



Customer Survey

US Tower strives to continually improve our processes to provide our customers with the highest quality product and services attainable. Please take a few moments to share your thoughts and experiences with us. Once completed, please mail it back to our Quality Assurance department at US Tower Corporation 702 E. North St. Lincoln, KS 67455 or email to QualityAssurance@ustower.com

- 1) How did you hear about US Tower Corporation? Personal Referral Website Exhibits Other:
- 2) Is this your first purchase from US Tower Corporation? Yes No
- 3) What tower/unit model did you purchase?
- 4) What payload have you installed on your tower?
(Please include rotator, antenna, coax, and other equipment used.)
- 5) Which facility was your tower manufactured in? Woodlake, California Lincoln, Kansas

In accordance with the following statements please indicate your opinion. All comments are appreciated.

6) The tower/unit design fits your application and the specifications of your requirements.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
7) The tower/unit functioned as expected.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
8) The Structural Analysis/Calculations were provided with or prior to the delivery of your tower/unit.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9) The tower/unit Operation and Maintenance Manual was provided with or prior to the delivery of your tower/unit.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
10) The installation and maintenance instructions received from UST were clear and easy to follow.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
11) All applicable/required shipping and conformance documents were received.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
12) UST representatives were courteous, friendly, helpful, and responded in a timely manner.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
13) UST explained all options and/or requirements of the tower/unit prior to purchase.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
14) UST communicated the approximate completion date and provided notification when the shipment left the facility.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
15) UST continued supporting customer service post purchase of the tower/unit and provided assistance as requested.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
16) The order was completed and ready to be delivered by the contractual/communicated due date.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
17) UST provides top of the line quality products.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
18) The shipment was received complete and free of damage.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
19) If there were any deficiencies with the product, the issue was promptly addressed and rectified.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
20) Would you recommend US Tower to anyone else?	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Optional: Name: _____
Company: _____

Email: _____
Phone: _____

Invoice/Order Number: _____

Overall Opinion and Additional Comments:

Thank you for your feedback!