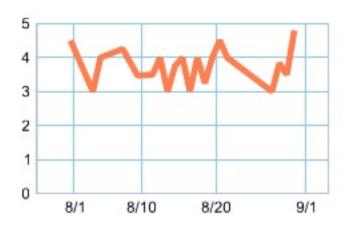
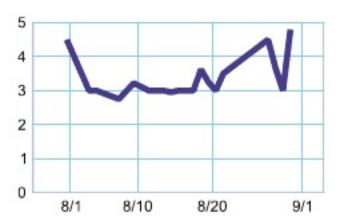


# WebSurveyor Corporation Monthly Satisfaction Summary Report Surveys submitted during the period 8/1/2006-9/1/2006

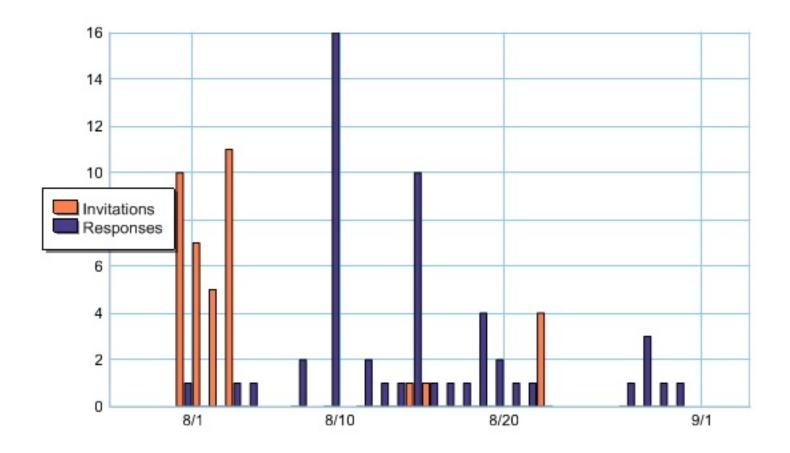
# **Monthly Support Satisfaction Scores**







# **Monthly Support Survey Volume**

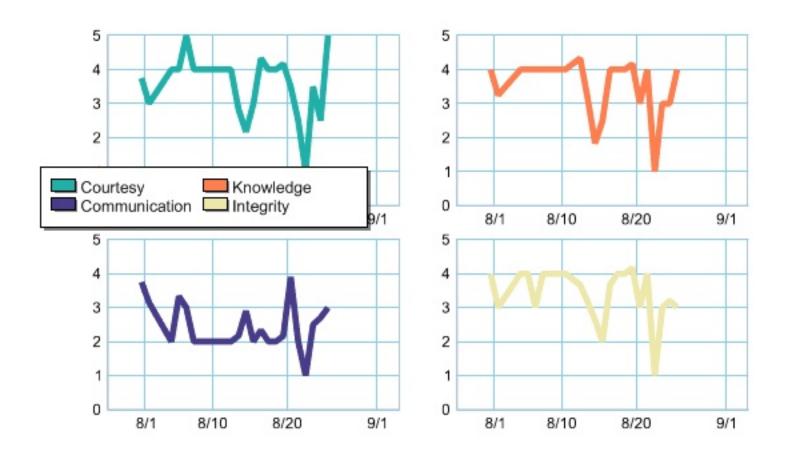


**Monthly Support Satisfaction Scores (by Product)** 

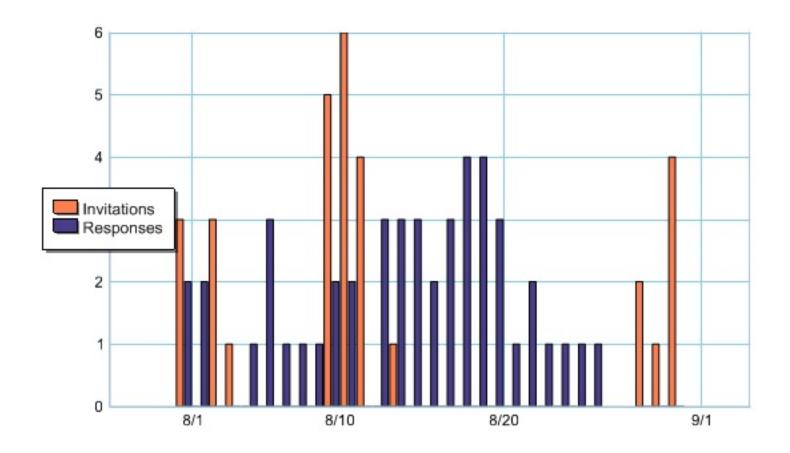
Product	Courtesy	Knowledge	Communication	Resolution	Quality	NPS®
GenWatt Diesel 1000kW	3.6 Up 13%	4.1	4.7 Up 3%	4.4 Down 4%	4.5 Up 1%	+44% Up 1
GenWatt Propane 100kW	3.6 Up 12%	4.1 Up 2%	4.7 Up 5%	4.4 Down 1%	4.3 Up 2%	+56% Up 2

Change from previous period.

#### **Monthly Opportunity (Win) Satisfaction Scores**



# **Monthly Opportunity (Win) Survey Volume**

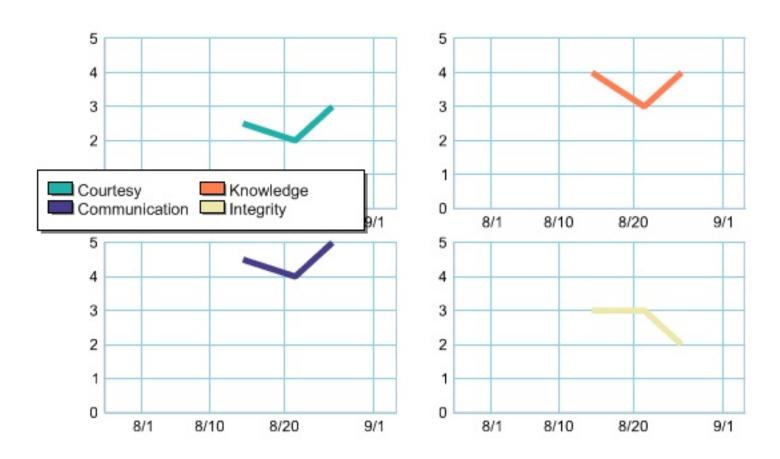


Monthly Opportunity (Win) Satisfaction Scores (by Lead Source)

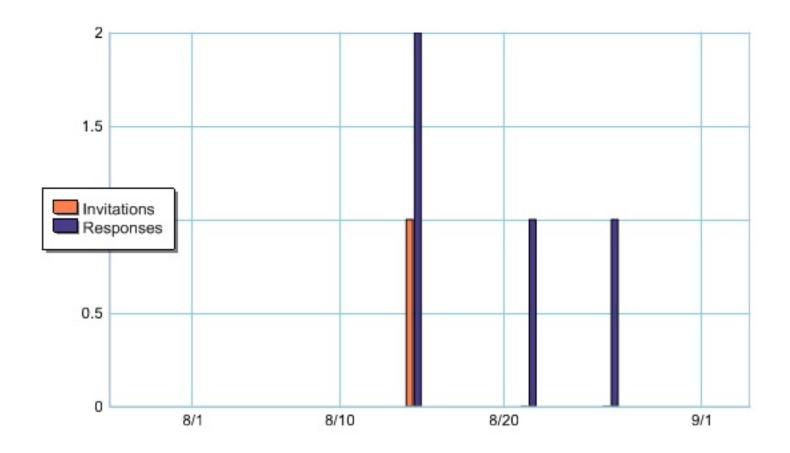
Lead Source	Courtesy	Knowledge	Communication	Integrity	NPS®
Phone Inquiry	3.1 Up 25%	3.1 Up 42%	3.1 Up 25%	3.1 Up 41%	+50% Down 17
Purchased List	3.8 Down 6%	3.8 Down 3%	2.1 Down 1%	3.7 Up 1%	+66% Up 19

Change from previous period.

#### Monthly Opportunity (No Sale) Satisfaction Scores



# Monthly Opportunity (No Sale) Survey Volume



Monthly Opportunity (No Sale) Satisfaction Scores (by Lead Source)

Lead Source	Courtesy	Knowledge	Communication	Integrity	NPS®
Phone Inquiry	2.5 Up 25%	3.8 Up 25%	4.5 Up 12%	2.8 Down 8%	+75% Up 175
Purchased List	N/A	N/A	N/A	N/A	N/A

Change from previous period.