



PRESS RELEASE

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NOS' PAY TV AND FIXED NETWORK CUSTOMERS ARE THE MOST SATISFIED

According to the ECSI Portugal 2016 Survey – Portuguese Customer Satisfaction Index, the Portuguese consider NOS to have the best television and fixed telephone services on the market.

For the fifth year running, NOS was once again ranked first in the ECSI Portugal 2016 survey – National Customer Satisfaction Index, for its Pay TV service (for the sixth year running), as well as for its fixed network (for the fourth time), according to the survey carried out among Portuguese consumers.

NOS leads in overall customer satisfaction compared to the other market players with Pay TV services posting 7.17 points on a scale of 1 to 10. The fixed telephone service won 7.51 points.



The services of the Portuguese operator were recognised again and for the sixth year running, in an initiative that reveals each year what the favourite goods and services of the Portuguese are in various business sectors by measuring customer satisfaction.

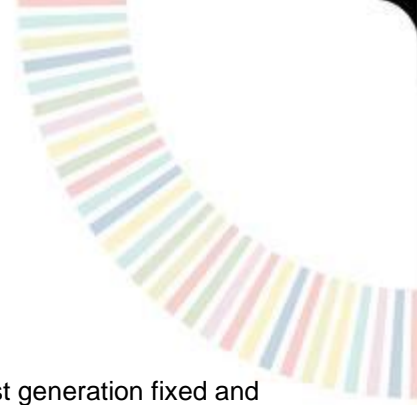
Already this year, NOS has been recognised by the Portuguese for its product offer in mobile telecommunications, 4P (Quadruple Play) and cinemas at the Consumer Choice prizes, and for N Play, the NOS Iris App, the Quatro Packages, the Tudo Tariff and the NOS Loyalty Card as Products of the Year in the telecommunications segment for the prizes of the same name.

About the ECSI Portugal – Portuguese Customer Satisfaction Index

ECSI Portugal – National Customer Satisfaction Index is a system for measuring the quality of products and services on sale in Portugal, through customer satisfaction. It is based on representative statistical samples of the customer population of each company studied.

It is part of the ACSI – American Customer Satisfaction Index network, being the only organisation that studies customer satisfaction internationally with an integrated and comparable methodology.

Since 1999, the survey has been carried out in Portugal by the Portuguese Quality Association (APQ), the Portuguese Quality Institute (IPQ) and the Higher Institute of Statistics and Information Management of the Lisbon Universidade Nova (ISEGI-NOVA), which ensures the independence, credibility and rigour of what is recognised as a national and international benchmark in customer satisfaction.



About NOS

NOS is the biggest communications and entertainment group in Portugal. It offers latest generation fixed and mobile phone, television, Internet, voice and data solutions for all market segments. It is leader in Pay TV, new generation broad band services and in cinema exhibition and distribution in Portugal. In the business segment, it has positioned itself as a sustainable alternative in the Corporate and Mass Business segments, offering a broad portfolio of products and services with tailor made solutions for every sector and businesses of different sizes, complementing its offer with ICT and Cloud services.

NOS is part of the main Portuguese stock exchange index (PSI-20), and has more than 4.2 million mobile phone, 1.5 million television, 1.6 million fixed telephone and 1.2 million fixed broad band Internet customers.
www.nos.pt