

SURVEY QUESTIONS

1) Are you the contact person for your organization's communication needs?

IF NO:

1a) Get name and phone # of new contact.

2) Do you see your Vantage account representative enough?

3) Is your account representative adequately servicing your needs?

IF NO:

3a) Please explain how they are not meeting your needs.

4) If you've had any technical issues or concerns, did Vantage handle them satisfactorily?

IF NO:

4a) Please explain how your technical concerns were not handled to your satisfaction.

5) Would you recommend Vantage to others in your field who are in need of the communication services that they offer?

IF YES:

5a) Would you recommend them strongly, moderately or with reservations?

IF RECOMMENDING MODERATELY OR W/RESERVATIONS:

5b) Explain

IF NO or NOT SURE:

5c) Explain

6) Do you have any suggestions (or further suggestions) on how the service to you can be improved?

7) Would you make the same decision again to use Vantage's services?

IF NO or NOT SURE:

7a) Explain

8) Additional comments: