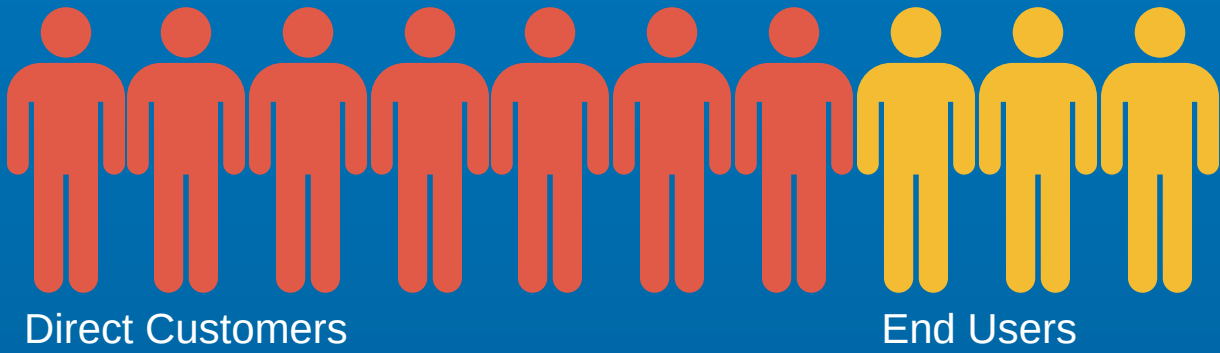


# ATEN Customer Satisfaction Survey 2015



## Customer Segmentation



## Competition

55%



Direct Customers



40%



End Users

of respondents agreed ATEN outperformed its competitors with

- Providing Better Service
- Class-Leading Quality & Reliability
- Satisfactory Lead Time
- Competitively Priced Products

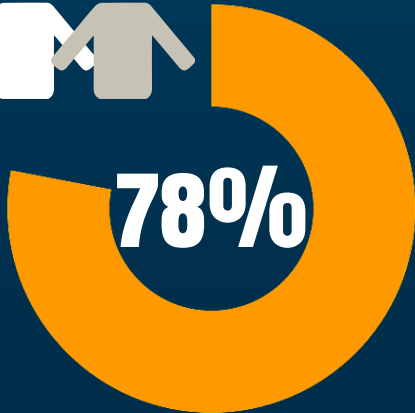
## After Sales Support



ATEN e-Service



ATEN Call Center



3rd Party Provider

Of respondents voted as either **Very Satisfied** or **Satisfied** with ATEN's after sales support