



PRIORCLAVE NA

Customer 2015 Satisfaction
Survey Results



Who was included in the survey?

All North American customers,
all time (2011 to 2014).

What percentage responded?

24.68% completed the survey.

When was the survey conducted?

June 2015.

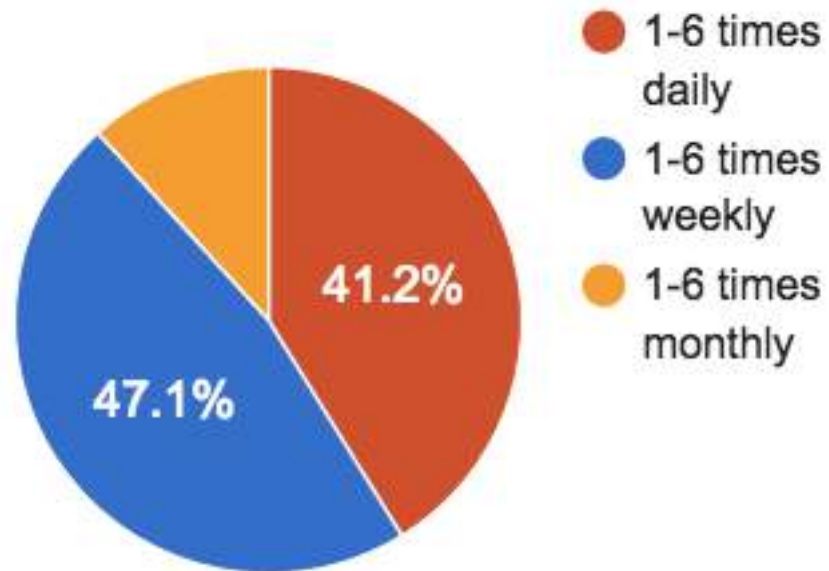
How many questions in the survey?

8 multiple choice; 2 fill in the blank.*

*Not published to maintain anonymity of respondents.

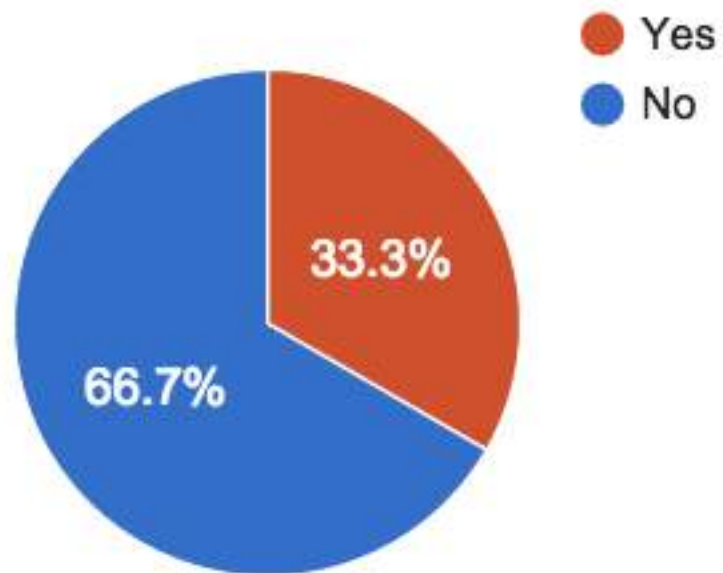


1. How often do you typically use your Priorclave?



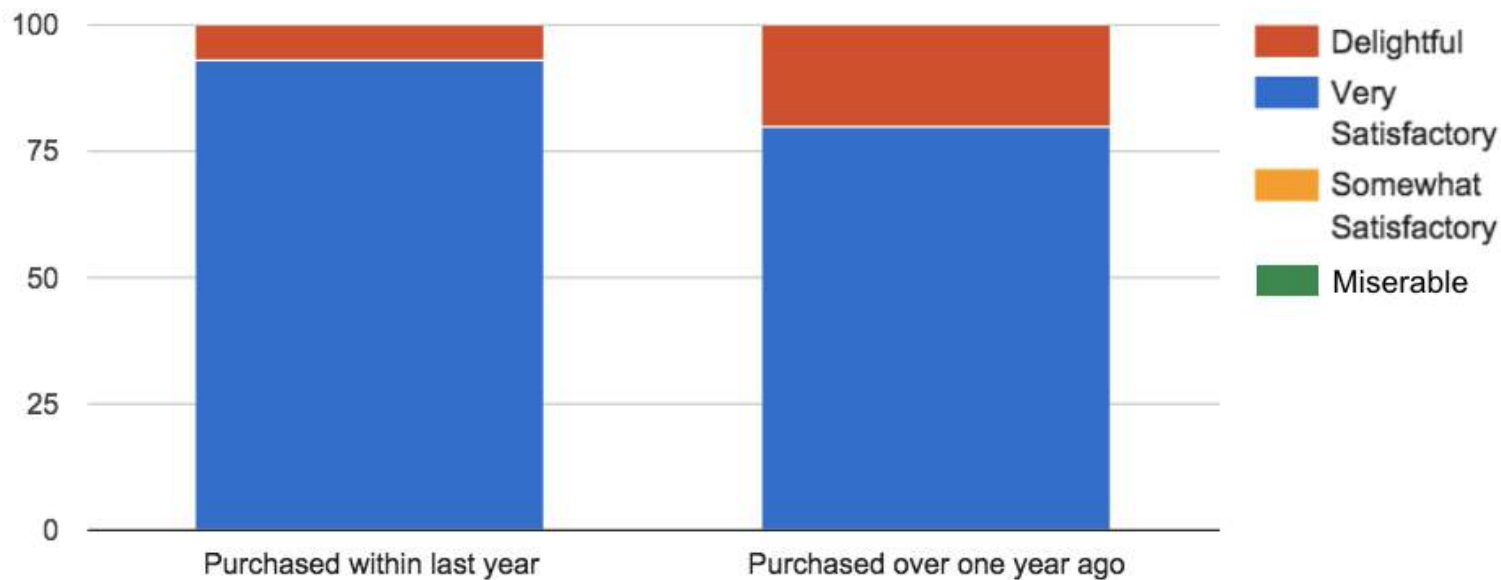


2. Did you purchase your Priorclave within the last year?



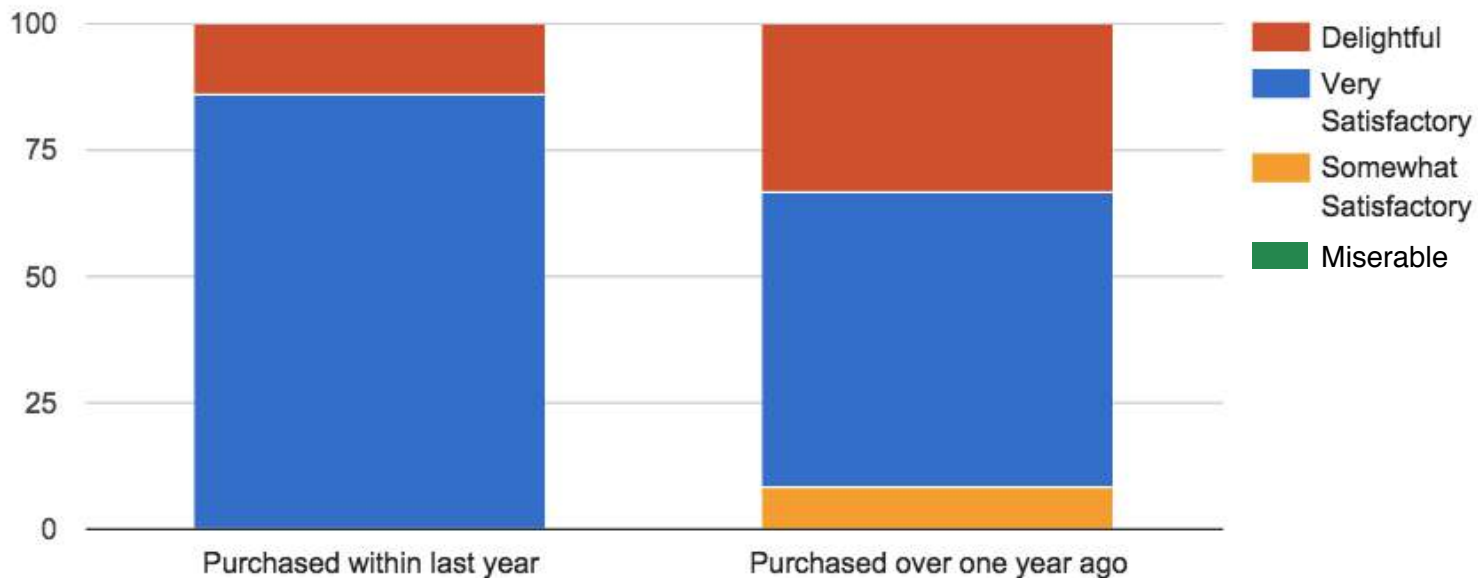


3. How would you rate the quality of your Priorclave?



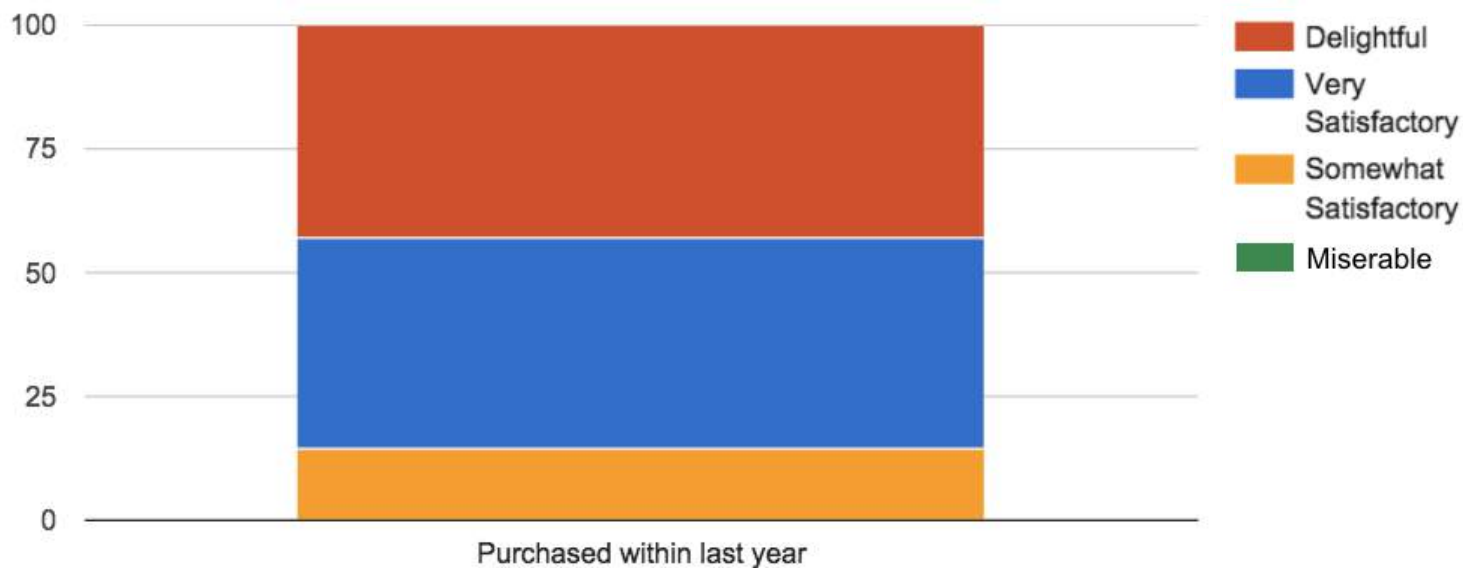


3a. How would you rate the value of your Priorclave?



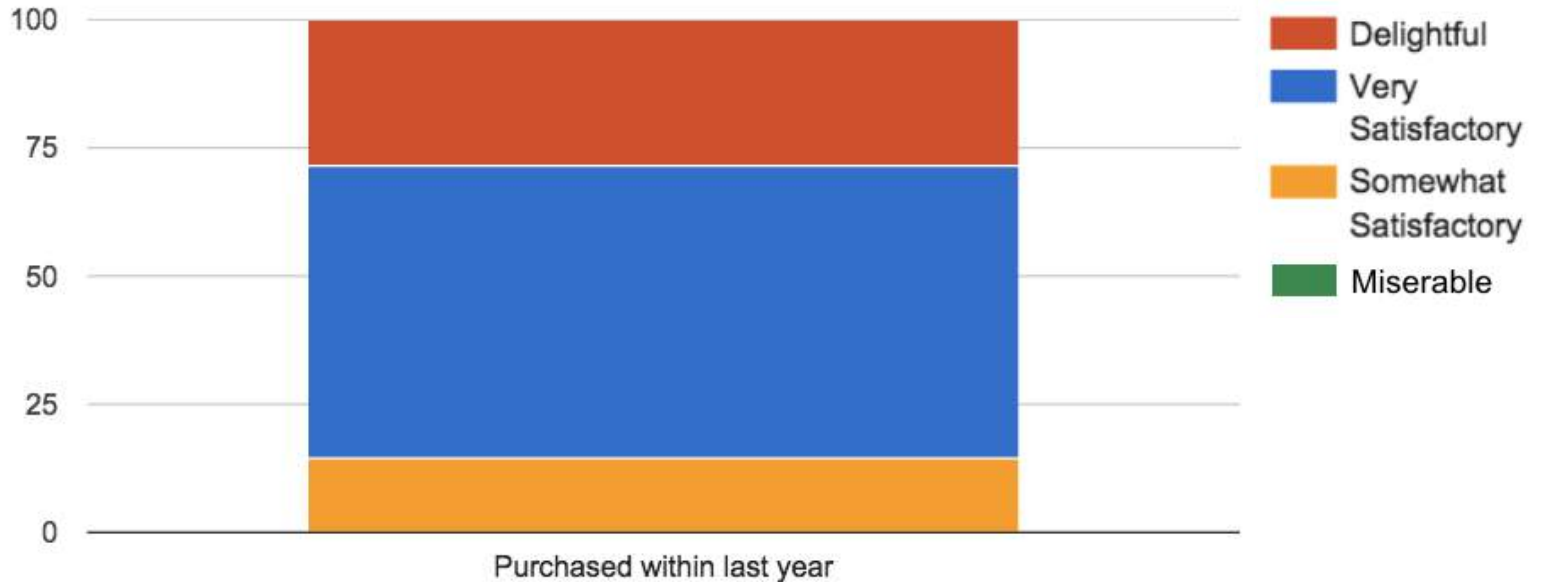


3b. How would you rate your Priorclave purchase experience?



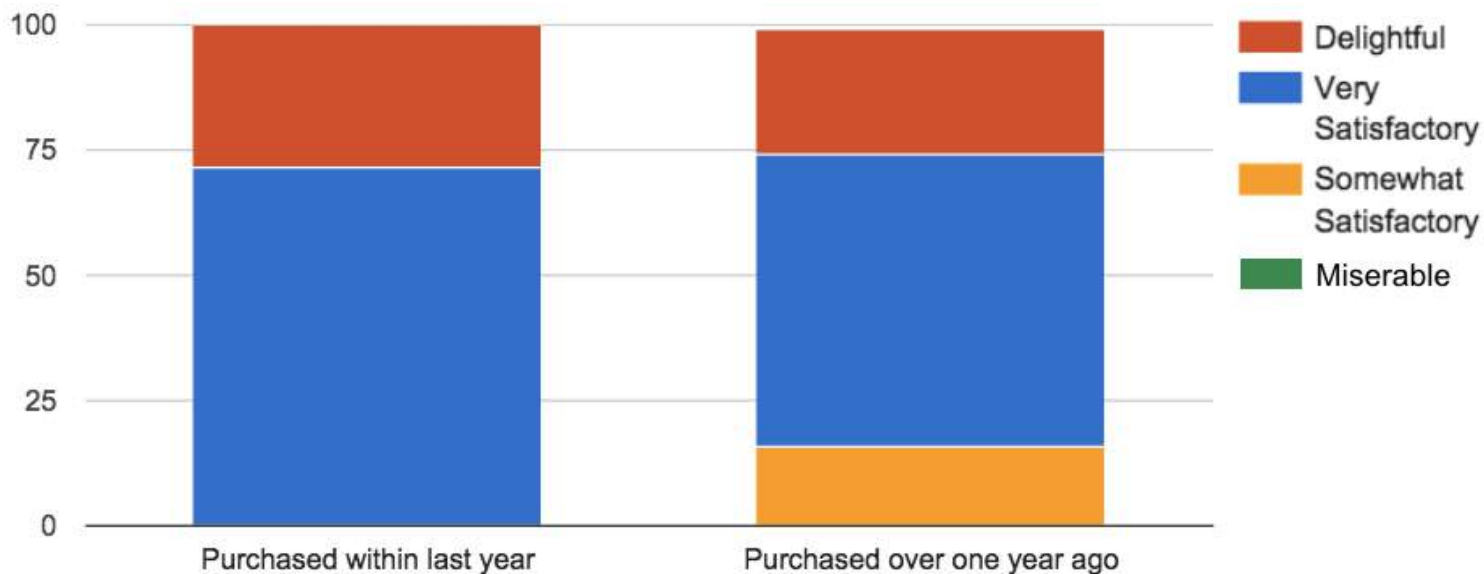


3c. How would you rate the installation/first use of your Priorclave?



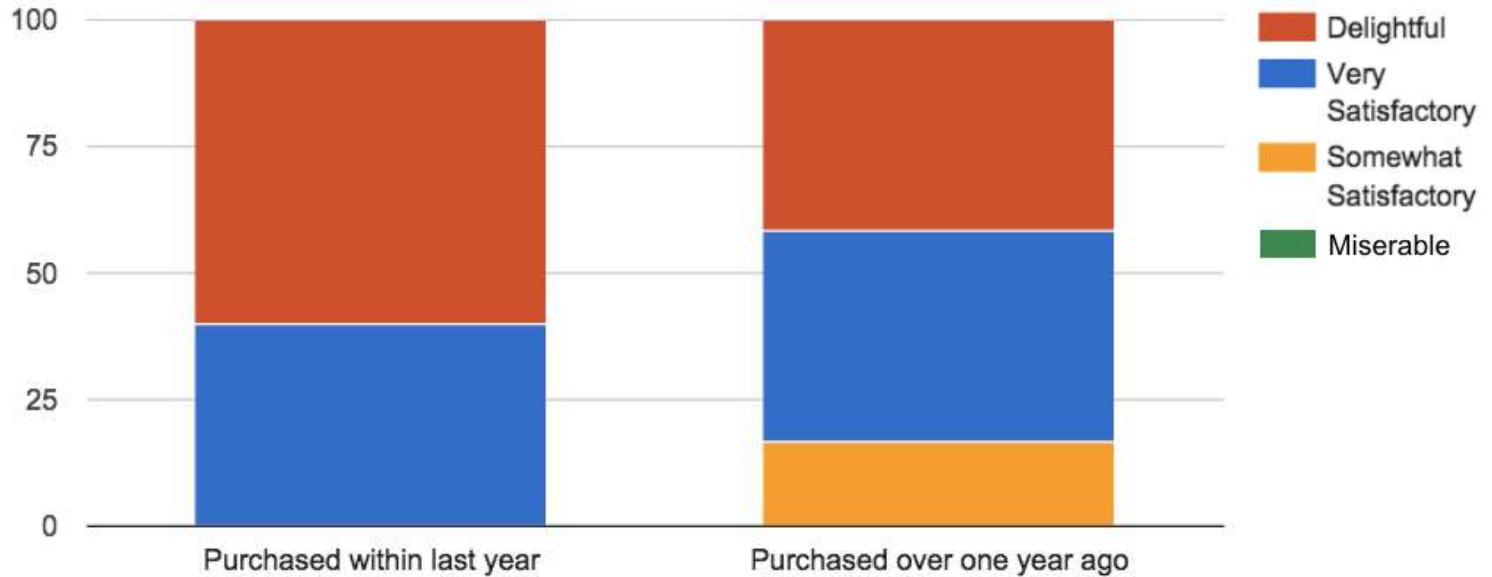


3d. How would you rate the user experience of your Priorclave?



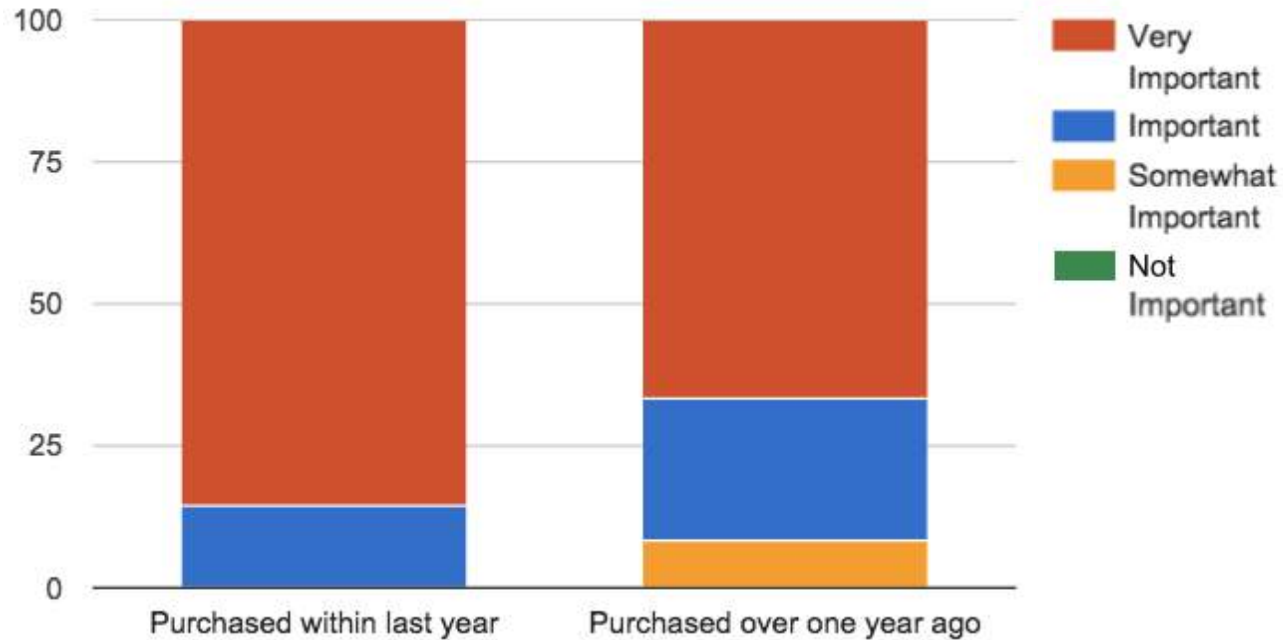


3e. How would you rate your after purchase service?



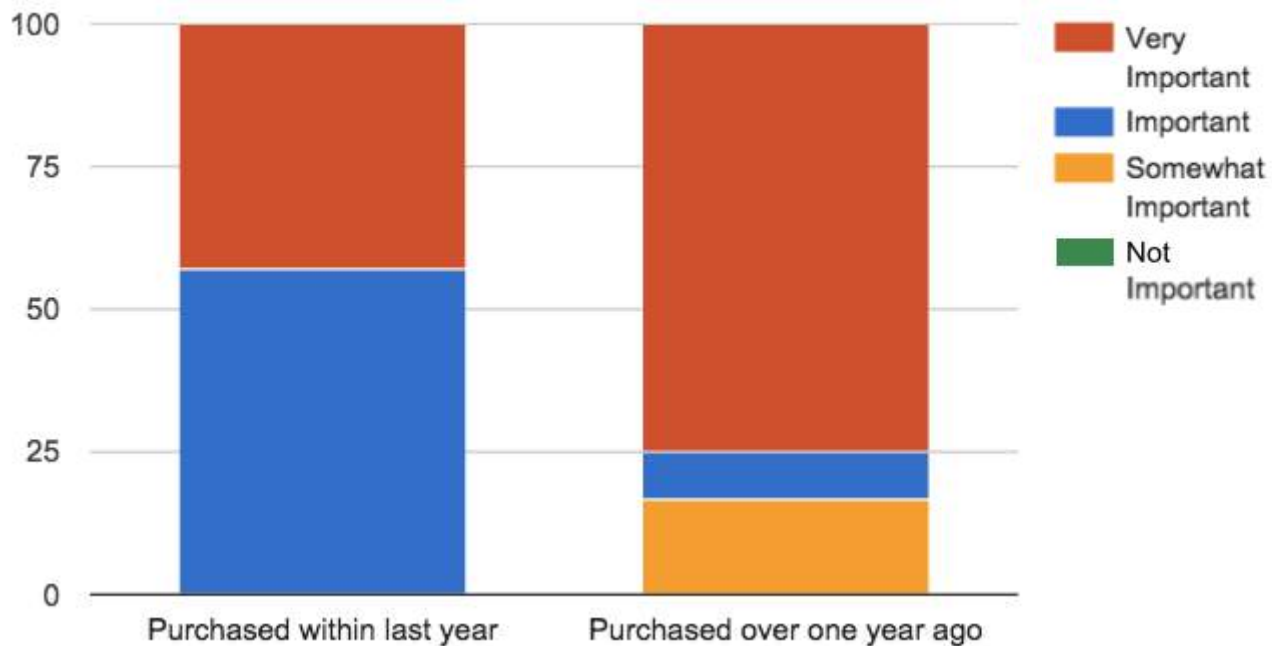


4. How important is the overall quality of your Priorclave?



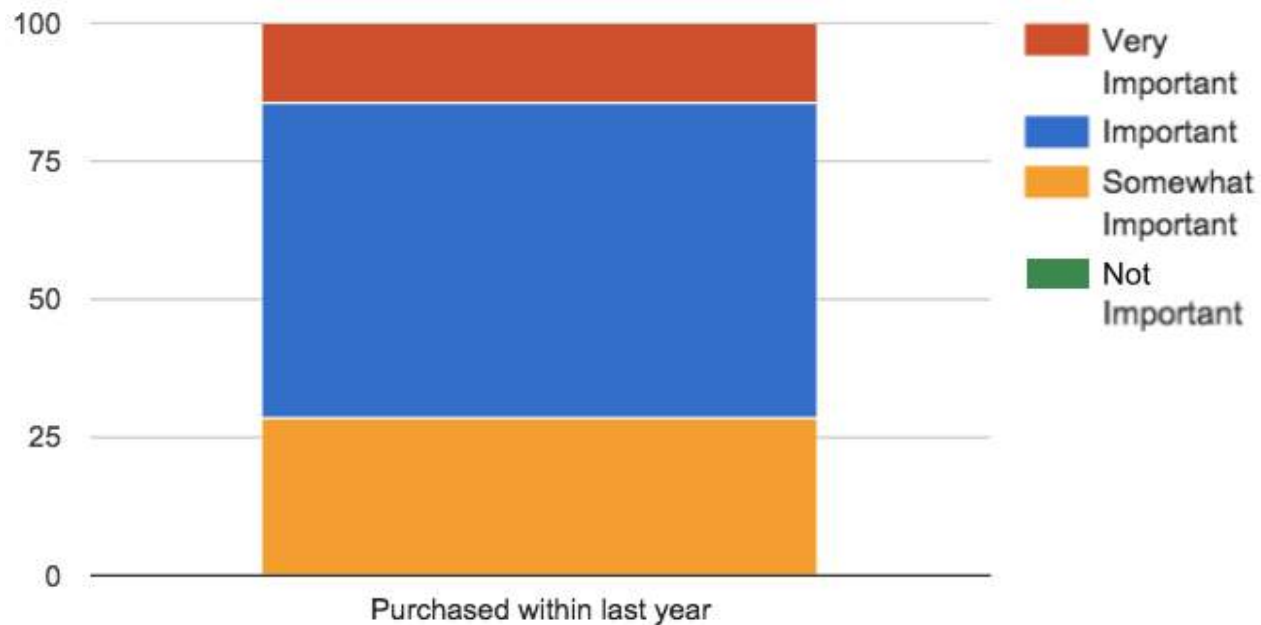


4a. How important is the value of your Priorclave?



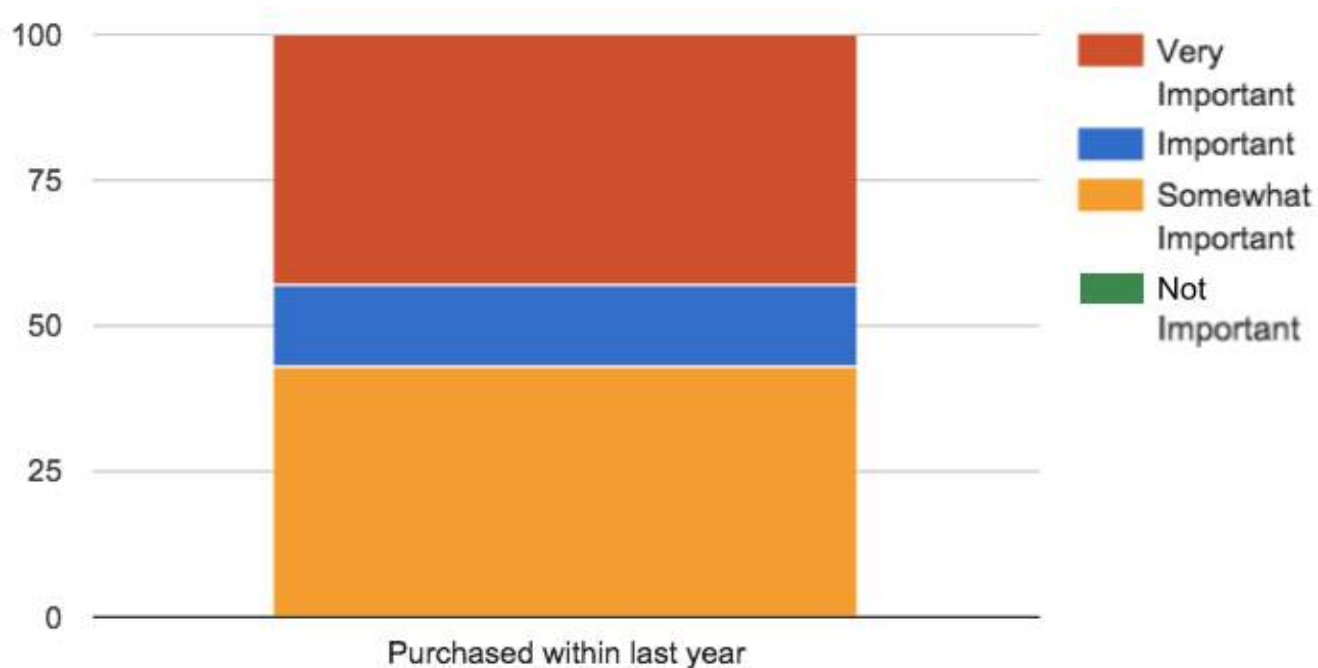


4b. How important was the purchase experience of your Priorclave?



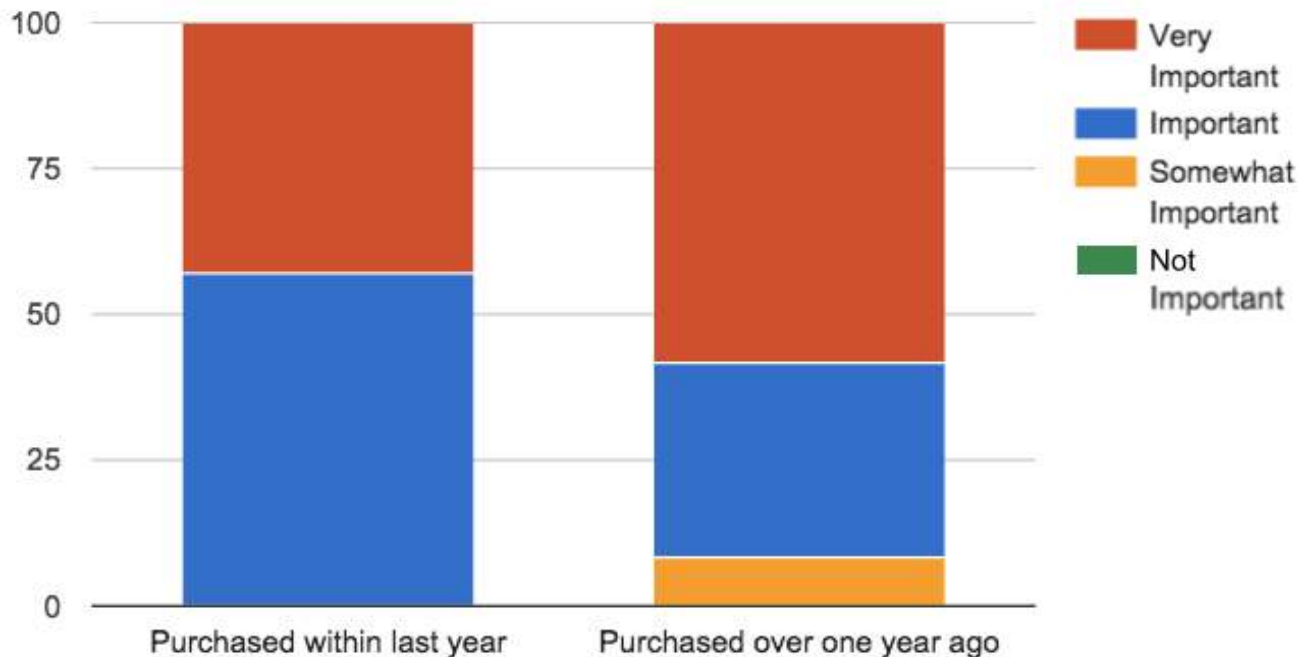


4c. How important was the installation/first use of your Priorclave?



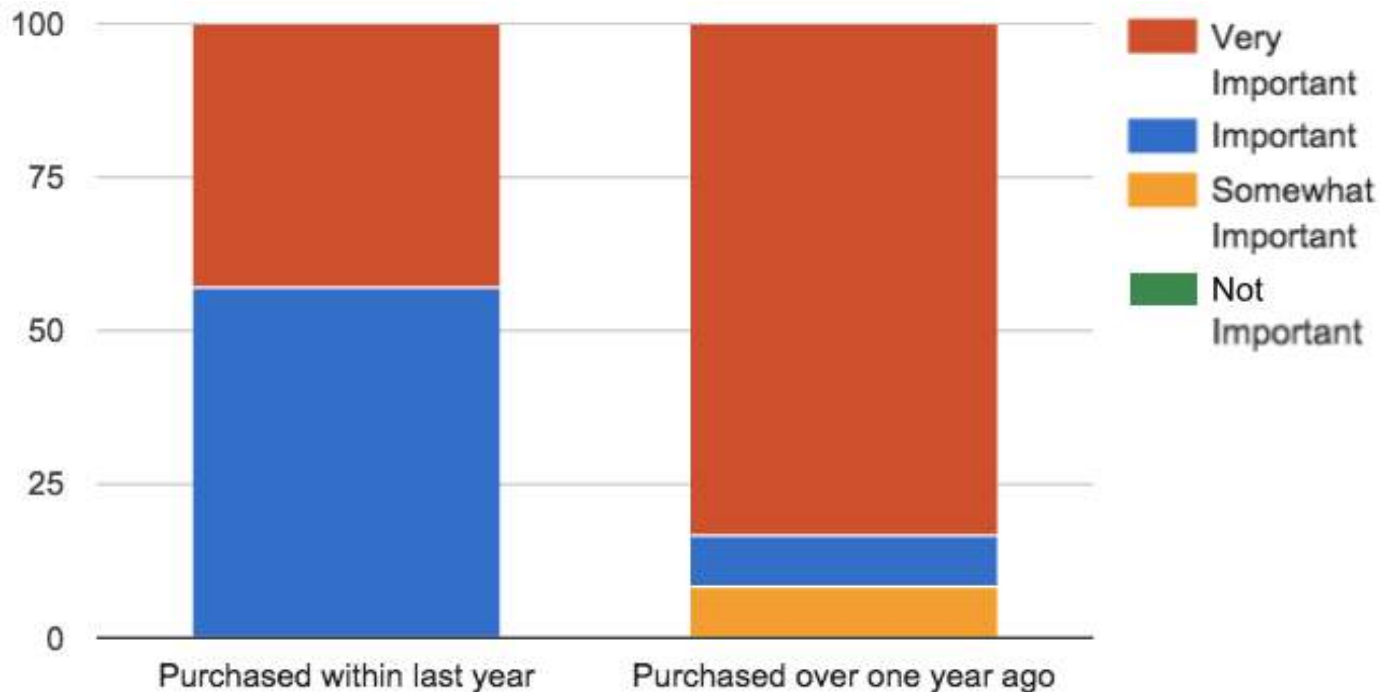


4d. How important is the user experience of your Priorclave?



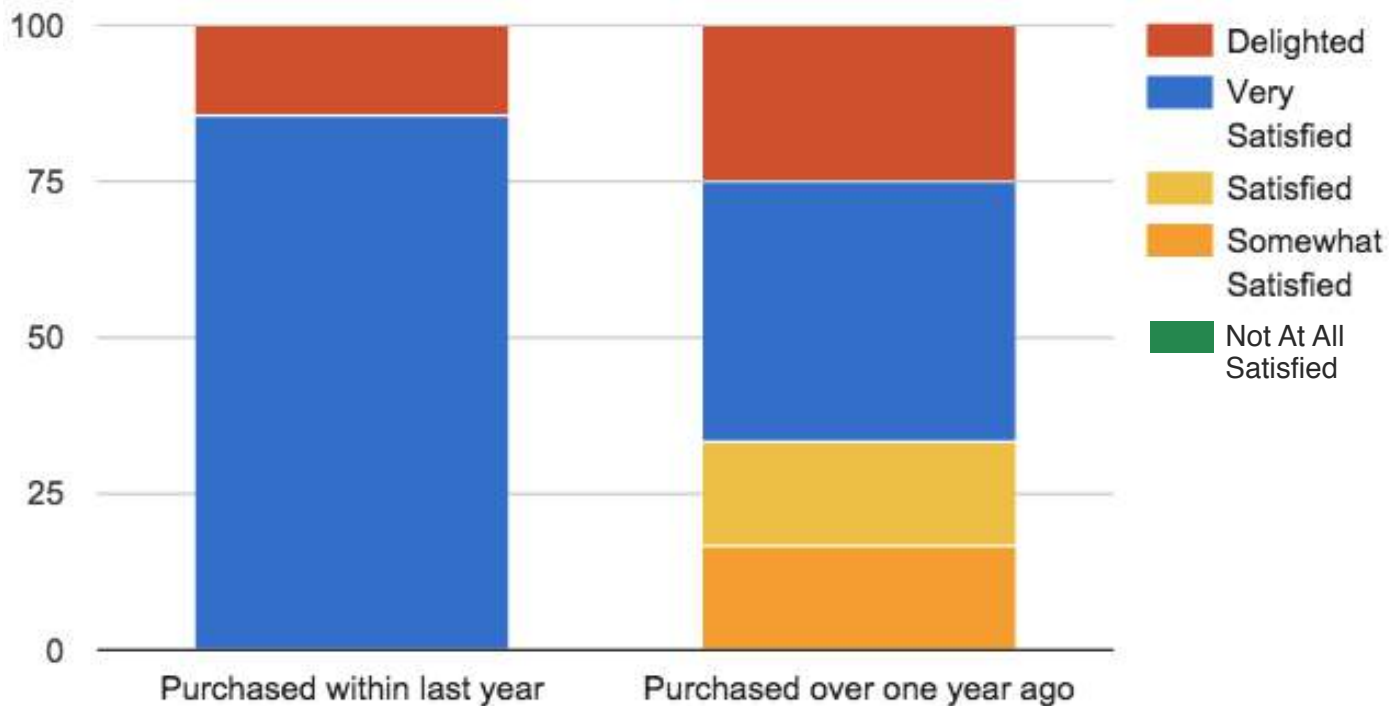


4e. How important is after purchase service for your Priorclave?



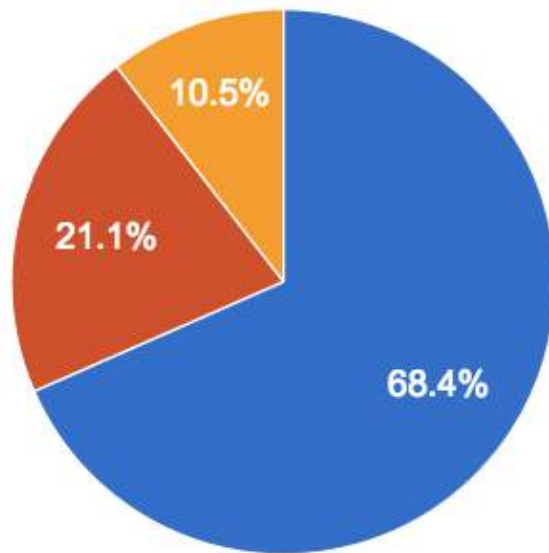


5. Overall, how satisfied are you with your Priorclave?





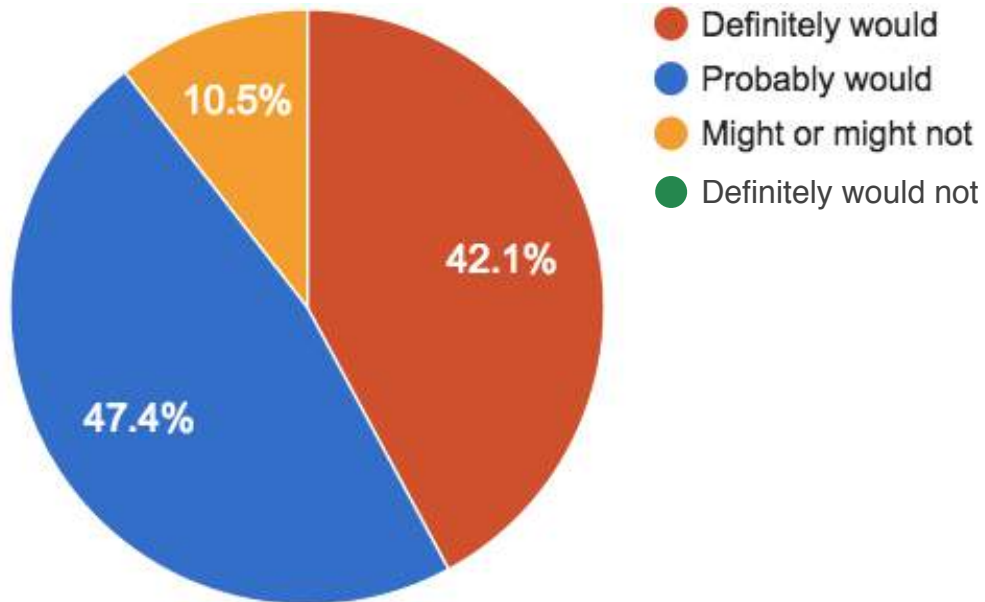
6. If you have contacted Priorclave for service or support, have all issues been resolved to your complete satisfaction?



- Yes, by a Priorclave representative.
- I've never had to contact Priorclave for support.
- Yes, by me or a third party representative.
- No, the issue has not been resolved.

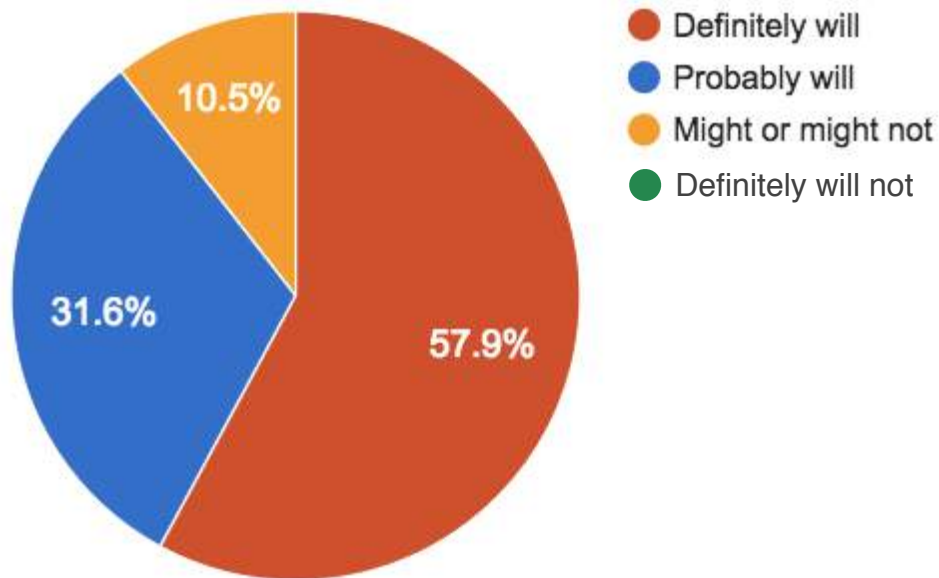


8. Based on your experience with us, how likely are you to buy Priorclave again?





9. Based on your experience with us, how likely are you to recommend Priorclave to a colleague?





**WITH THANKS TO
OUR CUSTOMERS.**