



2200 Series Get to know your phone Survey

Tell us about yourself:

- Age:** 18 - 23
 24 - 35
 36 - 45
 46 - 55
 56+

-
- Gender:** male
 female

How are you connected to the Internet?

- Dial-up
 DSL
 Cable
 T1 or similar broadband connection
 I'm not sure
Other:

Which browser do you use most often?

- Internet Explorer
 Netscape Navigator
 I'm not sure.
Other:
-

I am primarily a _____ user.

Macintosh®

Windows®

Other:

Enter your ZIP code:

In the last 6 months, how many times have you visited kyocera-wireless.com?

once

twice

3 - 5 times

more than 5 times

Suppose you wanted to learn how to use the features of your wireless phone. Which of the sources of information listed below would likely be most useful or informative?

(Check up to 3 options)

my service provider

automated telephone support

live telephone support

email support

user guide that came with my phone

user guide printed from the website

online at www.kyocera-wireless.com

Tell us what you think about the design of the *Get to know your phone* site:

For each of the following, click the number which most closely represents your opinion about the site design:

(1 = Not at all; 5 = Very much so)

Attractive layout 1 2 3 4 5

- Understandable layout** 1 2 3 4 5
- Usefulness of symbols** 1 2 3 4 5
- Appealing images** 1 2 3 4 5
- Helpful images** 1 2 3 4 5
- Reliable hyperlinks** 1 2 3 4 5
- Understandable hyperlinks** 1 2 3 4 5
- Readable text (size and style)** 1 2 3 4 5
- Moving from place to place within the site** 1 2 3 4 5
- Ease of locating information** 1 2 3 4 5
- Satisfaction with overall experience** 1 2 3 4 5
- Awareness of location within site during visit** 1 2 3 4 5
-

Tell us about your visit to the website:

Did the pages load in an acceptable time for your connection speed?

- yes
 no
-

How did you learn about kyocera-wireless.com?

- documentation that came with my phone
 search engine
 through my service provider
 Kyocera customer service referred me
Other:
-

How easy did you find it to use the *Get to know your phone* pages?

(1 = Very difficult; 5 = Very easy)

- 1 2 3 4 5
-

What is your reason for visiting kyocera-wireless.com today?

- to compare phones for a future purchase
- to learn more about the features of my Kyocera phone
- to get help for a problem I'm having with my phone
- to shop for phone accessories

Other:

Answer the next 3 questions *ONLY* if you browsed the *Get to know your phone* pages to learn about **how to use a feature of your phone.**

How *quickly* did you find/locate the *how to* information you needed?

(1 = Never did find it; 5 = Very quickly)

- 1 2 3 4 5
-

How *useful* was the *how to* information you found?

(1 = Not useful at all; 5 = Problem solved/question answered)

- 1 2 3 4 5
-

Would you use the *Get to know your phone* pages for assistance in the future?

(1 = Definitely not; 5 = Most certainly)

- 1 2 3 4 5
-

Please share any additional comments regarding the *Get to know your phone* pages in the space provided.

Email Address:

Enter your email address if you would like the chance to win one of two \$50 cash prizes. You will receive an email from Kyocera *only* if you are selected in the drawing. See our [privacy policy](#).

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