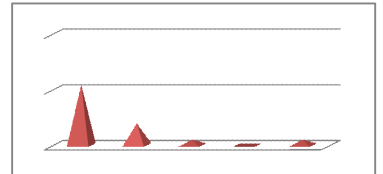


# empath-e Limited - Customer Survey 2009

## General

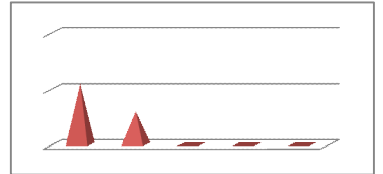
Thinking about the services you receive from empath-e, when compared with other suppliers, is this:

<b>Much Better</b>	11
Better	4
Similar	1
Worse	0
Indifferent	1



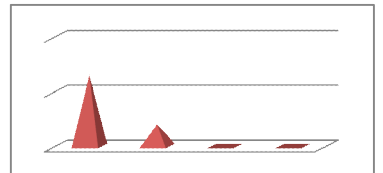
On the following scale, how would you rate your level of overall satisfaction with empath-e?

<b>Extremely satisfied</b>	11
Satisfied	6
Neutral	0
Dissatisfied	0
Extremely Dissatisfied	0



How likely are you to recommend empath-e to someone else?

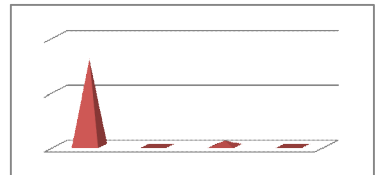
<b>Very likely</b>	13
Highly likely	4
Neutral	0
Would not recommend	0



## Communications

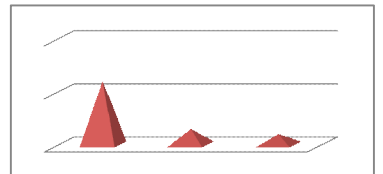
We regularly send out email updates. Do you think that we communicate enough with you?

<b>Yes</b>	16
No	0
Too much	1
Too little	0



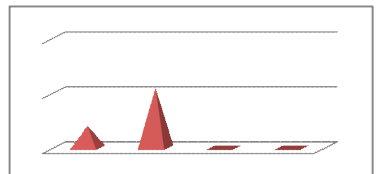
Do you currently receive our monthly technical newsletter?

<b>Yes</b>	12
No	3
Please Add!	2



Is the format of the newsletter?

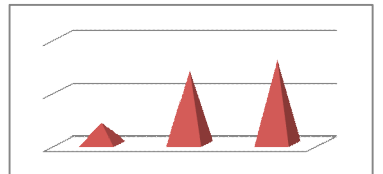
Excellent	4
<b>Good</b>	11
Could be improved	0
Not useful	0



## Additional Services

Did you take advantage of these?

Yes	2
No	7
<b>Thinking about</b>	8



## Support Services

Thinking about the occasions you have used our support services, and when compared with other suppliers, how would you rate us?

<b>Excellent</b>	10
Very good	5
Good	0
Acceptable	0
Poor	0

