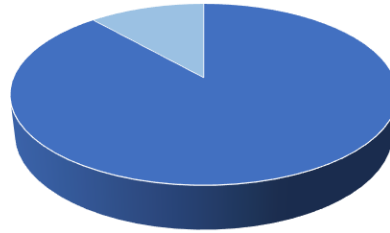


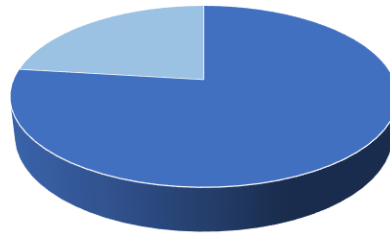
Customer Support Survey Pie Charts
December 2017

1. How would you rate the courtesy and professionalism you received from our Support Center when submitting your request(s) for support?



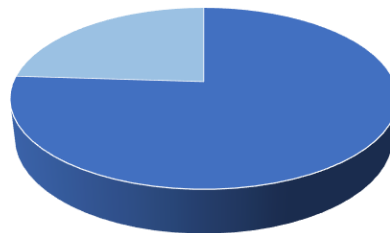
■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

2. How would you rate the response time of our Technical Support Specialist(s), or technician(s), for your support request(s) submitted?



■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

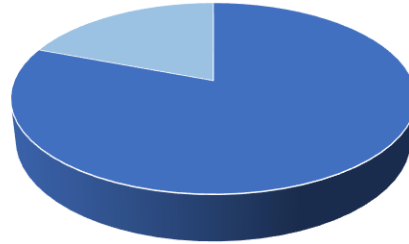
3. How would you rate the accuracy for our Support Center in relaying the information you have provided over the phone, or via email, to the technician you will be working with?



■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

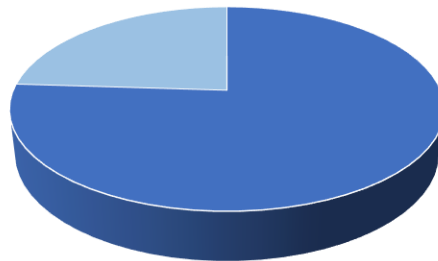
Customer Support Survey Pie Charts
December 2017

4. How would you rate the courtesy and professionalism you received from our Technical Support Specialist(s), or technician(s), who worked with you on the support request(s) you submitted?



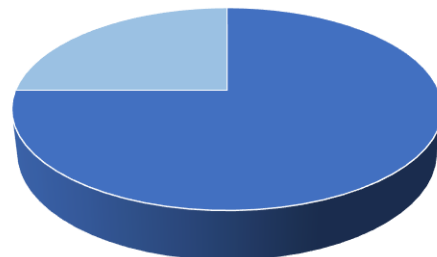
■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

5. How would you rate the product knowledge of our Technical Support Specialist(s), or technician(s)?



■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

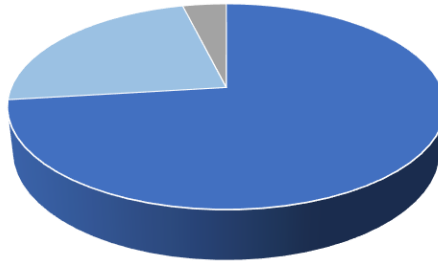
6. How would you rate the frequency of progress updates provided for the support request(s) you submitted?



■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

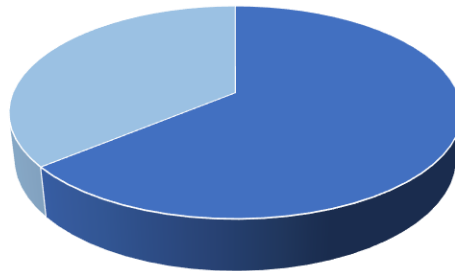
Customer Support Survey Pie Charts
December 2017

7. How would you rate the turnaround time for your support request(s) to reach resolution?



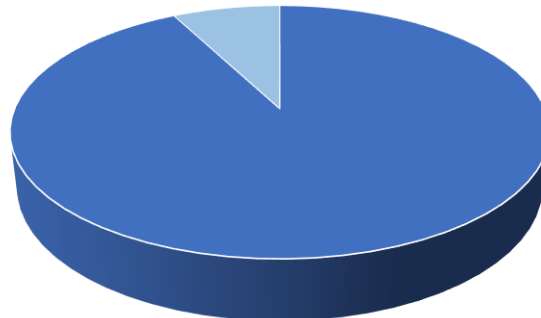
■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

8. How would you rate the frequency in which you receive a follow up email, updating you that the ticket for your support request is marked as ready to be closed?



■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

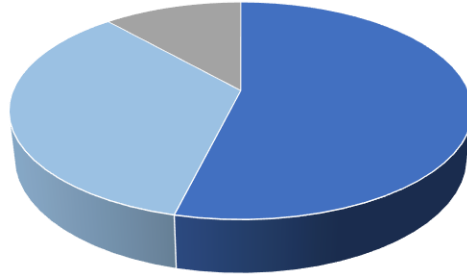
9. How would you rate your overall experience with the customer support provided by BusComm?



■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement

Customer Support Survey Pie Charts
December 2017

10. How would you rate the overall performance and stability of your BusComm supported products?



■ Exceeded Expectations ■ Met Expectations ■ Needs Improvement