

Excerpt from the BTS 2010 Customer Satisfaction Survey:

BTS Customer Survey (Sample) 2009 (Jan 09 - June 09)

BTS Customer Survey

Thank you for taking the time to complete this survey. We recommend you review the survey at least once before attempting to complete it. The survey, which contains 90 questions, must be completed in one sitting, so set aside sufficient time. You cannot close a partially completed survey and come back to it later. If you have not hit the Submit button, closing the survey page will cause the loss of any data you entered. It might be helpful to have any comments you plan to provide prepared in advance, in a Word document, from which you can cut and paste.

Questions

Please identify
your bureau.

*

Please identify
your primary
role.

BTS Divisions

On a scale of 1-6, please rate the following: (1=Completely Disagree, 2=Somewhat Disagree, 3=Neutral, 4=Somewhat Agree, 5=Completely Agree, 6=Don't Know or N/A)

INFRASTRUCTURE AND ENGINEERING

Telecommunications

Telecommunications (landline phones) has provided satisfactory service/support to my bureau as follows:

1) 1 2 3 4 5 6

Responsiveness

(prompt response to requests for service)

Comment (Question 1):

2) Problem 1 2 3 4 5 6

resolution (timely resolution of problem to satisfaction or understanding of customer)

Comment (Question 2)

3) Alerts and 1 2 3 4 5 6

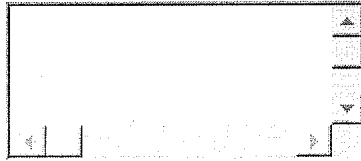
Notifications (timely notice of events or work impacting service)

Comment (Question 3)

4) Moves 1 2 3 4 5 6

(phones/numbers successfully relocated and activated)

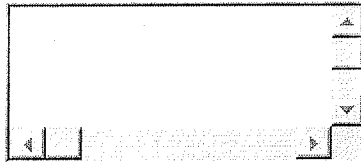
Comment
(Question 4)



5) Cellular
service/support
to my bureau has
been
satisfactory.

1 2 3 4 5 6

Comment
(Question 5)



Paging

Paging service/support provided to my bureau has been satisfactory as follows:

6)
Responsiveness
(prompt
response to
requests for
service)

1 2 3 4 5 6