

Customer Satisfaction Survey

Continual improvement in how we serve our customers is a top priority at tvONE. You can assist us by completing and returning this brief survey by fax:+44 1843 873301 / email: feedback@tvone.com or online at www.tvone.com/feedback. Thank you for your co-operation.

feedback. Thank yo	• •		7 000 i 7 cilia	ii. <u>iccabacke</u>	<u>gtvoric.com</u> o	onime at w	vw.tvonc.com		
Select an option: Are you									
Company Name					Contact Name				
Contact Phone Number					Contact E-mail				
Job title/role		Locat	Location						
tvONE Sales order number			tvONE Product names/numbers						
Sales Process									
		Extremely satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A		
Sales enquiry Response times		0	0	0	0	0	0		
Ease of Ordering		0	0	0	0	0	0		
Order confirmation process		0	0	0	0	0	0		
Order accuracy		0	0	0	0	0	0		
Service and Product									
	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A			

	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Timeliness of the delivery	0	0	0	0	0	0
Product documentation	0	0	0	0	0	0
Quality of Packaging	0	0	0	0	0	0
Quality of the Product	0	0	0	0	0	0

Technical Support

	Extremely satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	N/A
Product returns policy?	0	0	0	0	0	0
Lead time for return material analysis and corrective action	0	0	0	0	0	0
Overall Technical Support	0	0	0	0	0	0

Soft skills

	Yes			No		N/A			
Were Sales staff courteous and friendly?			0		0	0			
Were Technical Support staff courteous and friendly?			0		0		0		
Further comments Please tell us how we can improve our products? What new product(s) would you like to see tvONE develop?									
What do you dislike about o	ur product	t / se	rvice?						
Recommendation									
			Definitely		Probably	Defin	itely Not		
Would you recommend tvONE Products to your peers?			0		0		0		
Thinking of similar products / services offered by other companies, how would you compare the attributes of the product / service offered by our company?									
	Much bet	tter	Somewhat better	About the same	Somewhat worse	Much worse	Don't know		
Ease of use	0		0	0	0	0	0		
Customer Service	0		0	0	0	0	0		
Technical Support	0		0	0	0	0	0		
Price	0		0	0	0	0	0		
Quality	0		0	0	0	0	0		
Performance	0		0	0	0	0	0		