



# 2023 Avatel (formerly A2Z)

## 1. Page 1



1. 1)Have you visited HR during 2023? / ¿Ha estado en HRGR durante 2023?				
Answer Choices			Response Percent	Response Total
1	Yes / Sí		98.91%	543
2	No / No		1.09%	6
			answered	549
			skipped	0

## 2. Page 2

2. 2)Regarding the broadband service, how would you describe each of the following: / En cuanto al servicio de banda ancha (internet), ¿cómo calificaría cada uno de los siguientes puntos?				
Answer Choices	Good / Bien	Satisfactory / Suficiente	Poor / Mal	Response Total
Reliability of your connection / Fiabilidad de la conexión	44.94% 244	41.07% 223	14.00% 76	543
Speed of your connection / Velocidad de su conexión	39.29% 211	44.69% 240	16.01% 86	537
			answered	543
			skipped	6




3. Regarding the TV service, how would you describe each of the following: / En cuanto al servicio de televisión, ¿cómo calificaría cada uno de los siguientes puntos?				
Answer Choices	Good / Bien	Satisfactory / Suficiente	Poor / Mal	Response Total
Reliability of TV service / Fiabilidad del servicio de televisión	30.92% 162	51.53% 270	17.56% 92	524
Variety of channels / Variedad de canales	22.29% 115	50.58% 261	27.13% 140	516
			answered	524
			skipped	25

**4. Have you have encountered a problem with either your Broadband or your TV service in 2023? / ¿Ha tenido alguna incidencia con su servicio de banda ancha (internet) o de televisión en 2023?**




Answer Choices		Response Percent	Response Total
1	Yes / Sí		39.23% 213
2	No / No		60.77% 330
		answered	543
		skipped	6

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**5. How did you report the problem? / ¿Cómo ha comunicado la incidencia?**

Answer Choices		Response Percent	Response Total
1	Phone / Teléfono		44.90% 88
2	Email / correo electrónico		33.16% 65
3	Both / Ambos		21.94% 43
		answered	196
		skipped	353

**6. If you reported by phone was your issue resolved during that phone call? / Si informó por teléfono, ¿se resolvió su incidencia durante esa llamada?**

Answer Choices		Response Percent	Response Total
1	Yes / Sí		18.50% 37
2	No / No		51.00% 102
3	N/A / N/A		30.50% 61
		answered	200
		skipped	349

**7. Did your issue require an engineer's visit? / ¿Su incidencia ha requerido la visita de un técnico?**





Answer Choices		Response Percent	Response Total
1	Yes / Sí		50.00% 107
2	No / No		50.00% 107

**7. Did your issue require an engineer's visit? / ¿Su incidencia ha requerido la visita de un técnico?**




answered	214
skipped	335

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**8. How many working days from initial contact until your appointment? / ¿Cuántos días laborables ha pasado desde se contactó hasta la fecha de su cita?**

Answer Choices		Response Percent	Response Total
1	Next Day / Día siguiente		24.76% / 26
2	2-3 days / 2-3 Días		45.71% / 48
3	4-5 days / 4-5 Días		11.43% / 12
4	More than 5 days / Más de 5 días		18.10% / 19
		answered	105
		skipped	444



**9. Was the engineer / ¿El técnico llegó?**

Answer Choices		Response Percent	Response Total
1	Early / Pronto		1.94% / 2
2	On Time / en hora		80.58% / 83
3	Late / Tarde		17.48% / 18
		answered	103
		skipped	446

**10. How would you rate the quality of the service provided by the engineer? / ¿Cómo calificaría la calidad del servicio prestado por el técnico?**




Answer Choices		Response Percent	Response Total
1	Good / Bien		48.08% / 50
2	Satisfactory / Suficiente		34.62% / 36
3	Poor / Pobre		17.31% / 18
		answered	104
		skipped	445

**11. Was your issue resolved to your satisfaction in one visit? / ¿Se resolvió su incidencia en una sola**

Answer Choices			Response Percent	Response Total
1	Yes / Sí		66.67%	70
2	No / No		33.33%	35
			answered	105
			skipped	444

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**12. How likely would you be to recommend Avatel to a friend / ¿Con qué probabilidad recomendaría Avatel a un amigo?**

Answer Choices			Response Percent	Response Total
1	Likely / Probable		39.66%	213
2	Not Sure / No estoy Seguro		46.74%	251
3	Unlikely / improbable		13.59%	73
			answered	537
			skipped	12