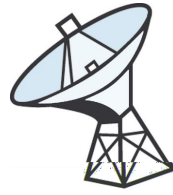


Thanks for choosing Mobil  
Satellite Technologies for your  
internet needs.



**Mobil Satellite**  
**Technologies**

We are constantly striving to improve our customer service.  
Please help us achieve our goal of a superior customer experience by completing this brief survey.  
If any section does not apply to you, please disregard.  
Once you have completed the survey, press the button marked "Email to MST." Thanks!

Bud Burton  
President/CEO, Mobil Satellite Technologies

For each value please enter **3 for Outstanding**, **2 for Met Expectations**, and **1 for Needs Improvement**. Use the right field for comment.

**The technical support representative I spoke to...**

	Value	Comments
Was friendly, courteous and professional.	<input type="checkbox"/>	<input type="text"/>
Was knowledgeable and experienced.	<input type="checkbox"/>	<input type="text"/>
Helped in an efficient manner.	<input type="checkbox"/>	<input type="text"/>
Was available when I called.	<input type="checkbox"/>	<input type="text"/>
If unavailable, returned my call promptly.	<input type="checkbox"/>	<input type="text"/>
Spoke clearly and in terms I understood..	<input type="checkbox"/>	<input type="text"/>
Solved my problem.	<input type="checkbox"/>	<input type="text"/>

**The repair kit I ordered...**

Arrived in a timely manner.	<input type="checkbox"/>	<input type="text"/>
Included a return label for unused/nonfunctioning equipment.	<input type="checkbox"/>	<input type="text"/>
Had a return policy that was explained fully to me.	<input type="checkbox"/>	<input type="text"/>
Fixed my problem.	<input type="checkbox"/>	<input type="text"/>
Contained a packing slip.	<input type="checkbox"/>	<input type="text"/>
Contained everything I was told it would, with everything listed on the packing slip.	<input type="checkbox"/>	<input type="text"/>

Additional  
Comments: