

N-Wave Customer Feedback Survey

We invite you to take the annual N-Wave Customer Feedback Survey.

Customer input and feedback play a key role in N-Wave's efforts to evaluate and continuously improve our services. This survey also guides N-Wave's strategic planning efforts, as we work to expand our network capabilities and service offerings to better support your missions.

Please take 10 minutes to respond to the following questions regarding your experiences with N-Wave. All questions are optional.

Thank you for your time and insight.



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Your Organization / Affiliation

Department

(e.g., Department of Commerce)

Your answer

Bureau

(e.g., NIST, NOAA)

Your answer



Specific Organization Unit / Office

(e.g., OCIO/N-Wave)

Your answer

What is your role in your organization?

- ☐ Technical Staff
- ☐ Administrative Staff
- ☐ Management
- ☐ Executive Leadership
- ☐ Other:

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How would you describe the amount of benefit you get from N-Wave overall?

- ☐ Little benefit
- ☐ Fair amount of benefit
- ☐ Substantial benefit
- ☐ Very high benefit

Which N-Wave services listed below have you heard about?

Please select all the services you have heard about.

- ☐ Cloud Transport
- ☐ Enterprise Remote Access VPN (ERAV)
- ☐ Enterprise Wireless
- ☐ Managed Local Area Network (LAN)
- ☐ Wide Area Transport (WAN) / TICAP
- ☐ Other:



To what extent do the following factors contribute to your decision to deploy a new N-Wave service?

	To very negative extent	To a slightly negative extent	To a slightly positive extent	To a very positive extent	N/A
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engineering Expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time to Deployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding of Requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you indicated "Other," please describe the other factor(s) contributing to your decision.

Your answer

Please provide any additional comments or clarification regarding items on this page.

Your answer



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How satisfied are you with the following N-Wave services?

	Not at all satisfied	Somewhat satisfied	Mostly satisfied	Very satisfied	N/A
Cloud Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Remote Access VPN (ERAV)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Wireless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managed Local Area Network (LAN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wide Area Transport (WAN) / TICAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



How satisfied are you with the following N-Wave network operations services and resources?

	Not at all satisfied	Somewhat satisfied	Mostly satisfied	Very satisfied	N/A
Customer-Facing Tools (e.g., Atlas, COPE, SNAPP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tier 1 Service Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tier 2-3 Engineering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please provide any additional comments or clarification regarding items on this page.

Your answer

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Over the past year, if you have had complaints or concerns, how quickly has N-Wave responded to your issues?

- ☐ Very slowly
- ☐ Somewhat slowly
- ☐ Somewhat quickly
- ☐ Very quickly
- ☐ N/A

Over the past year, if you have had complaints or concerns, how effectively has N-Wave addressed your issues?

- ☐ Very ineffectively
- ☐ Somewhat ineffectively
- ☐ Somewhat effectively
- ☐ Very effectively
- ☐ N/A



Over the past year, how has N-Wave's performance changed?

- ☐ Much worse
- ☐ Somewhat worse
- ☐ Unchanged
- ☐ Somewhat better
- ☐ Much better
- ☐ N/A

Please provide any additional comments or clarification regarding items on this page.

Your answer

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To what extent do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I am satisfied with the service I have received from N-Wave.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My interactions with N-Wave have increased my confidence in the agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On a scale from 0 to 10, how likely are you to recommend N-Wave to another organization?

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

Do you have any unmet needs from N-Wave that we should address?

Your answer



Do you have any other feedback or input you would like to share?

Your answer

If you would like N-Wave to contact you regarding your responses to this survey, please provide your email address. If you prefer to remain anonymous, leave this field blank.

Your answer

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