

Aviano Community Phone & Internet Service Customer Survey

After completing the survey, please drop the survey off at the Aviano Post Office in the mailbox labeled "LOCAL OUTGOING MAIL." Thank you for your inputs as we try to improve this service at Aviano AB.

1. Approximately how long did it take from the time you requested phone service in your home until your service was activated and usable?

- | | |
|-------------------------|-------------------|
| 1) NA – Never requested | 2) Less than 1 wk |
| 3) 1-2 wks | 4) 3-4 wks |
| 5) More than 5 wks | |

2. Approximately how long did it take it from the time you requested Internet service in your home until your service was activated and usable?

- | | |
|-------------------------|-------------------|
| 1) NA – Never requested | 2) Less than 1 wk |
| 3) 1-2 wks | 4) 3-4 wks |
| 5) More than 5 wks | |

3. From whom did you receive your primary information regarding personal phone service upon arriving at Aviano? (Circle all that apply)

- 1) Sponsor
- 2) Right Start
- 3) A&FRC
- 4) Co-Workers
- 5) Phone Store
- 6) Other

4. From whom did you receive your primary information regarding personal Internet service upon arriving at Aviano? (Circle all that apply)

- 1) Sponsor
- 2) Right Start
- 3) A&FRC
- 4) Co-Workers
- 5) Phone Store
- 6) Other: _____

5. Approximately how many times have you had problems with your phone/internet bill? (Example: Never received bill, line shut off, amount incorrect, problems when moving houses)

- 1) NA
- 2) 1
- 3) 2
- 4) 3
- 5) 4
- 6) 5 or more

6. Who do you go to for personal telecom help/support?

- 1) Sponsor
- 2) Airman & Family Readiness Center
- 3) Co-workers
- 4) Local national
- 5) Local service provider (to include Telecom Italia)
- 6) Other: _____

7. How do you typically pay your phone bills?

- a) Italian Post office
- b) Banco Popolare – Automatic payments
- c) Banco Popolare – In person payments
- d) GFCU – Automatic payments
- e) GFCU – In person payments
- f) Other: _____

8. Would you like to see another phone bill payment option offered on base?

- a) No, there are already sufficient means available
- b) Yes

9. Was Internet availability a factor in determining where you chose to live?

- a) No
- b) Yes

10. Do you currently live in a place with hi-speed internet available?

- a) No, my town is _____
- b) Yes, my town is _____

11. Do you have any suggestions on improving the community phone/internet service experience for Aviano members? If so, please fill in your comments below.

12. We need your help on improving this process. Would you be willing to participate in a short telephone interview? If yes, please provide your name, rank, and phone number where you can be reached during normal duty hours.

- 1) Yes. Please provide contact information: _____
- 2) No

Thank you for your participation. Please drop completed survey off at the Aviano Post Office in the mailbox labeled "LOCAL OUTGOING MAIL."