



Customer Survey Result

1. Please list the Core Tec Products you have purchased.

MPEG 2 and MPEG 4 encoders and decoders

2. How satisfied are you with Core Tec Product?

Very Satisfied low maintenance required ease of operations real plug and play capability.

3. What improvements would you like to see in Core Tec product?
(specify the product)

Decrease in physical size is always important.

4. How satisfied were you with the timeliness of response concerning your purchasing inquiries?

Their response to questions is always quickly returned within 24 hours but most times my calls are answered and questions resolved immediately.

5. How satisfied were you with the timeliness of response concerning your technical support inquiries?

Very Satisfied quick responses to any technical responses.

6. How satisfied were you with Core Tec overall Product knowledge?

Their staff are very knowledgeable not only on their product but also on the many different communications systems. They are very helpful when integrating into customers networks.

7. How satisfied were you with Core Tec tech support?

Very satisfied responses are timely and always a solution is found.

8. Was Core Tec able to resolve your problem?

Always are able to provide a solution.

9. How satisfied are you overall with Core Tec?

Very Satisfied

10. Is there anything Core Tec did well that you would like to comment on?

If there is a problem and it can not be resolved over the phone they will offer to travel to the site to provide on site assistance.

Don Correll, Telvent