



NET PROMOTER SCORE BENCHMARKS

BY RETENTLY.COM



TABLE OF CONTENT:

| | |
|-------------------------------|----|
| Advertising | 3 |
| Airlines | 3 |
| Apparel and Accessories | 5 |
| Automotive | 5 |
| Consulting | 6 |
| Consumer Staples | 7 |
| Education | 10 |
| Electricity | 10 |
| Electronics | 11 |
| Entertainment | 13 |
| Financial Services | 14 |
| Food | 18 |
| Health & Wellness | 20 |
| Hotels & Restaurants | 23 |
| Insurance | 23 |
| Internet Software | 24 |
| Logistics | 29 |
| Oil & Gas | 30 |
| Publishing | 30 |
| Service Providers | 31 |
| Telecommunications | 32 |
| Travel and Leisure | 35 |



ADVERTISING

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-------------------------------------------|---------------|-----|------|
| Association of National Advertisers (ANA) | United States | 82 | 2012 |
| Questline | United States | 60 | 2015 |
| Response Mine Interactive | United States | 63 | 2013 |



AIRLINES

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-------------------|---------------|-----|------|
| Air Asia | Indonesia | -9 | 2012 |
| Air Malta | Malta | 54 | 2015 |
| Air New Zealand | Netherlands | 19 | 2006 |
| AirTran | United States | 3 | 2014 |
| Alaska | United States | 47 | 2014 |
| American | United States | -5 | 2014 |
| American Airlines | United States | -12 | 2012 |
| Batavia Air | Indonesia | -11 | 2012 |
| Cathay Pacific | China | -11 | 2006 |
| Continental | United States | 17 | 2014 |
| Delta | United States | 21 | 2014 |

| COMPANY | COUNTRY | NPS | YEAR |
|-----------------------------|----------------|-----|------|
| Emirates Airlines | Dubai | 27 | 2006 |
| Finnair | Finland | 48 | 2017 |
| Garuda Indonesia | Indonesia | -30 | 2012 |
| Jet Airlines | India | 8 | 2006 |
| Jet Blue | United States | 61 | 2014 |
| Lion Air | Indonesia | 3 | 2012 |
| Malaysia Airlines | Malaysia | -18 | 2006 |
| Qantas | United States | -12 | 2006 |
| Singapore Air | Singapore | 10 | 2016 |
| SouthWest Airlines | United States | 39 | 2006 |
| Tampa International | United States | 62 | 2014 |
| Thai Airlines | Thailand | 20 | 2008 |
| Thomas Cook Airlines | United Kingdom | 28 | 2017 |
| US Airways | United States | -8 | 2014 |
| Virgin America | United States | 66 | 2012 |
| Virgin Blue | Australia | -33 | 2006 |



APPAREL AND ACCESSORIES

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|---------------------|---------------|-----|------|
| Adidas | Germany | 25 | 2014 |
| Belk | United States | 66 | 2012 |
| Columbia Sportswear | United States | -7 | 2013 |
| LV | United States | 34 | 2015 |
| Macy | United States | 34 | 2012 |
| Nike | United States | 26 | 2014 |
| Nordstrom | United States | 66 | 2012 |
| The North Face | United States | -26 | 2013 |
| UnderArmour | United States | 4 | 2013 |
| Zapos | United States | 57 | 2016 |



AUTOMOTIVE

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-----------|---------------|-----|------|
| Buick | United States | 6 | 2012 |
| Cadillac | United States | 20 | 2012 |
| Chevrolet | United States | 12 | 2012 |

| COMPANY | COUNTRY | NPS | YEAR |
|---------------------------|---------------|-----|------|
| Chrysler | United States | 0 | 2012 |
| Ford | United States | 16 | 2012 |
| GMC | United States | 28 | 2012 |
| Honda | Japan | 44 | 2012 |
| Lexus | Japan | 43 | 2012 |
| Mercedez Benz | Germany | 62 | 2015 |
| Safelite AutoGlass | United States | 48 | 2012 |
| Subaru | Japan | 57 | 2012 |
| Tesla | United States | 81 | 2016 |
| Toyota | Japan | 49 | 2012 |
| Volkswagen | Germany | 41 | 2012 |



CONSULTING INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------------|---------------|-----|------|
| Butler Street | United States | 62 | 2017 |
| Career Partners International | United States | 91 | 2017 |
| EdgeLink | United States | 63 | 2011 |
| G2 Crowd | United States | 30 | 2016 |
| Group Five | United States | 52 | 2016 |

| COMPANY | COUNTRY | NPS | YEAR |
|-------------------------------|---------------|-----|------|
| HSMAI ROCET | United States | 97 | 2017 |
| MDI Group | United States | 66 | 2017 |
| Mentari | Indonesia | -3 | 2011 |
| Mercury Advisory Group | United States | 81 | 2016 |
| MountainSeed | United States | 53 | 2016 |
| Nab | Australia | -42 | 2016 |
| PrideStaff | United States | 68 | 2017 |
| PSG Global Solutions | United States | 77 | 2012 |
| PWC | United States | 45 | 2016 |
| Ryan | United States | 84 | 2013 |
| ShelfGenie | United States | 69 | 2006 |
| Telax | United States | 70 | 2017 |



CONSUMER STAPLES INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-----------------------|---------------|-----|------|
| Aldi Australia | Australia | 65 | 2006 |
| Aldis | United States | 12 | 2009 |
| Axion | Romania | 55 | 2009 |
| BILO | United States | -42 | 2006 |
| Campofrio | United States | 28 | 2009 |

| COMPANY | COUNTRY | NPS | YEAR |
|------------------------------------|----------------|-----|------|
| Chipotle | United States | 26 | 2017 |
| Coles | Australia | -48 | 2006 |
| Consumer Cellular | United States | 82 | 2016 |
| Fairy | United Kingdom | 74 | 2009 |
| FoodLand | Australia | -15 | 2006 |
| IGA | Australia | -28 | 2006 |
| Integrated Diabetes Program | United States | 78 | 2017 |
| JC Penney | United States | 25 | 2012 |
| Kohl | United States | 36 | 2012 |
| Linco | Romania | 20 | 2009 |
| Living Spaces | United States | 63 | 2015 |
| Lowe | United States | 54 | 2012 |
| Milli | Romania | 18 | 2009 |
| Publix | United States | 66 | 2017 |
| Pur | Romania | 64 | 2009 |
| Sears | United States | 35 | 2012 |
| The Fresh Food People (Safeway) | Australia | -36 | 2006 |
| The Fresh Food People (Woolworths) | Australia | -26 | 2006 |
| Tnuva | Romania | 30 | 2009 |
| Walmart Pharmacy | United States | 40 | 2012 |



EDUCATION

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------------------------|----------------|------|------|
| Decker Communications Inc | United States | 92.8 | 2017 |
| Language Stars | United States | 61 | 2017 |
| Napier | United Kingdom | 61 | 2017 |
| TPC Trainco (public seminar training) | United States | 52 | 2017 |
| TPC Trainco (live online training) | United States | 67 | 2017 |
| World Academy | United States | 89 | 2017 |



ELECTRICITY

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-------------|----------------|-----|------|
| AGL | Australia | 42 | 2017 |
| Eneco | United States | -21 | 2014 |
| Good Energy | United Kingdom | 45 | 2017 |
| SunRun | United States | 64 | 2014 |



ELECTRONICS

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|------------------------|---------------|-----|------|
| Acer | Australia | -40 | 2006 |
| AirPods | United States | 75 | 2017 |
| Apple | United States | 72 | 2017 |
| Apple (Desktop) | United States | 81 | 2013 |
| Apple (iOS) | United States | 62 | 2016 |
| Apple (Iphone) | United States | 63 | 2016 |
| Apple (Laptops) | United States | 76 | 2016 |
| Apple iPad | United States | 61 | 2016 |
| Apple Routers | United States | 73 | 2016 |
| Asus Routers | United States | 69 | 2015 |
| Audio Technical | United States | 78 | 2016 |
| Bose Corporation | United States | 62 | 2012 |
| Brother (Printer) | United States | 57 | 2016 |
| Canon | United States | 64 | 2016 |
| Canon (Cameras) | United States | 74 | 2013 |
| Canon Camrecorders | United States | 43 | 2016 |
| Canon Camcorders (USA) | United States | 57 | 2012 |
| Canon Cameras (USA) | United States | 80 | 2012 |
| Compaq | Australia | -11 | 2006 |

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------------------------------|---------------|-----|------|
| Dell | United States | 50 | 2008 |
| ExaGrid Systems Inc | United States | 74 | 2011 |
| Fujifilm | United States | 58 | 2016 |
| Google (for Android Mobile Device) | United States | 57 | 2016 |
| Google (for Android Smartphone) | United States | 69 | 2016 |
| GoPro (camrecorders) | United States | 38 | 2016 |
| HP | Australia | -11 | 2006 |
| IBM | Australia | -10 | 2006 |
| LG | Australia | -34 | 2006 |
| Microsoft Corp. (for Windows Phone 8) | United States | 76 | 2013 |
| Microsoft Xbox 360 | United States | 74 | 2013 |
| Motorola | Australia | -26 | 2006 |
| Nikon | United States | 61 | 2016 |
| Nokia | Australia | -2 | 2006 |
| Nokia (for Windows Phone 8) | United States | 88 | 2013 |
| OPPO Digital Inc | United States | 92 | 2013 |
| Panasonic Corporation | United States | 54 | 2013 |
| Pentax | United States | 58 | 2016 |
| RCN (Cable) | United States | 49 | 2016 |
| Roku Inc | United States | 46 | 2014 |
| Samsung | South Korea | 54 | 2015 |

| COMPANY | COUNTRY | NPS | YEAR |
|-------------------------------------|---------------|-----|------|
| Samsung (Android) | United States | 64 | 2016 |
| Samsung (Printers) | United States | 43 | 2016 |
| Samsung Electronics (HDTV's) | United States | 73 | 2013 |
| Sennheiser | United States | 80 | 2016 |
| Shure | United States | 77 | 2016 |
| Siemens | Australia | -32 | 2006 |
| Sony (cameras) | United States | 63 | 2016 |
| Sony (camrecorders) | United States | 36 | 2016 |
| Sony Corp | United States | 56 | 2013 |
| Sony Corp (Gaming Console) | United States | 67 | 2012 |
| Sony Ericsson | Australia | -15 | 2006 |
| Thomas-Krenn | Germany | 71 | 2017 |
| V-Moda | United States | 77 | 2016 |



ENTERTAINMENT INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|------------------|---------------|-----|------|
| Apple TV | United States | 30 | 2014 |
| Gamewagon | United States | 85 | 2013 |
| Netflix | United States | 68 | 2017 |



FINANCIAL SERVICES

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-------------------------------------|----------------|------|------|
| ABN AMRO - Corporate Banking | Netherlands | 6 | 2016 |
| ABN AMRO - Private Banking | Netherlands | -1 | 2016 |
| ABN AMRO - Retail Banking | Netherlands | -15 | 2016 |
| AcctTWO | United States | 70 | 2016 |
| AFCU lending services | United States | 88 | 2014 |
| AFCU member services | United States | 81 | 2014 |
| Aldermore | United Kingdom | 22 | 2016 |
| America First | United States | 83 | 2013 |
| American Express | United States | 55 | 2017 |
| American Stock Transfer | United States | 50 | 2016 |
| AmericanExpress | United States | 45 | 2016 |
| ANZ Bank | Australia | -24 | 2006 |
| ANZ Bank New Zealand | New Zealand | 0.8 | 2017 |
| Armanino LLP | United States | 55 | 2017 |
| AST (overall) | United States | 89 | 2015 |
| Auckland Savings Bank (ASB) | New Zealand | 23.6 | 2017 |
| Australian Unity | Australia | -19 | 2006 |
| Avanza | Stockholm | 70 | 2016 |
| Axis | Indonesia | 5 | 2012 |

| COMPANY | COUNTRY | NPS | YEAR |
|------------------------------------|---------------|------|------|
| Balboa Capital | United States | 77 | 2017 |
| Banca Comerciala Romana BCR | Romania | 27 | 2009 |
| Banca Romana de Dezvoltare | Romania | 17 | 2009 |
| Banca Transilvania | Romania | 32 | 2009 |
| Bancpost | Romania | -9 | 2009 |
| Bank Mega | Indonesia | -27 | 2012 |
| Bank of America | United States | -24 | 2015 |
| Bank SA | Australia | -49 | 2006 |
| BankWest | Australia | -33 | 2006 |
| BB&T | United States | 18 | 2015 |
| BCA | Indonesia | -12 | 2012 |
| Bendigo & Adelaide Bank | Australia | 24 | 2017 |
| Bendingo Bank | Australia | 7 | 2006 |
| BMO Financial Group | United States | 41 | 2007 |
| BNZ (Bank of New Zealand) | New Zealand | 18.8 | 2017 |
| BRI | Indonesia | 6 | 2012 |
| Broadridge | United States | 50 | 2016 |
| BTN | Indonesia | -2 | 2012 |
| C2FO | United States | 60 | 2014 |
| Chase | United States | -1 | 2015 |
| CIMB Niaga | Indonesia | 3 | 2012 |

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------------------------|----------------|------|------|
| CitiBank | United States | -41 | 2015 |
| Commonwealth Bank | Australia | -54 | 2006 |
| ComputerShare | United States | 52 | 2016 |
| ComRent | United States | 65.8 | 2017 |
| Coolblue | Belgium | 63 | 2017 |
| Cornerstone Credit Union League | United States | 75 | 2015 |
| DirectCapital | United States | 65 | 2013 |
| eChoice | Australia | 33 | 2016 |
| eWay | Australia | 63 | 2015 |
| Fifth Third | United States | 1 | 2015 |
| First Republic | United States | 72 | 2016 |
| Fitzpatricks Financial Group | Australia | 69 | 2014 |
| FlexiGroup | Australia | 15 | 2015 |
| FlexLimit (C Finance) | Sweden | 51 | 2016 |
| Hargreaves Lansdown | United Kingdom | 34 | 2015 |
| HSBC Bank | Australia | -8 | 2006 |
| ING | Australia | -27 | 2006 |
| ING - Luxembourg | Luxembourg | 63 | 2017 |
| ING Bank | Romania | 44 | 2009 |
| ING Direct Australia | Australia | 38 | 2014 |
| Kiwibank New Zealand | New Zealand | 35.1 | 2017 |

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------|----------------|------|------|
| Lyods Bank | United States | 54 | 2015 |
| Mandiri | Indonesia | 2 | 2012 |
| Nationwide Building Society | United Kingdom | 43 | 2015 |
| New Zealand Home Loans (NZHL) | New Zealand | 51 | 2017 |
| Nottingham Building Society | United Kingdom | 78.4 | 2017 |
| NZHL - Auckland branch | New Zealand | 83 | 2017 |
| NZHL - Canterbury Metro branch | New Zealand | 70 | 2017 |
| NZX Limited | United States | 6 | 2013 |
| PNC Bank | United States | 15 | 2015 |
| Raiffeisen (RO) | Romania | 29 | 2009 |
| Rehmann | United States | 79 | 2017 |
| RentReporters | United States | 57 | 2017 |
| Santander (banking) | United Kingdom | 27 | 2015 |
| Santander (credit cards) | United Kingdom | 28 | 2015 |
| SATO | Finland | 23 | 2015 |
| Security Savings Bank | Australia | 70 | 2008 |
| SoFi | United States | 90 | 2015 |
| St. George Bank | Australia | -30 | 2006 |
| Sunny | United Kingdom | 56 | 2017 |
| TD Bank | United States | 10 | 2015 |
| Tesco Bank (credit cards) | United States | 28 | 2015 |

| COMPANY | COUNTRY | NPS | YEAR |
|------------------------------------------|----------------|-------|------|
| The Charles Schwab Corporation | United States | 46 | 2010 |
| RBS International Ltd | Scotland | 50 | 2013 |
| The Vanguard Group | United States | 70 | 2008 |
| TSB Bank | United Kingdom | 17 | 2015 |
| U.S Bank | United States | 3 | 2015 |
| USAA | United States | 81 | 2015 |
| Vow Financial | Australia | 92.25 | 2015 |
| Wells Fargo (Shareowner Services) | United States | 62 | 2016 |
| WestPac | Australia | -39 | 2006 |
| Westpac New Zealand | New Zealand | 3.9 | 2017 |



FOOD INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-----------------|---------|-----|------|
| Activia | Romania | 63 | 2009 |
| Amaroy | Romania | 50 | 2009 |
| Borsec | Romania | 54 | 2009 |
| Bucovina | Romania | 47 | 2009 |
| Bunica | Romania | 59 | 2009 |
| Cappy | Romania | 45 | 2009 |

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------|----------------|-----|------|
| Caroli | Romania | 26 | 2009 |
| CostCo | United States | 79 | 2017 |
| CrisTim | Romania | 43 | 2009 |
| Danone Natural Nutriday | Romania | 39 | 2009 |
| Delma | Romania | 35 | 2009 |
| Dunkin' Donuts | United States | 36 | 2017 |
| Floriol | Romania | 47 | 2009 |
| Heidi | United States | 47 | 2009 |
| Izvorul Alb (Dorna) | Romania | 48 | 2009 |
| Izvorul Minunilor | Romania | 30 | 2009 |
| Jacobs Kronung(Green) | United States | 60 | 2009 |
| Kandia | United States | 41 | 2009 |
| Lavazza | United States | 56 | 2009 |
| Lion | United Kingdom | 60 | 2009 |
| Man Crates | United States | 88 | 2012 |
| Mars | United States | 57 | 2009 |
| Matache Macelarul | United Kingdom | 45 | 2009 |
| Milka | Romania | 70 | 2009 |
| Napolact | Romania | 34 | 2009 |
| Perla Haghitei | Romania | 43 | 2009 |
| Poiana Negri | Romania | 29 | 2009 |

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------|---------------|-----|------|
| Prigat | Romania | 46 | 2009 |
| Prigat Nectar | Romania | 50 | 2009 |
| Primola | Romania | 33 | 2009 |
| Rama | Romania | 50 | 2009 |
| Roua Muntilor | Romania | 27 | 2009 |
| Santal | Romania | 55 | 2009 |
| Snickers | United States | 68 | 2009 |
| Trader Joe's | United States | 73 | 2012 |
| Tusnad | Romania | 26 | 2009 |
| Twix | United States | 56 | 2009 |
| Tymbark | Romania | 33 | 2009 |
| Unisol | Romania | 44 | 2009 |
| Wegmans | United States | 73 | 2012 |
| Wiesana | Romania | 18 | 2009 |



HEALTH & WELLNESS INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-----------------------------------|---------------|------|------|
| Abbott Laboratories | United States | 47.2 | 2014 |
| Accolade Health Assistants | United States | 70 | 2015 |
| Accolade. Inc. | United States | 70 | 2015 |

| COMPANY | COUNTRY | NPS | YEAR |
|-----------------------------|----------------|-----|------|
| Algocalmin | Romania | 3 | 2009 |
| Alliar | Brazil | 75 | 2017 |
| Antinevralgic P | Romania | -10 | 2009 |
| Aqua Fresh | United States | 50 | 2009 |
| ArmadaCare | United States | 56 | 2017 |
| Avon | United Kingdom | 53 | 2009 |
| BioPlus | United States | 75 | 2017 |
| Blend A Med | Germany | 61 | 2009 |
| ChenMed | United States | 90 | 2016 |
| ChenMed's HEDIS | United States | 92 | 2011 |
| Clear | United States | 65 | 2009 |
| Colgate | United States | 68 | 2009 |
| Dispatch Health | United States | 93 | 2015 |
| Dove | United States | 71 | 2009 |
| Elseve | United States | 75 | 2009 |
| EXTOL | United States | 70 | 2014 |
| Garnier Fructis | United States | 58 | 2009 |
| Gravie | United States | 78 | 2014 |
| GymGuyz | United States | 91 | 2017 |
| HCF | Australia | -30 | 2006 |
| Head & Shoulders | United States | 62 | 2009 |

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------------------------------|----------------|-----|------|
| InDemand | United States | 62 | 2015 |
| Iora Health and Humana Inc. | United States | 90 | 2016 |
| Kaiser Permanente | United States | 31 | 2015 |
| LTC Consumer | United States | 59 | 2015 |
| MDsave | United States | 91 | 2017 |
| Nivea | United Kingdom | 63 | 2009 |
| Nurofen | Romania | 62 | 2009 |
| Oncology Services International (OSI) | United States | 74 | 2017 |
| Oomph Wellness | United States | 42 | 2016 |
| OSI | United States | 74 | 2017 |
| Paladina Health | United States | 73 | 2015 |
| Palmolive | United States | 38 | 2009 |
| Pantene | United States | 57 | 2009 |
| PANTHERx Specialty Pharmacy's | United States | 90 | 2017 |
| Paracetamol | United States | 53 | 2009 |
| Schauma | United States | 33 | 2009 |
| Sensodyne | United States | 67 | 2009 |
| Sutherland Healthcare Solutions | United States | 79 | 2015 |
| Varian Medical | United States | 55 | 2014 |
| Vida | United States | 61 | 2016 |
| Wash&Go | United States | 47 | 2009 |



HOTELS & RESTAURANTS

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|---------------------------|---------------|-----|------|
| Fort Lauderdale-Hollywood | United States | 61 | 2008 |
| Hilton Worldwide | United States | 72 | 2014 |
| Marriott | United States | 56 | 2012 |
| Ritz-Carlton | United States | 78 | 2017 |



INSURANCE

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|------------------------------|---------------|-----|------|
| American Integrity Insurance | Australia | 64 | 2017 |
| AAMI | Australia | -22 | 2006 |
| Allianz | Australia | -23 | 2006 |
| ArmadaGlobal | United States | 58 | 2016 |
| CGU | Australia | -41 | 2006 |
| CIGNA | United States | -1 | 2015 |
| CoverHound | United States | 81 | 2016 |
| CoverHound | United States | 51 | 2016 |
| eHealth's Medicare | United States | 73 | 2015 |
| GIO Australia | Australia | -53 | 2006 |

| COMPANY | COUNTRY | NPS | YEAR |
|---------------------------|----------------|-------|------|
| HBA Health Insurance | Australia | -31 | 2006 |
| HBF | Australia | -15 | 2006 |
| Kaiser Permanente | United States | 31 | 2015 |
| LTC Consumer | United States | 59 | 2015 |
| MediBank | Australia | -48 | 2006 |
| Nib Health Funds | Australia | -27 | 2006 |
| NRMA | Australia | -33 | 2006 |
| Ping An Insurance | China | 82 | 2017 |
| QBE | Australia | -23 | 2006 |
| Qliance | United States | 79 | 2015 |
| SGIC | Australia | -42 | 2006 |
| SGIO | Australia | -38 | 2006 |
| TRUEbenefits | United States | 85 | 2017 |
| USAA's insurance business | United States | 76 | 2017 |
| Westfield Health | United Kingdom | 71.07 | 2015 |



INTERNET SOFTWARE INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|---------|---------------|-----|------|
| 360pi | United States | 60 | 2016 |
| ADAR IT | United States | 75 | 2015 |

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------------|----------------|-----|------|
| Aerohive Networks | United States | 64 | 2016 |
| Agilence | United States | 70 | 2017 |
| Amazon | United States | 62 | 2017 |
| Amazon (Ebook Reader) | United States | 59 | 2013 |
| Amazon (Online services) | United States | 76 | 2012 |
| Amazon Fire TV | United States | 15 | 2014 |
| App Dynamic | United States | 85 | 2015 |
| AppRiver | United States | 75 | 2016 |
| Aquent | United States | 56 | 2012 |
| Aryaka | United States | 65 | 2017 |
| Avaya | United States | 58 | 2016 |
| Backbone Connect | United Kingdom | 46 | 2017 |
| Brilio | United States | 71 | 2017 |
| Bronto | United States | 63 | 2015 |
| Career Partners International | United States | 76 | 2016 |
| CaterTrax | United States | 44 | 2015 |
| Chromecast | United States | 23 | 2014 |
| Collective Health | United States | 75 | 2017 |
| Constact Contact | United States | 20 | 2016 |
| Crawford Technologies | United States | 63 | 2016 |
| Daily Telegraph | Australia | -36 | 2006 |

| COMPANY | COUNTRY | NPS | YEAR |
|---------------------------------------|----------------|-----|------|
| Datamart | United States | 93 | 2012 |
| DreamHost | United States | 73 | 2016 |
| Dropbox | United States | 54 | 2016 |
| DUO | United States | 68 | 2016 |
| e-SignLive | United States | 84 | 2015 |
| eBay | United States | 71 | 2008 |
| Edgwebhosting Inc. | United States | 67 | 2012 |
| ESET North America | United States | 85 | 2012 |
| Experian CSDA | United States | 28 | 2009 |
| EXTOL International | United States | 65 | 2015 |
| Facebook | United States | 52 | 2012 |
| First Direct | United States | 73 | 2015 |
| FleetMatics | United States | 54 | 2012 |
| FuelGenie | United Kingdom | 70 | 2017 |
| GMT corp | United States | 47 | 2009 |
| Google | United States | 56 | 2012 |
| Google (Mobile Phone Platform) | United States | 67 | 2013 |
| Google Drive | United States | 50 | 2016 |
| Google Voice | United States | 56 | 2017 |
| Herald Sun | Australia | -30 | 2006 |
| HubSpot | United States | 79 | 2014 |

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------------------|---------------|-----|------|
| Impartner | United States | 73 | 2016 |
| InterWorx. | United States | 72 | 2013 |
| Intuit | United States | 58 | 2008 |
| Lionbridge Technologies. Inc | United States | 72 | 2016 |
| Liquid Web | United States | 71 | 2017 |
| Mailchimp | United States | 20 | 2016 |
| Malwarebytes | United States | 71 | 2015 |
| Managed.com | United States | 90 | 2015 |
| Masergy | United States | 74 | 2017 |
| Needle | United States | 70 | 2015 |
| NetMotion MPM | United States | 91 | 2017 |
| NextUC | United States | 30 | 2012 |
| Nutanix | United States | 92 | 2016 |
| OMV | Romania | 34 | 2009 |
| OneNeck | United States | 79 | 2013 |
| Ooma | United States | 72 | 2017 |
| Oracle | United States | 25 | 2017 |
| Panopto | United States | 53 | 2017 |
| People to People Ambassador Program | United States | 60 | 2009 |
| PlanSource | United States | 67 | 2015 |
| Pure Storage | United States | 83 | 2016 |

| COMPANY | COUNTRY | NPS | YEAR |
|------------------------------------|---------------|-----|------|
| QNAP | United States | 69 | 2016 |
| Rinse Inc | United States | 50 | 2017 |
| SAP | United States | 19 | 2017 |
| Save Up | United States | 76 | 2012 |
| Securly | United States | 48 | 2016 |
| Securus Technologies. | United States | 78 | 2016 |
| Service Objects | United States | 64 | 2016 |
| SherWeb | United States | 70 | 2014 |
| SignNow | United States | 73 | 2017 |
| SimpliVity | United States | 90 | 2016 |
| Sonatype | United States | 52 | 2016 |
| Spireon | United States | 50 | 2016 |
| Straight Talk | United States | 54 | 2013 |
| SugarCRM | United States | 64 | 2017 |
| Synology | United States | 75 | 2016 |
| Takipi | United States | 79 | 2016 |
| The Advertiser | Australia | -44 | 2006 |
| Three | Australia | -24 | 2006 |
| TradeShift | United States | 53 | 2016 |
| Turbotax | United States | 55 | 2017 |
| U.S Cellular (Smartphone Carriers) | United States | 60 | 2013 |

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------------------|----------------|-----|------|
| VerneGlobal | United Kingdom | 100 | 2017 |
| VisaNow | United States | 77 | 2016 |
| Visier | United States | 58 | 2017 |
| VMWare | United States | 47 | 2013 |
| Wolseley Core Business Customers | United States | 68 | 2015 |
| Wolseley Online Customers | United States | 73 | 2015 |
| XL | Indonesia | 7 | 2012 |
| Yahoo | Australia | 0 | 2006 |
| Yes Optus | Australia | -34 | 2006 |
| Youtube | United States | 59 | 2016 |



LOGISTICS INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-----------------------|---------------|-----|------|
| Donlen | United States | 63 | 2015 |
| Dropoff | United States | 87 | 2015 |
| Marken | United States | 37 | 2017 |
| NetMotion | United States | 91 | 2016 |
| Purolator | Canada | 51 | 2014 |
| TNT Express Indonesia | Indonesia | 67 | 2015 |



OIL & GAS INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|-----------|---------------|-----|------|
| Petrom | Romania | 34 | 2009 |
| Plymouth | United States | 80 | 2015 |
| Rompetrol | Romania | 34 | 2009 |



PUBLISHING INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|---------------------------|----------------|-----|------|
| Argus | United Kingdom | 38 | 2009 |
| Courier Mail | Australia | -12 | 2006 |
| Financial Review | Australia | 17 | 2006 |
| Isentia Group | United States | 30 | 2016 |
| MX | Australia | -13 | 2006 |
| NewCo | United States | 75 | 2013 |
| NineMSN | Australia | -38 | 2006 |
| The Age | Australia | -3 | 2006 |
| The Australian | Australia | -12 | 2006 |
| The Canberra Times | Australia | -58 | 2006 |
| The Sydney Morning Herald | Australia | -18 | 2006 |
| The West Australian | Australia | -35 | 2006 |



SERVICE PROVIDERS

INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------------|----------------|------|------|
| 2ndQuadrant | UK, US | 78.9 | 2017 |
| 360pi | Canada | 60 | 2015 |
| ARS | United States | 67 | 2017 |
| Career Partners International | United States | 77 | 2016 |
| Comrise | United States | 74 | 2015 |
| Corporate Visions, Inc | United States | 75 | 2017 |
| Evolution | United Kingdom | 88.7 | 2017 |
| Fractal Visuals | United States | 100 | 2017 |
| Hudson | United States | 80 | 2017 |
| imageMEDIA | United States | 79 | 2017 |
| IMCA | United States | 39 | 2015 |
| Labor Finders | United States | 55.1 | 2015 |
| NES Rental Holdings Inc | United States | 80 | 2009 |
| PDA Xpress | United States | 94 | 2015 |
| PR Partner | Russia | 72 | 2017 |
| PrinterLogic | United States | 66 | 2015 |
| PSG Global Solutions | United States | 77 | 2015 |
| Reflektive | United States | 40 | 2017 |
| Rescue Rooter San Diego | United States | 57 | 2017 |

| COMPANY | COUNTRY | NPS | YEAR |
|-----------------------|----------------|-----|------|
| Seeking Alpha | United States | 50 | 2017 |
| Spireon | United States | 55 | 2017 |
| TRC Staffing Services | United States | 55 | 2012 |
| Ventrica | United Kingdom | 81 | 2015 |
| ZeroChaos | United States | 84 | 2010 |



TELECOMMUNICATIONS INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------|----------------|-----|------|
| Aryaka | United Kingdom | 65 | 2017 |
| Bluelock | United States | 81 | 2015 |
| BrightHouse Networks | United States | 29 | 2013 |
| Cisco | United States | 38 | 2016 |
| Comcast TV | United States | -17 | 2015 |
| Contegix | United States | 65 | 2017 |
| Edgewisehosting Inc. | United States | 69 | 2013 |
| Enterasys Network | United States | 81 | 2013 |
| Extreme Networks | United States | 82 | 2014 |
| Freeview | United Kingdom | 38 | 2015 |
| GoToMeeting | United States | 31 | 2015 |
| Halebop | Sweden | 16 | 2017 |

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------------|---------------|-----|------|
| iiNet | Australia | 62 | 2015 |
| IM3 | Indonesia | -8 | 2012 |
| InetU | United States | 74 | 2015 |
| Integrated Broadband Services (IBBS) | United States | 98 | 2008 |
| join.me | United States | 48 | 2015 |
| Jolt Consulting Group | United States | 91 | 2016 |
| Kartu Halo | Indonesia | -17 | 2012 |
| Kartu Tri 3 | Indonesia | -11 | 2012 |
| KPN | Netherlands | 22 | 2017 |
| Macquarie Telecom Group | Australia | 68 | 2017 |
| Masergy Communications. Inc | United States | 70 | 2016 |
| Mediacom | United States | -21 | 2012 |
| Microsoft Lync | United States | 25 | 2015 |
| MTN Iran | Iran | 33 | 2017 |
| MTN Nigeria | Nigeria | 13 | 2017 |
| MTN South Africa | South Africa | 75 | 2017 |
| MVNO Europe | Europe | 27 | 2016 |
| Optus | Australia | 17 | 2017 |
| Peak 10 | United States | 67 | 2017 |
| Phone Power | United States | 59 | 2017 |
| Plusnet | United States | 37 | 2015 |

| COMPANY | COUNTRY | NPS | YEAR |
|--------------------------------|---------------|-----|------|
| QTS Realty Trust | United States | 68 | 2017 |
| RCN | United States | 50 | 2017 |
| Road Runner | United States | 56 | 2006 |
| Simpati | Indonesia | 3 | 2012 |
| Simyo | Netherlands | 30 | 2017 |
| Smartfren | Indonesia | 2 | 2012 |
| T-Mobile Netherlands | Netherlands | 26 | 2017 |
| Tele 2 NL | Netherlands | 8 | 2017 |
| Telkom Flexi | Indonesia | 8 | 2012 |
| Telstra | Australia | 14 | 2017 |
| Tesco Mobile | United States | 38 | 2015 |
| Tracfone | United States | 39 | 2013 |
| U.S Celullar | United States | 38 | 2012 |
| Verizon | United States | 37 | 2012 |
| Verizon FIOS | United States | 51 | 2013 |
| Vipnet | Croatia | 79 | 2015 |
| Virgin Mobile | Australia | -29 | 2006 |
| Virgin Mobile (Prepaid) | Australia | 34 | 2012 |
| Vodacom | South Africa | 21 | 2015 |
| Vodafone | Australia | -26 | 2006 |
| Vodafone Australia | Australia | 20 | 2017 |

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------|----------------|-----|------|
| Vodafone Netherlands | Netherlands | 12 | 2017 |
| Vodafone UK | United Kingdom | 60 | 2017 |
| Vodafone Ziggo | Netherlands | -2 | 2017 |
| Voxmobile | United States | 61 | 2017 |
| WebEx | United States | 19 | 2015 |
| Youfone NL | Netherlands | 9 | 2017 |



TRAVEL AND LEISURE INDUSTRY

| COMPANY | COUNTRY | NPS | YEAR |
|----------------------|----------------|-----|------|
| Airbnb | United States | 75 | 2016 |
| Ixigo | India | 70 | 2017 |
| Lyft | United States | 9 | 2015 |
| MTR Express | Sweden | 63 | 2015 |
| NYC Ferry | United States | 71 | 2017 |
| Ray White Whitsunday | Australia | 98 | 2017 |
| Thomas Cook Group | United Kingdom | 43 | 2017 |
| TripAdvisor | United States | 36 | 2013 |
| TUI | Germany | 45 | 2015 |
| Tulip Inn | United States | 32 | 2013 |
| Uber | United States | 37 | 2015 |

HOW WAS NPS DATA COLLECTED?

Each NPS score was taken from trustful press releases and each data was verified and double checked by the Retently team to make sure it's accurate. About 95% of NPS data was collected from official companies' press releases and the other 5% was collected from their websites.

ABOUT RETENTLY

Retently Enterprise gives your organization the ability to create surveys, while allowing your organization to own its data and manage users. HIPAA-compliant features are available to Enterprise customers to give them an additional way to safeguard the security of protected health information they collect through online

 **Phone:** 1 (650) 396-9091

 **Email:** sales@retently.com

 **Website:** www.retently.com



**2650 W El Camino Real #2218,
Mountain View, CA 94040, USA**



Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.