

Customer Satisfaction Tracker 2018 – Questionnaire with adults aged 16+

Good morning/ afternoon/ evening. My name is and I'm here on behalf of Quadrangle Operations, the market research company

We're conducting a survey on behalf of Ofcom, the independent regulator of telecommunications, which protects the interests of consumers.

The aim of the study is to understand how satisfied people are with the providers they use for their different communications services (such as home phones, mobile phones, TV services and the internet). The questions will take about 10-15 minutes. This is a very important survey for Ofcom and your opinions really will count.

Could I please ask you a few questions to check whether we can conduct this research with you?

We operate under the Code of Conduct of the Market Research Society and I can assure you that your responses are confidential and you will not be identified at any stage within this research. Your details won't be passed onto any third parties nor will you receive a follow-up call to try to sell you anything.

IF INTERVIEWING IN WALES, ONCE RESPONDENT AGREES TO TAKE PART SAY: The interview will be conducted in English. If you would prefer to conduct the interview in Welsh I can arrange for a colleague to re-contact you to come back at an agreed time. What would you prefer?

CONTINUE IF RESPONDENT IS HAPPY WITH BEING INTERVIEWED IN ENGLISH. IF RESPONDENT WOULD PREFER TO BE INTERVIEWED IN WELSH – NOTE THEIR NAME, TELEPHONE NUMBER AND FULL ADDRESS AND PASS THIS INFORMATION BACK TO YOUR AREA SUPERVISOR.

ASK ALL – SINGLE CODE

S1. Are you?

Male	1
Female	2

ASK ALL – SINGLE CODE

S2. What is your age?

TYPE IN AND CODE AS:

16-24 years	1
25-34 years	2
35-44 years	3
45-54 years	4
55-64 years	5
65-74 years	6
75 years or over	7

ASK ALL – SINGLE CODE

S3. What is the occupation of the main wage earner in your household?

PROBE TO CODE AS SOCIAL GRADE

AB	1
C1	2
C2	3
DE	4

ASK ALL –SINGLE CODE

S3a Are you personally in full time or part time employment?

Yes	1
No	2

ASK ALL – MULTICODE OK FOR CODES 1-4

S4. SHOWCARD S4

Which of these services do you or does your household have?

Mobile phone	1	
Landline phone (i.e. home phone)	2	
Fixed broadband internet (through a phone line or cable service, perhaps using a Wi-Fi router)	3	
Any Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV] **	4	
None of these	5	CLOSE

EXPLANATION TO APPEAR ON SHOWCARD **

Pay TV This is a set of TV channels that you pay for and subscribe to that show broadcast TV channels (such as BBC, ITV, Channel 4 and so on. We do not mean on-demand streaming services (such as Netflix, NOW TV or Amazon Prime Video).

ASK IF HAVE FIXED BROADBAND BUT NOT LANDLINE AT S4 – SINGLE CODE

S5. Does your household pay line rental in order to receive the fixed broadband service? So you could use this fixed line to make calls if you plugged a phone into the line.

IF NECESSARY: Because your household pays line rental to the landline provider to be able to receive the fixed broadband service we are interested in your landline service even if no calls are made or received.

Yes, pay line rental for a fixed line	1	UPDATE S4 CODE 2
No	2	
Don't know	3	

ASK ALL – MULTICODE OK FOR CODES 1-4

Q1. Which, if any, of these services in your home are you the primary or joint decision maker for – in terms of deciding which provider to use?

READ OUT

Mobile phone	1	
Landline phone (i.e. home phone)	2	
Fixed broadband internet	3	
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	4	
None of these	5	ASK FOR REFERRAL IN HOUSEHOLD

ASK ALL – FILTERED BASED ON SERVICES RESPONSIBLE FOR AT Q1 –

MULTICODE OK FOR CODES 1-4

Q2. Do you receive any of these services from the same provider?

READ OUT SERVICES SHOWN THAT RESPONDENT IS RESPONSIBLE FOR FROM Q1

IF RESPONDENT SAYS THEY HAVE MORE THAN ONE SET OF SERVICES FROM THE SAME PROVIDER (E.G. TV AND LANDLINE FROM ONE PROVIDER, MOBILE AND BROADBAND FROM ANOTHER PROVIDER) - Could you tell me which services are in the package you consider to be the MAIN one, or the one your household spends the most on?

Mobile phone	1
Landline phone (i.e. home phone)	2
Fixed broadband internet	3
Pay TV service through satellite, cable or broadband [such as Sky TV, Virgin Media TV, BT TV, or Talk Talk TV]	4
None of these	5

ASK FOR ALL SERVICES AT Q1– COVERING ANY SERVICES MENTIONED AT Q2 TOGETHER –

SINGLE CODE PER PROVIDER

Q3. SHOWCARD Q3

Which provider do you use for your [SERVICES AT Q1]? Please say which company you pay for this service, not the brand of your set top box or handset.

NOTE TO INTERVIEWER: If they have more than one provider ask them to answer about their MAIN provider.

*IF NECESSARY FOR MOBILE PHONE SERVICE IF THEY MENTION HANDSET BRAND INSTEAD OF MOBILE SERVICES PROVIDER: We're interested in the mobile phone service provider – their name will be displayed on the phone screen

	Mobile phone service (MPSUP)	Fixed line Phone (LLSUP)	Fixed Broadband (BBSUP)	Pay TV Service (TVSUP)
AOL	1	1	1	1
BT	2	2	2	2
Co-operative	3	3	3	3
EE/ Orange / T-Mobile	4	4	4	4
Fuel Broadband	5	5	5	5
Giff Gaff	6	6	6	6
John Lewis	7	7	7	7
KCom	8	8	8	8
O2	9	9	9	9
Post Office	10	10	10	10
Plusnet	11	11	11	11
Primus	12	12	12	12
Sky	13	13	13	13
SSE	14	14	14	14
TalkTalk	15	15	15	15
Tesco	16	16	16	16
'3' / Three Mobile	17	17	17	17
Utility Warehouse	18	18	18	18
Virgin Media	19	19	19	19
Vodafone	20	20	20	20
Other provider– SPECIFY	21	21	21	21

ASK ALL LANDLINE DECISION MAKERS AT Q1 –SINGLE CODE

L1. SHOWCARD L1

I'd like to ask you some questions about your home landline service from "LLSUP".

In terms of your landline service...

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO LLSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL LANDLINE SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

L2. SHOWCARD L1 AGAIN

And how satisfied are you with the overall VALUE FOR MONEY of your service from "THE ANSWER TO LLSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL LANDLINE DECISION MAKERS AT Q1 –SINGLE CODE

L3. SHOWCARD L1 AGAIN

And how satisfied are you with the RELIABILITY of your landline service from "THE ANSWER TO LLSUP"?

IF NECESSARY: By reliability, I mean being able to make a call when you need to, so getting a dialling tone

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL LANDLINE DECISION MAKERS AT Q1 –SINGLE CODE

L4. SHOWCARD L1 AGAIN

And how satisfied are you with the clarity of the line when making or receiving calls on your landline from "THE ANSWER TO LLSUP" –

IF NECESSARY – by this I mean being able to clearly hear the other person on the call

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

I'd now like to ask you some questions about your mobile phone service from "MPSUP".

M1. Which of these best describes the mobile phone package you personally use most often?

READ OUT CODES 1 AND 2

Prepay/ pay as you go	1	
Monthly contract	2	
Don't know	3	

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M2. SHOWCARD M2

In terms of your mobile phone service...

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO MPSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL MOBILE SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

M3. SHOWCARD M2 AGAIN

And how satisfied are you with the overall VALUE FOR MONEY of your service from “THE ANSWER TO MPSUP”?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL MOBILE DECISION MAKERS AT Q1 – SINGLE CODE

M4. SHOWCARD M2 AGAIN

And how satisfied are you OVERALL with the RECEPTION OR SIGNAL STRENGTH that you get on your mobile phone service from “THE ANSWER TO MPSUP”?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

I'd now like to ask you some questions about your fixed broadband service from "BBSUP".

IN1. SHOWCARD IN1

Which of these fixed broadband services does your household have?

Standard broadband - Broadband through a phone line or cable service - which is not superfast, so the download speed is less than 30MB/second	1
Superfast broadband - A premium service that delivers higher speeds through either fibre optic or cable service - so the download speed is 30MB/ second or higher	2
Ultrafast broadband - the download speed is 100MB/second or higher	3
Don't know	4

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN2. SHOWCARD IN2

In terms of your fixed broadband service

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO BBSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL FIXED BROADBAND SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

IN3. SHOWCARD IN2 AGAIN

And how satisfied are you with the overall VALUE FOR MONEY of your service from “THE ANSWER TO BBSUP”?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN4. SHOWCARD IN2 AGAIN

And how satisfied are you with the SPEED OF SERVICE while online from "THE ANSWER TO BBSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1 – SINGLE CODE

IN5. SHOWCARD IN2 AGAIN

And how satisfied are you with the RELIABILITY of your fixed broadband service from "THE ANSWER TO BBSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL PAY TV DECISION MAKERS AT Q1 – SINGLE CODE

PT1. SHOWCARD PT1

I'd like to ask you some questions about your Pay TV service provided by "THE ANSWER TO TVSUP" .

How satisfied are you with the OVERALL SERVICE PROVIDED by your television service provider "THE ANSWER TO TVSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL PAY TV SINGLE SERVICE DECISION MAKER RESPONDENTS – SO THOSE NOT HAVING THE SERVICE IN A BUNDLE AT Q2 – SINGLE CODE

PT2. SHOWCARD PT1 AGAIN

And how satisfied are you with the overall VALUE FOR MONEY of your service from “THE ANSWER TO TVSUP”?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL PAY TV DECISION MAKERS AT Q1 – SINGLE CODE

PT3. SHOWCARD PT1 AGAIN

And how satisfied are you with the RELIABILITY of your Pay TV service from "THE ANSWER TO LLSUP"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

BUNDLE SECTION

ASK ALL BUNDLE/ PACKAGE DECISION MAKERS - SO TAKING MORE THAN ONE SERVICE FROM THE SAME PROVIDER AT Q3 – SINGLE CODE

B1. SHOWCARD B1

I'd like to talk with you about the services that you have from the same supplier – so using "THE ANSWER TO Q3" for your " THE ANSWER TO Q2".

In terms of your overall package of services....

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO Q3"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL BUNDLE/ PACKAGE DECISION MAKERS - SO TAKING MORE THAN ONE SERVICE FROM THE SAME PROVIDER AT Q3 – SINGLE CODE

B2. SHOWCARD B1 AGAIN

And how satisfied are you with the overall VALUE FOR MONEY of your service from "THE ANSWER TO Q3"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

BENCHMARK SECTION

I'd now like to ask you some questions about other household services

ASK ALL – MULTICODE OK FOR CODES 1-3

BM1. SHOWCARD BM1

Which, if any, of these other services in your home are you the primary or joint decision maker for – in terms of deciding which provider to use?

Gas supplier	1
Electricity supplier	2
Bank current account	3
None of these	4

ASK ALL BANK DECISION MAKERS AT BM1 (CODE 3) – SINGLE CODE

BM2. Which bank do use for you MAIN current account?

NatWest	1
Lloyds	2
HSBC	3
Barclays	4
TSB	5
Santander	6
Nationwide	7
Co-op bank	8
Other SPECIFY	9

ASK ALL BANK DECISION MAKERS AT BM1 (CODE 3) – SINGLE CODE

BM3. SHOWCARD BM3

In terms of your main current account

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO BM2"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK ALL DECISION MAKERS FOR BOTH GAS & ELECTRICITY (CODE 1 AND 2 AT BM1) – SINGLE CODE

BM4. Do you use the same provider for both gas and electricity?

Yes	1
No	2

ASK DECISION MAKERS WHO USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY AT BM4 – SINGLE CODE

BM5. Which supplier do you use for gas and electricity?

EDF	1
British Gas	2
Npower	3
E.ON UK	4
Scottish Power	5
SSE	6
Utility Warehouse	7
First Utility	8
Other SPECIFY	9

ASK DECISION MAKERS WHO USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY AT BM4 – SINGLE CODE

BM6. SHOWCARD BM3

In terms of your gas and electricity service

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO BM5"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK DECISION MAKERS FOR GAS WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM7. Which supplier do you use for gas?

EDF	1
British Gas	2
Npower	3
E.ON UK	4
Scottish Power	5
SSE	6
Utility Warehouse	7
First Utility	8
Other SPECIFY	9

ASK DECISION MAKERS FOR GAS WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM8. SHOWCARD BM3

In terms of your gas service...

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO BM7"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

ASK DECISION MAKERS FOR ELECTRICITY WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM9. Which supplier do you use for electricity?

EDF	1
British Gas	2
Npower	3
E.ON UK	4
Scottish Power	5
SSE	6
Utility Warehouse	7
First Utility	8
Other SPECIFY	9

ASK DECISION MAKERS FOR ELECTRICITY WHO DO NOT USE THE SAME SUPPLIER FOR BOTH GAS & ELECTRICITY – SINGLE CODE

BM10. SHOWCARD BM3

In terms of your electricity service...

How satisfied are you with the OVERALL SERVICE PROVIDED by "THE ANSWER TO BM9"?

IF NECESSARY - Would you say you are...

Very satisfied	1
Fairly dissatisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

REASONS FOR DISSATISFACTION SECTION

ASK THOSE DISSATISFIED AT L1 (CODES 4 or 5)

QD1. You said earlier you were dissatisfied with the overall service from your landline provider, “LLSUP”? Why do you say that?

Please give as much detail as you can.

Please type in below

ASK THOSE DISSATISFIED AT M2 (CODES 4 or 5)

QD2. You said earlier you were dissatisfied with the overall service from your mobile phone service provider, “MPSUP”? Why do you say that?

Please give as much detail as you can.

NOTE TO INTERVIEWER: If respondent mentions coverage/ reception issues - please probe fully as to where they experience these issues: Is it in specific locations i.e. indoors/ outdoors/ in particular parts of their home or office or everywhere etc.?

Please type in below

ASK THOSE DISSATISFIED AT IN2 (CODES 4 or 5)

QD3. You said earlier you were dissatisfied with the overall service from your fixed broadband provider, “BBSUP”? Why do you say that?

Please give as much detail as you can.

Please type in below

ASK THOSE DISSATISFIED AT QPT1 (CODES 4 or 5)

QD4. You said earlier you were dissatisfied with the overall service from your pay TV provider, “TVSUP”? Why do you say that?

Please give as much detail as you can.

Please type in below

NPS SECTION – RANDOMISE ORDER

ASK ALL LANDLINE DECISION MAKERS AT Q1

QN1. Based on your overall experience of using “LLSUP” for your landline service, how likely would you be to recommend them to a friend or family member as a landline provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

..... (out of 10)

ASK ALL MOBILE DECISION MAKERS AT Q1

QN2. Based on your overall experience of “MPSUP” as your mobile phone service provider, how likely would you be to recommend them to a friend or family member as a mobile phone service provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

..... (out of 10)

ASK ALL FIXED BROADBAND DECISION MAKERS AT Q1

QN3. Based on your overall experience of “BBSUP” as your fixed broadband provider, how likely would you be to recommend them to a friend or family member as a fixed broadband provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

..... (out of 10)

ASK ALL PAY TV DECISION MAKERS AT Q1

QN4. Based on your overall experience of “TVSUP” as your pay TV provider, how likely would you be to recommend them to a friend or family member as a pay TV provider?

Please give a rating on a scale of 0 to 10, where 0 is 'Extremely Unlikely' and 10 is 'Extremely Likely'?

..... (out of 10)

ASK THOSE SCORING 0-4 AT QN1, BUT NOT DISSATISFIED AT L1

QN5. Why would you not particularly recommend “LLSUP” as a landline provider?

Please give as much detail as you can.

Please type in below

ASK THOSE SCORING 0-4 AT QN2, BUT NOT DISSATISFIED AT M2

QN6. Why would you not particularly recommend “MPSUP” as a mobile phone service provider?

Please give as much detail as you can.

Please type in below

ASK THOSE SCORING 0-4 AT QN3, BUT NOT DISSATISFIED AT IN2

QN7. Why would you not particularly recommend “BBSUP” as a broadband provider?

Please give as much detail as you can.

Please type in below

ASK THOSE SCORING 0-4 AT QN4, BUT NOT DISSATISFIED AT QPT1

QN8. Why would you not particularly recommend “TVSUP” as a Pay TV provider?

Please give as much detail as you can.

Please type in below

ASK ALL – SINGLE CODE PER ROW

QC1. SHOWCARD QC1

Please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree.

	Agree strongly	Agree Slightly	Neither/ nor	Disagree slightly	Disagree strongly
I try to keep up with technology	1	2	3	4	5
My friends tend to come to me if they have questions about technology	1	2	3	4	5
I'm as knowledgeable about these technologies as the next person	1	2	3	4	5

ASK ALL – MULTICODE OK FOR CODES 1-5

QC2. SHOWCARD QC2

Which, if any, of these do you use the internet for?

Online shopping (purchasing goods/ services / tickets etc.) or online trading/ auctions (e.g. eBay)	1
Online banking	2
Finding/ downloading information for work/ business/ school/ college/ university	3
Accessing news	4
Using social networking (such as Facebook, Twitter, Instagram, Snapchat, LinkedIn)	5
None of these	6

ASK ALL – SINGLE CODE PER ROW

QC3. SHOWCARD QC3

Please look at these two statements people have made about shopping around generally, whether for services such as mobile phones, broadband, insurance or for goods. For each statement please indicate how much you agree or disagree...

	Agree strongly	Agree Slightly	Neither/nor	Disagree slightly	Disagree strongly
Finding a cheaper deal is a priority for me	1	2	3	4	5
I look out for and use discount codes or discount vouchers whenever I can	1	2	3	4	5

Thank and close