

How would you characterize the current service you receive from your TMC partner?

0 2 4

Consistently excellent- no room for improvement!

 8 %

Good and getting better

 46 %

Good, but not seeing improvement (or getting worse)

 29 %

There have been problems, but they are working to address them

 4 %

Unsatisfactory

 13 %

0 1 8

How would you rate your TMC in terms of providing access to supplier content that your travelers need?

Consistently have access to all necessary content



Have access to most necessary content



Generally good access, but a few noticeable gaps



OK, but room for improvement



5. Unsatisfactory; high leakage in program



0 4 9

How often do you hear complaints from travellers about cheaper fares or rates outside your programme?

Rarely or never

2 %

Occasionally

18 %

Frequently

41 %

Constantly

39 %

Are you currently using or planning to use NDC content in your programme?

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Already using



Currently piloting or in early rollout



Planning to implement it within 12 months



No plans at the moment



I'm unsure what NDC is



Who do you think holds the most power in solving content fragmentation?

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Airlines/suppliers



TMCs



OBT providers



Aggregators



Corporate travel buyers

