

DNS.PT CLIENTS AND PARTNERS SATISFACTION SURVEY

DNS.PT evaluation and the service it provides is very positive. Analyzing in detail each of the areas of the study, the conclusions are the following:

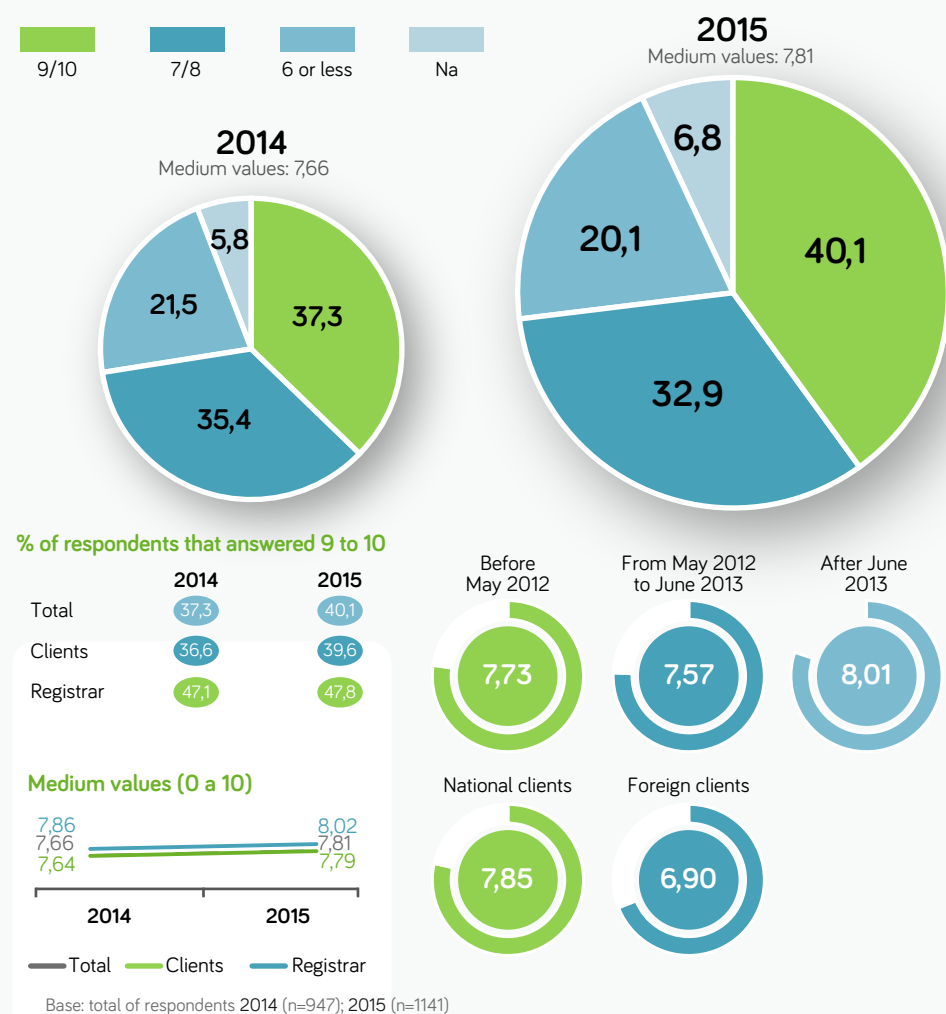


DNS.PT GLOBAL IMAGE

Globally, all the image indicators are better evaluated in 2015 compared to 2014, resulting in an improvement in the evaluation of the DNS.PT image perceived by the respondents. It should be noted that the trust continues to be the best evaluated indicator in 2015. The indicator that recorded the highest increase from 2014 to 2015 was the quality of service.

Registrars are the ones who better evaluate the DNS.PT in all the indicators related to global image.

EVALUATION OF THE DNS.PT OVERALL IMAGE

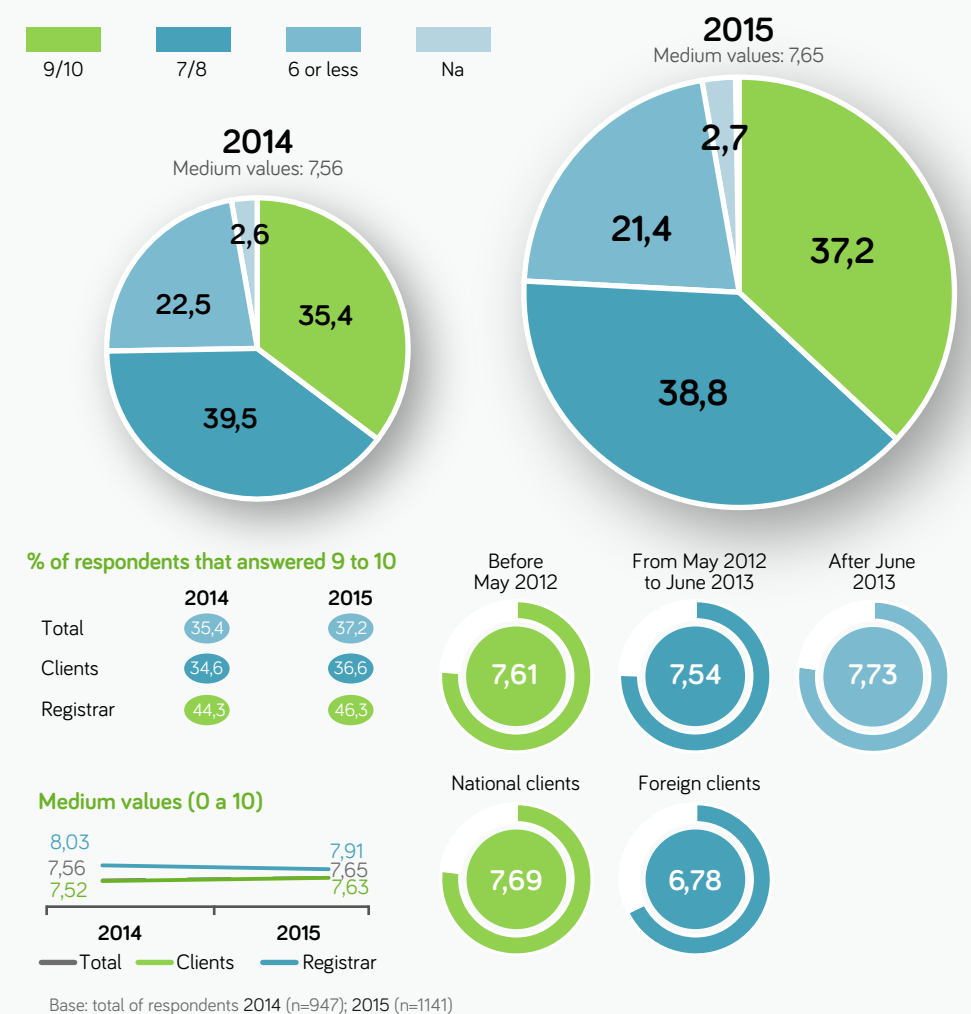


SATISFACTION WITH THE SERVICE PROVIDED BY THE DNS.PT

Both DNS.PT clients and partners are satisfied with the service and 37.2% say they are completely satisfied. The commitment with the deadlines in assigning domains is the best evaluated aspect. It should also be noted that the indicator with the highest increase from 2014 to 2015 is the follow-up/support in clarifying doubts.

The respondents consider that DNS.PT is close to the ideal domain name registry and indicate that they would recommend it to friends or other partners. Registrars are again the ones who better evaluate DNS.PT in these two aspects.

GLOBAL SATISFACTION WITH THE DNS.PT SERVICE

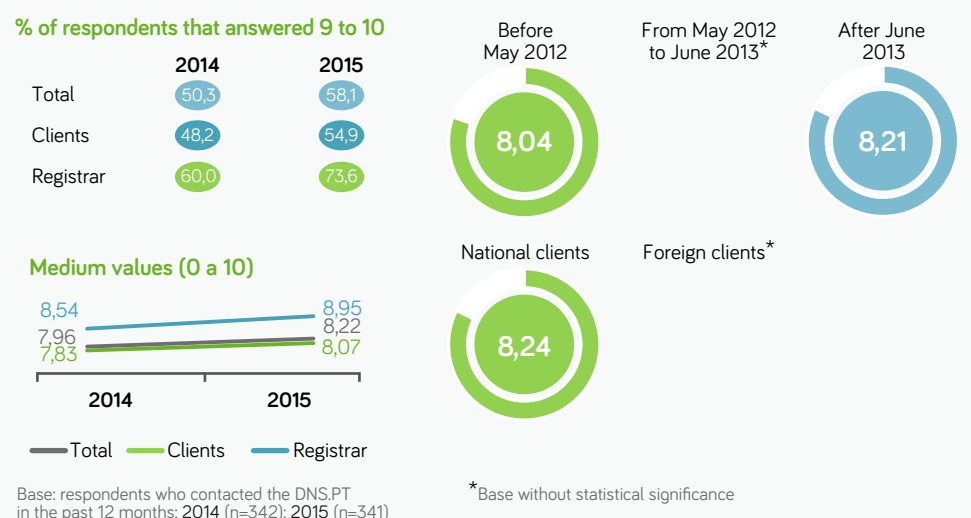
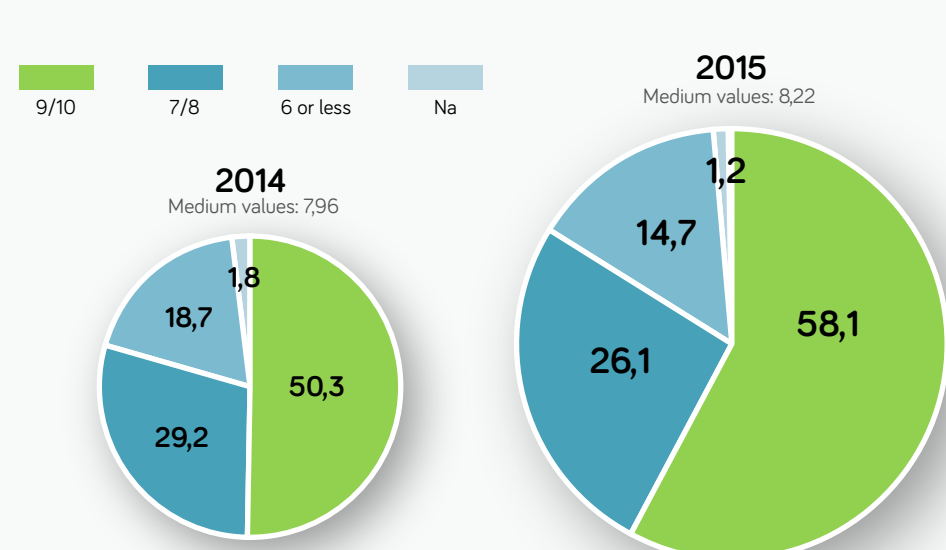


CONTACT WITH DNS.PT

The contact with the DNS.PT in the past 12 months was made mainly by email and phone, and the main contact reason was answering questions/information request. 51.9% of the clients and partners are globally satisfied with the clarification of questions. It should be noted that the indicator that recorded the highest increase from 2014 to 2015 was the problem-solving capacity, and 58.1% of respondents are very satisfied.

Registrars are once again the ones who better evaluate all these aspects.

CONTACT EVALUATION - PROBLEM-SOLVING CAPACITY



O domínio de Portugal

ESTUDO DE SATISFAÇÃO DE CLIENTES E PARCEIROS DO DNS.PT



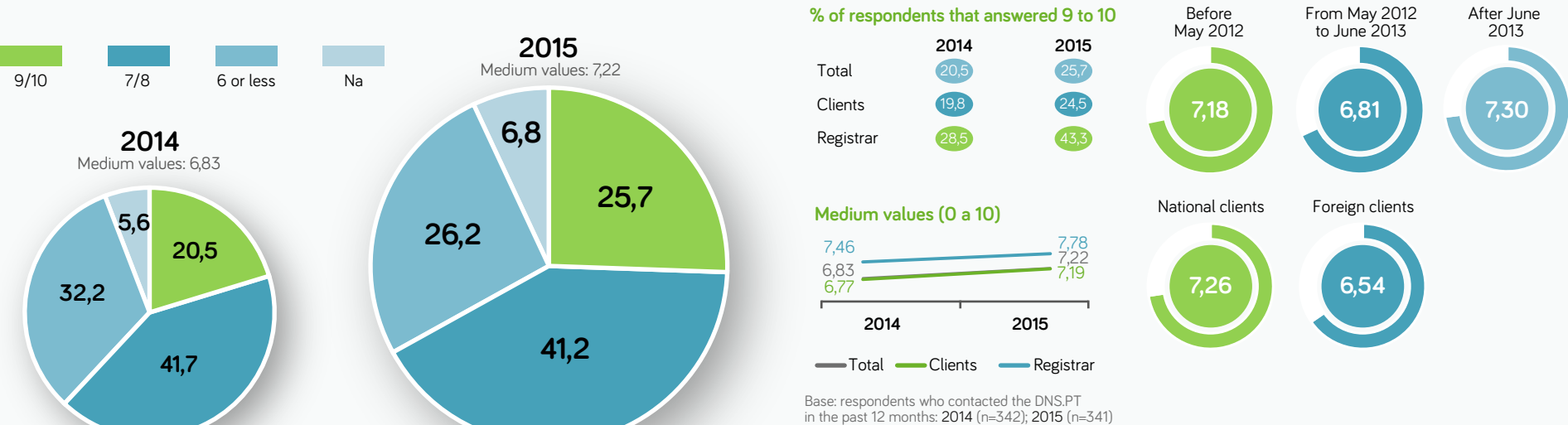
DNS.PT WEBSITE - www.dns.pt

Clients and partners are satisfied with the DNS.PT website and 25.7% showed to be very satisfied. The features that were better evaluated were the interest and clarity of information and the visual aspect.

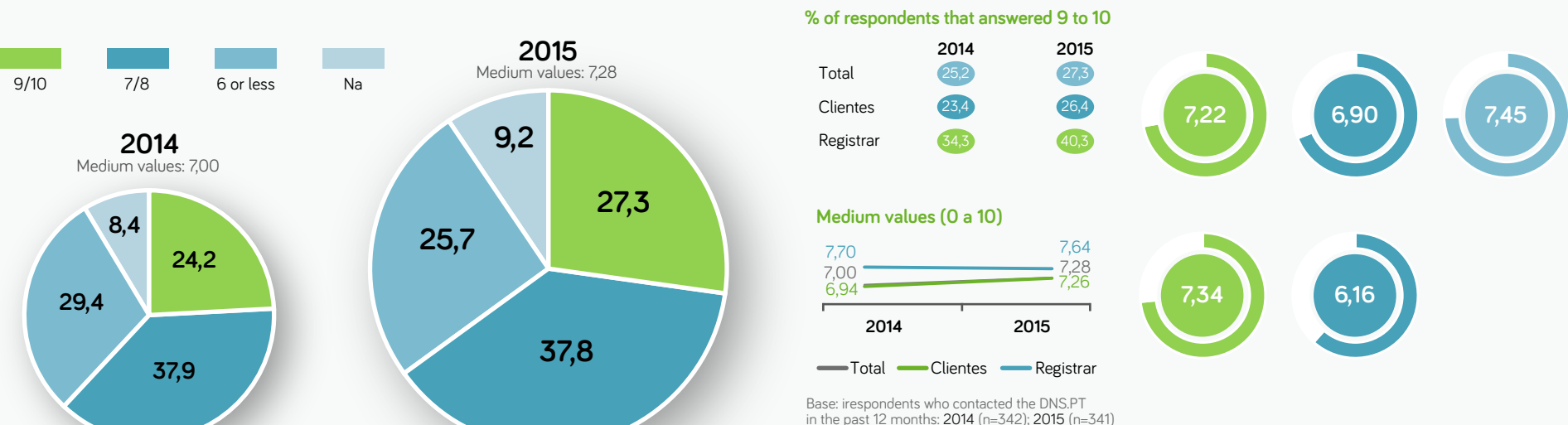
Regarding the domain name registration area, respondents are also satisfied and 27.3% said even they are very satisfied. It is the quickness of the domain registration that reaches higher level of satisfaction.

Registrars and national clients are those with higher levels of satisfaction in all of the indicators related to the website.

OVERALL LEVEL OF SATISFACTION WITH THE DNS.PT WEBSITE



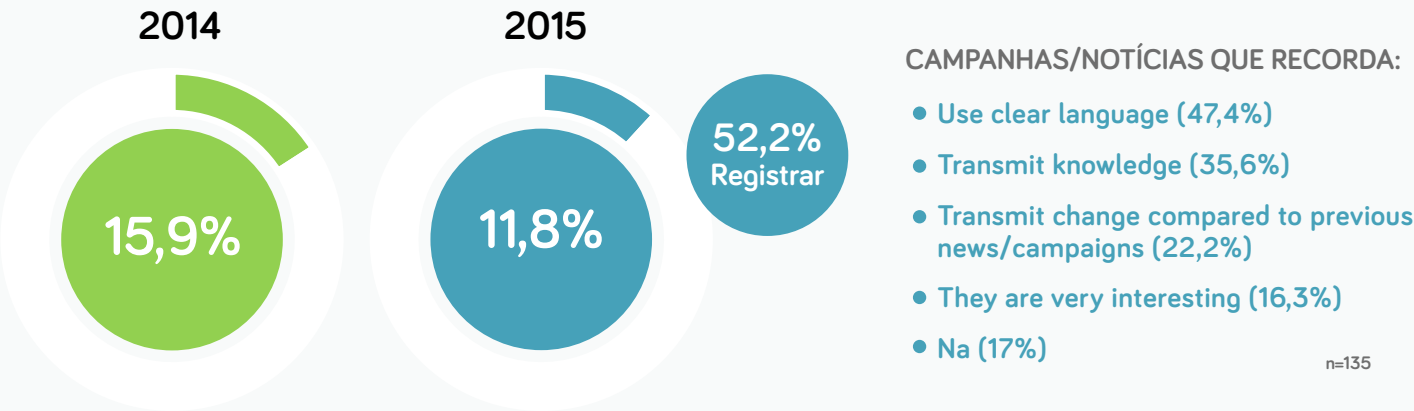
OVERALL SATISFACTION LEVEL WITH THE DOMAIN NAME REGISTRATION AREA



DNS.PT COMMUNICATION

Respondents consider that the DNS.PT campaigns and news use clear language and transmit knowledge. 77.6% of the registrars receive the weekly newsletter and 21.1% of those think it is very interesting.

MEMORIZATION OF DNS.PT CAMPAIGNS OR NEWS



Continuing the project started in 2014, DNS.PT developed, in partnership with Marktest, a study in order to evaluate the satisfaction of clients and partners regarding the performance and positioning of .pt.

The universe of the study included end users and registrars and 1.141 interviews were conducted between 18 January and 10 February 2016.

