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Executive Summary

In general, the Iowa Communications Network (ICN) received very positive customer satisfaction scores for FY 2010. The ICN surveys customers annually to take a pulse of the satisfaction of customers regarding services provided. Many of the questions are the same or similar to questions asked in previous years to determine if there are significant deviations in scores. Some of the measures are also included in the Accountable Government performance evaluations.

The first five questions of the survey were designed to measure overall satisfaction as well as providing demographic information regarding the respondents. In the analysis, the majority response has been highlighted for quick reference.

Demographic Information

1 By what type of organization are you employed?	Response Percent	Response Count
K-12 School (including AEAs)	33.16%	63
Post Secondary Education	10.53%	20
State Agency	29.47%	56
State Judicial Branch Organization	2.11%	4
State Legislative Branch Organization	0.53%	1
Federal Agency	2.11%	4
Public Library	17.37%	33
Medical Organization	2.63%	5
Other	2.11%	4
<i>Answered Question</i>	100.00%	190

2 What is your position within the organization?	Response Percent	Response Count
Management	62.23%	117
Staff	37.77%	71
Consultant/Vendor Support	0.53%	1
<i>Answered Question</i>	100.00%	188

There were more management staff responses this year than in the past.

Overall Satisfaction

		Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score
1	Overall, how satisfied are you with the services that you receive from the ICN?	48.92%	91	38.71%	72	5.38%	10	5.38%	10	1.61%	3	186	4.26	87.63%

Overall satisfaction with the services: Almost 88 percent of those responding to this question were either satisfied or very satisfied with the overall satisfaction of services received from the ICN as compared with an 83 percent satisfaction score last year. This was a deviation of over four percent and is considered a significant positive deviation. The 2010 mean score was 4.26, which was an increase from the 2009 score of 4.19 out of 5. Considering that the mean score is above 4, it demonstrates that customers are continually satisfied with ICN services. Just over six percent of the respondents indicated dissatisfaction with the overall satisfaction of services received from the ICN.

		Excellent Value		Good Value		Average Value		Fair Value		Poor Value		Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score
2	How would you rate the value of the services you receive from the ICN?	36.41%	67	46.20%	85	10.87%	20	3.26%	6	3.26%	6	184	4.06	82.61%

Value of ICN Services: Over 82 percent of those responding to this question indicated that the value of ICN services was either an excellent or good value as compared with a 75 percent satisfaction score last year. This was a deviation of almost seven percent and considered a significant positive deviation. The 2010 mean score was 4.06, which was an increase from 2009 score of 3.87 out of 5. Six and a half percent of the respondents ICN services were either a poor or fair value.

		Very Likely		Somewhat Likely		Somewhat Unlikely		Very Unlikely		Response Count	2010 Mean Score (out of 4)	2010 Satisfaction Score
3	How likely would you be to recommend additional ICN Services to decision makers in your organization or your peers?	50.00%	89	39.89%	71	4.49%	8	5.62%	10	178	3.34	89.89%

Recommend the ICN: Almost 90 percent of those responding to this question indicated that they would be very likely or somewhat likely to recommend ICN services to decision makers in their organization or to their peers. The mean score was 3.34 out of 4, which is a slight

increase over last year's score. For this study, the ICN was interested in determining the overall customer satisfaction level in regards to the organization, in addition to the customer satisfaction for individual functional areas. Each of these functions had several function-specific questions including an "Overall Performance" question in order to gauge general satisfaction as well as the drivers of satisfaction.

		ICN Account Consultant	RTC Meetings	ICN Newsletter	ICN Website	No Information Received
4	How do you receive knowledge of the services that ICN provides? (Could choose multiple responses)	59	16	31	55	73

ICN Services Information: ICN customers have indicated in focus groups and previous surveys that they would like to receive more information regarding ICN services. Of those responding to the question, 73 out of 190 respondents or over 38 percent responded that they did not receive information regarding ICN services. Other sources named include: AEA, district technology coordinator, e-mails from ICN staff, the State library and Library Service area, and other state agencies.

Knowledge of ICN Services: Through focus groups and other survey's some customers indicated that they were not aware that the ICN provided some services. When asked in the survey whether they knew that the ICN provided various categories of services almost 12 percent indicated that they did not know that the ICN provided data services with 41 percent indicating that they had minimal understanding of ICN Internet services

5	What is your level of awareness of the following ICN services?	High		Some Understanding		Minimum Understanding		I didn't know that they offered this service		Response Count
	Data	43	23.24%	68	36.76%	52	28.11%	22	11.89%	185
	Internet	59	32.24%	67	36.61%	41	22.40%	16	8.74%	183
	Video	72	39.13%	70	38.04%	36	19.57%	6	3.26%	184
	Phone	50	27.47%	62	34.07%	54	29.67%	16	8.79%	182

Mean Scores and Satisfaction Scores for the Functional Areas Measured

	2010 Mean Score (out of 5)	2010 Satisfaction Score
Overall Sales Performance	4.07	73.91%
Overall Project Management Performance	4.14	75.00%
Overall Installation Performance	4.28	80.85%
Overall Billing Performance	4.18	76.47%
Overall Service Desk/Network Operations	4.62	91.49%
Overall Maintenance and Repair Performance	4.51	91.55%
Overall Video Scheduling Performance	4.68	93.65%

Customer Satisfaction Levels: Overall, the satisfaction level was the highest for Video Scheduling with 93.65 percent satisfaction score with Maintenance and Repair following with over 91.55 percent satisfaction score. The two lowest satisfaction levels were for Sales Performance and Project Management performance. Satisfaction with overall sales performance has significantly increased from last year while the satisfaction with overall project management has slightly decreased.

Methodology

This survey was conducted to determine the overall customer satisfaction level in regards to the organization as well as the customer satisfaction on an individual function-specific level. The survey also addressed satisfaction with specific services.

To achieve this goal, a current list of ICN contacts was utilized and a total of 1,062 customers were invited to take the survey. This survey was conducted internally using SurveyMonkey software between the initial invitation date of June 8, 2010 and the termination date of June 24, 2010. The survey can be found in Appendix A of this document.

A total of 948 invitations were successfully received. Of those receiving the invitations, 190 completed the survey. The total response rate for this survey is 20 percent compared with 24 percent in 2009.

The sections are aligned with seven of the customer contact areas. This survey included skip logic feature that allowed respondents to answer those sections of the survey that were applicable with their ICN experiences. The functional areas included in this survey are as follows:

- ICN Sales
- ICN Project Management
- ICN Installation
- ICN Billing
- ICN Service Desk/Network Operations Center (NOC)
- ICN Maintenance and Repair
- ICN Video Scheduling

This report contains a table for each functional area. There were also “open-ended” survey questions for each area. Although comparisons between scores achieved in the May 2008, May 2009, and June 2010 for similar questions, the following methodology changes should be considered:

- The 2008 survey was conducted by an independent third party vendor and anonymity may have been perceived as being greater. ICN did have the e-mail and IP addresses removed by SurveyMonkey and did not have privy to that information
- The 2009 and 2010 surveys required only those persons indicating a relationship with a functional area to respond to those questions relating to that area.
- Many ICN customers are functioning with a reduced staff, which could account for the lower response rate.
- The “do not know” responses were not included in the satisfaction calculations.

Terminology

- **Accountable Government Act (AGA) Performance Plan Target** – Iowa Agencies are required to annually submit a plan indicating measure for agency outcomes relating to each of their core functions. ICN has set a target of 75 percent satisfaction for the Service Order experience, Notification/Update experience, Service Installation experience and the Billing experience.
- **Satisfaction Score** – This rating is the combination of the Very Satisfied and Satisfied rating for each item.
- **Significant Deviation** – A deviation of greater than three percentage points was valued as significant with the understanding for statistical analysis, a standard deviation (SD) of 3 percent or less allows for anomalies that might have occurred in the process.

Historical Data

Quantifiable data for the 2008, 2009, and 2010. ICN Customer Surveys is available at the end of this report (page 28).

Functional Areas Analysis

Sales

1 Do you work with ICN sales staff members?	2010 Response Percent	Response Count
Yes	25.26%	48
No	74.74%	142
<i>Answered Question</i>		190

Of the 190 respondents answering question 1, 48 said that they worked with ICN sales staff members.

2 How satisfied are you with the following ICN sales attributes?	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score					
Quality of responses to your questions and concerns	48.94%	23	36.17%	17	10.64%	5	4.26%	2	0.00%	0	47	4.30	85.11%
Timeliness of ICN sales staff response to your needs	42.55%	20	36.17%	17	10.64%	5	8.51%	4	2.13%	1	47	4.09	78.72%
The knowledge level of ICN sales staff	47.83%	22	32.61%	15	13.04%	6	2.17%	1	4.35%	2	46	4.17	80.43%
ICN sales staff keeps you informed of changes	40.91%	18	20.45%	9	29.55%	13	2.27%	1	6.82%	3	44	3.86	61.36%
Ability of ICN sales staff to anticipate your needs and proactively provide assistance	31.11%	14	26.67%	12	28.89%	13	8.89%	4	4.44%	2	45	3.71	57.78%
Professionalism of ICN staff	57.45%	27	29.79%	14	10.64%	5	0.00%	0	2.13%	1	47	4.40	87.23%
Follow-through by ICN staff after product is installed	37.78%	17	22.22%	10	31.11%	14	4.44%	2	4.44%	2	45	3.84	60.00%
Service provided met your objectives	38.30%	18	42.55%	20	14.89%	7	4.26%	2	0.00%	0	47	4.15	80.85%
Ongoing consultation	32.61%	15	23.91%	11	28.26%	13	2.17%	1	13.04%	6	46	3.61	56.52%
Overall Sales Performance	39.13%	18	34.78%	16	19.57%	9	6.52%	3	0.00%	0	46	4.07	73.91%

Quality of responses to your questions and concerns: Over 85 percent of those responding to the question were either satisfied or very satisfied with the quality of responses from the ICN sales staff and the mean score was 4.30 out of 5. Just over four percent were dissatisfied with the quality of responses received which is a significant deviation decrease compared with the 2009 Survey. The satisfaction score and mean scores have increased since last year.

Timeliness of ICN sales staff response to your needs: Almost 79 percent of those responding to this question were either satisfied or very satisfied with the quality of the responses from the ICN sales staff as compared with a 72 percent satisfaction score last year. This was a deviation of over six percent and considered a significant positive deviation. The 2010 mean score was 4.09 which was an increase from 2009 score of 3.93 out of 5. Over 10 percent indicated dissatisfaction with the timeliness of ICN sales staff response which is a five percent decrease from last year.

The knowledge level of ICN's sales staff: Over 80 percent of those responding to this question were either satisfied or very satisfied with the knowledge level of the ICN sales staff and the mean score was 4.17 out of 5. Six percent were dissatisfied with the knowledge level of ICN sales staff as compared with five percent last year.

ICN sales staff keeps you informed of changes: Over 61 percent of those responding to this question were either satisfied or very satisfied with the information received regarding changes and the mean score was 3.71 out of 5. Satisfaction has remained constant with last year with the mean score remaining fairly constant. Just over nine percent of the respondents were dissatisfied with the information received regarding changes from the sales staff, which is a significant improvement from 18 percent last year.

Ability of ICN’s sales staff to anticipate your needs and proactively provide assistance: Just less than 58 percent of those responding to this question were either satisfied or very satisfied with the ICN’s sales staff to anticipate their needs and proactively provide assistance with a mean score of 3.69 out of 5. This score is consistent with last year. Nineteen percent were dissatisfied with ability of sales staff to anticipate their needs and proactively provide assistance.

Professionalism of ICN staff: Over 87 percent of the respondents were satisfied or very satisfied with the ICN’s sales staff professionalism. This is slightly higher than last year’s response to this question in the previous year’s survey. Only two percent were dissatisfied with the professionalism of ICN staff. The mean score was 4.4 out of 5 compared with the 2009 score of 4.36.

Follow-through by ICN staff after product is installed: Over 60 percent of those responding to the question were either satisfied or very satisfied with the follow-through by ICN staff after the product was installed as compared with 66 percent last year. This is a deviation of over 6 percent and considered a significant negative deviation. The mean score was 3.84 out of 5 as compared with last year’s score of 3.90. Almost nine percent were dissatisfied with the ability of sales staff follow-through after the product was installed which is an improvement over last year’s 13 percent.

Service provided met your objectives: Almost 81 percent of those responding to the question were either satisfied or very satisfied that the service provided met their objectives, which was a significant increase compared to 70 percent last year. The mean score was 4.08 out of 5 which was consistent with last year. Six percent were dissatisfied with how the service provided met their objectives.

Ongoing consolation: Over 56 percent of those responding to the question were either satisfied or very satisfied with the ongoing consultation received from the ICN sales staff as compared with 61 percent last year. This is a deviation of over five percent and considered a significant negative deviation. The mean score was 3.61 out of 5 as compared with the 2009 score of 3.73. Fifteen percent were dissatisfied with the ongoing consolation provided by the ICN sales staff, which is consistent with last year’s responses.

Overall sales performance: Almost 74 percent of those responding to this question were either satisfied or very satisfied with the overall ICN sales performance as compared with a 70 percent satisfaction score last year. This was a deviation of over 4 percent and considered a significant positive deviation. The 2010 mean score was 4.07 which was an increase from the 2009 score of 3.63 out of 5. Six percent indicated dissatisfaction with the performance of ICN sales, which is a drop from last year’s 12 percent dissatisfaction score.

Approximately how many contacts have you had with ICN sales in the past 6 months?	2010 Response Percent	Response Count
0	39.00%	1
1 - 3	37.00%	23
4 - 6	12.00%	10
7 - 9	2.00%	3
10+	10.00%	12
<i>Answered Question</i>		49



Project Management

1 Do you work with ICN project managers who have been identified to manage your order?	Response Percent	Response Count
Yes	26.60%	50
No	73.40%	138
<i>Answered Question</i>		188

Of the 188 respondents answering question 1, 50 said that they worked with ICN project managers. Some of the questions were changed from previous years' surveys in this section. There may not always be comparisons available.

2 How satisfied are you with the following ICN project management attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count	2010 Mean Score (Out of 5)	2010 Satisfaction Score
Updates on project status by project manager	45.45%	20	27.27%	12	15.91%	7	4.55%	2	6.82%	3	44	4.00	72.73%
Professionalism of project management staff	61.36%	27	15.91%	7	22.73%	10	0.00%	0	0.00%	0	44	4.39	77.27%
Responsiveness of project manager to questions and concerns	59.09%	26	15.91%	7	15.91%	7	2.27%	1	6.82%	3	44	4.18	75.00%
Project management handling of challenges or scope changes	52.27%	23	22.73%	10	15.91%	7	6.82%	3	2.27%	1	44	4.16	75.00%
Overall Project Management Performance	50.00%	22	25.00%	11	15.91%	7	6.82%	3	2.27%	1	44	4.14	75.00%

Updates on project status: Over 72 percent of those responding to this question were either satisfied or very satisfied with the coordination of all service aspects by project management staff. This metric has not been used in previous surveys. The 2010 mean score was 4.00. Just over 11 percent indicated dissatisfaction with the coordination efforts of the project management staff.

Professionalism of ICN staff: Over 77 percent of those responding to this question were either satisfied or very satisfied with the professionalism of ICN's project management staff and is a significant decrease when compared with an 86 percent satisfaction score in 2009. The 2010 mean score was 4.39 compared with the 2009 score of 4.42 out of 5. No respondents indicated dissatisfaction with the professionalism of ICN project management staff.

Responsiveness to questions and concerns: 75 percent of those responding to this question were either satisfied or very satisfied with the coordination of all service aspects by project management staff. This metric has not been used in previous surveys. The 2010 mean score was 4.18. Just over nine percent indicated dissatisfaction with the coordination efforts of the project management staff.

Challenges or Scope Changes: 75 percent of those responding to this question were either satisfied with project management of challenges or scope changes. This metric has not been used in previous surveys. The 2010 mean score was 4.16. Just over nine percent indicated dissatisfaction with the project management handling of challenges or scope changes.

Overall project management performance: Seventy five percent of those responding to this question were either satisfied or very satisfied with the overall project management performance which is fairly consistent with the 77 percent satisfaction score in 2009. The 2010 mean score was 4.14 compared with the 2009 score of 4.25 out of 5. Just over nine percent indicated dissatisfaction with the overall project management performance.

3 Approximately how many contacts have you had with ICN project management in the past 6 months?	2010 Response Percent	Response Count
0	15%	7
1 - 3	36%	24
4 - 6	9%	6
7 - 9	3%	3
10+	4%	6
<i>Answered Question</i>		46

Installation

1 Have you been involved when an ICN service has been ordered or installed?	Response Percent	Response Count
Yes	53.80%	99
No	46.20%	85
<i>Answered Question</i>		184

Of the 184 respondents answering question 1, 99 said that they had been involved when an ICN service was ordered or installed.

2 How satisfied are you with ICN delivery of services attributes (including installation and service order experience)?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score
Timeliness of ICN delivery of services	52.63%	50	31.58%	30	8.42%	8	6.32%	6	1.05%	1	95	4.28	84.21%
Professionalism of ICN service staff	64.21%	61	23.16%	22	10.53%	10	2.11%	2	0.00%	0	95	4.49	87.37%
Services provided met your expectations	53.76%	50	27.96%	26	12.90%	12	4.30%	4	1.08%	1	93	4.29	81.72%
Follow-through after the product is installed	47.87%	45	27.66%	26	19.15%	18	4.26%	4	1.06%	1	94	4.17	75.53%
Overall Delivery of Services Performance	54.26%	51	26.60%	25	13.83%	13	3.19%	3	2.13%	2	94	4.28	80.85%

Timeliness of ICN delivery of services: Over 84 percent of those responding were either satisfied or very satisfied with the timeliness of the delivery of services from the ICN as compared with the 2009 score of 79.1 percent and the mean score was 4.28 as compared with 4.34 in 2009. There is a five percent negative deviation between the satisfaction scores which is significant. Over seven percent indicated dissatisfaction with the timeliness of ICN delivery of services, which is a decrease from last year.

Professionalism of ICN staff: Over 87 percent if those responding were either satisfied or very satisfied with the professionalism of ICN staff who delivered services, which is a significant negative deviation of three percent compared with the 2010 score. The mean score for 2010 was 4.49 out of 5 compared with 4.58 in 2009. Just over 2 percent indicated dissatisfaction with the professionalism of ICN staff involved with their service order and installation experience.

Services met your expectations: Over 81 percent of those responded were either very satisfied or satisfied that the services met their expectations, with a mean score of 4.29. Only five percent are dissatisfied overall having their expectations met with the delivery of services. These rates are comparable with last year's responses.

Follow-through after the product is installed: Over 75 percent of those responded were either very satisfied or satisfied that the services met their expectations, with a mean score of 4.11 compared with 3.88 last year. Eleven percent indicated dissatisfaction with the follow-through after the product is installed.

Overall Delivery of Service Performance: Over 80 percent of those responded were either very satisfied or satisfied that the services met their expectations, with a mean score of 4.28. Just over five percent are dissatisfied overall having their expectations met with the delivery of services. These responses are consistent with the 2009 responses.

3	Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?	2010 Response Percent	Response Count
	0	22.45%	22
	1 - 3	53.06%	52
	4 - 6	10.20%	10
	7 - 9	1.02%	1
	10+	13.27%	13
	<i>Answered Question</i>		98

Billing

1	Do you work with ICN billing staff members?	Response Percent	Response Count
	Yes	30.10%	37
	No	69.90%	146
	<i>Answered Question</i>		183

Of the 183 respondents answering question 1, 37 said that they work with ICN billing staff members.

2	How satisfied are you with the following ICN billing attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score
	Completeness of billing	64.71%	22	20.59%	7	5.88%	2	8.82%	3	0.00%	0	34	4.41	85.29%
	Accuracy of billing	61.76%	21	23.53%	8	8.82%	3	2.94%	1	2.94%	1	34	4.38	85.29%
	Timeliness of billing	58.82%	20	20.59%	7	14.71%	5	5.88%	2	0.00%	0	34	4.32	79.41%
	Timeliness of resolution of billing disputes	44.83%	13	31.03%	9	13.79%	4	6.90%	2	3.45%	1	29	4.07	75.86%
	Payment methods	61.29%	19	16.13%	5	19.35%	6	3.23%	1	0.00%	0	31	4.35	77.42%
	Professionalism of staff	66.67%	22	15.15%	5	12.12%	4	3.03%	1	3.03%	1	33	4.39	81.82%
	Helpfulness of staff	66.67%	22	12.12%	4	12.12%	4	6.06%	2	3.03%	1	33	4.33	78.79%
	Use-friendliness of process	55.88%	19	14.71%	5	17.65%	6	8.82%	3	2.94%	1	34	4.12	70.59%
	Overall Billing Performance	52.94%	18	23.53%	8	11.76%	4	11.76%	4	0.00%	0	34	4.18	76.47%

Completeness of billing: Over 85 percent of those responding to this question were either satisfied or very satisfied with the completeness of bills received from ICN as compared with an 87 percent satisfaction score last year. This is not a significant deviation. The 2010 mean score was 4.41, which was an increase from the 2009 score of 4.35 out of 5. Over eight percent of the respondents indicated dissatisfaction with the completeness of bills received.

Accuracy of billing: Over 85 percent of those responding to this question were either satisfied or very satisfied with the accuracy of bills received from ICN as compared with an 84 percent satisfaction score last year. These scores are comparable. The 2010 mean score was 4.32 comparable with the 2009 score. Just less than six percent indicated dissatisfaction with the accuracy of the bills received from the ICN.

Timeliness of billing: Over 79 percent of those responding to this question were either satisfied or very satisfied with the completeness of bills received from ICN as compared with an 86 percent satisfaction score last year. This was a negative deviation of seven percent and considered significant. The 2010 mean score was 4.32, which was a decrease from the 2009 score of 4.39 out of 5. Over ten percent of the respondents indicated dissatisfaction with the completeness of the bills received from the ICN.

Timeliness of resolution of billing disputes: Over 75 percent of those responding to this question were either satisfied or very satisfied with the timeliness of resolution of billing disputes with the ICN as compared with over 86 percent satisfaction score last year. This was a negative deviation of just under nine percent and considered a significant deviation. The 2010 mean score was 4.07, which was a decrease from the 2009 score of 4.23 out of 5. Over ten percent indicated dissatisfaction with the timeliness of resolution of billing disputes with the ICN.

Payment methods: Over 77 percent of those responding to this question were either satisfied or very satisfied with the payment methods available from the ICN as compared with an 88 percent satisfaction score last year. This was a negative deviation of over 10 percent and considered a significant deviation. The 2010 mean score was 4.35 which was a decrease from the 2009 score of 4.48 out of 5. Just over three percent indicated dissatisfaction with the completeness of the bills received from the ICN.

Professionalism of staff: Almost 82 percent of those responding to this question were either satisfied or very satisfied with the professionalism of ICN billing staff as compared with a 93 percent satisfaction score last year. This was a negative deviation almost 9 percent and considered a significant deviation. The 2009 mean score was 4.39 which was a decrease from the 2009 score of 4.60 out of 5. Just over two percent indicated dissatisfaction with the professionalism of the ICN staff.

Helpfulness of staff: Almost 79 percent of those responding to this question were either satisfied or very satisfied with the helpfulness of ICN billing staff as compared with a 90 percent satisfaction score last year. This was a negative deviation of over 11 percent and considered a significant deviation. The 2010 mean score was 4.52 which was a decrease from the 2009 score of 4.32 out of 5. Just over nine percent indicated dissatisfaction with helpfulness of ICN staff.

User-friendliness of process: Over 70 percent of those responding to this question were either satisfied or very satisfied with the use-friendliness of the ICN billing process as compared with an 81 percent satisfaction score last year. This was a negative deviation of over ten percent and considered a significant deviation. The 2010 mean score was 4.12 which was a decrease from the 2009 score of 4.25 out of 5. Almost 10 percent indicated dissatisfaction with the user-friendliness of the ICN billing process.

Overall Billing Performance: Over 76 percent of those responding to this question were either satisfied or very satisfied with the overall performance of ICN Billing as compared with a 87 percent satisfaction score last year. This was a negative deviation of almost eleven percent and considered a significant deviation. The 2010 mean score was 4.18, which was a decrease from the 2009 score of 4.32 out of 5. Almost 11 percent indicated dissatisfaction with the overall performance of ICN billing.

ICN Service Desk/Network Operations Center (NOC)

1 Have you contacted the ICN Service Desk/Network Operations Center (NOC) in the past year?		Response Percent	Response Count
	Yes	53.01%	97
	No	46.99%	86
Answered Question			183

Of the 183 respondents answering question 1, 97 said that they had contacted the ICN NOC.

2 How satisfied are you with the following ICN Service Desk/Network Operations Center (NOC) attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score
Promptness of answering inquiries	72.92%	70	19.79%	19	5.21%	5	2.08%	2	0.00%	0	96	4.64	92.71%
Knowledge of NOC service staff	73.40%	69	18.09%	17	6.38%	6	1.06%	1	1.06%	1	94	4.62	91.49%
Timeliness of information and updates	65.59%	61	24.73%	23	6.45%	6	2.15%	2	1.08%	1	93	4.52	90.32%
Correctness of service installation /restoration	63.44%	59	23.66%	22	8.60%	8	4.30%	4	0.00%	0	93	4.46	87.10%
Professionalism of NOC service staff	75.27%	70	18.28%	17	5.38%	5	1.08%	1	0.00%	0	93	4.68	93.55%
Courteousness of NOC service staff	76.60%	72	18.09%	17	4.26%	4	1.06%	1	0.00%	0	94	4.70	94.68%
Overall Service Desk/Network Operations Center (NOC) Performance	71.28%	67	20.21%	19	7.45%	7	1.06%	1	0.00%	0	94	4.62	91.49%

Promptness of answering inquiries: Over 92 percent of those responding were either satisfied or very satisfied with the promptness in which the NOC answered inquiries. This is a slight increase in comparison with the 2009 satisfaction score. The mean score for 2010 was 4.64 out of 5, which was an increase from the mean in 2009. Less than five percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.

Knowledge of service representatives: Over 91 percent of those responding were either satisfied or very satisfied with the knowledge of the NOC service representatives, which is consistent with the 2009 satisfaction score. The mean score for 2010 was 4.62 out of 5, which was a slight increase in comparison with the 2009 mean. Just over 2 percent indicated dissatisfaction with knowledge level of the NOC personnel.

Timeliness of information and updates: Over 90 percent of those responding were either satisfied or very satisfied with timeliness of information and updates received from the NOC, which is an increase of almost five percent and is significant when compared with the 2009 satisfaction score. The mean score for 2010 was 4.33 out of 5 which was higher than the mean in 2009 of 4.32. Over three percent indicated dissatisfaction with the timelines of information and updates received from the NOC.

Correctness of service installation: Over 87 percent of those responding were either satisfied or very satisfied with the correctness of service, which is consistent with the 2009 satisfaction score. The mean score for 2010 was 4.46 out of 5 which represents an increase with the 2009 mean score. Just over four percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.

Professionalism of service representatives: Over 93 percent of those responding were either satisfied or very satisfied with the promptness in which the NOC answered inquiries which is consistent with the 2009 satisfaction score. The mean score for 2010 was 4.68 out of 5 which is slightly higher than the 2009 mean score. Just over one percent indicated dissatisfaction with the professionalism of the NOC service representatives.

Courteousness of service representatives: Over 94 percent of those responding were either satisfied or very satisfied with the courteousness of NOC personnel which is slightly higher than the 2009 satisfaction score. The mean score for 2010 was 4.66 out of 5 which was consistent with the mean in 2009. Less than one percent indicated dissatisfaction with the courteousness of NOC personnel.

Overall Service Desk/Network Operations Center (NOC) Performance: Over 91 percent if those responding were either satisfied or very satisfied with the overall NOC performance which is consistent with the 2009 satisfaction score. The mean score for 2010 was 4.62 out of 5 which was slightly higher than the 4.48 2009 mean score. Just over one percent indicated dissatisfaction with the overall performance of the NOC.

3	Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?	2010 Response Percent	Response Count
	0	3%	3
	1 - 3	57%	54
	4 - 6	12%	11
	7 - 9	8%	8
	10+	20%	19
	<i>Answered Question</i>		95



Maintenance and Repair

1 Do you work with ICN maintenance and repair staff members?		Response Percent	Response Count
	Yes	40.66%	74
	No	59.34%	108
Answered Question			182

Of the 182 respondents answering question 1, 108 said that they had worked with ICN maintenance and repair staff members.

2	How satisfied are you with ICN maintenance and repair attributes ?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score
		%	Count	%	Count	%	Count	%	Count	%	Count			
	Responsiveness by field personnel	67.12%	49	23.29%	17	6.85%	5	1.37%	1	1.37%	1	73	4.48	90.41%
	Responsiveness to large emergencies	67.21%	41	21.31%	13	6.85%	5	1.64%	1	1.64%	1	61	4.44	88.52%
	Completeness of maintenance or repair work	73.61%	53	15.28%	11	6.85%	5	2.78%	2	1.39%	1	72	4.53	88.89%
	Quality assurance experience	66.67%	46	24.64%	17	5.48%	4	1.45%	1	1.45%	1	69	4.49	91.30%
	Professionalism of field staff	73.61%	53	19.44%	14	5.48%	4	0.00%	0	1.39%	1	72	4.58	93.06%
	Maintenance provisions of the Service Level Agreement (SLA) were met	63.49%	40	25.40%	16	8.22%	6	0.00%	0	1.59%	1	63	4.40	88.89%
	Agreed upon Service Level Agreement (SLA) timeline was met	66.13%	41	24.19%	15	6.85%	5	0.00%	0	1.61%	1	62	4.45	90.32%
	Overall Maintenance and Repair Performance	69.01%	49	22.54%	16	6.85%	5	0.00%	0	1.41%	1	71	4.51	91.55%

Responsiveness by field personnel: Over 90 percent of those responding to this question were either satisfied or very satisfied with the responsiveness by field personnel as compared with a 97 percent satisfaction score last year. This was a negative deviation of over six percent and considered a significant deviation. The 2010 mean score was 4.72 which was a decrease from the 2009 score of 4.72 out of 5. Over two percent indicated dissatisfaction with the responsiveness by field personnel.

Responsiveness to large emergencies: Over 88 percent of those responding to this question were either satisfied or very satisfied with the responsiveness to large emergencies as compared with a 94.5 percent satisfaction score last year. This is a negative deviation of almost six percent and considered a significant deviation. The 2010 mean score was 4.44 which was a decrease from the 2009 score of 4.59 out of 5. Over three percent indicated dissatisfaction with the responsiveness to large emergencies.

Completeness of maintenance or repair work: Just less than 89 percent of those responding to this question were either satisfied or very satisfied with the completeness of maintenance or repair work provided by the ICN which is consistent with last year's satisfaction. The 2010 mean score was 4.53, which was consistent with last year's mean score. Just over three percent indicated dissatisfaction with the maintenance or repair work provided by the ICN.

Quality assurance experience: Over 91 percent of those responding to this question were either satisfied or very satisfied with the quality assurance experience which is consistent with last year's score. The 2010 mean score was 4.49 which was slightly less than the 2009 score of 4.56 out of 5. Fewer than four percent indicated dissatisfaction with the quality assurance experience.

Professionalism of field staff: Over 93 percent of those responding to this question were either satisfied or very satisfied with the professionalism of field personnel as compared to over 96 percent satisfaction score last year which is consistent with last year's score. The 2010 mean score was 4.58, which is consistent with the 2009 mean score.

Maintenance provisions of the Service Level Agreement (SLA) were met: Almost 90 percent of those responding to this question were either satisfied or very satisfied that maintenance provisions of the SLA were met which is consistent with last year's score. The 2010 mean score was 4.40, which was a decrease from the 2009 score of 4.52 out of 5. Less than two percent indicated dissatisfaction with meeting the maintenance provisions in the SLAs.

Agreed upon service level agreement (SLA) timeline was met: Over 90 percent of those responding to this question were either satisfied or very satisfied with the professionalism of field personnel which is consistent with last year's score. The 2009 mean score was 4.52, which was an increase from the 2009 score of 4.45 out of 5. Less than two percent indicated dissatisfaction with the ICN meeting the agreed upon SLA timeline.

Overall Maintenance and Repair Performance: Over 91 percent of those responding to this question were either satisfied or very satisfied with the ICNs overall maintenance and repair performance as compared with a 94.74 percent satisfaction score last year. This was a negative deviation of over three percent and considered a significant deviation. The 2010 mean score was 4.51, which was a decrease from the 2009 score of 4.56 out of 5. Less than two percent indicated dissatisfaction with the ICN's overall maintenance and repair performance.

3	Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?	2010 Response Percent	Response Count
	0	46%	14
	1 - 3	39%	40
	4 - 6	8%	7
	7 - 9	2%	1
	10+	5%	11
	<i>Answered Question</i>	359	73

Because respondents were able to answer questions relating to the function areas appropriate to their ICN experience, the number of respondents with 0 visits dropped over 30 percent. This increases the validity of the experience the respondent has with the ICN maintenance and repair staff.

Video Scheduling

1 Do you work with ICN video scheduling staff members?		Response Percent	Response Count
	Yes	37.02%	67
	No	62.98%	114
Answered Question			181

Of the 181 respondents answering question 1, 67 said that they had worked with ICN video scheduling staff members.

2 How satisfied are you with the following ICN video scheduling attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count	2010 Mean Score (out of 5)	2010 Satisfaction Score
Quality of responses to your questions and concerns	80.30%	53	13.64%	9	6.06%	4	0.00%	0	0.00%	0	66	4.74	93.94%
Timeliness of ICN staff response to your needs	75.76%	50	19.70%	13	4.55%	3	0.00%	0	0.00%	0	66	4.71	95.45%
The knowledge level of the ICN's video scheduling staff	78.46%	51	15.38%	10	6.15%	4	0.00%	0	0.00%	0	65	4.72	93.85%
Video scheduling staff keeps you informed of changes	73.02%	46	17.46%	11	7.94%	5	0.00%	0	1.59%	1	63	4.60	90.48%
Level of ICN staff professionalism	79.69%	51	14.06%	9	6.25%	4	0.00%	0	0.00%	0	64	4.73	93.75%
Overall Video Scheduling Performance	79.37%	50	14.29%	9	4.76%	3	1.59%	1	0.00%	0	63	4.68	93.65%

Quality of responses to your questions and concerns: Almost 94 percent of those responding to this question were either satisfied or very satisfied with the quality of responses to their questions compared with 100 percent last year. This is a 6.05 percent negative significant deviation. The 2010 mean score was 4.74 compared with a mean score of 4.84 out of 5 last year. No respondents indicated dissatisfaction with the quality of ICN scheduling staff responses to questions and concerns.

Timeliness of ICN staff response to your needs: Over 95 percent of those responding to this question were either satisfied or very satisfied with the timeliness of ICN staff response to their needs this year compared with 100 percent last year. This is a 4.55 percent significant negative deviation. The 2010 mean score was 4.71 compared with a mean score of 4.84 in 2009. No respondents indicated dissatisfaction with the timeliness of ICN scheduling staff responses to their needs.

The knowledge level of the ICN's video scheduling: Over 93 percent of those responding to this question were either satisfied or very satisfied with the knowledge level of the ICN's video scheduling staff compared with the 2009 98 percent satisfaction score. The 2010 mean score was 4.72 compared with last year's score of 4.82 out of 5. No respondents indicated dissatisfaction with the knowledge level of ICN staff knowledge.

Video scheduling staff keeps you informed of changes: Over ninety percent of those responding to this question were either satisfied or very satisfied that video scheduling staff kept them informed of changes with a mean score of 4.60. This was a decrease of over nine percent and considered significant. The 2010 mean score also indicated a decrease from the 2009 mean score of 4.82 out of 5.

Level of ICN staff professionalism: Almost 94 percent of those responding to this question were either satisfied or very satisfied with the professionalism of video scheduling staff as compared with 100 percent satisfaction score last year. This was a negative deviation of 6.35 percent and considered a significant deviation. The 2010 mean score was 4.68, which was a decrease from the 2009 score of 4.85 out of 5. No respondents indicated dissatisfaction with the level of ICN staff professionalism.

Overall Video Scheduling Performance: Over 93 percent of those responding to this question were either satisfied or very satisfied with the overall video scheduling performance as compared with a 100 percent satisfaction score last year. This was a negative deviation of over six percent and considered a significant deviation. The 2010 mean score was 4.68 which was a decrease from the 2009 score of 4.84 out of 5. Less than two percent of the respondents indicated dissatisfaction with overall video scheduling performance.

3	Approximately how many contacts have you had with ICN Scheduling Staff in the past 6 months?	2010 Response Percent	Response Count
	0	5%	3
	1 - 3	38%	25
	4 - 6	18%	12
	7 - 9	9%	6
	10+	30%	20
	<i>Answered Question</i>		66

Services

1 What services have you received in the last six months and what is your level of satisfaction with those services?													
	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Mean Score	Response Count	Satisfaction Score
Voice - Long Distance/Toll Free	64.41%	38	23.73%	14	10.17%	6	0.00%	0	1.69%	1	4.49	59	88.14%
Voice - Calling Cards	23.08%	3	38.46%	5	23.08%	3	0.00%	0	15.38%	2	3.54	13	61.54%
Voice - Inmate Calling Services	40.00%	4	20.00%	2	20.00%	2	10.00%	1	10.00%	1	3.70	10	60.00%
Voice - Teleconferencing	53.66%	22	24.39%	10	14.63%	6	4.88%	2	2.44%	1	4.22	41	78.05%
Voice - Voice over Internet Protocol (VoIP)	36.36%	8	18.18%	4	18.18%	4	13.64%	3	13.64%	3	3.50	22	54.55%
Voice - Automatic Call Distribution (ACE) / Call Center	23.08%	3	38.46%	5	15.38%	2	15.38%	2	7.69%	1	3.54	13	61.54%
Voice - Interactive Voice Response (IVR)	25.00%	3	41.67%	5	8.33%	1	16.67%	2	8.33%	1	3.58	12	66.67%
Voice - Telephone Sets/Features/Voice Mail	30.77%	8	46.15%	12	7.69%	2	11.54%	3	3.85%	1	3.88	26	76.92%
Data - Private Line (leased, dedicated)	56.52%	13	30.43%	7	8.70%	2	0.00%	0	4.35%	1	4.35	23	86.96%
Data - Ethernet Transport (MAN, WAN)	57.50%	23	30.00%	12		2	0.00%	0	7.50%	3	4.30	40	87.50%
Data - ATM Circuits	41.18%	7	47.06%	8	11.76%	1	0.00%	0	5.88%	1	4.18	17	88.24%
Data- Wireless Local Loop Access	40.00%	4	30.00%	3		1	10.00%	1	10.00%	1	3.80	10	70.00%
Data - Internet	67.19%	43	20.31%	13		5	0.00%	0	4.69%	3	4.45	64	87.50%
Data - Router Management	62.50%	15	20.83%	5	12.50%	3	0.00%	0	4.17%	1	4.38	24	83.33%
Data - Domain Name Service (DNS)	57.69%	15	30.77%	8	7.69%	2	0.00%	0	3.85%	1	4.38	26	88.46%
Video - H.320 Video (Dialable Wideband)	54.55%	6	18.18%	2	9.09%	1	9.09%	1	9.09%	1	4.00	11	72.73%
Video - H.323 Video (IP)	50.00%	8	25.00%	4	12.50%	2	6.25%	1	6.25%	1	4.06	16	75.00%
Video Full-Motion Video (ICN DS3 classroom)	60.00%	33	23.64%	13	9.09%	5	3.64%	2	3.64%	2	4.33	55	83.64%
Video - PerfectMeetings Video PMV (IP desktop, cart or room)	45.00%	9	20.00%	4	15.00%	3	10.00%	2	10.00%	2	3.80	20	65.00%
Other - Technician labor, wiring services	58.82%	20	26.47%	9	8.82%	3	2.94%	1	2.94%	1	4.35	34	85.29%

Low Level of Customer Satisfaction or High Level of Dissatisfaction

Many of the lower scoring services had 30 or fewer respondents. Because of the small sample size, the validity of the scores may be skewed.

- Voice - ICN Calling Card – Satisfaction score of 61 percent. 13 respondents. Sample size could impact the validity of the score.
- Voice – Inmate Calling Services – Satisfaction score of 60 percent. 10 respondents. Sample size could impact the validity of the score.
- Voice Interactive Voice Response – Satisfaction score of 76 percent. 26 respondents. Sample size could impact the validity of the score.
- Voice – Telephone Sets/Features/Voice Mail - Satisfaction score of 77 percent. 26 respondents. Sample size could impact the validity of the score.
- Voice – Automatic Call Distribution (ACE)/Call Center – Satisfaction score of 62 percent. 12 respondents. Sample size could impact the validity of the score.
- Voice – Voice over Internet Protocol (VoIP) – Satisfaction score of 54 percent. Twenty seven percent of the respondents indicated that they were dissatisfied with the service. 22 respondents. Sample size could impact the validity of the score.
- Data – Wireless Local Loop Access – 70 percent satisfaction score. 20percent dissatisfaction score. 10 respondents. Sample size could impact the validity of the score.

- Video – H.320 Video (Dialable Wideband) – Just over 18 percent dissatisfaction score. Satisfaction score 72 percent. Sample size 11. Sample size could impact the validity of the score.
- Video - PerfectMeetings Managed Video – Satisfaction score of 65 percent. 20 respondents. Sample size could impact the validity of the score.

2010 Customer Survey

1. General Questions

*** 1. By what type of organization are you employed?**

- K-12 School (Including AEAs)
- Post Secondary Education
- State Agency
- State Judicial Branch Organization
- State Legislative Branch Organization
- Federal Agency
- Public Library
- Medical Organization
- Other

2. What is your position within the organization?

- Management
- Staff
- Consultant/Vendor Support

*** 3. Overall, how satisfied are you with the services you receive from ICN?**

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied
- Don't know

2010 Customer Survey

*** 4. How would you rate the value of the services you receive from ICN?**

- Excellent Value
- Good Value
- Average Value
- Fair Value
- Poor Value
- Don't Know

5. How likely would you be to recommend additional ICN services to decision makers within your organization or your peers?

- Very Likely
- Somewhat Likely
- Somewhat Unlikely
- Very Unlikely
- Don't Know / It depends

*** 6. How do you receive knowledge of the services that ICN provides?**

- My ICN account consultant
 RTC meetings
 ICN Newsletter
 ICN Website
 I do not receive information regarding ICN services

Other sources (please specify)

7. What is your level of awareness of the following ICN services?

	High	Some understanding	Minimum understanding	I didn't know that they offered this service
Data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*** 8. Do you work with ICN sales staff members?**

- Yes
- No

2. Sales Questions

2010 Customer Survey						
1. How satisfied are you with the following ICN sales attributes?						
	Very satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know/ NA
Quality of responses to your questions and concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of ICN sales staff response to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The knowledge level of ICN sales staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICN sales staff keeps you informed of changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability of ICN sales staff to anticipate your needs and proactively provide assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of ICN sales staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-through by ICN sales staff after product is installed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service provided met your objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ongoing consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Sales Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* 2. Approximately how many contacts have you had with ICN sales in the past 6 months?						
<input type="radio"/> 0 <input type="radio"/> 1-3 <input type="radio"/> 4-6 <input type="radio"/> 7-9 <input type="radio"/> 10+						
3. What comments, if any do you have regarding ICN Sales?						
<input type="text"/> <input type="text"/>						
3. Project Management Relationship						
* 1. Do you work with ICN project managers who have been identified to manage your order?						
<input type="radio"/> Yes <input type="radio"/> No						



2010 Customer Survey						
4. Project Management Questions						
1. How satisfied are you with the following ICN project management attributes?						
	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/NA
Updates on project status by project manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of project management staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of project manager to questions and concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project management handling of challenges or scope changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Project Management Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Approximately how many contacts have you had with ICN project management in the past 6 months?						
<input type="radio"/> 0 <input type="radio"/> 1-3 <input type="radio"/> 4-6 <input type="radio"/> 7-9 <input type="radio"/> 10+						
3. What comments, if any, do you have regarding ICN project management?						
<input type="text"/> <input type="text"/>						
5. Installation and Service Order Relationship						
* 1. Have you been involved when an ICN service has been ordered or installed?						
<input type="radio"/> Yes <input type="radio"/> No						
6. Installation and Service Order Questions						



2010 Customer Survey

1. How satisfied are you with ICN delivery of services attributes (including installation and service order experience)?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/NA
Timeliness of ICN delivery of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of ICN service staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services provided met your expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Follow-through by ICN service staff after the product is installed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Delivery of Services Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Approximately how many contacts have you had with ICN regarding delivery of services in the past 6 months?

- 0
- 1-3
- 4-6
- 7-9
- 10+

3. What comments, if any, do you have regarding ICN delivery of services?

7. Billing Relationship

* 1. Do you work with ICN billing staff members?

- Yes
- No

8. Billing Questions

2010 Customer Survey

1. How satisfied are you with the following ICN billing attributes?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/NA
Completeness of billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of resolution of billing disputes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of ICN billing staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of ICN billing staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use-friendliness of ICN billing process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Billing Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Regarding billing, what additional reports or information would be helpful to you?

3. Would a visit from the ICN billing staff to discuss billing issues, the account change utility, and accounting structure be of interest to you?

- Yes
- No

If yes, please provide your contact information.

4. What comments, if any, do you have regarding ICN billing?

9. NOC Relationship

* 1. Have you contacted the ICN Service Desk/Network Operations Center (NOC) in the past year?

- Yes
- No

10. NOC Questions

2010 Customer Survey

1. How satisfied are you with the following ICN Service Desk/Network Operations Center (NOC) attributes?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/NA
Promptness of answering inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of NOC service staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of information and updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Correctness of service installation/restoration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of NOC service staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteousness of NOC service staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Service Desk/Network Operations Center(NOC) performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?

- 0
- 1-3
- 4-6
- 7-9
- 10+

3. What comments, if any, do you have regarding ICN Service Desk/Network Operations Center (NOC)?

11. Maintenance and Repair Relationship

* 1. Do you work with ICN maintenance and repair staff members?

- Yes
- No

12. Maintenance and Repair Questions

2010 Customer Survey

1. How satisfied are you with the following ICN maintenance and repair attributes?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know/NA
Responsiveness by field personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to large emergencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completeness of maintenance or repair work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality assurance experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of field staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance provisions of the Service Level Agreement (SLA) were met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agreed upon Service Level Agreement (SLA) timeline was met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Maintenance and Repair Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Approximately how many contacts have you had with ICN maintenance and repair in the past 6 months?

- 0
- 1-3
- 4-6
- 7-9
- 10+

3. What comments, if any, do you have regarding ICN maintenance and repair?

13. Video Scheduling Relationship

* 1. Do you work with ICN video scheduling staff members?

- Yes
- No

14. ICN Video Scheduling Questions

2010 Customer Survey						
1. How satisfied are you with the following ICN video scheduling attributes?						
	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/NA
Quality of responses to your questions and concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of ICN staff response to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The knowledge level of the ICN video scheduling staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ICN video scheduling staff keeps you informed of changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of ICN video staff professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Video Scheduling Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Approximately how many contacts have you had with ICN video scheduling in the past 6 months?						
<input type="radio"/> 0 <input type="radio"/> 1-3 <input type="radio"/> 4-6 <input type="radio"/> 7-9 <input type="radio"/> 10+						
3. What comments, if any, do you have regarding ICN video scheduling?						
<input type="text"/> <input type="text"/>						
15. Final Questions						



2010 Customer Survey

1. What services have you received in the last six months and what is your level of satisfaction with those services?

	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't know/NA
Voice - Long Distance/Toll Free	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice - Calling Cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice - Inmate Calling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice - Teleconferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice - Voice over Internet Protocol (VoIP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice - Automatic Call Distribution(ACD)/Call Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice - Interactive Voice Response (IVR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice - Telephone Sets/Features/Voice Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data - Private Line (leased, dedicated)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data - Ethernet Transport (MAN,WAN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data - ATM circuits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data - Wireless Local Loop Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data - Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data - Router Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data - Domain Name Service (DNS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video - H.320 Video (Dialable Wideband)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video - H-323 Video (IP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video - Full-Motion Video (ICN DS3 classroom)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video - PerfectMeetings Video PMV (IP desktop, cart or room)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other - Technician labor, wiring services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. What new services would you like ICN to offer and why?

2010 Customer Survey

3. How would you prefer for us to provide most communications?

- Email
- Phone
- Mail
- Face-to-Face

Other (please specify)

4. What does ICN do well?

5. What should ICN improve upon?

6. How can ICN staff help your agency meet its objectives?

7. Optional: If there are concerns you would like to discuss with an ICN staff member, please provide your contact information in the space below, as well as a brief description of your issue or concern.