



# 2014 Customer Satisfaction Survey

March 14, 2014

# Results Summary

- **Clients are happy with Abilita!**
  - 84% rate Abilita as very good.
  - 80% believe Abilita delivers very good value.
  - 82% would definitely recommend Abilita to others.
  - 9-in-10 clients are extremely/very satisfied with all rated performance areas.
- **Abilita's core value proposition of delivering cost reduction/savings is also the area of greatest impact to its clients.**
  - 63% feel that cost reduction/savings is the greatest area of impact to their company.
  - 88% indicate that cost reduction/savings has been extremely/very impactful.

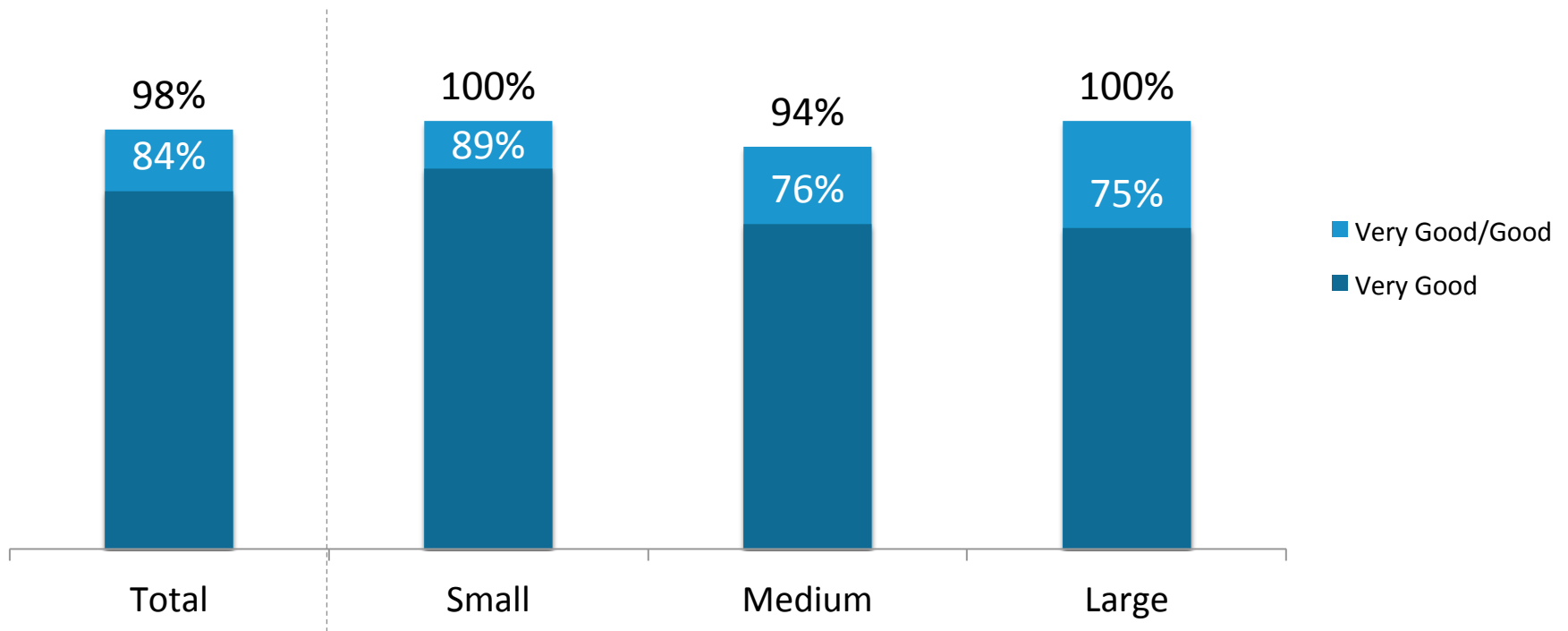
Overall, clients rate Abilita very highly. Open ended responses reflected their positive view of Abilita. Small companies rate Abilita more favourably.

### Overall Rating of Abilita Telecommunications Consultants

*"They are doing a great job!!!"*

*"You are perfect....no need to change anything."*

*"Absolutely nothing. My Abilita consultant is amazing."*

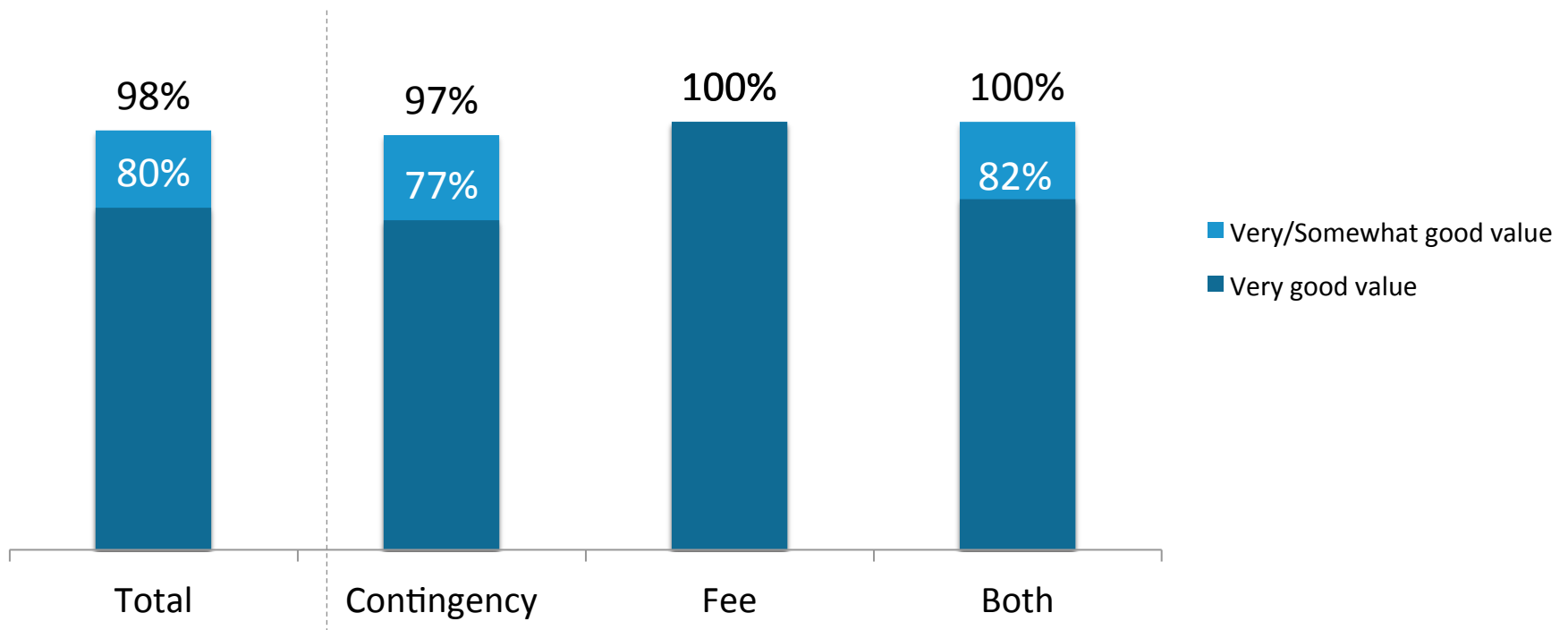


# Clients rate Abilita as providing very good value. Those with a fee based payment structured are rated as providing better value.

## Value of Abilita Services

*"All aspects of our telecommunications have been improved"*

*"They have worked with us for 3 years and have been very useful in streamlining our communication portfolio."*



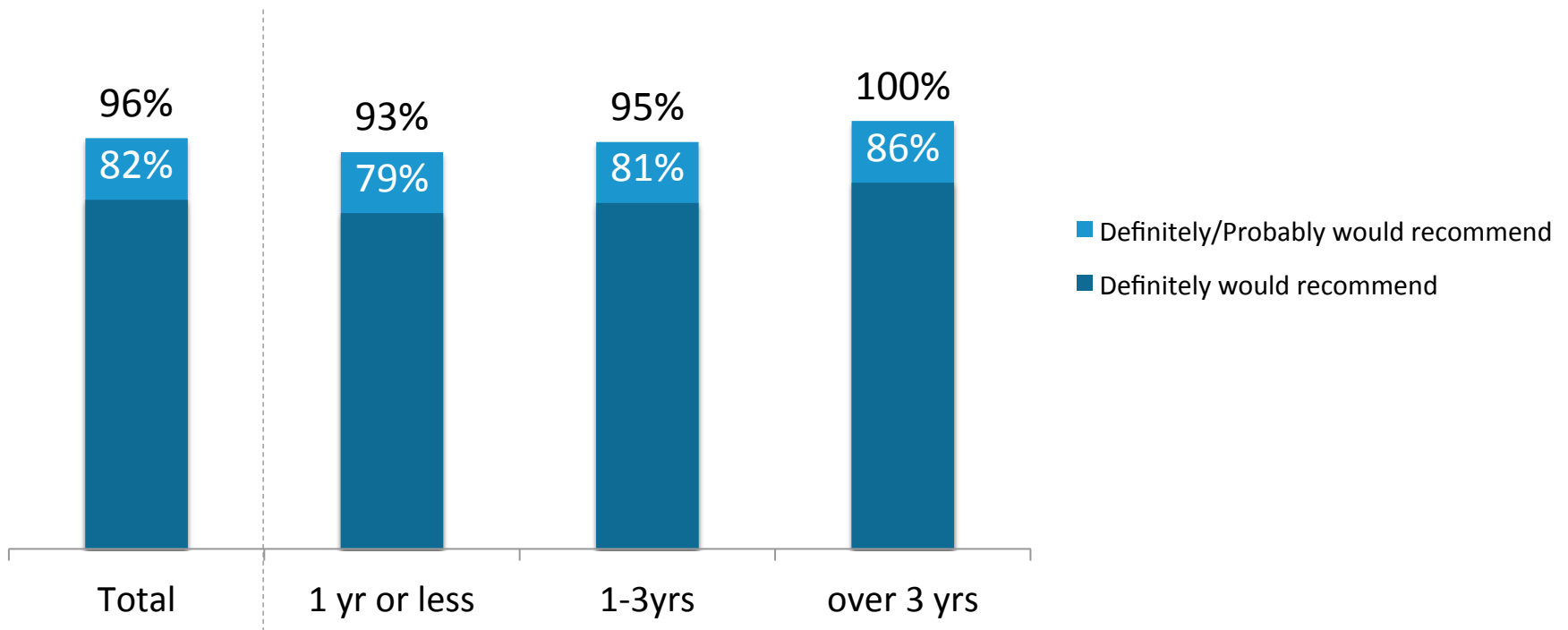
8-in-10 clients indicate that they definitely would recommend Abilita to others.

Clients who have been with Abilita for 3+ years have all indicated that they would be willing to recommend Abilita to others.

### Likelihood to Recommend

*"I could not recommend him more highly."*

*"I highly recommend them to others."*



## Degree of Impact by Area

