

**Attachment 2**

**Request for Service Quality Feedback**

*Dear Customer:*

*Thank you for using the services of the Alcatel-Lucent Global Product Compliance Laboratory/Engineering Technology Group (GPCL/ETG). We appreciate the opportunity to serve you and ask that you take a moment to assist us in the evaluation of that service by completing the survey below.*

*When you have completed the survey, please fold it in half, tape it closed, and place it in your outgoing company or U.S. mail box (if pre-addressed) or fax it to me at (908) 582-0485. If you would like to discuss our service, please call me at (908) 582-1899.*

*Thank you for your time and effort.*

*Richard P. Lorentzen*  
Quality Assurance Manager, GPCL/ETG

Equipment Serviced (Optional): \_\_\_\_\_

Please circle the Sector(s) and Service(s) that apply:	<u>Sector</u>	<u>Service</u>
	Product Safety	Testing
	EMC	Consultation
	Telecom/TNI	Training
	Thermal Dynamics	Other: _____

Please circle the appropriate level of your expectations and of GPCL/ETG's performance. *By answering every question, you help to improve our survey accuracy.*

	How important are these expectations to you?					How would you rate GPCL/ETG's performance?				
	Little.....				Very	Poor.....				Excellent
1. Accurate and dependable testing	1	2	3	4	5	1	2	3	4	5
2. Technical competence	1	2	3	4	5	1	2	3	4	5
3. Adequacy of facilities	1	2	3	4	5	1	2	3	4	5
4. Sensitivity to your needs	1	2	3	4	5	1	2	3	4	5
5. Timeliness	1	2	3	4	5	1	2	3	4	5
6. How would you rate GPCL/ETG's services versus what you paid for them?						1	2	3	4	5

Would you recommend us? YES  NO  MAYBE

Which of the following best describes your primary role in the decision to use the services of GPCL/ETG?

Senior decision maker  Key influencer

We encourage your comments: *(Use reverse side if needed)*

Your Name \_\_\_\_\_ GPCL/ETG Service Provider \_\_\_\_\_  
(Optional) (Optional)

Date: \_\_\_\_\_