Thank you for participating in this confidential survey. The purpose of the survey is to provide WTCG with your feedback so that we can satisfy our academic requirements for a successful Senior Capstone Project.

Your responses will be used for group summary reports only. No individual responses will be reported and anything that you say is completely confidential.

Please answer the following questions about your experiences and thoughts with the customer service that you have received in the past.

This survey is being conducted by a group of INT students. If you have any questions, comments, or concerns with this survey, please contact them by email: sprodriguez@scatcat.fhsu.edu. Once again, thank you for participating in this confidential survey.

1. Gender
   - Male
   - Female

2. Age Group
   - 18-21
   - 22-25
   - 26-35
   - 35 and over

3. How long have you owned a cell phone?
   - Under 1 month
   - 1-6 months
   - 7 months to 1 year
   - 1-2 years
   - 3-4 years
   - 5 years or more

4. What is your main purpose of owning a cell phone? (Check all that apply)
   - Emergency Purposes
   - Work
   - School
   - Keep in touch with family/friends
   - Browsing the Web, Playing Games
   - Other: ____________________________

5. How often do you use your cell phone in a given week?
   - Less than 1 hour
   - 1-2 hours
   - 3-4 hours
   - 5 hours or more

6. How often have you called your cell phone service provider for tech support in the last 3 months?
   - 0 times
   - 1-2 times
   - 3-4 times
   - 5 or more times

7. When would you usually find yourself needing cell phone tech support?
   - Business Workweek
   - Weekend
   - Other ____________________________

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8. In your last contact for tech support, how did you contact a representative?
- [ ] In person
- [ ] By telephone
- [ ] Internet
- [ ] Other ________________________

9. About how long did you have to wait before speaking to a representative?
- [ ] Immediately
- [ ] Within 3 minutes
- [ ] 3-5 minutes
- [ ] 5-10 minutes
- [ ] over 10 minutes

10. Which of the following qualities are most important to you in a call center representative?
- [ ] Patient
- [ ] Enthusiastic
- [ ] Friendly
- [ ] Responsive
- [ ] Other ________________________

11. For an extra charge, would you consider a call center with no on-hold time?
- [ ] Yes
- [ ] No

- [ ] Poor ________________________
  ________________________
- [ ] Fair ________________________
  ________________________
- [ ] Good ________________________
  ________________________
- [ ] Excellent ________________________
  ________________________

13. In determining the best quality of service do you feel it is important for a call center to provide bilingual support?
- [ ] Yes
- [ ] No

14. Do you feel that having a staffed supervisor at all times will prove to be efficient in a call center environment?
- [ ] Yes
- [ ] No

15. What type of issues do you typically encounter that lead you to contacting a representative? (Check all that apply)
- [ ] Billing
- [ ] Technical Difficulties with phone
- [ ] Inquiries on minutes used and minutes left
- [ ] Support for new application usage
- [ ] Other ________________________