

BroadbandChoices.co.uk Comments on TalkTalk's Acquisition of Tiscali's UK Operations

Submitted by: BroadbandChoices.co.uk

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Michael Phillips, product director of BroadbandChoices.co.uk (<http://www.BroadbandChoices.co.uk>) comments:

“In our two most recent Customer Satisfaction Surveys, TalkTalk has repeatedly scored higher than Tiscali so this should bode well for Tiscali customers who will now be part of the same group.”

“However, AOL – also under Carphone Warehouse Group ownership – has consistently languished at the bottom of our Customer Satisfaction Surveys so service integration post acquisition will be crucial to determining the customer experience.”

CUSTOMER SATISFACTION SURVEY

All Categories Overall

Spring 2009

Very/Fairly Satisfied

1st O2

2nd PlusNet

3rd Sky Broadband

4th Virgin Media

5th TalkTalk

6th Tiscali UK

7th BT Broadband

8th Orange

9th Pipex

10th AOL Broadband

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7th AOL Broadband

* Due to sample size, O2, PlusNet and Pipex could not be reported in the Summer 2008 survey

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About BroadbandChoices.co.uk (<http://www.BroadbandChoices.co.uk>)

www.BroadbandChoices.co.uk was launched in 2005 and is the UK's leading Ofcom accredited broadband comparison calculator.

We offer comprehensive and impartial advice on broadband, mobile broadband and bundled packages (broadband with home phone and digital TV).

The www.BroadbandChoices.co.uk calculator compares thousands of different combinations of packages and provides results in a clear, intuitive table where users can rank and compare services according to their individual needs.

At www.BroadbandChoices.co.uk we help our users make the right choice of provider and get the most from their broadband service.