

Customer Experience Survey - Mobile Phone / Mobile Internet Device

Your assistance is requested in evaluating work performed under the NETL Information Technology Site Support Contract for the six month period from _____ to _____. The effort to be evaluated is the support that you've received for your government issued Mobile Phone or Mobile Internet Device, (e.g., BlackBerry, Smartphone).

Below is a list of statements regarding your interaction with the NETL Information Technology Site Support Contract personnel at NETL. Please indicate your level of service for each statement using the table below.

| Please Use the Following Scale to Rate Your Service | |
|---|--|
| 5 | Excellent Service |
| 4 | Good Service |
| 3 | Average Service |
| 2 | Bad Service |
| 1 | Poor Service |
| N/A | Not Applicable (or unable to evaluate) |

- ____ Customer Service received from the Support Personnel
- ____ Response Time - how long did it take to resolve any issues
- ____ Technical Expertise of Support Personnel
- ____ Product Knowledge of Support Personnel
- ____ Continuity of Service – Was your mobile device available / operational

Please describe your government issued Mobile Phone or Mobile Internet Device (MID):

Brand: _____

Model: _____

Wireless Carrier: _____
(AT&T, Verizon, etc.)

Comments: