

Satisfaction

OMB: 2090-0019; Expires: 8/31/2009

Please answer the survey questions below about your experience with the Exchange Network Help Desk. Your response will help us improve our services to better meet your needs. This survey has 7 questions and should take approximately 3 minutes.

* 1. Please rate your level of satisfaction with the customer service you received today from the Help Desk.

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	N/A
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 2. Was the problem you experienced related to EN?

Yes

No

If not, what was the problem?

3. Was your problem resolved to your satisfaction?

Yes, completely resolved.

No, follow-up action is planned to resolve.

No, this is an ongoing problem.

No, not resolved at all.

4. Please use this space to expand upon your answer to question 3.

* 5. In an effort to continuously improve EN operations, can you please share what led you to call or e-mail the Exchange Network Help Desk?

6. Do you have any additional comments you would like to share?

* 7. May we contact you to better understand your questions?

No.

Yes. (please provide email address below)

Thank you for taking the Exchange Network Help Desk Survey. If you have questions about the survey, please email exchangenetwork@epa.gov.

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Burden Statement: Public reporting burden for this collection of information is estimated to average 3-5 minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the burden, including the use of automated collection techniques to the United States Environmental Protection Agency, Office of Information Collection, Office of Environmental Information (Mail Code 2823T), 1200 Pennsylvania Avenue, N. W., Washington, DC 20460-0001.