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| **Questionnaire Market Research** |   |
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 |
|   | 1. What is your overall satisfaction rating with our company?

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|  5 - Very Satisfied |
|  4 - Somewhat Satisfied |
|  3 - Neither Satisfied Nor Dissatisfied |
|  2 - Somewhat Dissatisfied |
|  1 - Very Dissatisfied |

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|   | 2. Please tell us why you feel that way. |   |
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|   | 3. How likely are you to recommend our product to a friend or colleague?

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|  5 - Very Likely |
|  4 - Somewhat Likely |
|  3 - Neither Likely Nor Unlikely |
|  2 - Somewhat Unlikely |
|  1 - Very Unlikely |

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|   | 4. Please tell us why you feel that way |   |
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|   | 5. Please rate your level of satisfaction with your sales representative in the following areas.

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|   | 5 - Very Satisfied | 4 - Somewhat Satisfied | 3 - Neither Satisfied Nor Dissatisfied | 2 - Somewhat Dissatisfied | 1 - Very Dissatisfied |
| Responsiveness |  |  |  |  |  |
| Professionalism |  |  |  |  |  |
| Understanding of my needs |  |  |  |  |  |

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|   | 6. If you have any additional comments about how we can improve your satisfaction with our products and services, please fill them in here |   |
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|   | 7. May we contact you about any of your responses?

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|  Yes |  No  |

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|   | 8. Contact Information, if applicable: |  |
| 9. How long have you used our product?                   |   |
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|   | 10. How frequently do you use our product?                 |   |
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|   | 11. What is your gender?       |   |
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|   | 12. Which category describes your age?               |   |
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|   | 13. What is your employment status? |  |
| 14. How many people are employed by your company or organization, including all sites?                       |   |
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|   | 15. Which of the following best describes your industry?                                               |   |
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|   | 16. Which of the following best describes the functional area in which you work? |  |