

Spectrum Dashboard – Customer Feedback

Please take a few moments to provide us with your feedback. Your responses will help us address any issues you might have as well as help us develop future enhancements for the Spectrum Dashboard.

The questionnaire will take approximately five minutes to complete.

1. Which category best describes your field?
 - a. FCC license holder
 - b. Industry analyst
 - c. College/university
 - d. Press/media
 - e. Federal government
 - f. State or local government
 - g. Law firm
 - h. Manufacturer
 - i. Public Safety
 - j. Other (please describe):

2. What type of information were you trying to find (check all that apply)?
 - a. The name(s) of companies that own spectrum
 - b. What spectrum is available in a specific geographic area
 - c. Overview of specific spectrum bands (amount of spectrum allocated in a band, description of the band, general usage of the band, etc.)
 - d. Maps
 - e. Data to be downloaded for later analysis
 - f. Other (please describe):

3. Thinking of your most recent experience with our product, how much do you agree with the following statements?
5 – Strongly agree 4 – Somewhat agree 3 – Neither agree nor disagree 2 – Somewhat disagree 1 – Strongly disagree
 - a. The search options are useful
 - b. The maps provided are useful
 - c. The exported data is useful
 - d. The information about individual licenses is useful
 - e. The information about particular spectrum bands is useful

4. Rank in order (with 1 being the most important and 4 being the least important) what information you believe should be upgraded in future releases of the Spectrum Dashboard.
 - a. Mapping
 - b. Downloading of data
 - c. Additional information about existing spectrum bands (225 MHz – 3700 MHz)
 - d. Information about spectrum bands not currently in the Spectrum Dashboard
 - e. Additional search options
 - f. Information about where spectrum is being leased
 - g. Other (please describe):

5. Why do you feel that way?
6. Thinking of similar products offered by other companies, how would you compare our product to other companies' similar products?
 - a. Much better
 - b. Somewhat better
 - c. About the same
 - d. Somewhat worse
 - e. Much worse
 - f. Don't know
7. Overall, how satisfied were you with our product?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither satisfied or dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied
8. Please tell us why you feel that way.
9. Thinking of your most recent experience with our product, how much do you agree with the following statements?
5 – Strongly agree 4 – Somewhat agree 3 – Neither agree nor disagree 2 – Somewhat disagree 1 – Strongly disagree
 - a. Product does what it claims
 - b. Product does what I need
 - c. Product is easy to use
10. What do you like about our product?
11. What do you dislike about our product?
12. Would you use our product again?
 - a. Definitely
 - b. Probably
 - c. Not sure
 - d. Probably not
 - e. Definitely not
13. Why do you feel that way about using our product again?
14. Would you recommend our product to colleagues or other contacts?
 - a. Definitely
 - b. Probably
 - c. Not sure
 - d. Probably not
 - e. Definitely not
15. Why do you feel that way about recommending our product?

16. What suggestions do you have to improve our product?
17. How long have you used our product? [maybe a question for later]
- a. Less than 1 month
 - b. More than 1 month but less than 6 months
 - c. More than 6 months
 - d. Never used
18. How often do you use our product? [maybe a question for later]
- a. Once per week or more
 - b. 2 to 3 times per month
 - c. Once per month
 - d. Less than once per month