

Here at Wavestream, we are all about people. Our primary mission is building superior customer relationships through our people, innovation, core values and continuous improvement. This requires excellence in product performance, quality, superior customer support, and engaging and productive communication. Your honest and sincere feedback is vital to our efforts to truly understand your needs and improve our products and services to you, our valued customer.

We ask that you take a moment to help us understand how we are performing in the execution of this mission.

We realize that your time is valuable and thank you in advance for taking this short survey so that we can continue to improve our level of service. Please answer only the questions relevant to your experience.

We sincerely thank you for your time and honest feedback.

## Our Products

### *How Are We Doing?*

We are committed to providing you with the best experience possible, so we welcome your comments.

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1. How would you rate the performance of our products?

1    2    3    4    5

Disappointing

Exceptional

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2. How would you rate the quality and usability of our products?

1    2    3    4    5

Disappointing

Exceptional

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3. Please provide comments and specify which Wavestream product your company uses.

Comments:

## Our Services

### How Are We Doing?

4. How would you rate our responsiveness and commitment to your needs?

1    2    3    4    5

Disappointing

Exceptional

5. How would you rate our ability to address and solve your problems in a timely manner?

1    2    3    4    5

Disappointing

Exceptional

6. Are you satisfied with our overall Customer Service?

1    2    3    4    5

Disappointing

Exceptional

7. Please add comments and specify which service or department in the company you frequently engage with.

Comments:

## Our People

### How Are We Doing?

8. How would you rate your overall experience and interactions with Wavestream team members?

1    2    3    4    5

Disappointing

Exceptional

9. How helpful do you find Wavestream Team Members in addressing and resolving your issues or inquiries?

1    2    3    4    5

Disappointing

Exceptional

10. How would you rate the timeliness of our team's response to your needs or inquiries?

1    2    3    4    5

Disappointing

Exceptional

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11. Please add comments and specify which service or department in the company you frequently engage with.

Comments:

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## Comments

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12. Please rate your overall experience with Wavestream

1     2     3     4     5

Disappointing

Exceptional

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13. Please add comments and specify which department in the company you frequently engage with.

Comments:

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### Survey Completed By:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date Completed: \_\_\_\_\_

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