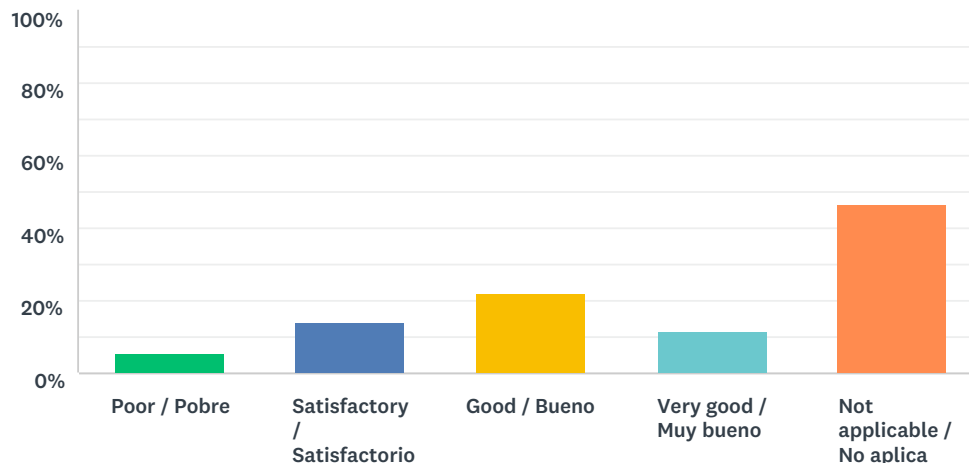
ANSWER CHOICES	RESPONSES	
Poor / Pobre	11.64%	39
Satisfactory / Satisfactorio	39.70%	133
Good / Bueno	39.10%	131
Very good / Muy bueno	9.55%	32
TOTAL		335

#	OTHER COMMENTS /OTROS COMENTARIOS	DATE
1	Please stop re-tuning the channels and turn off the sightless commentary - Spanish TV sets do not have the menus to turn it off locally.	12/5/2018 8:46 PM
2	Needs more channels	12/5/2018 6:33 PM
3	Poor when overcast/raining	12/3/2018 5:40 PM
4	not enough sports channels. not enough English speaking channels.	12/3/2018 10:41 AM
5	the quality of the signal for several tv channels are weak and do not deliver the expected vison/audio quality	12/3/2018 10:41 AM
6	No comment	12/3/2018 9:40 AM
7	Not used it. Can we have a "not applicable"-choice?	12/3/2018 9:19 AM
8	As I say, thy let jou Pau for no result	12/3/2018 8:44 AM
9	Hav not used it	12/2/2018 6:13 PM
10	We need better filmchanelns and a golfchaner with english	12/2/2018 5:24 PM
11	Would like to see Irish channels added to list	12/2/2018 3:22 PM
12	On HD BBC1, on two separate TVs, we get the sound for the blind, and there appears to be no way of stopping this, so we have to watch using the lower definition signal.	12/2/2018 12:23 PM
13	They are quite quick if you need a call out.	12/2/2018 9:39 AM
14	Don't use it anymore. I use Netflix and Prime.	12/2/2018 8:34 AM

15	we have not called them so often but they have a good service when we do, I dont know what they can do better.	12/2/2018 4:17 AM
16	Not applicable	12/1/2018 9:08 PM
17	Lost sound a few times and had to reboot the router.	12/1/2018 5:15 PM
18	N/A we don't use	12/1/2018 4:49 PM
19	It has Gone off Recently and all channels now scrambled.	12/1/2018 2:55 PM
20	Some channels that show as available are not !	12/1/2018 1:14 PM
21	Don't use the tv service.	12/1/2018 1:04 PM
22	Lots of buffering	12/1/2018 12:38 PM
23	My t.v. Reception drops out occasionally.	12/1/2018 12:22 PM
24	Ok but need more channels especially HD channels in English	12/1/2018 12:14 PM
25	Not many English stations	12/1/2018 11:56 AM
26	The only area I would like to see an improvement is with the on-screen guide to the channels. It seems very basic and not as informative as it could be. It's a minor thing though.	12/1/2018 11:46 AM
27	Sometimes in the evening the picture quality is poor	12/1/2018 11:25 AM
28	Time for more stations inc sports and movies ?	12/1/2018 11:25 AM
29	Mas canales, sería mejor	12/1/2018 11:10 AM
30	It is more than adequate for my needs.	12/1/2018 10:51 AM
31	Not in use	12/1/2018 10:43 AM
32	Restricted range of channels; inflexible service.	12/1/2018 10:40 AM
33	But I also have Surpris.	12/1/2018 10:39 AM
34	Limited choice on international channels	12/1/2018 10:28 AM
35	In our bedroom it's fine but the connection in our living room is poor	12/1/2018 10:24 AM
36	HD channels regularly pixelate	12/1/2018 10:20 AM
37	Missing some channels eg C4+1 over the last 12 months or so	12/1/2018 10:12 AM
38	We rarely use the TV service	12/1/2018 10:09 AM
39	It does not give all channels it is supposed to	12/1/2018 10:05 AM

Q4 How would you rate the overall quality of the response to telephone enquiries? / En términos generales, ¿qué puntuación le daría a la calidad de la respuesta a las consultas telefónicas?

Answered: 335 Skipped: 1

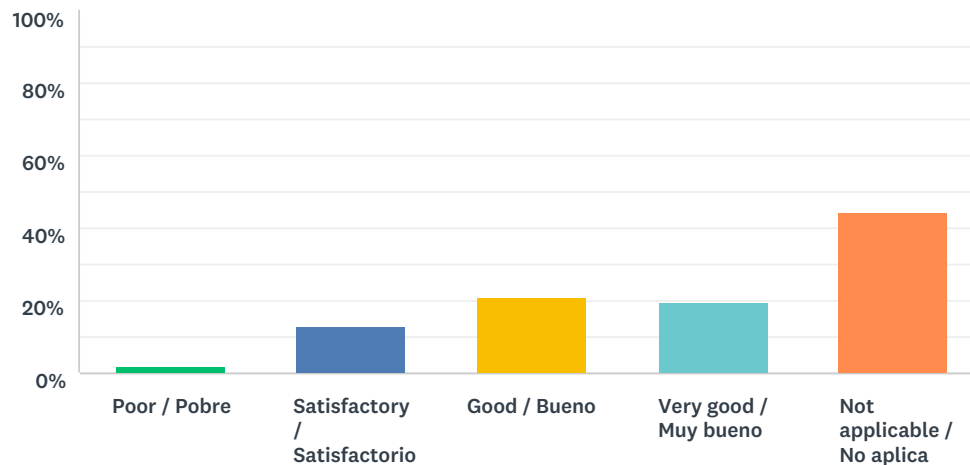


ANSWER CHOICES	RESPONSES	
Poor / Pobre	5.67%	19
Satisfactory / Satisfactorio	14.03%	47
Good / Bueno	22.09%	74
Very good / Muy bueno	11.64%	39
Not applicable / No aplica	46.57%	156
TOTAL		335

#	OTHER COMMENTS /OTROS COMENTARIOS	DATE
1	See comment 1	12/3/2018 5:40 PM
2	Fast response and English-speaking staff.	12/3/2018 9:19 AM
3	Not necessary anymore, everyone have a mobile fone	12/3/2018 8:44 AM
4	Poor response to issues and no appointment times given.	12/2/2018 10:37 AM
5	Unable to use telephone due am profoundly deaf since birth	12/1/2018 8:34 PM
6	Very seldom you get contact when you call for help.	12/1/2018 4:20 PM
7	Better response if we email	12/1/2018 4:06 PM
8	Have not used telephone but have visited office, the service was very good.	12/1/2018 1:37 PM
9	Not used recently	12/1/2018 11:56 AM
10	Las chicas en la oficina, siempre estan muy amable	12/1/2018 11:10 AM
11	Never had need to phone them.	12/1/2018 10:09 AM

Q5 How would you rate the overall quality of the work when visited by an A2Z engineer? / En términos generales, ¿qué puntuación le daría a la calidad del trabajo realizado en las visitas de los ingenieros de A2Z?

Answered: 335 Skipped: 1



ANSWER CHOICES	RESPONSES	
Poor / Pobre	2.09%	7
Satisfactory / Satisfactorio	12.84%	43
Good / Bueno	21.19%	71
Very good / Muy bueno	19.40%	65
Not applicable / No aplica	44.48%	149
TOTAL		335

#	OTHER COMMENTS /OTROS COMENTARIOS	DATE
1	Only experience was when having the service set up 2.5 years ago. Engineer was very good and helpful	12/5/2018 11:45 AM
2	The biggest issue is lack of support at weekends	12/4/2018 3:14 PM
3	Broadband needs improved!	12/3/2018 2:49 PM
4	One comment tough. We recently got our external DTV HD out of service, called A2Z and came next day. We purchased a new one from them. I have seen afterwards that there are other brands way less expensive than the one we bought from A2Z. They also did not mention the ability to use DTV from the TV set since we told we also would soon purchase a smart TV	12/3/2018 10:41 AM
5	Not always English-speaking, but professional, friendly and helpful.	12/3/2018 9:19 AM
6	Are questions above	12/3/2018 8:44 AM
7	Good when you get an engineer	12/2/2018 10:37 AM
8	Dealt with very promptly. Thanks.	12/1/2018 7:33 PM
9	Satisfactory just about! A2z is a crap!	12/1/2018 1:44 PM
10	installed new tv box but did not know how to set it up	12/1/2018 1:13 PM
11	Was not there when installation was done.	12/1/2018 1:04 PM
12	I feel that A2Z are not interested in customer care only interested in improving their bank balance	12/1/2018 10:59 AM

13	I haven't used them much in my 10 years at HR. When I have , the technicians have been friendly and seem to know what they are doing.	12/1/2018 10:51 AM
14	You havent asked about telephone service. I also pay a2z for national and international calls.	12/1/2018 10:39 AM
15	We've had several visits this year. The standard response is to change your box rather than really investigate the problems	12/1/2018 10:24 AM
16	Never had a visit for many years.	12/1/2018 10:09 AM