

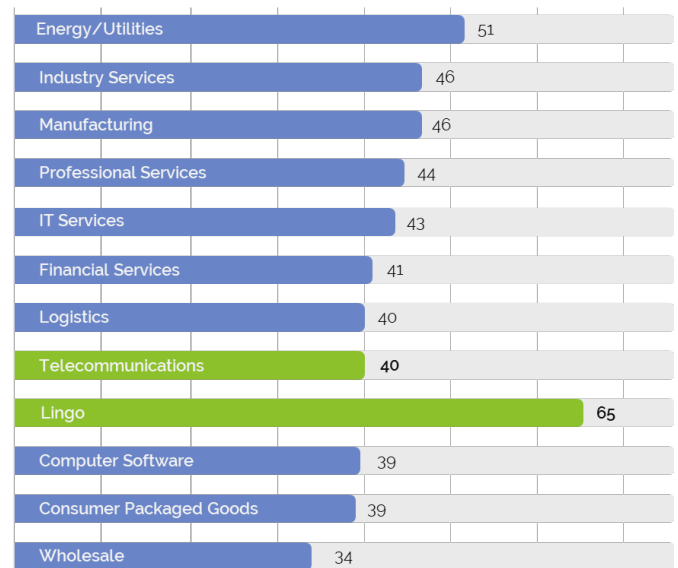
# The Lingo Customer Experience

## The Lingo Customer Experience scores significantly above average

**No one does it better.** With over two decades of service delivery experience, Lingo's customer satisfaction NPS score is significantly above the telecom industry average.

**Here's why:** We're all about continuous improvement. We measure continuously and act on feedback by improving our work processes.

**Net Promoter Score (NPS) by Industry**  
Lingo NPS Score 2023 YTD



Industry data source: CustomerGauge

**"How likely are you to recommend our business to a friend or colleague?"**

**What is the Net Promoter Score?** NPS measures a customer's overall sentiment about a company, not just their perception of a singular interaction or purchase., by asking one question..

It's the predominant customer experience measurement used today by two-thirds of the Fortune 1000..

NPS scoring is run by an objective third party.

## How it works

Customers are surveyed, asked to rate on a scale of 1-10 "How likely are you to recommend our business to a friend or colleague?"

0-6      7-8      9-10  
Detractor   Passive   Promoter



# Promoters - # Detractors  
Total Respondents

x 100



**NPS Score**  
Promoters > Detractors   1 → 100  
Promoters = Detractors   0  
Promoters < Detractors   -1 → -100