

Appendix D: Questionnaire



INTEKOM CUSTOMER SATISFACTION SURVEY

INSTRUCTION:

As we value your opinion, it is very important for you to carefully consider each question and answer it as honestly as possible.

Below you will find a set of statements regarding the quality of service at Internet Service Providers (ISPs) in general and Intekom in particular. We would like your impressions about INTEKOM's service performance relative to your expectations. Please think carefully about the following two levels of service evaluation:

- Your DESIRED SERVICE LEVEL - the level of service performance you desire from an Internet Service Provider; (See first row)
- Your PERCEIVED LEVEL OF SERVICE PERFORMANCE - your perception of INTEKOM's service performance over the last few months. (See second row)

DESIRED SERVICE LEVEL:

Based on your experiences as an Internet user, please think

DESIRED SERVICE LEVEL:

Based on your experiences as an Internet user, please think about the Internet Supplier that would deliver the kind of service you desire.

If you feel a feature require a high level of service performance, click the number 10 in the first column.

If you feel that you require no level of service at all click on the 1 in the first row.

If your feelings are less strong, click on one of the buttons in the middle. Remember that there are no right or wrong answers - we are interested in what YOUR desired level of service performance is for an Internet Supplier delivering excellent quality of service.

PERCEPTIONS OF INTEKOM

The second aspect of each statement (second row) relates to your perception of INTEKOM. For each statement, please describe how you perceive Intekom's current level of service performance regarding the feature in each statement. Once again, clicking on the 0 means that you perceive Intekom's service at a non-existent level, and by clicking a 10 means that you view Intekom's service performance at an exceptionally high level



Personal Details

Title and initials:

Last name:

Postal Address:

Telephone Number & Code During Office Hours:



Personal Details

Please complete **all** the fields, as the information is necessary for us to compile the statistics:-

Please enter your e-mail address:

Which of the following POP's/Towns are Closest to your Internet connection:

Postal Code if you have it

Gender

Male Female

Age Group : Under 19 20 - 30 31 - 40 41 - 50 51+

Progress

0 = Low

10 = High

 1. **The speed of your Internet connection**

0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

 1. **The reliability of the connection**
 (e.g. not dropping the line)

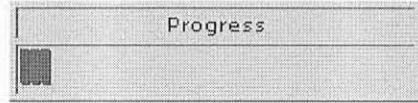
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived



Progress

	0 = Low										10 = High		
3. The availability of a connection (e.g. line availability)	0	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Technologically advanced Infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

Submit..

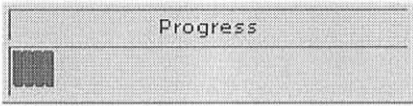


0 = Low 10 = High

5. Customer friendliness of the Internet Service Provider	0	1	2	3	4	5	6	7	8	9	10	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

6. Visually pleasing materials associated with the products and services (e.g. promotional material, manuals and brochures, aesthetically pleasing marketing material)	0	1	2	3	4	5	6	7	8	9	10	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

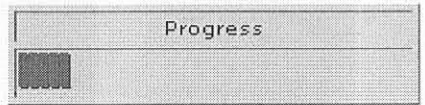
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0 = Low 10 = High

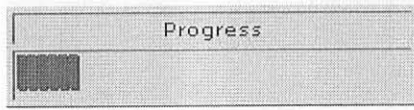
<p>7. When promising to do something, the ISP does so (e.g. returning calls, arrival at training sessions, delivery of material, appointments, activation of services)</p>	0	1	2	3	4	5	6	7	8	9	10		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived
<p>8. When customers have a problem, the ISP shows a sincere interest in solving it (e.g. complaints, technical problems)</p>	0	1	2	3	4	5	6	7	8	9	10		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived	

Submit..



	0 = Low											10 = High	
9. Carrying out all services correctly the first time (configuration, support services, enhancements)	0	1	2	3	4	5	6	7	8	9	10	Desired	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived	
10. Providing the service at the promised time (e.g. follow-up of enquiry's, fax back of application responses and account activation information fax)	0	1	2	3	4	5	6	7	8	9	10	Desired	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>		
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived	

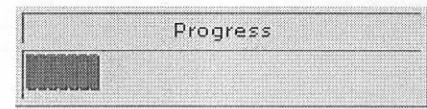
Submit...



0 = Low 10 = High

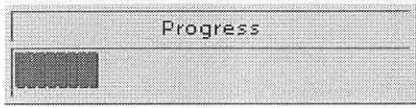
11. Providing error free documentation (e.g. keeping records, Internet explorer setup instructions)	0	1	2	3	4	5	6	7	8	9	10	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived
12. Keeping customers informed about when services will be performed (e.g. delivery, invoicing, follow-up, maintenance and enhancements)	0	1	2	3	4	5	6	7	8	9	10	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

Submit..



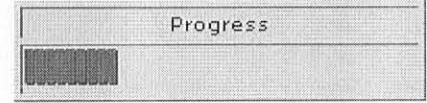
	0 = Low										10 = High	
	0	1	2	3	4	5	6	7	8	9	10	
13. Prompt service to customers (e.g. setting up appointments, returning calls, resolving problems)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived
14. Willingness to help customers (e.g. to answer questions, technical assistance, providing information)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

Submit...



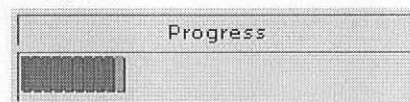
		0 = Low					10 = High							
		0	1	2	3	4	5	6	7	8	9	10		
15.	Readiness to respond to customer's requests (e.g. response to complaints, help & assistance.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived	
16.	The attitude and behavior of employees that instills confidence in customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired	
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived	

Submit..



	0 = Low										10 = High		
17. Customers that feel secure in their involvement (e.g. can trust them)	0	1	2	3	4	5	6	7	8	9	10	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
18. Ensuring that problems are resolved above expectation (doing it "very right" the second time)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Desired	
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived	

Submit..



0 = Low

10 = High

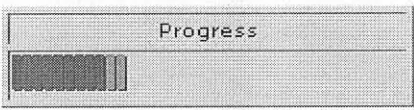
19. **Employees that are always courteous with customers**
(e.g. good telephone manners, handling customers with respect, showing consideration)

0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Perceived

20. **Being a credible Internet Service Provider**
(e.g. trustworthiness, integrity and honesty, name & reputation)

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

Submit..



0 = Low

10 = High

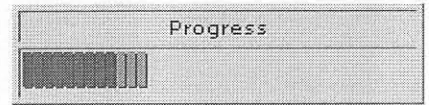
21. **Employees that have the knowledge to answer customer's questions**
(e.g. knowledge and skill of personnel, providing general information on day-to-day issues)

0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

22. **Always being approachable**
(e.g. easy access to management, prompt telephone access, ease of contact)

0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

Submit..



0 = Low 10 = High

23. **Treating customers with empathy** (e.g. treat customers with dignity, demonstrating understanding with complaints, guarding against confrontation)

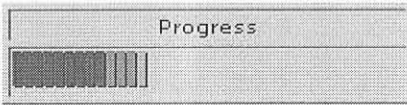
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

24. **Keeping customers informed and listening to them** (e.g. supplying information on technological advancements, attentive to changing customer needs)

0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

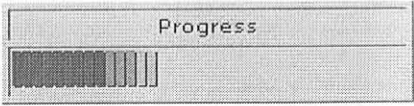
Submit..

Address <http://question.intekom.co.za/cgi-bin/Question/intpg14.pl>



		0 = Low					10 = High						
		0	1	2	3	4	5	6	7	8	9	10	
25.	Providing personal attention (e.g. acknowledgment of customer dislikes, support during problems)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Perceived
26.	Have customer's best interests at heart (e.g. building long-term relationships)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

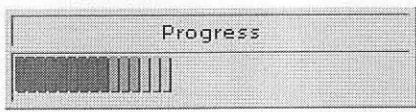
Submit..



0 = Low 10 = High

	0	1	2	3	4	5	6	7	8	9	10	
27. Understanding the specific needs of customers (e.g. assessment of customer requirements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Desired
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Perceived

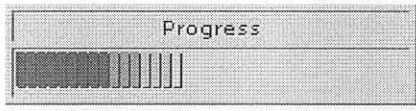
Submit..



Please indicate your overall satisfaction with each product or service that you have used.

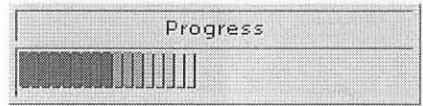
		No Satisfaction										Extremely	Don't		
		at all										Satisfied	Use		
		0	1	2	3	4	5	6	7	8	9	10		DU	
a)	Dial-up Connection (ppp - connect to the Internet through your modem via a standard telephone line)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
b)	E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
c)	5Mb free personal webspace (personal webpage created)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>		

Submit..



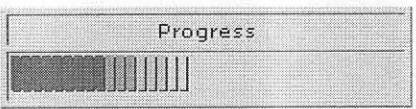
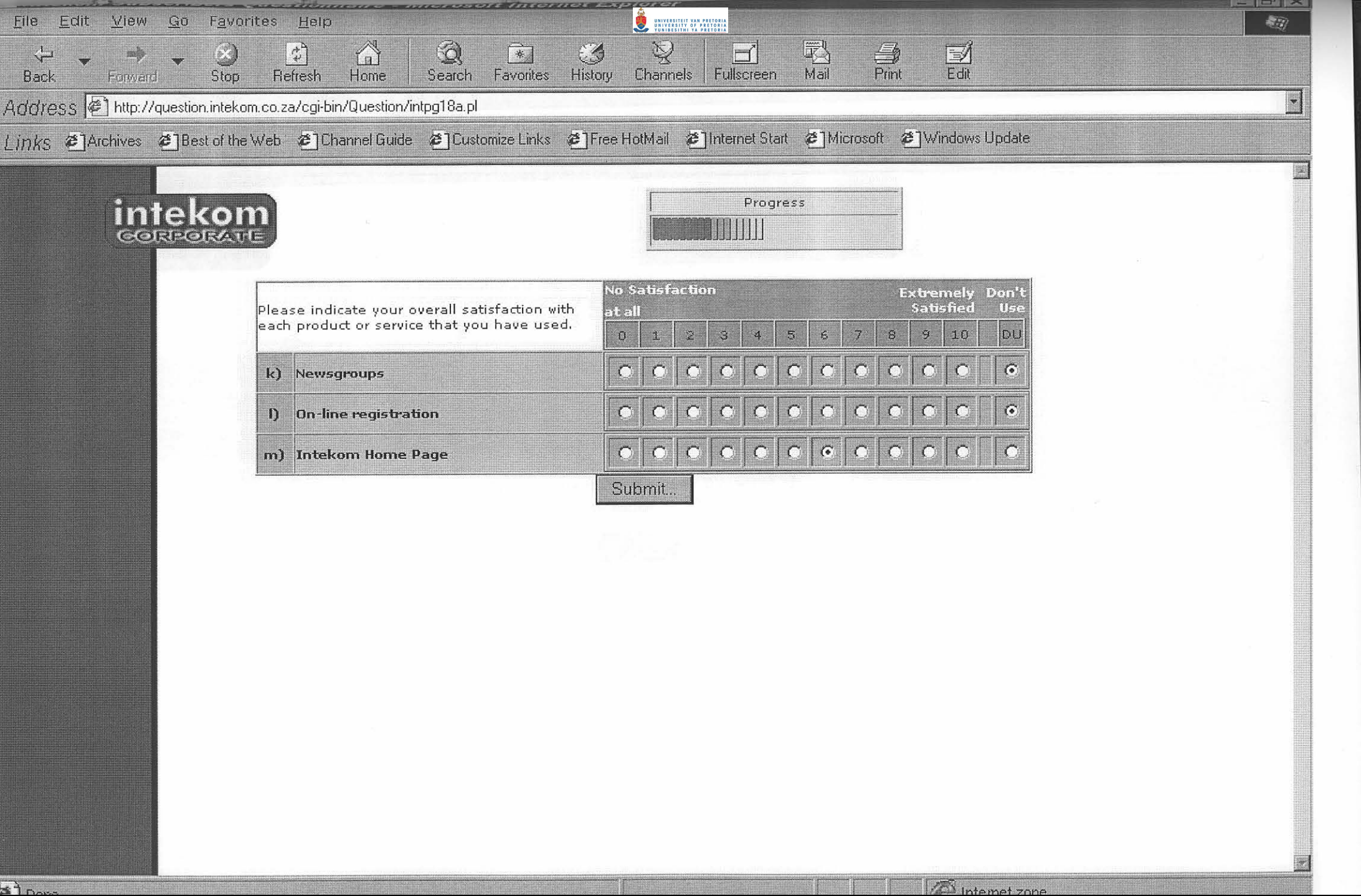
Please indicate your overall satisfaction with each product or service that you have used.		No Satisfaction										Extremely Don't	
		at all										Satisfied	Use
		0	1	2	3	4	5	6	7	8	9	10	DU
d)	Aliases on dial-up account (other names for your e-mail account)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
e)	Starter Kit for browser configuration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f)	24 Hour Tollfree customer service desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Submit...



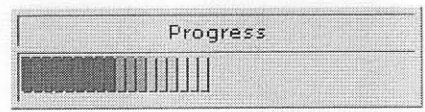
	No Satisfaction											Extremely Satisfied	Don't Use
	at all												
Please indicate your overall satisfaction with each product or service that you have used.	0	1	2	3	4	5	6	7	8	9	10		DU
g) Intekom Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Communicating on the Internet eg. sending e-mail and or using chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
i) Surfing the Internet eg. clicking on links, searching for information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j) Transacting on the Internet eg. buying goods/services through the Internet and/or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Submit..



	No Satisfaction										Extremely Satisfied	Don't Use
	at all											
	0	1	2	3	4	5	6	7	8	9	10	DU
k) Newsgroups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l) On-line registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m) Intekom Home Page	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Submit..



	How much of your time using the Internet is spent on:-	How important would you rate the following:-
Communicating e.g. using e-mail and/or chat programs	70%	70%
Surfing the World Wide Web e.g. clicking on links and/or using search engines to find information	20%	10%
Doing transactions on the Internet e.g. ordering goods and/or doing home banking	10%	20%

[please note that the sum of the answers]
[for these questions must total 100%]

Submit..

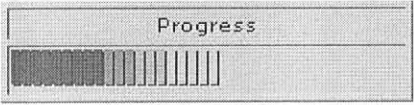


How much of your time using the Internet is spent on:-

(If one of the two options are not applicable to you please enter 0%)

.... my own use and not for business - users that operate a PC at their homes for purposes other than to generate revenue and/or run a home-based business.	<input type="text" value="30%"/>
.... business - users that operate their PC at home and/or business with the purpose to generate revenue, do business and/or run a home-based business	<input type="text" value="70%"/>

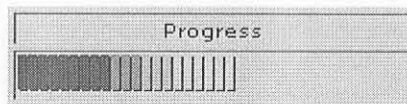
[please note that the sum of the answers]
[for these questions must total 100%]



In this section we are using a sliding scale where 0 (the left most button) means that you do not agree at all and a 10 (the right most button) means that you totally agree with the statement.

	I am very skilled in....	Do Not Agree At ALL										Totally Agree	
		0	1	2	3	4	5	6	7	8	9		10
a)	...communicating on Internet e.g. e-mail and/or chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b)	... surfing the World Wide Web e.g clicking on links and/or using search engines to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c)	... doing transactions on the Internet e.g ordering goods or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

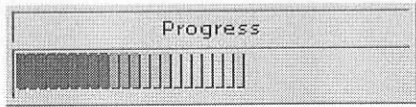
Submit..



In this section we are using a sliding scale where 0 (the left most button) means that you do not agree at all and a 10 (the right most button) means that you totally agree with the statement.

I consider myself knowledgeable about...	Do Not Agree At ALL										Totally Agree	
	0	1	2	3	4	5	6	7	8	9	10	
a) ... the available options in communicating on Internet e.g. e-mail and/or chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
b) ... the available options surfing the World Wide Web e.g. clicking on links and/or using search engines to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
c) ... the available options doing transactions on the Internet e.g. ordering goods or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

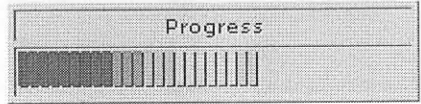
Submit...



In this section we are using a sliding scale where 0 (the left most button) means that you do not agree at all and a 10 (the right most button) means that you totally agree with the statement.

I know more than most people about...	Do Not Agree At ALL										Totally Agree
	0	1	2	3	4	5	6	7	8	9	10
a) ...communicating on the Internet e.g. e-mail and/or chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) ... surfing the World Wide Web e.g clicking on links and/or using search engines to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) ... doing transactions on the Internet e.g. ordering goods or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

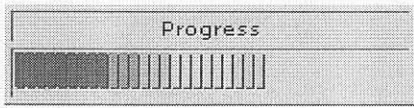
Submit...



In this section we are using a sliding scale where 0 (the left most button) means that you do not agree at all and a 10 (the right most button) means that you totally agree with the statement.

The following is a challenge to me...	Do Not Agree At ALL										Totally Agree
	0	1	2	3	4	5	6	7	8	9	10
a) ...communicating on Internet e.g. e-mail and/or chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) ... surfing the World Wide Web e.g clicking on links and/or using search engines to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) ... doing transactions on the Internet e.g. ordering goods or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

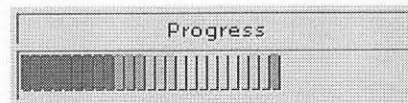
Submit..



In this section we are using a sliding scale where 0 (the left most button) means that you do not agree at all and a 10 (the right most button) means that you totally agree with the statement.

The following challenges me to perform to the best of my ability...	Do Not Agree At ALL										Totally Agree
	0	1	2	3	4	5	6	7	8	9	10
a) ...communicating on Internet e.g. e-mail and/or chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) ... surfing the World Wide Web e.g clicking on links and/or using search engines to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) ... doing transactions on the Internet e.g. ordering goods or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

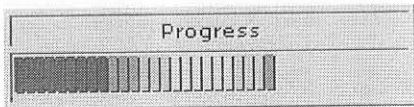
Submit...



In this section we are using a sliding scale where 0 (the left most button) means that you do not agree at all and a 10 (the right most button) means that you totally agree with the statement.

The following provides a good test of my Internet skills...	Do Not Agree At ALL										Totally Agree
	0	1	2	3	4	5	6	7	8	9	10
a) ... communicating on Internet e.g. e-mail and/or chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) ... surfing the World Wide Web e.g clicking on links and/or using search engines to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) ... doing transactions on the Internet e.g. ordering goods or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

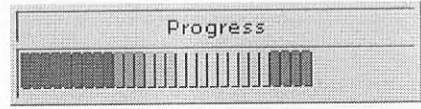
Submit...



In this section we are using a sliding scale where 0 (the left most button) means that you do not agree at all and a 10 (the right most button) means that you totally agree with the statement.

I find that the following stretches my capabilities to the limits...	Do Not Agree At ALL										Totally Agree
	0	1	2	3	4	5	6	7	8	9	
a) ... communicating on Internet e.g. e-mail and/or chat programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) ... surfing the World Wide Web e.g clicking on links and/or using search engines to find information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) ... doing transactions on the Internet e.g. ordering goods or doing home banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Submit..



Questions - (Please use the scale from 0 to 10)

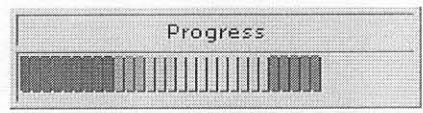
0	1	2	3	4	5	6	7	8	9	10
Very Poor					Excellent					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Not at all Likely					Extremely Likely					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

39) How would you rate the overall quality of your relationship with Intekom?

40) Taking all things into consideration, if you were in the situation to reconsider your relationship with Intekom, how likely would you be to continue your relationship with them?

41) Based on your experience with Intekom, how likely are you to continue using the services that you are currently using?

Submit...



Questions - (Please use the scale from 0 to 10)

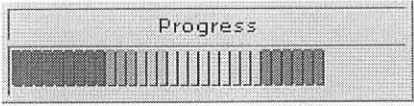
42) Based on your experience with Intekom, how likely would you be to use/buy additional services from Intekom in the future?

0	1	2	3	4	5	6	7	8	9	10
Not at all Likely					Extremely Likely					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

43) If things stayed the same as it is with Intekom and a friend, colleague or acquaintances asked you to recommend a company for Internet services, how likely would you recommend Intekom?

0	1	2	3	4	5	6	7	8	9	10
Not at all Likely					Extremely Likely					
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

Submit...

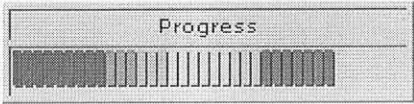


Please indicate your overall perception of INTEKOM compared to other ISPs, Content Providers and/or Internet Companies. Please give an indication of your image or perception of the competitors - even if you do not know them very well.

Indicate by clicking the appropriate option on the scale. If you can not rate any competitor at all, please mark the category "Don't Know (DK)"

	0	1	2	3	4	5	6	7	8	9	10	DK	
	Very Poor											Excellent	D K
a) Intekom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
b) Internet Solutions (TIS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
c) Icon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
d) UUNet Internet Africa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Submit...

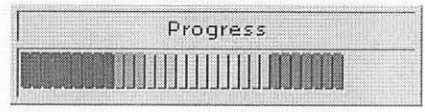


Please indicate your overall perception of INTEKOM compared to other ISPs, Content Providers and/or Internet Companies. Please give an indication of your image or perception of the competitors - even if you do not know them very well.

Indicate by clicking the appropriate option on the scale. If you can not rate any competitor at all, please mark the category (DK) "Don't Know"

	0	1	2	3	4	5	6	7	8	9	10	DK	
	Very Poor											Excellent	DK
e) Global Internet Access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
f) Mweb	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
g) Yebo-Vodacom Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
h) Net Active	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Submit..



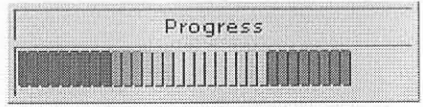
a. You log onto the Internet times on average

b. How long, on average, do you spend on the Internet per login? (minutes)

c. Which time of the day do you mostly use the Internet?

d. From where do you access the Internet?

submit..



a. What is the Primary reason why you acquired the Internet?

- As a communication tool eg. E-mail and/or chat programs
- As a tool used for the search and retrieval of information or/and for browsing purposes
- As a tool for commercial transactions eg. Doing Internet banking and/or buying goods or services over the Internet.

b. Have you used the Internet before you joined Intekom?

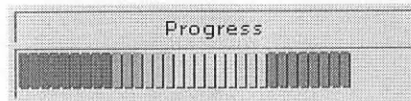
- Yes No

If yes, How long? (months)

c. How long have you been using or been involved with the services of Intekom?

(months)

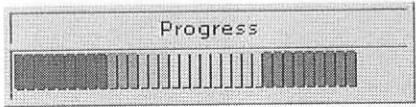
Submit..



Please tell us more about the hardware that you have

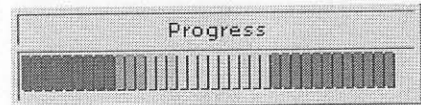
Modem	Speed (Baudrate) in Kbps	56k-Flex
	Modem Installation	Internal
	The make/brand of your modem	Other, Specify Below
	Other make/brand of modem:-	3 Com
CPU classification		Pentium II
RAM		64 Mb
CD Rom		Yes

Submit..



Please tell us about the software that you use:

48. a) E-mail software package:	<input type="text" value="Outlook Express"/>
Others - Specify	<input type="text"/>
48. b) Software used for surfing the Internet (Browsers)	<input type="text" value="Internet Explorer Ver 4 +"/>
Others - Specify	<input type="text"/>



49. How did you get connected to Intekom?

Used the Service Desk Support to configure telephonically (0800 111 720)

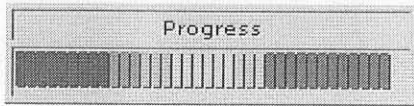
Other please specify :-

Submit..



Address <http://question.intekom.co.za/cgi-bin/Question/intpg37.pl>

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50. **Have you ever succesfully performed a commercial transaction through the Internet?**
 (eg ordered a CD, software, Internet banking, Medical Aid, Buying/Selling of Shares, etc)

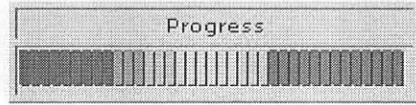
YES NO

If NO, which of the following reasons best describe your reason for not doing so?

Other, specify -

If yes, what transaction did you do/what did you buy?"

Submit..



Have you experienced any problems with Intekom's service in the past 6 months? Yes No

If YES, please specify

If you answered YES to the previous question, was the problem resolved to your satisfaction? Yes No

If NO, please specify

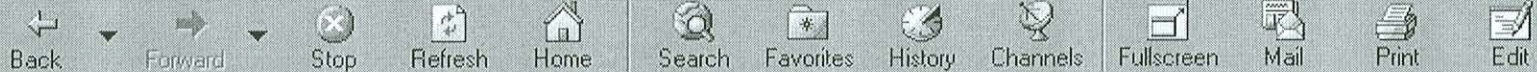
Submit..











THANK YOU FOR YOUR CO-OPERATION - WE APPRECIATE YOUR VALUED INPUT!

Thank You

It is clearly understood that this is not a competition and that there are no prizes. The give-aways are a token of our appreciation thanking our customers for joining us in our quest for excellence. Intekom holds no responsibility for any emails not received or incorrectly received from any participant and/or for any detail of any participant incorrectly received



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Internet. Thursdays.

welcome

Contact Us! 10 June 1999

Tip of the week

Need to get connected? What are the costs involved, what do you need to do to get connected and what do you get when you connect to Intekom? Click [here](#) and find out all you need to know!



Explore - Family

You can't imagine how many woman's special interest sites there are on the Net. Check out a few in [Women's World](#), while men and women will find the business sites in [Men's Web](#) useful. [CyberParent](#) focuses on overcoming divorce and there is plenty for teens in [Young Adults](#), and children in [Kids Place](#).



KIDS' World Intekom badges and rulers.

Entertainment

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