

Question 4

Did you experience any of the following situations while being served by the TCS?

Respondents were given the option to select multiple applicable answers. None of the above was by far the most frequent answer; 79.39% of respondents (701) selected it. Of the 124 that selected one or more of the statements, 'Staff did not really understand how to help my business' came as the top choice. (6.34% / 56 respondents) and 'I had trouble with automated telephone systems, busy lines or voice mail' (4.08% / 36 respondents).

