

BESPOKE SURVEYS

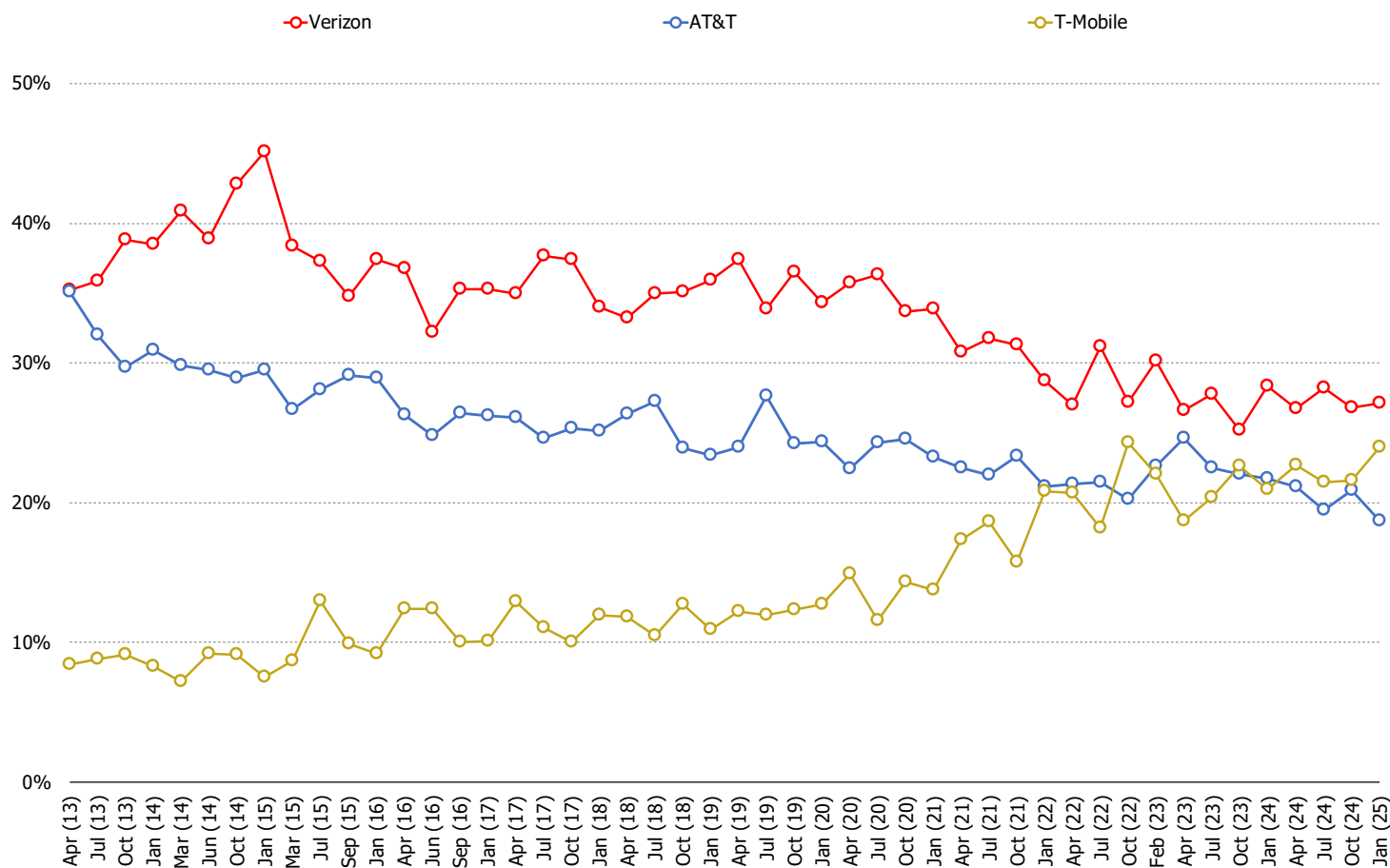
Wireless Service Providers, Volume 7

1,000 Consumers Per Wave, Balanced to Census

WIRELESS SERVICE PROVIDERS

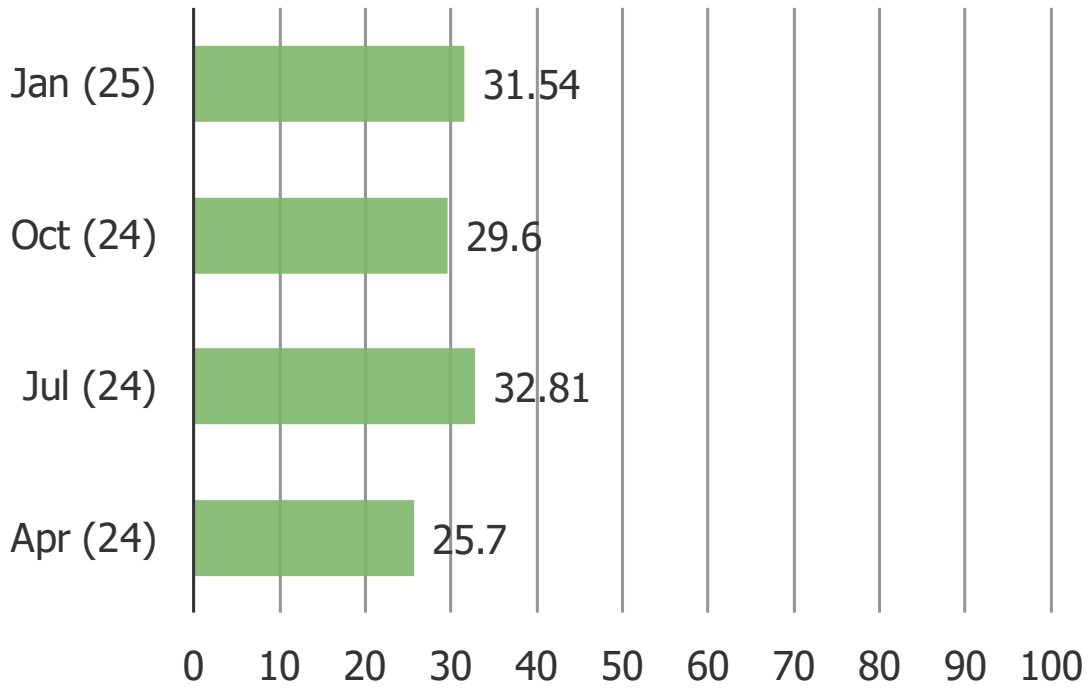
WHICH SERVICE PROVIDER DO YOU USE FOR YOUR SMARTPHONE?

Posed to all respondents who own a smartphone.



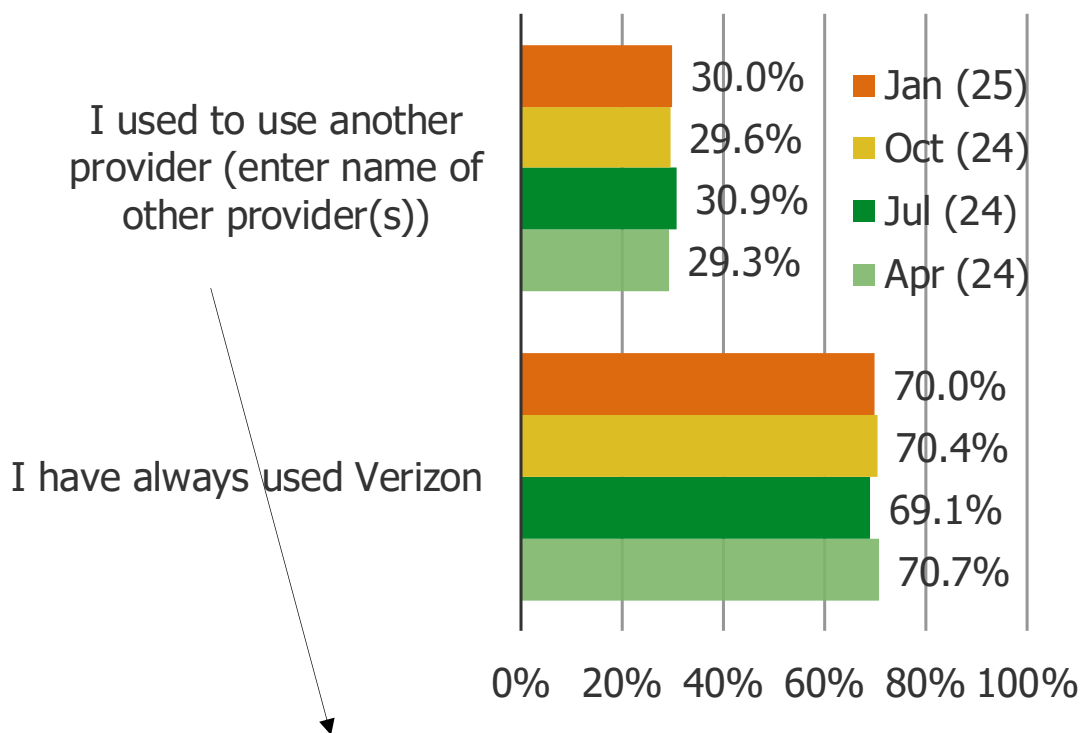
HOW LIKELY IS IT THAT YOU WOULD RECOMMEND VERIZON WIRELESS TO A FRIEND OR COLLEAGUE?

Posed to all respondents who are Verizon wireless customers.



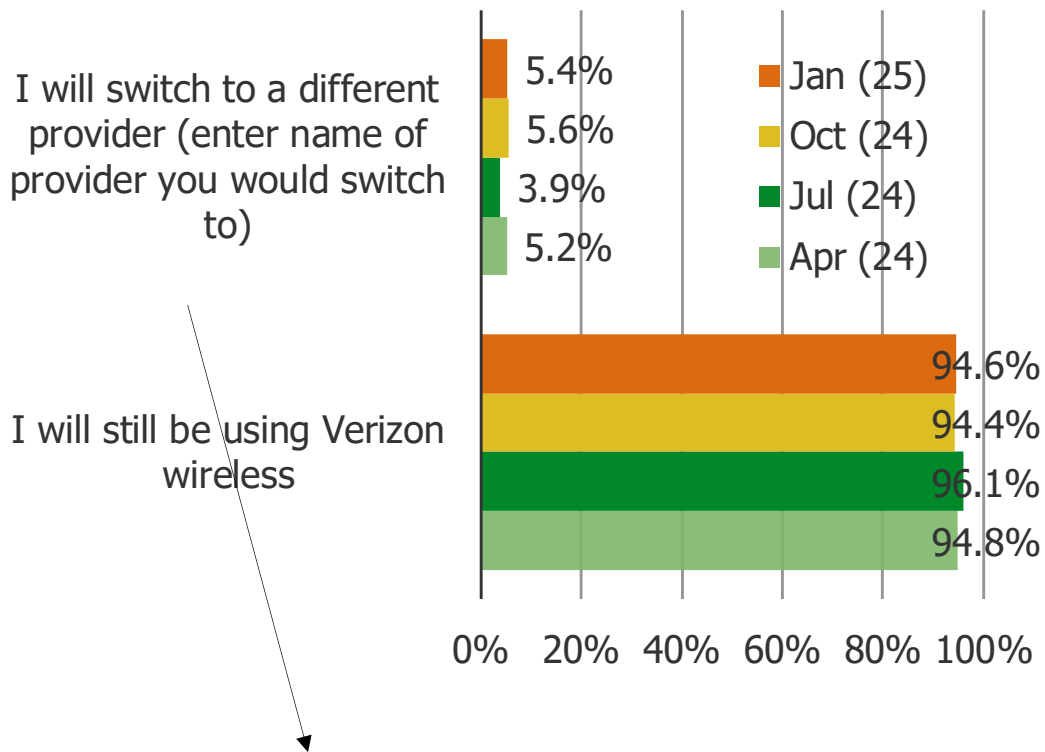
HAVE YOU ALWAYS BEEN A VERIZON WIRELESS USER, OR HAVE YOU USED A DIFFERENT PROVIDER IN THE PAST?

Posed to all respondents who are Verizon wireless customers.



ONE YEAR FROM NOW, WILL YOU STILL BE USING VERIZON WIRELESS OR DO YOU THINK YOU WILL SWITCH TO A DIFFERENT PROVIDER?

Posed to all respondents who are Verizon wireless customers.



TMobile
Assurance Wireless

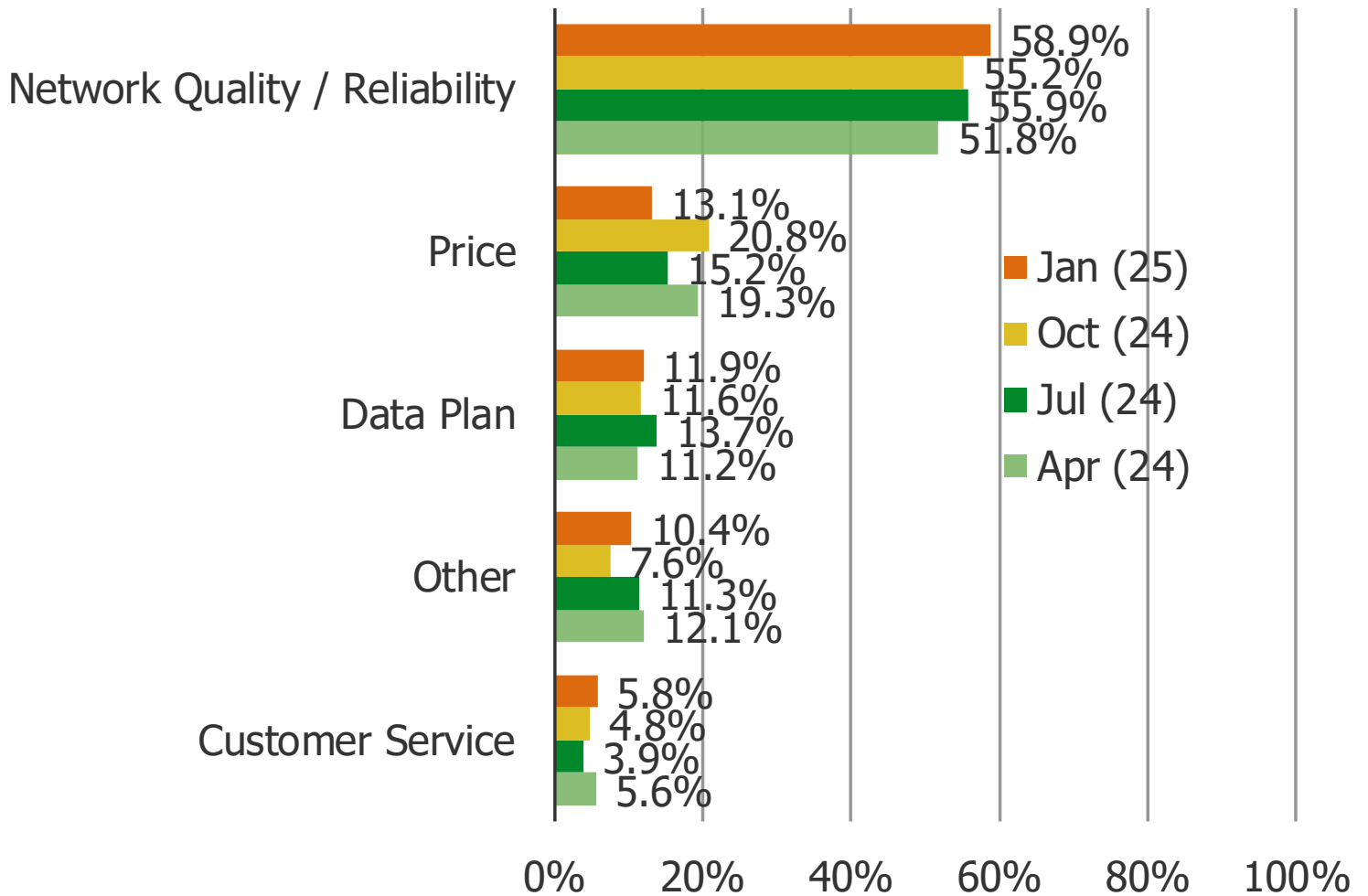
Whoever has the best deal

Spectrum
Straight Talk

Verizon is not as reliable

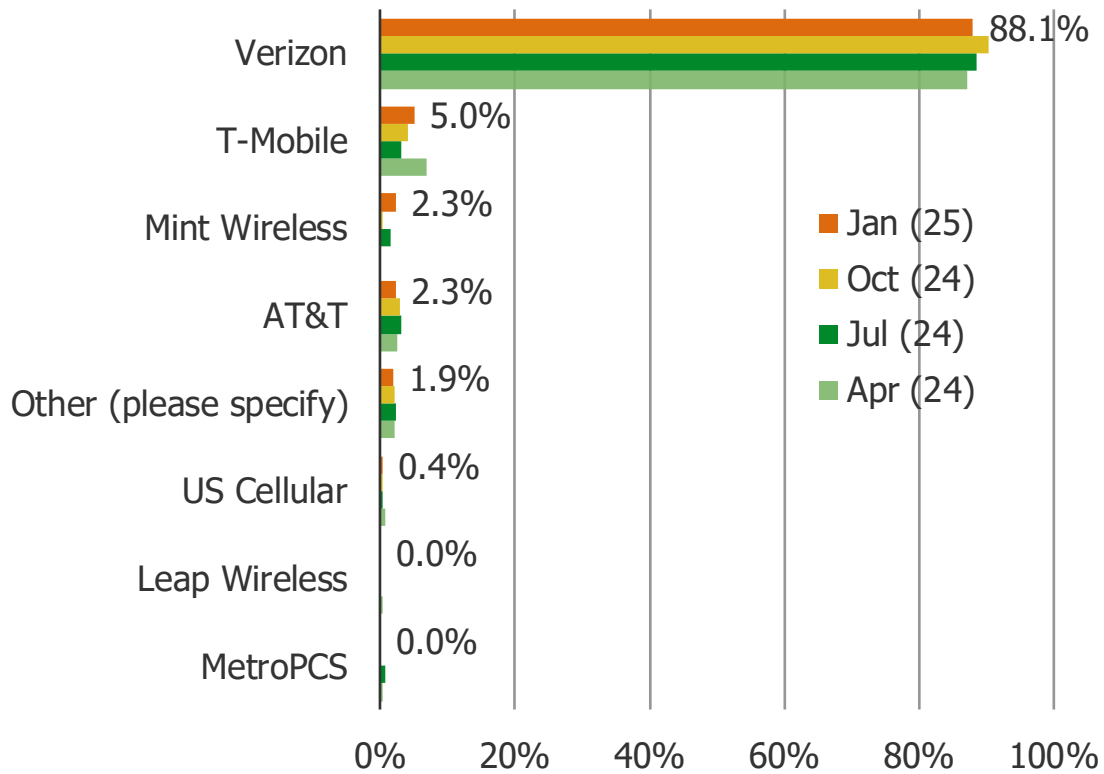
WHY DID YOU PRIMARILY CHOOSE VERIZON WIRELESS?

Posed to all respondents who are Verizon wireless customers.



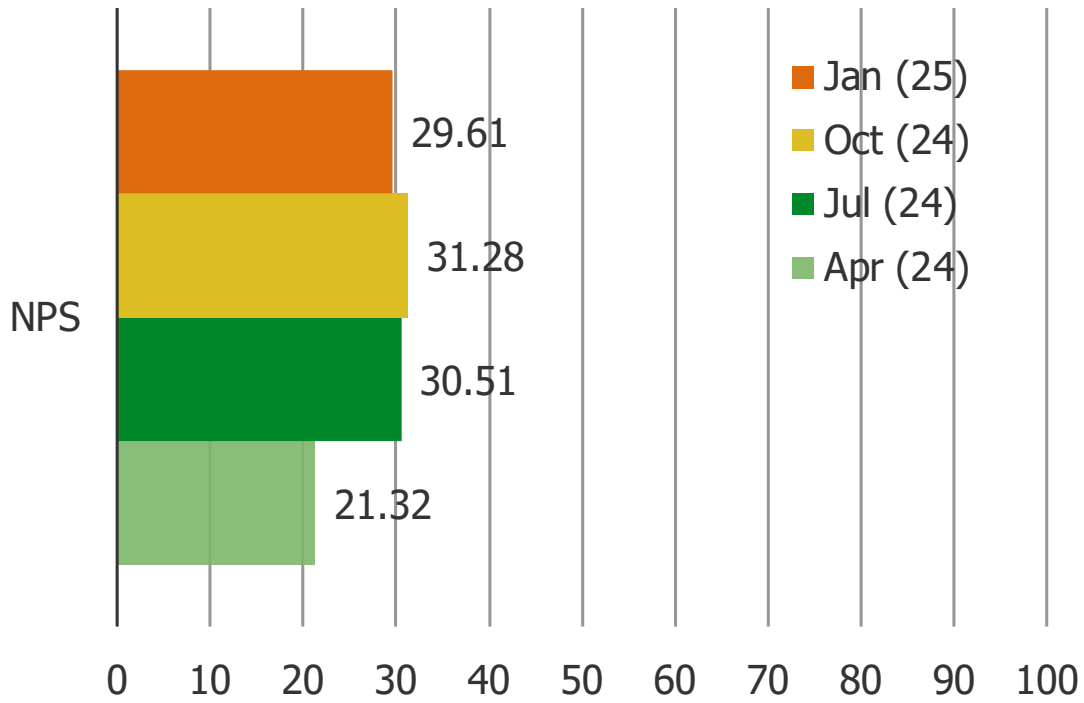
WHENEVER YOU GET A NEW SMARTPHONE IN THE FUTURE, WHICH WIRELESS PROVIDER ARE YOU MOST LIKELY TO CHOOSE?

Posed to all respondents who are Verizon wireless customers.



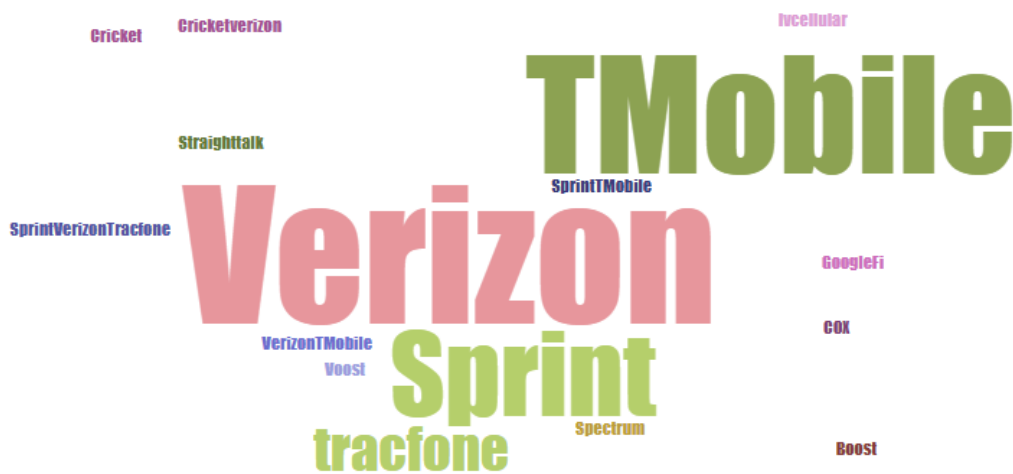
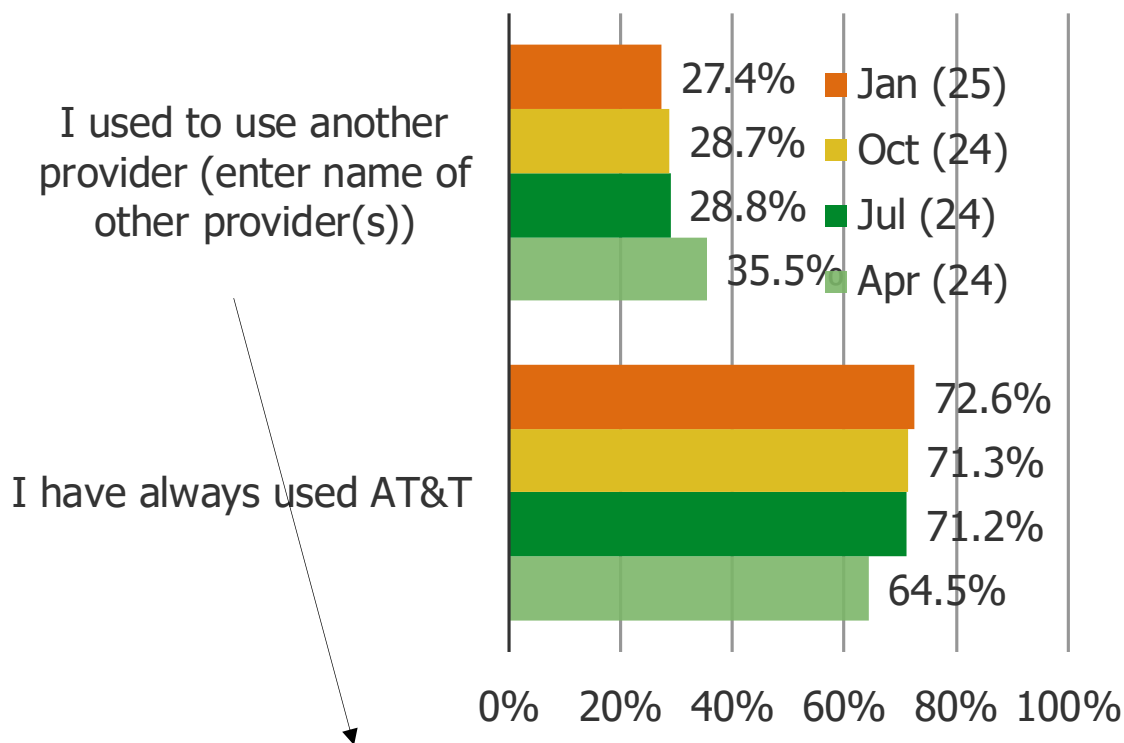
HOW LIKELY IS IT THAT YOU WOULD RECOMMEND AT&T WIRELESS TO A FRIEND OR COLLEAGUE?

Posed to all respondents who are AT&T wireless customers.



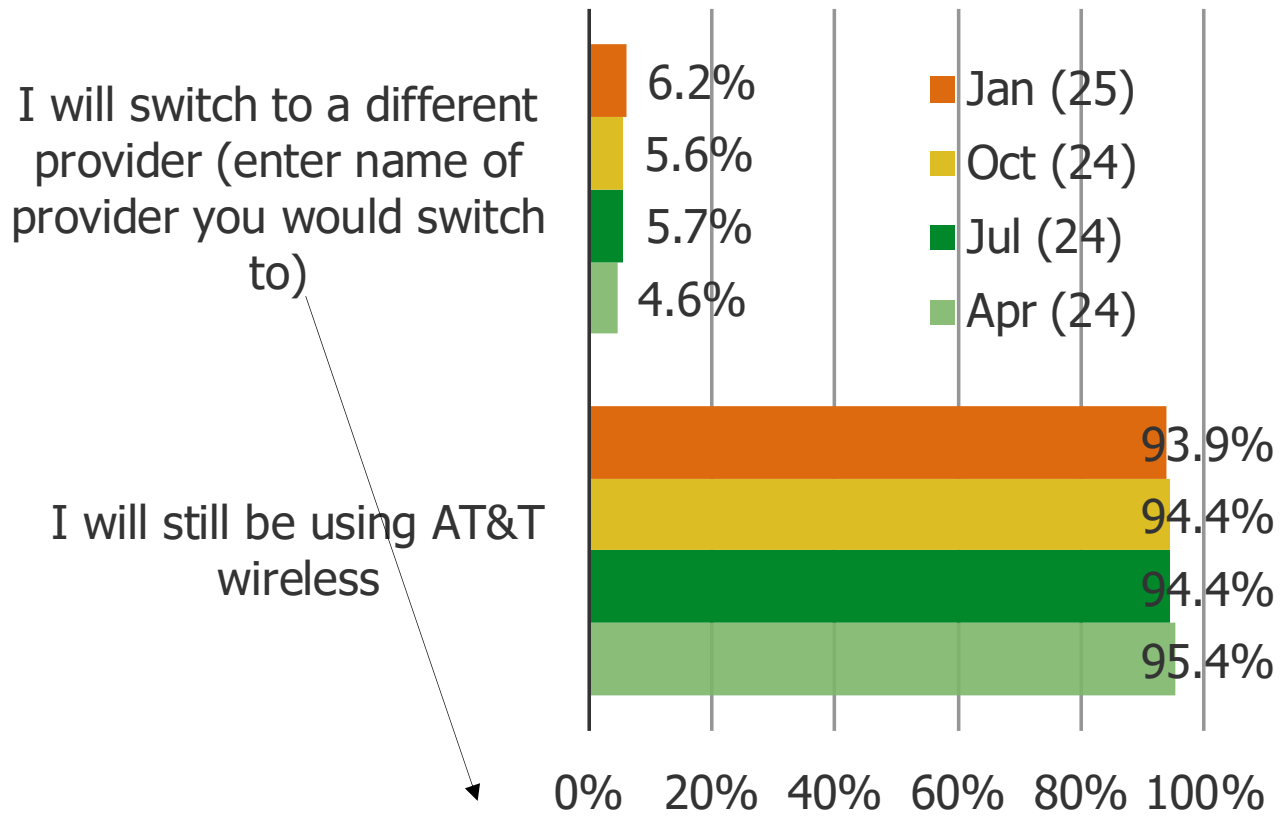
HAVE YOU ALWAYS BEEN A AT&T WIRELESS USER, OR HAVE YOU USED A DIFFERENT PROVIDER IN THE PAST?

Posed to all respondents who are AT&T wireless customers.



ONE YEAR FROM NOW, WILL YOU STILL BE USING AT&T WIRELESS OR DO YOU THINK YOU WILL SWITCH TO A DIFFERENT PROVIDER?

Posed to all respondents who are AT&T wireless customers.



Visible Total

verizon

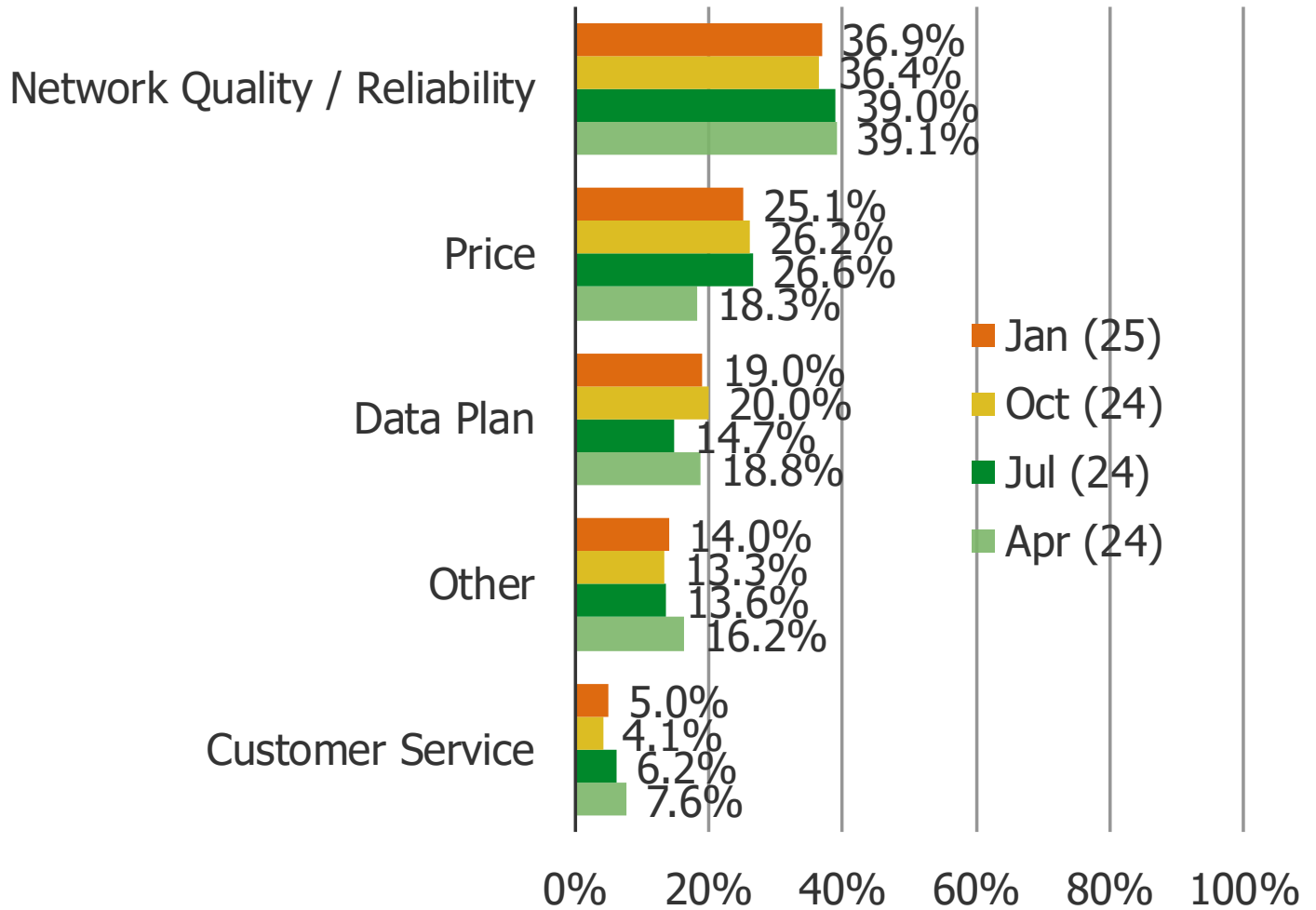
Mint

Boost
unsure

TMobile

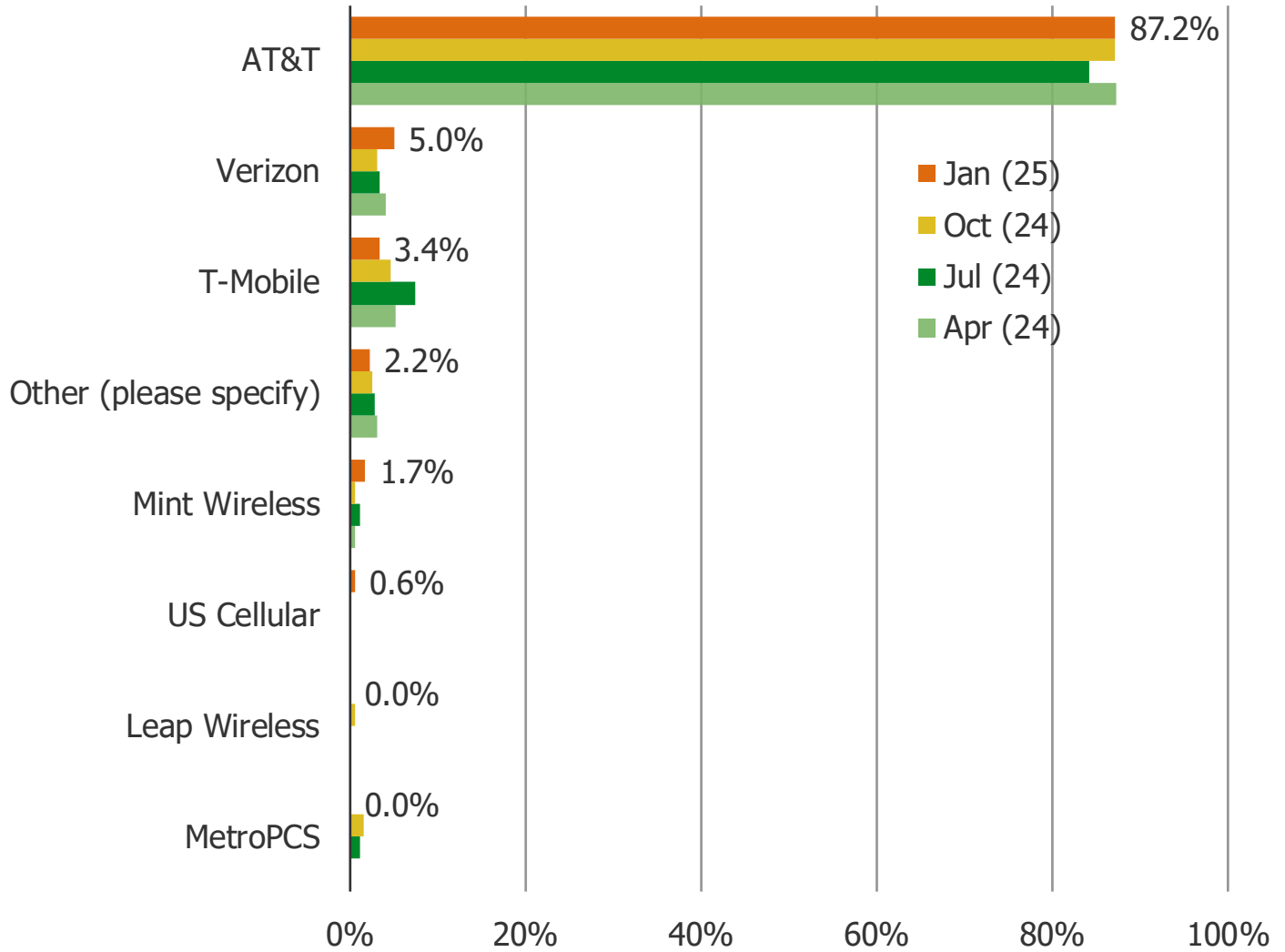
WHY DID YOU PRIMARILY CHOOSE AT&T WIRELESS?

Posed to all respondents who are AT&T wireless customers.



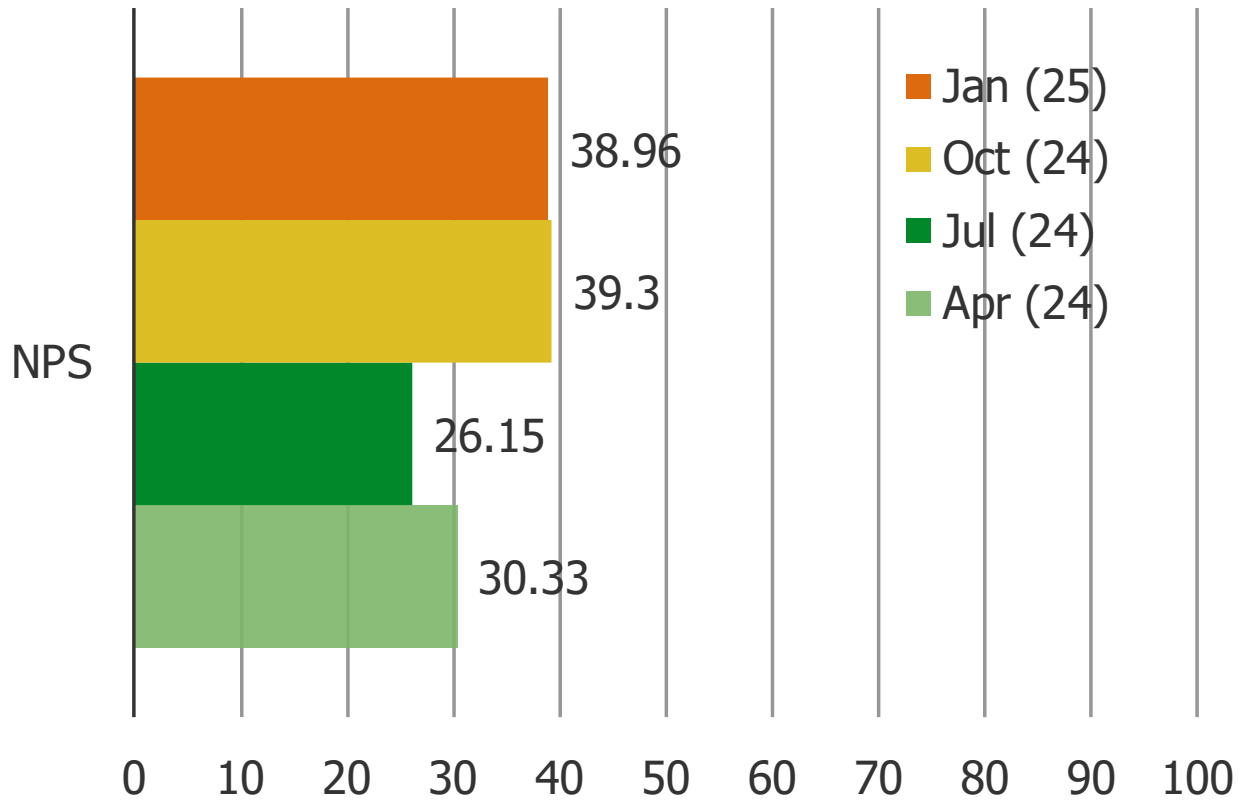
WHENEVER YOU GET A NEW SMARTPHONE IN THE FUTURE, WHICH WIRELESS PROVIDER ARE YOU MOST LIKELY TO CHOOSE?

Posed to all respondents who are AT&T wireless customers.



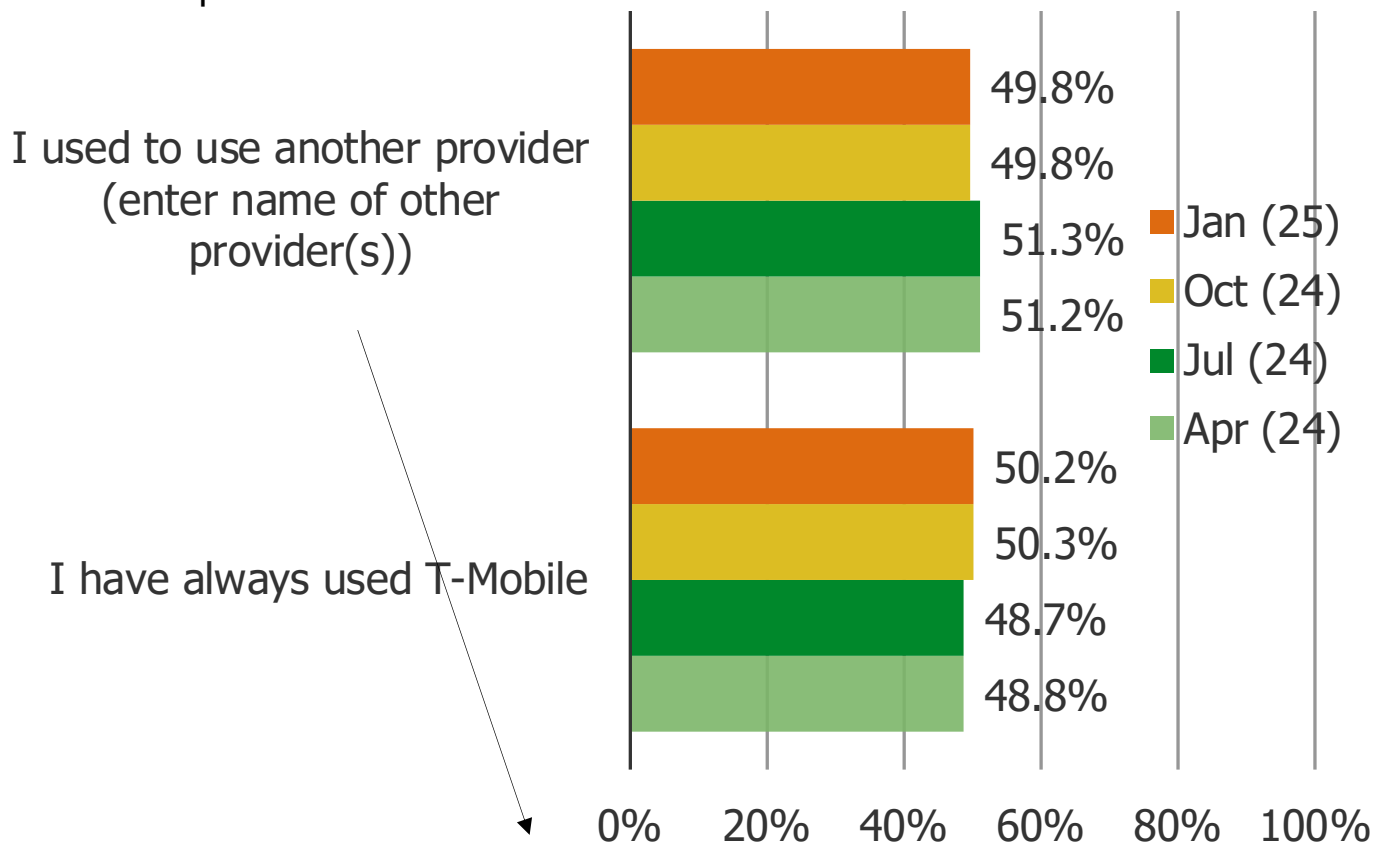
HOW LIKELY IS IT THAT YOU WOULD RECOMMEND T-MOBILE TO A FRIEND OR COLLEAGUE?

Posed to all respondents who are T-Mobile wireless customers.



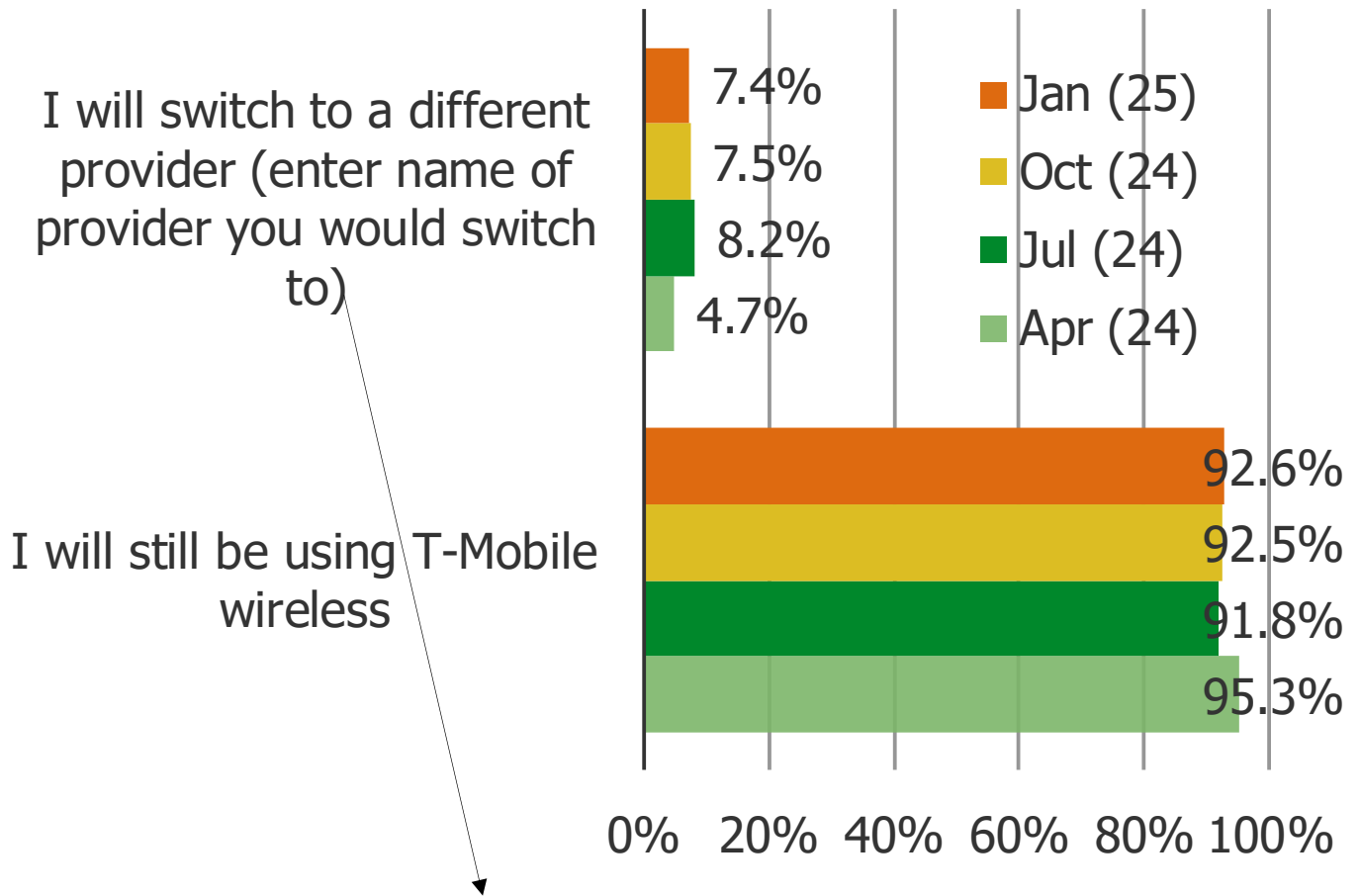
HAVE YOU ALWAYS BEEN A T-MOBILE WIRELESS USER, OR HAVE YOU USED A DIFFERENT PROVIDER IN THE PAST?

Posed to all respondents who are T-Mobile wireless customers.



ONE YEAR FROM NOW, WILL YOU STILL BE USING T-MOBILE WIRELESS OR DO YOU THINK YOU WILL SWITCH TO A DIFFERENT PROVIDER?

Posed to all respondents who are T-Mobile wireless customers.



The new

Verizon

Boost

Xfinity

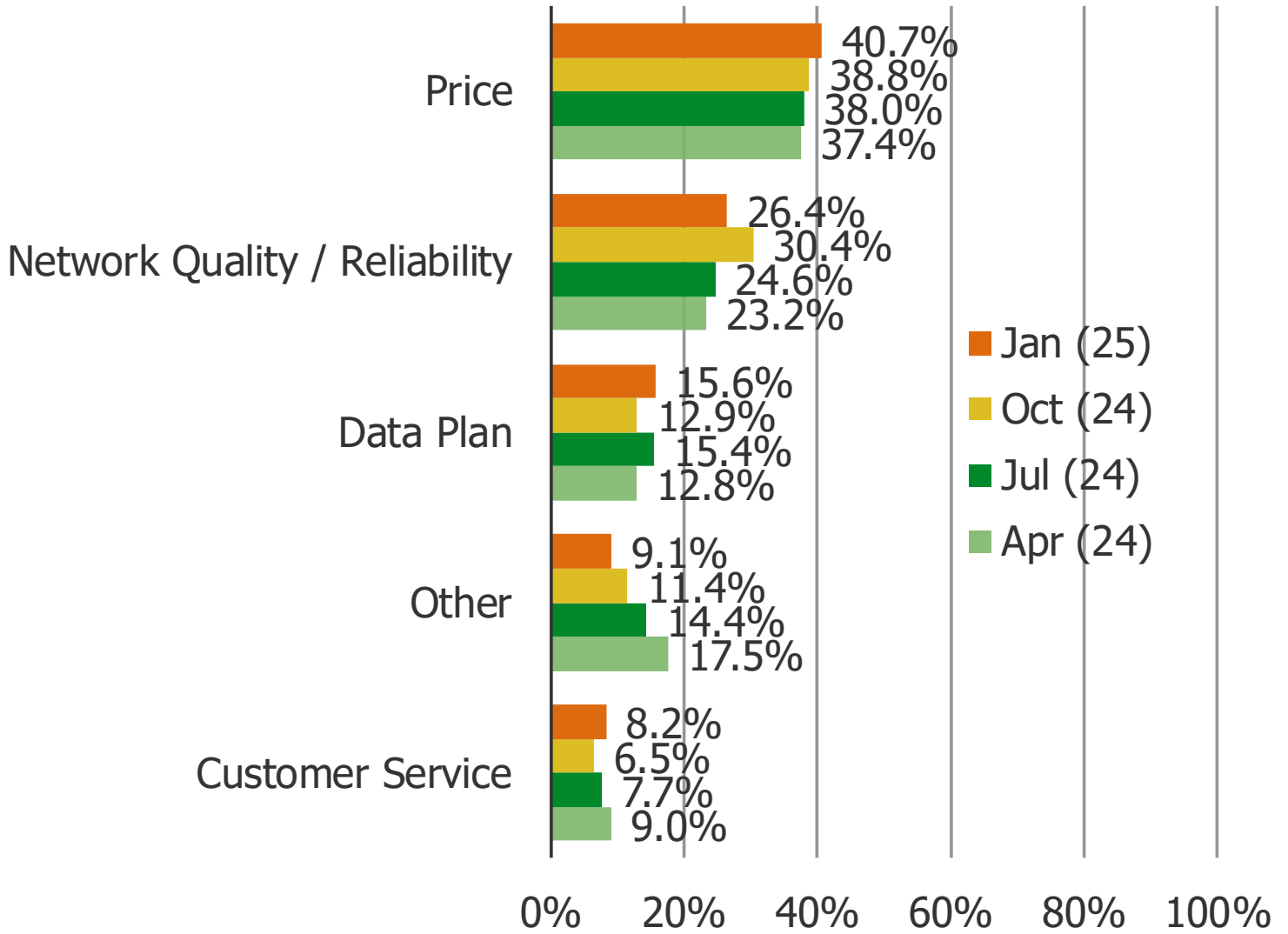
Metro by T-Mobile

Spectrum

AT&T

WHY DID YOU PRIMARILY CHOOSE T-MOBILE WIRELESS?

Posed to all respondents who are T-Mobile wireless customers.



WHENEVER YOU GET A NEW SMARTPHONE IN THE FUTURE, WHICH WIRELESS PROVIDER ARE YOU MOST LIKELY TO CHOOSE?

Posed to all respondents who are T-Mobile wireless customers.

