

Customer Satisfaction Survey

Your feedback is important! The following questions are part of our on-going effort to improve customer satisfaction. We kindly ask you to evaluate the level of services provided. The estimated time for completion is 5 minutes. A comment section for each question has been provided for your convenience, but is not required.

Rank Your Answer
 1 ----- 2 ----- 3 ----- 4 ----- 5
 Poor Partially satisfied Excellent

	Rating
Are you satisfied with quality of services provided?	
<i>Yes, thank you the service is efficient - 5</i>	
Is DmAgIC website dedicated to improving quality of services and exceeding your expectations?	
<i>Yes - 5</i>	
Is DmAgIC team responsive to concerns and active in their resolution?	
<i>Certainly - 5</i>	
In relation to other partners, what is your overall satisfaction with quality of services provided?	
<i>We are happy with the service provided in terms of other partners it is generally better than others - 5</i>	
Does DmAgIC website meet your service requirements?	
<i>Yes, our prescence in the Ukraine/Russian market is very limited - 5</i>	
Does DmAgIC provide competitive pricing?	
<i>Yes it is very competitive - 5</i>	
Does DmAgIC website provide a good value for the products and services they provide?	
<i>Yes they do - 5</i>	
In relation to other partners, what is your overall satisfaction with pricing and value provided?	
<i>In comparison the DMAGIC site offer excellent competitiveness - 5</i>	
Is DmAgIC website and it's team committed to the success of your company?	
<i>Yes - 5</i>	
Would you recommend DmAgIC website and it's team as good partner?	
<i>Definitely - 5</i>	
What need to be improved and what are strength of DmAgIC website and it's team (optional)?	
Konstantyn and DMAGIC have offered a great service and we hope to dedicate more time and resources to this market and site in 2011	

Date completed: 09.11.2010
 Customer: Minitab
 Customer representative: Roz McDon