



**communications**

Aviation Recorders  
P.O. Box 3041  
Sarasota, FL 34230-3041  
941-371-0811

### Customer Satisfaction Survey- Product Support

1. Please identify your level of satisfaction with the visit of our Product Support Engineer.

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

Additional Comments:

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2. Are you able to get quick access to a “live” Product Support Engineer when calling for technical support?

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

Additional Comments:

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3. How satisfied are you with access to our Repair Station Personnel?

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

Additional Comments:

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4. Are you satisfied with the turn around times of repairs sent to our Repair Station?

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

Additional Comments:

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5. Are you satisfied with the level of product features available from L-3 Aviation Recorders?

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

Additional Comments:

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6. When communicating with L-3 Aviation Recorders by Email, are you satisfied with their response time and quality of reply?

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

Additional Comments:

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7. Are you satisfied with the telephone answering system at L-3 Aviation Recorders?

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

Additional Comments:

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8. Are you satisfied with L-3 Communications – Aviation Recorders Technical Publications?

- Not Satisfied
- Partially Satisfied
- Mostly Satisfied
- Satisfied
- Very Satisfied
- N/A

9. Do you subscribe to the Technical Publications Website?

- Yes
- No

Additional Comments:

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10. If there are any comments concerning our Products, our Product Support Engineering group, or anything you would like us to think about, please take the time to express your thoughts here. Your comments will be read and evaluated by our Quality Assurance Department and our Product Support Manager.

Comments:

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L-3 Aviation Recorders sincerely thanks you for taking the time to complete this survey. Our Quality commitment is to satisfy our Customers' needs and expectations through continual improvement.

Date Survey was completed: \_\_\_\_\_

Business Name: \_\_\_\_\_

Person completing survey (Optional): \_\_\_\_\_

Phone/Email (Optional): \_\_\_\_\_

\*\*\*\*\*

Date received from the field: \_\_\_\_\_

Reviewed By: David Dowding – Product Support Manager  
David.Dowding@L-3com.com

Signature: \_\_\_\_\_