

# Opinion survey

**What do our customers and phone users think about Globalstar service...?  
Let's have a look to the following customer survey to see their views:**





# Opinion survey



## Previous remark

On behalf of Equipos Navales Industriales I would like to thank the shipowners, skippers and crew members who are users and customers of Globalstar terminals for their kind attention to our survey enquiries and for the highly esteemed opinion they have given us about the current service and operating performance of Globalstar.

# Opinion survey



**Fishing vessel: J.Kalamendi**  
**Skipper: Domeka Beitia:**

*"I have noticed a big improvement since febraury this year. We currently have service nearly 24 hours a day. The quality of the voice is very good"* 02-09-13

**Fishing Vessel: Kaxu**  
**Skipper: Jesús Arrasate:** *"On the whole, the service works better, than it used to. I have no complains. The voice is very good"* 19-09-13





# Opinion survey



**Fishing Vessel:Gure Gaskuña**  
**Shipowner: Jose Angel**  
**Badiola**  
**Skipper: Javier Echaburu**

Both the Shipowner and Skipper think “there are still some small interruptions on calls. Nevertheless the service in general is good and above all, it has improved a lot. In addition the quality of the voice is outstanding”. 23-09-13

# Opinion survey



**Fishing vessel: María Estefanía  
Skipper: Eusebio Santa María**

***“We are very happy with the performance. Also the price is very good if you compare it with other satellite companies. The quality of the voice is fantastic ” 02-09-13***

# Opinion Survey

**Fishing Vessel: Akillamendi Berria  
Skipper: Antonio Paulo Nunes Secadas**



*We asked the Skipper about the Globalstar service and he replies : “We are very satisfied with the service. Good quality in voice , far better than the other satellite phone we have on board. The voice is crystal clear and has no delays”*

**30-08-13**



# Opinion survey



**Fishing Vessel: Cachacho**  
**Fishing Area: Irland-Gran Sol**

**Customer and crew member: Castor Fernández**

*"I am really happy with Globalstar. I have been using the phone for two years and I think it works very well. If it weren't like this, I would have changed long time ago"*

17-09-2013



# Opinion survey



*“Much longer service now. It is cheaper than other satellite companies. As far as data transmission is concerned it takes longer to download information with this terminal than with the other satellite phone on board, nevertheless, when it comes to speaking the quality of the voice is much better and that’s why we always use it to make phone calls” Jose Cabaleiro Acuña, skipper of Vessel Gonpez Primero explains 30-08-2013*



# Opinion survey



**Lisardo Pérez, Skipper of Santa Anita, told us:**  
*"I have no complain with the service. Our impression of the service is quite good...Good price!"*

**Fishing Area:  
Galicia Coast**



# Opinion survey



Fishing vessel: Cristian M

Skipper: Adolfo Pego Brión :

Fishing Area: Scotland

*“So far so good. The weather report can be easily download. Now it is good, the call keeps going and does not get interrupted” 30-08-13*

Fishing Vessel: Landora  
Skipper: Jose Manuel García Brión:

*“Everything all right. I am satisfied with the service. Every once in a while there is an interruption on the call but this is happening less and less frequently. Speaking in general I would say the service is going well”*

29-08-13



Zona de Pesca: Irlanda





# Opinion survey



**Fishing Vessel: Monte  
Mazanteu  
Skipper: Mario Lago Castro**

*“It works reasonably well. Even though it does not have 24 hour coverage , the service has, no question, improved. In fact we use the phone on a daily basis. Besides we must look at the vessel costs and since Globalstar is more economical than the other satellite phone we have on board, we prefer it to make everyday phone calls” 23-09-13*

# Opinion survey

Fishing Area: Ireland-Gran Sol



Fishing Vessel: Lioran

Skipper: Yokin\_

*Yokin enthusiastically explains: "Globalstar is excellent... "de órdago!" (outstanding) as we usually say. It has now more service. No doubt you can keep longer phone calls with the skipper and with home. When you speak the voice sounds loud and clear. and it is better than the other system on board "*  
30-08-2013



# Opinion survey

***“To me Globalstar offers the best quality-price service relation among all the companies you can find in the satellite communication market”***

Juan Fidel Regueira San Pedro, Skipper Ayr Queen 30-08-2013



Fishing Area:  
North of Scotland



# Opinion survey



***José Polo, Playa de Tuya:***

***“I am simply very satisfied with Globalstar in every aspect”.  
Globalstar is working really well” 30-08-2013***