

Park Millennium Survey Results



Park Millennium Basic Profile

Total Units: 483

Internet Distribution Technology Used: ADSL2+

Main Line to Building: 100Mbps Synchronous Fiber Optic Line

Plan Speeds Available to Individual Residents: 3Mbps, 10Mbps, 20Mbps

Date of Service Launch: March, 2007

Support Format: Voicemail Support

Average Number of Support Calls per Week this year: 3

Basic Survey Information

When given: When somebody moves out of the building

Where given: Given by Management Office as part of internet cancellation procedure

How many filled out to date: 31

Format: 5 Point Rating Scale on four areas

Survey Results

4.65 - Internet Service Reliability

4.68 - Internet Service Speed

4.68 - Customer Service

4.71 - Technical Support

Of Special Note

- 20 surveys were perfect 5's across the board
- Only one survey had a score below 3 but we still received 5 for customer service!