

Date: _____

Company: _____

Contact: _____

Phone: _____

Email: _____

Select One: Systems Integrator Distributor Rep Firm End User

Job Title: _____

Years of Service: _____

1. How long have you been purchasing N-TRON Products?

Less than one year 1 to 3 years 3 to 5 years More than 5 years

2. Please rate your overall impression of N-TRON Customer Service and Technical Support: (5=highest)

5 4 3 2 1

3. The customer service or technical support representative was: (5=Strongly Agree)

a. Courteous and professional:

5 4 3 2 1

b. Knowledgeable about my issue

5 4 3 2 1

4. How satisfied are you with N-TRON products, services and support in the following areas: (5=Highest)

a. Quality 5 4 3 2 1

b. Price 5 4 3 2 1

c. Ease of Use 5 4 3 2 1

d. Documentation 5 4 3 2 1

e. Lead-time 5 4 3 2 1

f. Availability 5 4 3 2 1

5. Will you purchase N-TRON products again?

Yes No

6. Was your call properly resolved?

Yes No

7. Additional comments regarding N-TRON products/services: