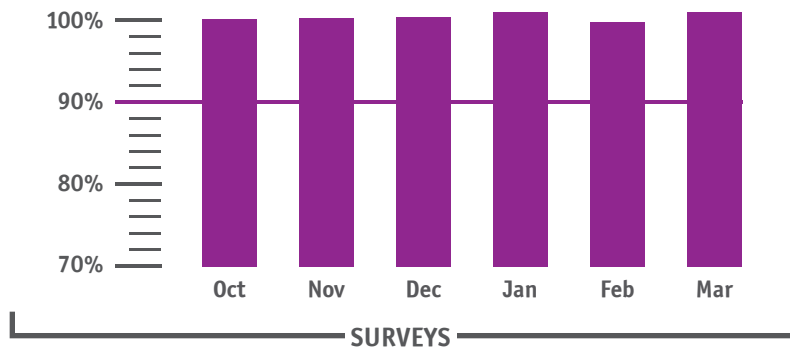


## Courtesy.

Positive support call interaction.

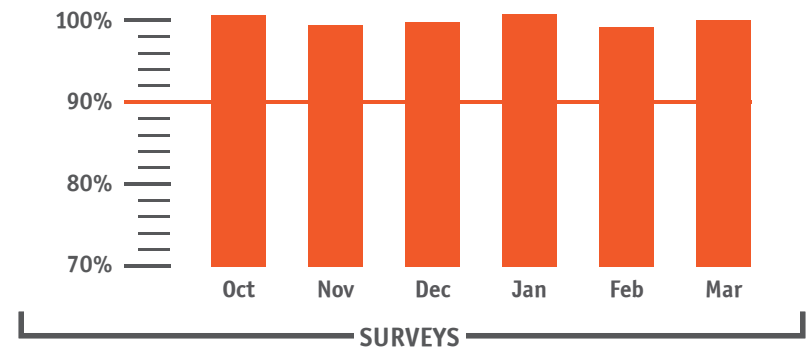
**99.4** For the last 6 months, Datamax averaged a **99.4%** courtesy score for all customer surveys submitted.



## Competence.

Quick support call resolution.

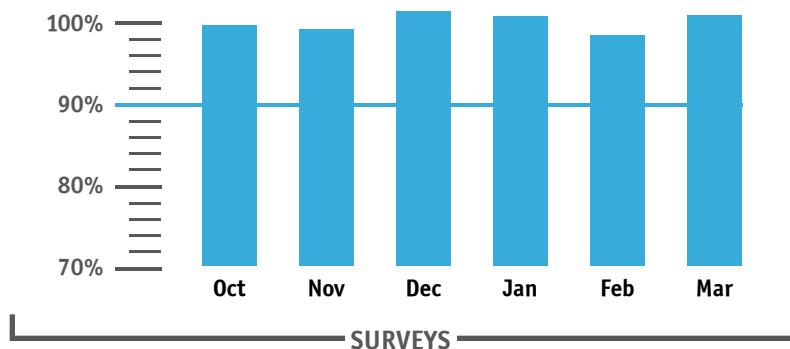
**99.0** For the last 6 months, Datamax averaged a **99.0%** competence score for all customer surveys submitted.



## Timeliness.

Rapid support call responsiveness.

**98.6** For the last 6 months, Datamax averaged a **98.6%** timeliness score for all customer surveys submitted.

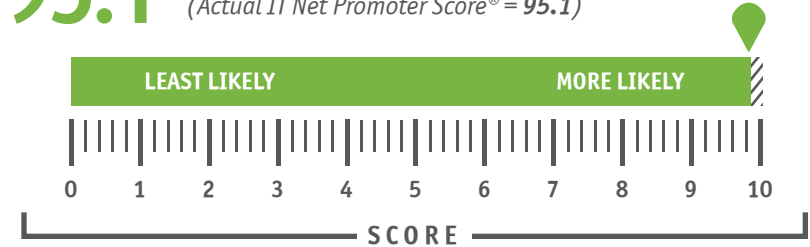


## Recommend.

Recommended for responsiveness.

**9.89** When asked, "how likely would they recommend Datamax to a friend or colleague," our IT customers gave us an average score of **9.89** for the last 6 months.

**95.1** (Scale 1-10, 10 being the highest.)  
(Source: Net Promoter Score® System, All Datamax.)  
(Actual IT Net Promoter Score® = 95.1)



## Top 4 List.

Historical field research<sup>1</sup> has revealed the top 4 reasons why small and medium-sized businesses become dissatisfied with technology service providers and technical employees. This dissatisfaction often leads to termination of services/employment.

<sup>1</sup> Anecdotal data gathered through direct customer interaction over a 15-year time period.



## Satisfaction Index.

Datamax customers utilizing the TechCare managed network service program are offered the opportunity to provide feedback at the completion of every support ticket they submit. This customer feedback is provided via a web-based survey consisting of 4 scoring elements and a free-form comment box. TechCare satisfaction scoring elements include:

