



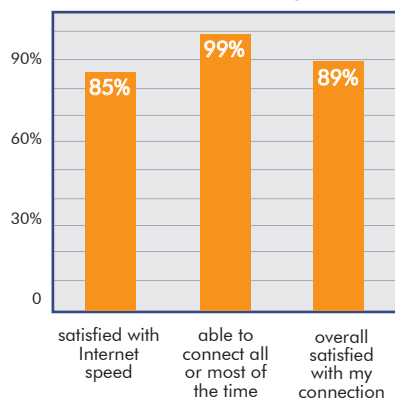
## OVERVIEW

Apogee is pleased to report another successful semester providing ResNet service for colleges and universities. As indicated by our recent customer survey results, students continue to experience high levels of satisfaction with their Apogee ResNet services.

From a client's perspective, our partner schools continue to experience decreases in their workloads associated with managing ResNet, as a result they are able to focus on primary educational business objectives.



Network Ratings



## NETWORK RATINGS

Ratings on network performance indicated that students were highly satisfied with their speed, as well as the reliability of the network – or their ability to establish a connection. An overwhelming percentage (99%) of students across all of Apogee's partner schools reported that they could connect all or most of the time.

**"My only complaint is that it didn't happen sooner."**

Sean O'Neil, Southwestern University Student

## CALL CENTER RATINGS

Apogee's exceptional customer service and support is a distinguishing factor that sets us apart from all of our competitors. In evaluating our customer service and support, we consider measures such as professionalism and the ability to resolve problems. Whether onsite or over the phone, Apogee takes the time to provide the service that parents and students appreciate.

Call-Center Ratings



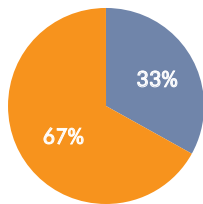
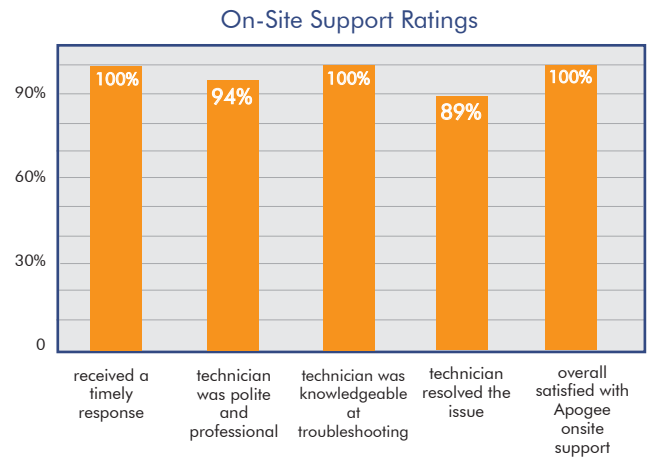
P 512.478.8858 F 512.478.8873  
sales@apogeenet.net





## ON-SITE SUPPORT RATINGS

If your school desires onsite assistance, Apogee can provide a part-time or full-time coordinator to manage customer escalations during move-in and throughout the year.



■ Desktop Users  
■ Laptop Users

## COMPUTER TYPE

Apogee can also ask additional questions to help schools understand the computer behavior and interests of its ResNet population. Last Fall's survey results clearly demonstrates that laptop usage is on the rise. Consequently, the percentage of college and university students expecting wireless internet access in their dormitories is also increasing. Many schools have or are looking at wide scale wireless implementations as a way to promote the educational experience and enhance student living.

## SUMMARY CONCLUSIONS

Overall, these survey results indicate that the majority of students polled were very satisfied with their residential network service, as well as the quality of the customer support. It appears Apogee was able to maintain a high level of service and support for customers not only during move-in, but also throughout the semester.

- ✓ Apogee's Call Center answers customer calls in timely fashion
- ✓ Customer's are highly satisfied with the quality of support and professionalism by Apogee
- ✓ Apogee Call Center Representatives are equipped to resolve the majority of support issues
- ✓ Students are happy with their Internet service and speed
- ✓ Students have reliable connections to the Internet
- ✓ College and university administrators are now able to focus on core business objectives
- ✓ Colleges and universities have controlled, predictable ResNet costs

715 W. 23rd St., Austin, TX 78757  
P 512.478.8858 F 512.478.8873  
sales@apogeenet.net

