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: CARLOS BERNARDES

Date: 03 – 10 February 2019

Event: ATP 250 – Sofia Open

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 well ☐ Extremely well

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:	Date:	Event:
TRIFUNOVSKI BLAZE, ATP	03 – 10 February 2019	ATP 250 – Sofia Open

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 well ☐ Extremely well

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: Aurélie

Date: 03 – 10 February 2019

Event: ATP 250 – Sofia Open

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 well ☒ Extremely well

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 !

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:	Date:	Event:
GIANLUCA TOSI CRUCET	03 – 10 February 2019	ATP 250 – Sofi Open

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 well ☐ Extremely well

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:	Date:	Event:
ALESSANDRO DELEO CRIONET	03 – 10 February 2019	ATP 250 – Sofi Open

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 well ☒ Extremely well

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: LUCA MONGANTI - EUROSET

Date: 03 – 10 February 2019

Event: ATP 250 – Sofi Open

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 well ☒ Extremely well

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)*

N/C

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: FLIGHTSCOPE

Date: 03 – 10 February 2019

Event: ATP 250 – Sofi Open

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 well ☒ Extremely well

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: ATP - TOURNAMENT

Date: 03 – 10 February 2019

Event: ATP 250 – Sofia Open

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 well ☐ Extremely well

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:	Date:	Event:
ODB ONE DESIGN BUREAU	03 – 10 February 2019	ATP 250 – Sofi Open

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 well ☐ Extremely well

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: Gatcheva Stéphanie BTF

Date: 03 – 10 February 2019

Event: ATP 250 – Sofi Open

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 well ☒ Extremely well

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: Dimitar Georgiev - Tournament Venue Manager

Date: 03 – 10 February 2019

Event: ATP 250 – Sofi Open

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 well ☒ Extremely well

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:	Date:	Event:
IMG	03 – 10 February 2019	ATP 250 – Sofi Open

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 well ☐ Extremely well

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:

DANAU B.

Date:
03 – 10 February 2019

Event:
ATP 250 – Sofia Open

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 well ☐ Extremely well

2b. Additional thoughts?

Good and reliable internet but average speed. 6mb download on 3mb upload.

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: MARTIN IVANOV, Doctor of the Competition

Date: 03 – 10 February 2019

Event: ATP 250 – Sofia Open

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 well ☐ Extremely well

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: Тодор Попов DIEMA Sport

Date: 03 – 10 February 2019

Event: ATP 250 – Sofia Open

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 well ☒ Extremely well

2b. Additional thoughts?

Безжичният Интернет понякога ми се струваше недостатъчен!

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

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

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

Браво на Боби, който реагира мъдниеносно при инцидент в началото на турнира! И после винати обръщаше внимание, дяже и да нямаше нужда!

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

(Успехи)

