

Our Mission is to be  
"Closer to our Customers"

We also believe in  
a balanced approach:

**Quality Products**     **50%**

**Superior  
Customer  
Support**             **+ 50%**

**Customer  
Satisfaction**             **= 100%**

Being Closer to our Customers  
is not just our Mission, it's the  
best way we can improve, and  
hearing from our customers  
allows us to do that.

The objective of this third party  
survey was to ask our customers  
how we're doing and what we  
can do better.

Our customers have spoken,  
and we are very pleased to  
report that the results were  
overwhelmingly positive.

To those customers who reported  
issues - we have already  
contacted you to follow up  
and find a resolution.

To those customers who gave us  
positive feedback, we thank you  
for your trust in Embla and your  
continued support.

Our target is 100%  
customer satisfaction.

We are not there yet, but we  
are going to keep on trying  
until we are.

Thank you to all who have taken  
the time to complete our survey.

## SURVEY RESULTS

### 1 What is your position?

Answer	0%	100%	Response(s) Ratio
Manager			62.9%
Technician			26.5%
Physician			5.1%
IT			7.9%
Administrator			11.7%
<b>Totals</b>			<b>100%</b>

### 2 What is your overall opinion of how Embla managed the acquisition of the Sandman sleep diagnostic product line?

Answer	0%	100%	Response(s) Ratio
Very well			44.2%
Fairly well			47.4%
Poorly			5.5%
Very poorly			2.7%
No Response(s)			0.0%
<b>Totals</b>			<b>100%</b>

### 3 Comparing your recent experience with prior experience to Embla Customer Support, you feel that our service has:

Answer	0%	100%	Response(s) Ratio
Improved			32.1%
Declined			9.6%
Stayed the same			58.1%
No Response(s)			0.0%
<b>Totals</b>			<b>100%</b>

### 4 Please rate our Customer Support staff on the following attributes.

	NA	Very Poor	Poor	Fair	Good	Very Good
Responsiveness						
Professionalism						
Politeness						
Knowledge of the problem						
Ability to solve the problem						
Delivery of an easy to understand solution						

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

(continued on back)

## A FEW COMMENTS FROM THE SURVEY

"Every time I call Embla customer support I get first class treatment and my problem is resolved, EVERYTIME! Embla tech support is the BEST I have ever dealt with. Nothing but good things to say about them!"

– Chris Harr, RPSGT  
Technical Director  
Premier Sleep Medicine Center

"Your customer support is outstanding. It is one of your greatest assets."

– Judy Boucher, Customer

"James Armstrong is an excellent customer service tech. He fully understood the issue I had, and documented the issue so other staff members could help me through all the facets of my problem. He is excellent! I look forward to talking with him when I call!"

– Molly Mengerink, RPSGT  
St. Joseph Hospital  
Sleep Center Manager

"I am extremely pleased with the transition; in fact, I think customer care and attention to detail has improved!"






– Marsha M. Fulton  
RSPGT  
Clinical Coordinator  
RPSW Sleep Disorders Center

"I do have to say after 22 years working in sleep disorders and having the opportunity to working closely with several other sleep diagnostic systems currently available, I am most impressed with Embla's Customer Support team. I feel that "Responsiveness" is the first step for any level of service. GREAT JOB!!"






– John Phillips,  
American Sleep Services

## SURVEY RESULTS





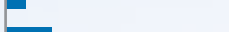
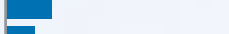
### 5 If you contacted us by telephone, how long did you have to wait before a Customer Support representative was available to assist you?

Answer	0%	100%	Response(s) Ratio
Less than I expected			37.0%
As long as I expected			50.5%
Longer than I expected			9.6%
I hung up before my call was answered			2.4%
No Response(s)			<1%
<b>Totals</b>			<b>100%</b>





### 6 How long did it take for Customer Support to resolve your problem?

Answer	0%	100%	Response(s) Ratio
Quicker than I expected			28.0%
As long as I expected			51.9%
Longer than I expected			10.3%
Problem was not resolved			9.3%
No Response(s)			<1%
<b>Totals</b>			<b>100%</b>

### 7 If your problem was not resolved during your first contact, how many times did you have to contact Customer Support before the problem was resolved?

Answer	0%	100%	Response(s) Ratio
None			49.1%
Once after initial contact			23.8%
Twice after initial contact			6.2%
More than twice after initial contact			5.1%
Problem is still unresolved			9.6%
No Response(s)			5.8%
<b>Totals</b>			<b>100%</b>

### 8 If your problem was not resolved during your first contact, did our staff offer to follow-up with you after they further investigate the issue?

Answer	0%	100%	Response(s) Ratio
Yes			39.4%
No			12.1%
N/A			43.2%
No Response(s)			5.1%
<b>Totals</b>			<b>100%</b>

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