# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

| Customer Name: | Date: | Event: |
|---|---|---|
| Kuzmina Kataliya<br>Fig TC Comite president | 10 – 16 September 2018 | 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018 |

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☑ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☑ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☑ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☑ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☑ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☐ Well ☑ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☑ Very good ☐ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☑ Positive ☐ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Мариана Тишкова

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☒ Neutral ☐ Positive ☐ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☒ Somewhat helpful ☐ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☒ Neutral ☐ Positive ☐ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☒ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very good ☐ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☒ Neutral ☐ Positive ☐ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: AMIT Photographers

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☒ Neutral ☐ Positive ☐ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☒ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☒ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very good ☐ Very good

2b. Additional thoughts?

***3. Overall how would you rate our IT staff?***

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very positive

***4. Additional Comments (if you have any)***

sometimes the INTERNET on the main Hall was not stable But was o/s.

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: André Guaisbuhler

Date: 10 – 16 September 2018 A. J.

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☒ Negative ☐ Neutral ☐ Positive ☐ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☒ Somewhat helpful ☐ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

but problems not solved

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☒ Shorter than expected ☐ Much shorter than expected

but solutions only worked a short time

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☒ Not so well ☐ Well ☐ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very good ☐ Very good

2b. Additional thoughts? ↓ when it worked

### 3. *Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very positive

### 4. *Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: FIGTV

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

## 1. *Overall, how would you rate the quality of your IT customer service experience?*

☐ Very negative ☐ Negative ☐ Neutral ☒ Positive ☐ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☒ Very helpful ☐ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☒ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

## 2. *Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very good ☒ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Yoko Hasegawa JPN

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☑ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☑ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☑ Positive ☐ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☑ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☑ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☑ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very good ☑ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☑ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

FIG-DOCTOR

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Doctor Leglise

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☒ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☒ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☒ Very good ☐ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☐ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

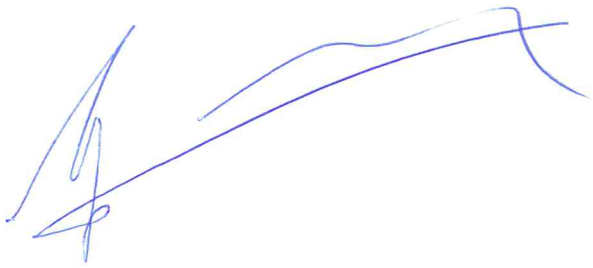

FIG D1-D2

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: LEBRE, Emilie FIG

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☐ Neutral ☒ Positive ☐ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☒ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☒ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

FIC 01-32

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very good ☐ Very good

2b. Additional thoughts?

Some cuts in internet

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

FIG DL-D2

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name:
FIG
Hashad Sylvie

Date:
10 – 16 September 2018

Event:
36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☒ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☒ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

FIC D1-D2

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very good ☑ Very good

2b. Additional thoughts?

### 3. *Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☑ Very positive

### 4. *Additional Comments (if you have any)*

THANK YOU ! Was great

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!



# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
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НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name:

Date:
10 – 16 September 2018

Event:
36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

## *1. Overall, how would you rate the quality of your IT customer service experience?*

☐ Very negative ☐ Negative ☐ Neutral ☒ Positive ☐ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☒ Very helpful ☐ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☒ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

## *2. Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☒ Very good ☐ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☒ Positive ☐ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: ACCREDITATION

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☑ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☑ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☑ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☑ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☑ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☐ Well ☑ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☑ Very good ☐ Very good

2b. Additional thoughts?

### 3. *Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☑ Positive ☐ Very positive

### 4. *Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

ASAHI TV

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Dentsu

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

## 1. *Overall, how would you rate the quality of your IT customer service experience?*

☐ Very negative ☐ Negative ☐ Neutral ☑ Positive ☐ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☑ Very helpful ☐ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☑ Positive ☐ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☑ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☑ Much shorter than expected

## 2. *Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☐ Well ☑ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☑ Well ☐ Very good ☐ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☑ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Galeri Matrici

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☒ Neutral ☐ Positive ☐ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☒ Somewhat helpful ☐ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☒ Neutral ☐ Positive ☐ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☒ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☒ Well ☐ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☒ Not so well ☐ Well ☐ Very good ☐ Very good

2b. Additional thoughts?

### 3. *Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☒ Neutral ☐ Positive ☐ Very positive

### 4. *Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Rimako TAKEUCHI

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

## 1. *Overall, how would you rate the quality of your IT customer service experience?*

☐ Very negative ☐ Negative ☐ Neutral ☑ Positive ☐ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☐ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☑ Neutral ☐ Positive ☐ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☑ Well ☐ Very well ☐ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☑ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

## 2. *Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☑ Well ☐ Very well ☐ Extremely well

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name:

Machiko Kaemura

Date:
10 – 16 September 2018

Event:
36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

## 1. *Overall, how would you rate the quality of your IT customer service experience?*

☑ Very negative ☐ Negative ☐ Neutral ☑ Positive ☐ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☐ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☐ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☐ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

## 2. *Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☑ Well ☐ Very well ☐ Extremely well

22ECS

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Dimitrinka Nikolova

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

## 1. *Overall, how would you rate the quality of your IT customer service experience?*

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☒ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☒ Much shorter than expected

## 2. *Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very good ☒ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

PRESS

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

| Customer Name: | Date: | Event: |
|---|---|---|
| Oleg Naumov | 10 – 16 September 2018 | 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018 |

## 1. *Overall, how would you rate the quality of your IT customer service experience?*

☐ Very negative ☐ Negative ☐ Neutral ☑ Positive ☐ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☑ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☑ Positive ☐ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☑ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☐ Shorter than expected ☑ Much shorter than expected

## 2. *Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☐ Well ☑ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☑ Well ☐ Very good ☐ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☑ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name: Swiss Timing

Date: 10 – 16 September 2018

Event: 36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

## *1. Overall, how would you rate the quality of your IT customer service experience?*

☐ Very negative ☐ Negative ☐ Neutral ☐ Positive ☒ Very positive

### 1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☐ Very helpful ☒ Extremely helpful

### 1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very Positive

### 1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☐ Very well ☒ Extremely well

### 1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☐ About what I expected ☒ Shorter than expected ☐ Much shorter than expected

## *2. Overall assessment of the service – wired/ wireless …*

☐ Not well at all ☐ Not so well ☐ Well ☒ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☒ Well ☐ Very good ☐ Very good

2b. Additional thoughts? From 13rd september Very Very good

***3. Overall how would you rate our IT staff?***

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☒ Very positive

***4. Additional Comments (if you have any)***

great team and very profesional

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!

# IT Customer Satisfaction Survey

NSB – Sports Hall "Arena Armeec"
Sofia, Bulgaria

НАЦИОНАЛНА СПОРТНА БАЗА

NSB – Sports Hall "Arena Armeec" requests your help. Please complete the following IT Customer Satisfaction Survey based on the your recent experience. Thank you for your time!

Customer Name:
TV Asahi

Date:
10 – 16 September 2018

Event:
36th FIG Rhythmic Gymnastics Championship Sofia(BUL)2018

***1. Overall, how would you rate the quality of your IT customer service experience?***

☐ Very negative ☐ Negative ☑ Neutral ☐ Positive ☐ Very positive

1a. How helpful was IT customer service?

☐ Not helpful at all ☐ Not so helpful ☐ Somewhat helpful ☑ Very helpful ☐ Extremely helpful

1b. What attitude has IT customer service had?

☐ Very negative ☐ Somewhat negative ☐ Neutral ☐ Positive ☑ Very Positive

1c. How well did we understand your questions and concerns?

☐ Not well at all ☐ Not so well ☐ Well ☑ Very well ☐ Extremely well

1d. How much time did it take us to address your questions and concerns (if such appeared)?

☐ Much longer than expected ☐ Longer than expected ☑ About what I expected ☐ Shorter than expected ☐ Much shorter than expected

***2. Overall assessment of the service – wired/ wireless …***

☐ Not well at all ☐ Not so well ☑ Well ☐ Very well ☐ Extremely well

2a. How would you rate the overall speed and quality of the wired/wireless network?

☐ Not well at all ☐ Not so well ☑ Well ☐ Very good ☐ Very good

2b. Additional thoughts?

### *3. Overall how would you rate our IT staff?*

☐ Very negative ☐ Somewhat negative ☐ Neutral ☑ Positive ☐ Very positive

### *4. Additional Comments (if you have any)*

Thank you very much for taking the time to complete this survey. Your feedback is valued and very much appreciated!