

1. How satisfied were you with the ease of accessing the application using COLAs Online?

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

2. How satisfied were you with the online guidance provided for completing the application?

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

3. How satisfied were you with being able to complete the application without assistance?

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

4. How satisfied were you with the notification that final action was taken on your submission? (Notification that your application was approved.)

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

5. How satisfied were you with the amount of time it took to complete the online application?

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

6. How satisfied were you with the entire process?

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

7. How would you rate your experience using our electronic Permits Online System?

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied

8. Did you receive assistance from a TTB representative in completing the application process?

- Yes
- No

9. How satisfied were you with the assistance you received from TTB in completing the application process?

- Very Dissatisfied
- Moderately Dissatisfied
- Neither Satisfied nor Dissatisfied
- Moderately Satisfied
- Very Satisfied