














Customer Satisfaction Survey Sample Report

How did you first learn about our [Product/Service]?		Response Percent	Response Total
TV		10%	3
Newspaper		6.7%	2
Radio		10%	3
Internet		53.3%	16
From a friend/relative		16.7%	5
Other		3.3%	1
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			




Please select the store where you purchased the [Product/Service]:		Response Percent	Response Total
Store 1		26.7%	8
Store 2		43.3%	13
Store 3		23.3%	7
N/A		6.7%	2
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

Were our sales people helpful enough?		Response Percent	Response Total
Yes		63.3%	19
No		26.7%	8
Other		10%	3
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

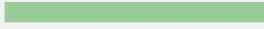

Please select the main [Product/Service] benefits that influenced you purchase decision:		Response Percent	Response Total
[benefit 1]		46.7%	14
[benefit 2]		36.7%	11
[benefit 3]		53.3%	16
[benefit 4]		36.7%	11
[benefit 5]		33.3%	10
Other		16.7%	5
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

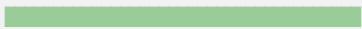





Please indicate you level of satisfaction with the [Product/Service] in the following areas:						
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Response Total
Value for the price	40% (12)	33.3% (10)	13.3% (4)	10% (3)	3.3% (1)	30
Quality	48.3% (14)	31% (9)	13.8% (4)	6.9% (2)	0% (0)	29
Ease of use	20% (6)	36.7% (11)	36.7% (11)	6.7% (2)	0% (0)	30
After-sale support	20% (6)	30% (9)	36.7% (11)	6.7% (2)	6.7% (2)	30
[area 1]	20% (5)	40% (10)	28% (7)	12% (3)	0% (0)	25
[area 2]	20.8% (5)	33.3% (8)	37.5% (9)	0% (0)	8.3% (2)	24
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.						

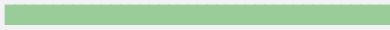


How do you feel about our [Product/Service] in general?		Response Percent	Response Total
Satisfied		60%	18
Neutral		36.7%	11
Not satisfied		3.3%	1
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			



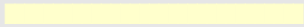



Would you recommend the [Company] and its [Product/Service] to your friend, relative or colleague?		Response Percent	Response Total
Yes		63.3%	19
No		23.3%	7
Other		13.3%	4
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

Please enter any additional comments or ideas you would like to share with us:		Response Total
		14
Total # of respondents 30. Statistics based on 14 respondents; 0 filtered; 16 skipped.		

Would you like our customer care group to contact you personally?		Response Percent	Response Total
Yes		33.3%	10
No		66.7%	20
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

What is your ethnic or cultural background?		Response Percent	Response Total
European		46.7%	14
Latino		13.3%	4
African-American		3.3%	1
Asian		6.7%	2
Native American		10%	3
I prefer not to tell		20%	6
Other		0%	0
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

Your gender is:		Response Percent	Response Total
Male		50%	15
Female		36.7%	11
I prefer not to tell		13.3%	4
Total # of respondents 30. Statistics based on 30 respondents; 0 filtered; 0 skipped.			

Please select your age:		Response Percent	Response Total
13 years or younger		0%	0
13-21 years		10.7%	3
21-25 years		17.9%	5
25-35 years		39.3%	11
35-50 years		25%	7
50-65 years		3.6%	1
65 years or older		3.6%	1

Total # of respondents **30**. Statistics based on **28** respondents; **0** filtered; **2** skipped.