

2010 Customer Support Survey Results

Survey Findings:

- Customers “satisfied” or “very satisfied” with receiving complete and accurate answers/resolutions to support calls: **95.7%**
- Customers “satisfied” or “very satisfied” with BCC Software Customer Support's in-depth understanding of BCC products and Postal regulations: **96.1%**
- Customers “satisfied” or “very satisfied” with BCC Software Customer Support's professional and courteous communication: **97.5%**
- Customers “satisfied” or “very satisfied” with immediate accessibility to a Customer Support Technician when calling BCC Software: **95.7%**
- Customers that would recommend BCC Software to others in the future: **99.3%**

Survey results have a 95% confidence level with a confidence interval of +/- 5.3%