



Customer Number:

Year:

Dear subscribers,

In order to improve our services, would you be kind to spare your time to complete and return this Customer Satisfaction Questionnaire via our email address ais_iran@airport.ir or ais_subscription@airport.ir or by Fax number +982144690624.

Since you have been selected among all our customers, it is very necessary for us to receive your feedback which shall be used to undertake improvement actions that are important to satisfy your needs.

Appreciate for the kind cooperation.

Organization and contact details (Optional):

	Description	Degree of Satisfaction				
		1	2	3	4	5
1	How do you rate the timeliness of reception of AIP publications (Hard copy)?	completely dissatisfactory (less than 21 days)	Dissatisfactory (between 21 and 28days)	Undecided	Satisfactory (between 28 and 32days)	completely satisfactory (more than 32 days)
2	How do you rate degree of Aeronautical information/Charts compliance with ICAO SARPS?	completely dissatisfactory	dissatisfactory	Undecided	satisfactory	completely satisfactory
3	How do you rate comprehension and clarity of NOTAM texts?	completely dissatisfactory	dissatisfactory	Undecided	satisfactory	completely satisfactory
4	How do you rate accuracy of aeronautical information published by a NOTAM?	completely dissatisfactory	dissatisfactory	Undecided	satisfactory	completely satisfactory
5	How do you rate our website on the website: www.airport.ir/ais in terms of its layout (User friendliness)?	completely dissatisfactory	dissatisfactory	Undecided	satisfactory	completely satisfactory
6	How do you rate our website on the website: www.airport.ir/ais in term of its updating data?	completely dissatisfactory	dissatisfactory	Undecided	satisfactory	completely satisfactory
7	What is your overall evaluation of the information provided on CD (eAIP)?	completely dissatisfactory	dissatisfactory	Undecided	satisfactory	completely satisfactory
8	How do you rate time and adequacy of responses to your queries and complaints?	completely dissatisfactory (equal or more than 10 days)	Dissatisfactory (between 5 and 10days)	Undecided	Satisfactory (between 3 and 5 days)	completely satisfactory (equal or less than 3 days)
9	What is your overall evaluation of the Iran aeronautical information services and products?	completely dissatisfactory	dissatisfactory	Undecided	satisfactory	completely satisfactory

Any other comment:

Thanks for your cooperation,
Mr. -Head of Iran AIM