



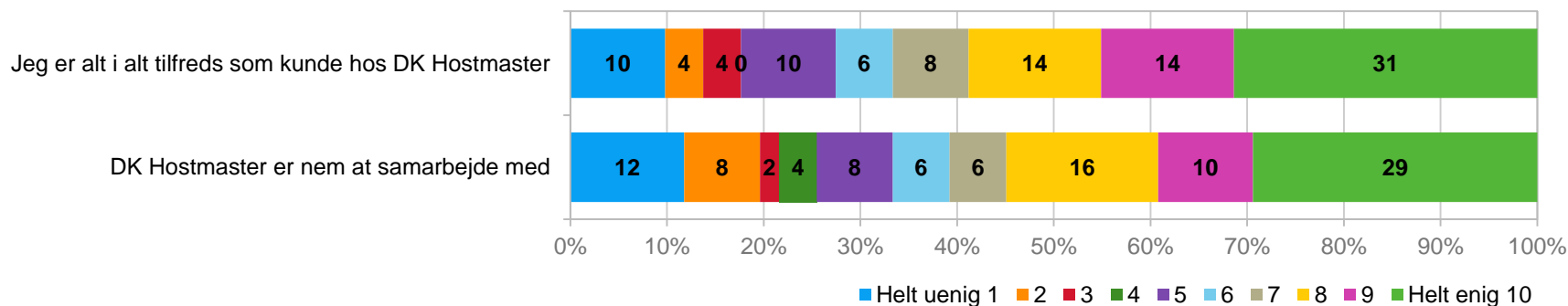
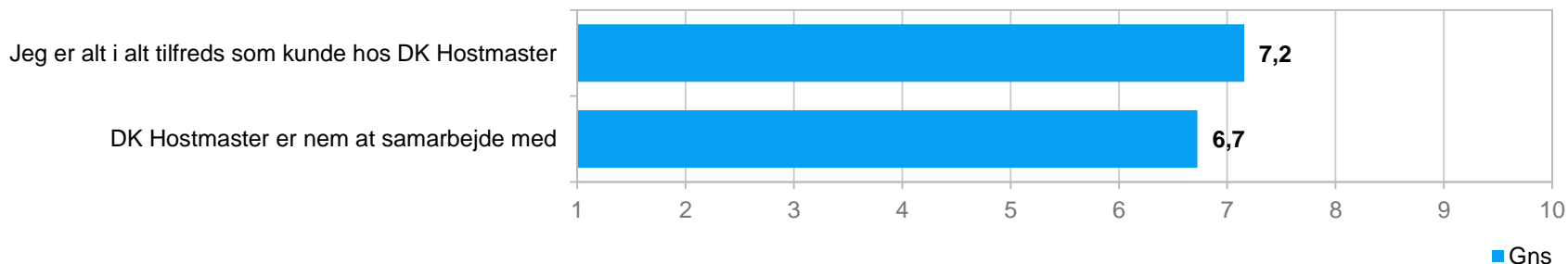
Samlet rapport

Gennemført i samarbejde med RelationMonitor april 2017

Hvis du har spørgsmål til rapporten eller undersøgelsen,
kan du kontakte Eva Eriksen (eve@dk-hostmaster.dk)

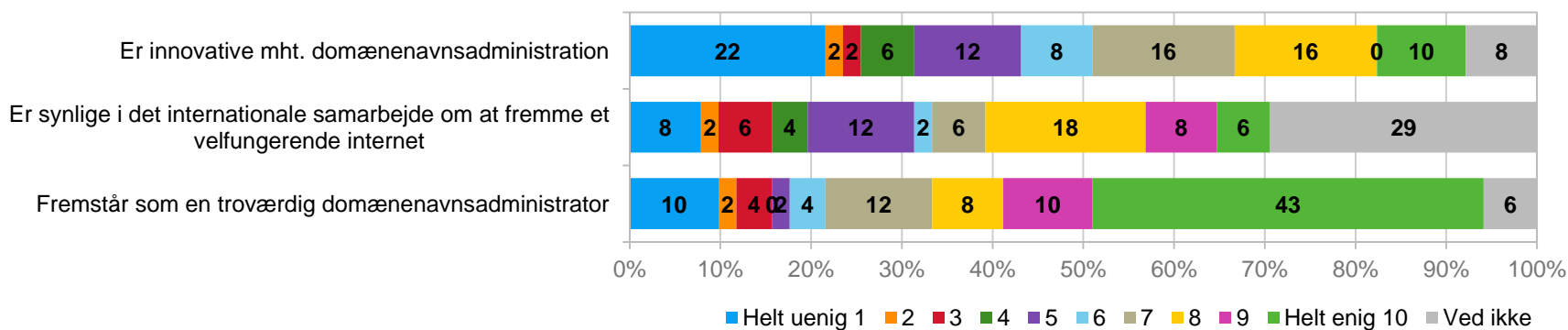
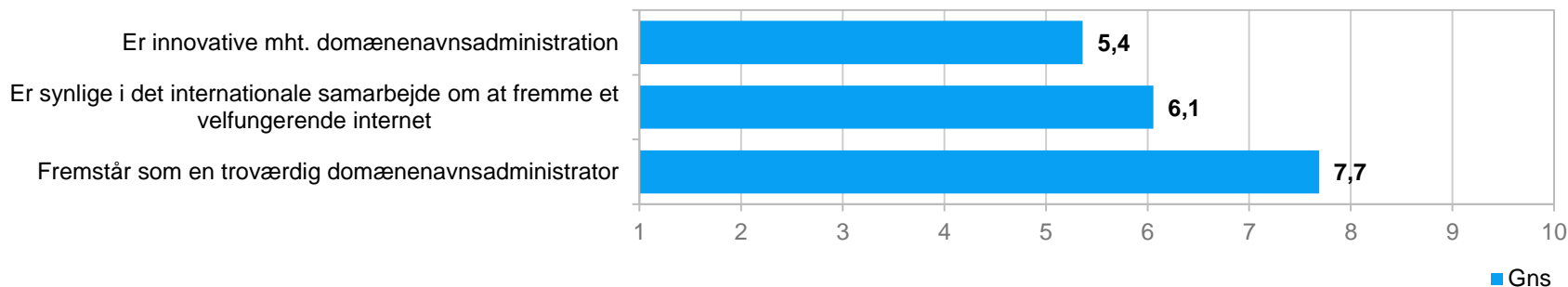
Tilfredshed

Antal svar = 51



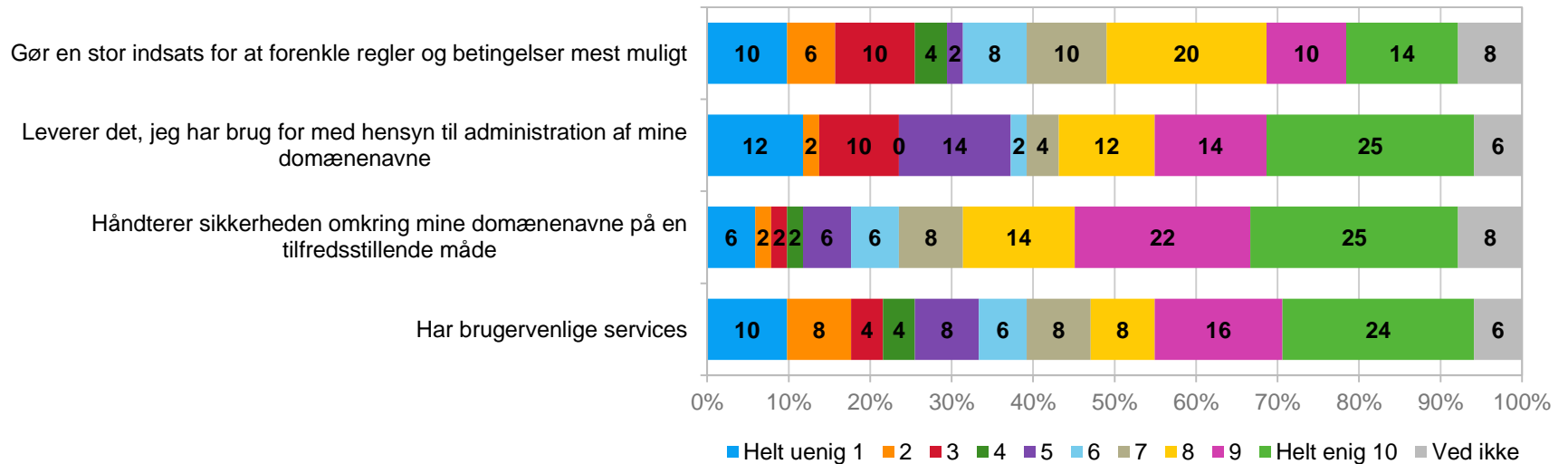
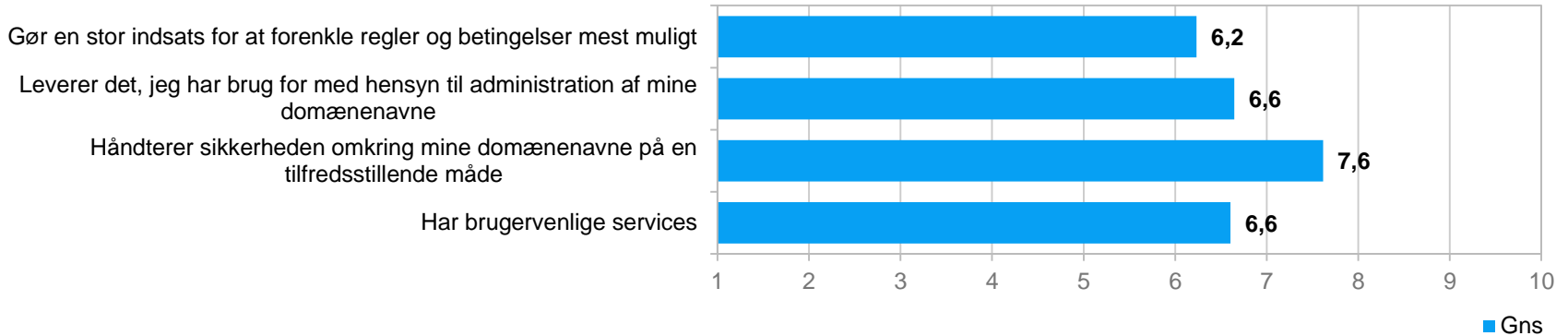
Image/omdømme

Antal svar = 51



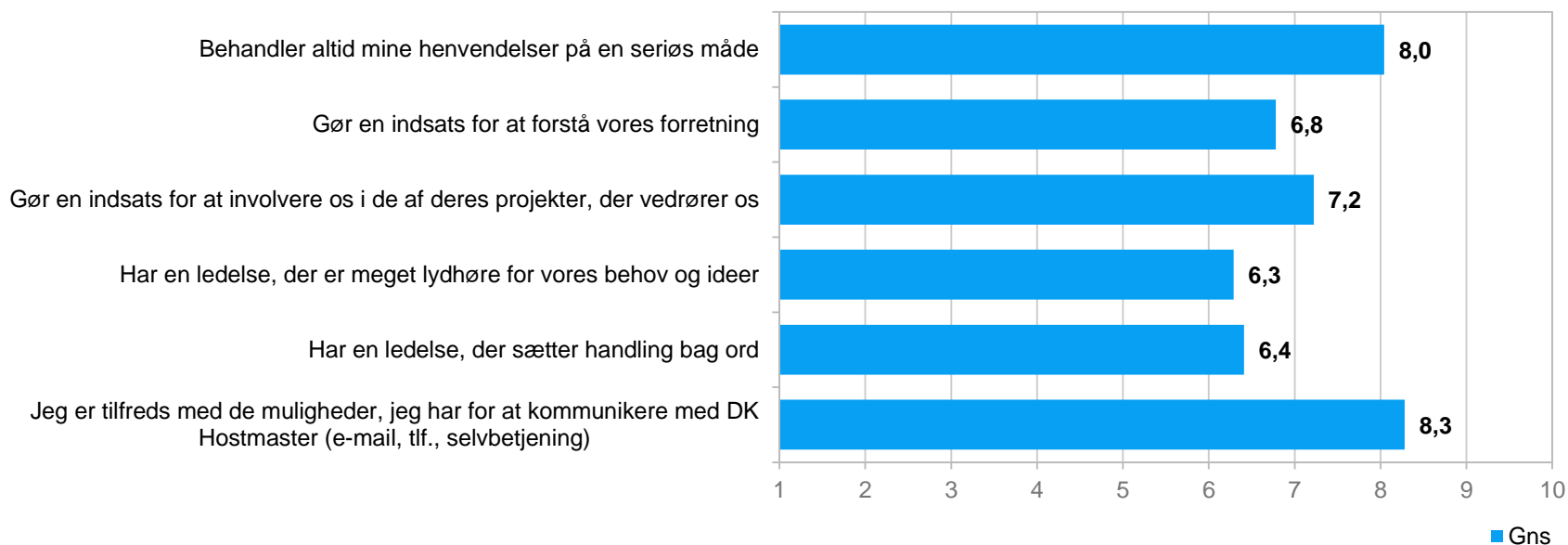
Produkter/services

Antal svar = 51



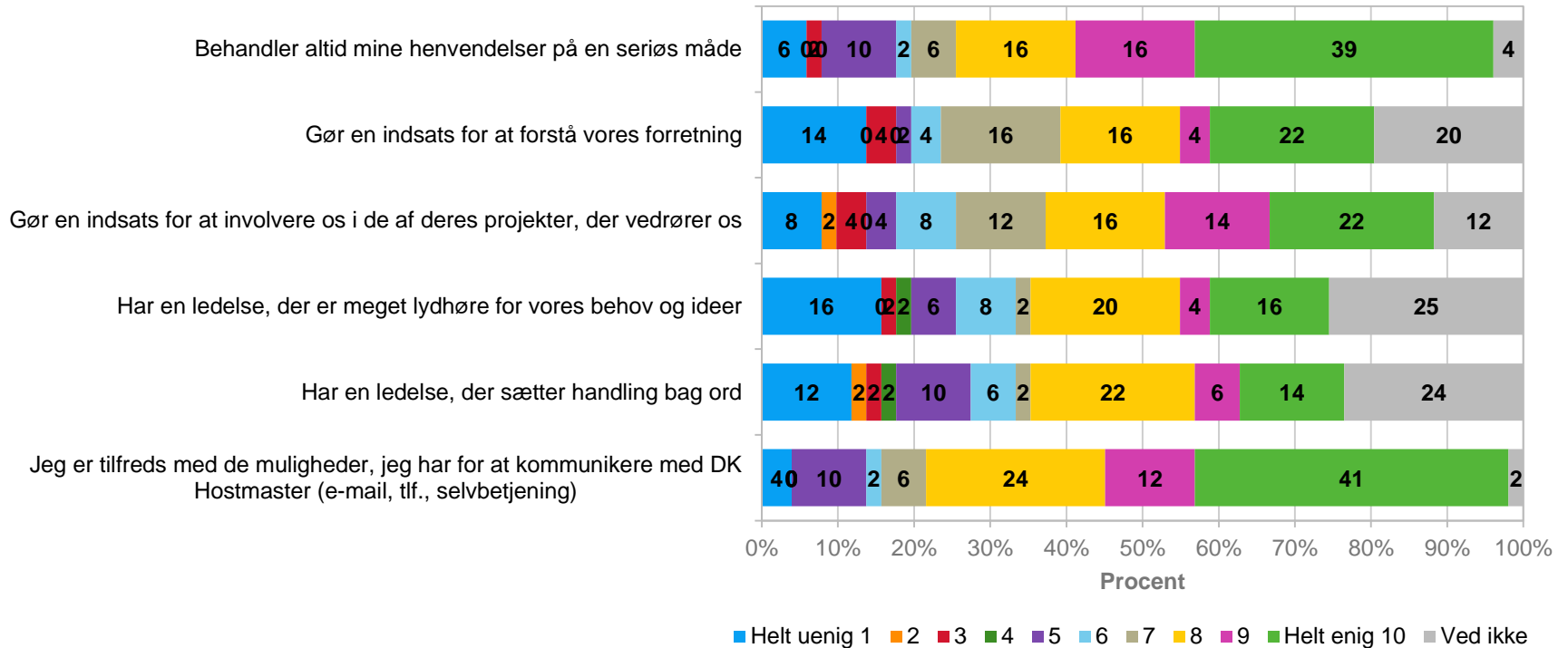
Samarbejdet med DK Hostmaster

Antal svar = 51



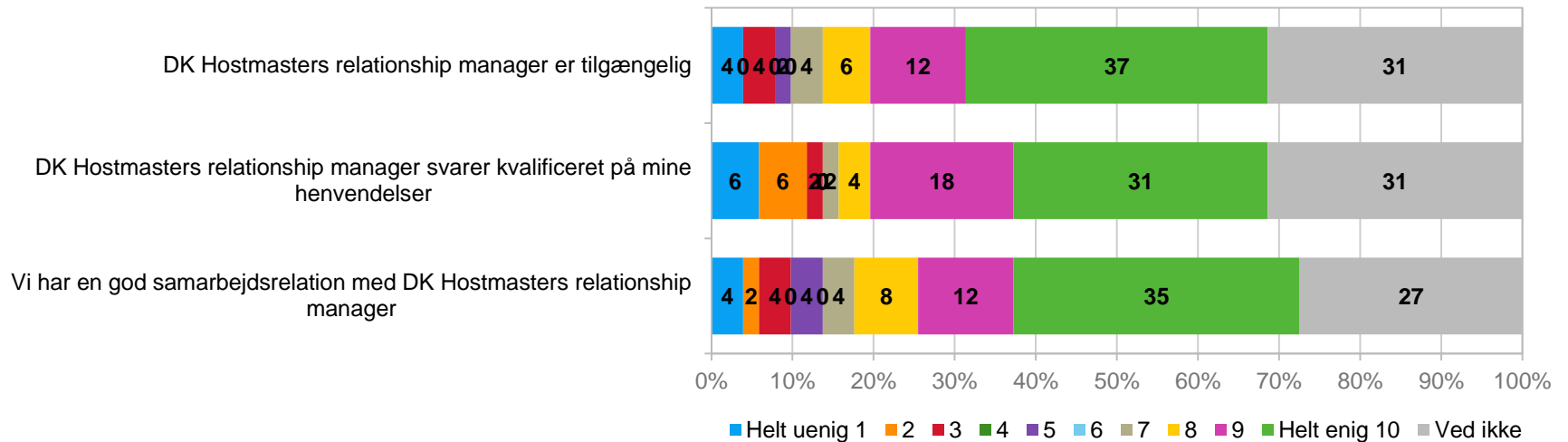
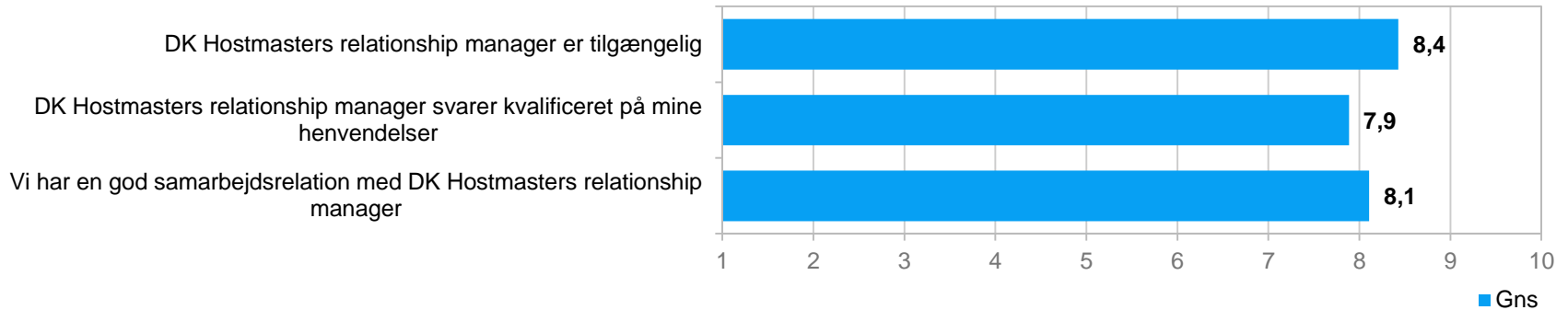
Samarbejdet med DK Hostmaster

Antal svar = 51



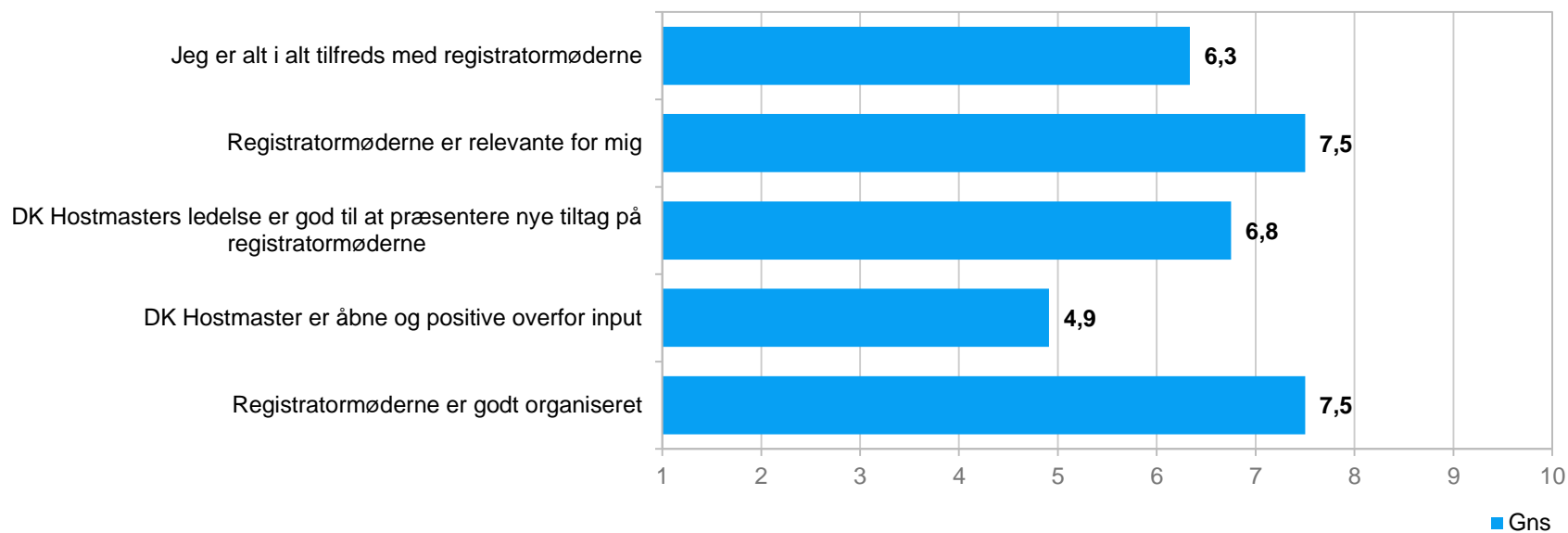
Relationship manager

Antal svar = 51



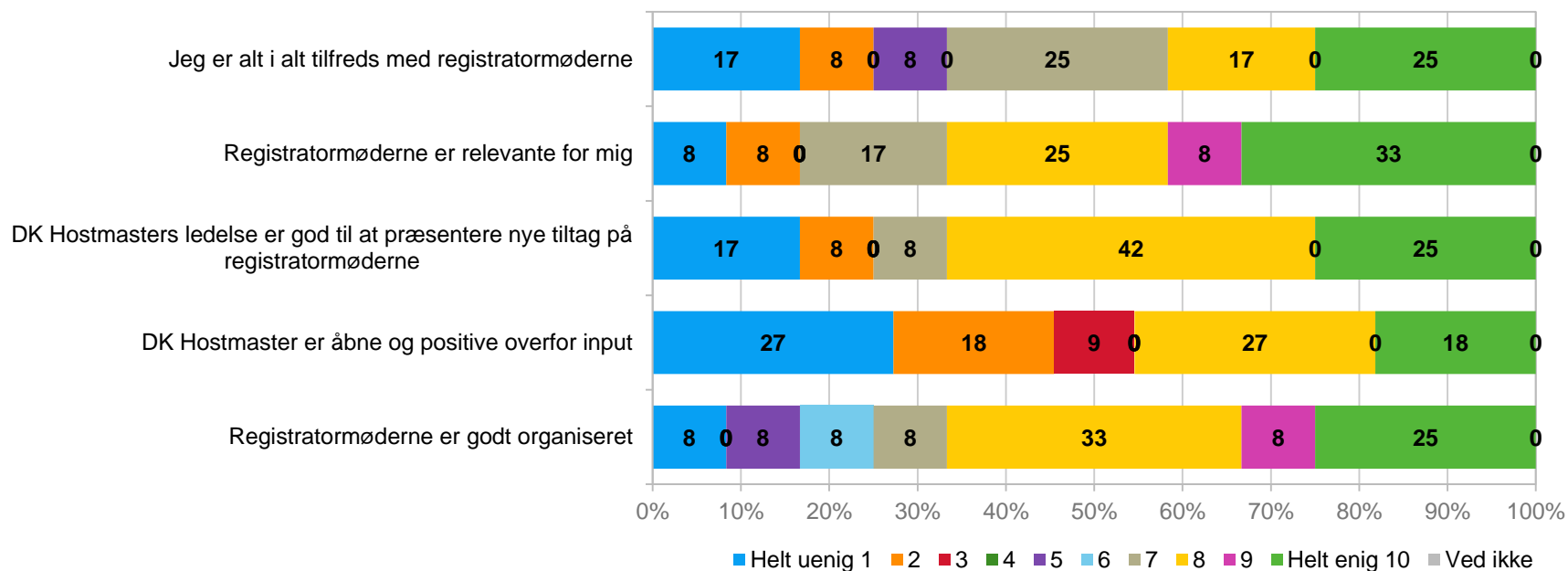
Registrar møder

Antal svar = 12



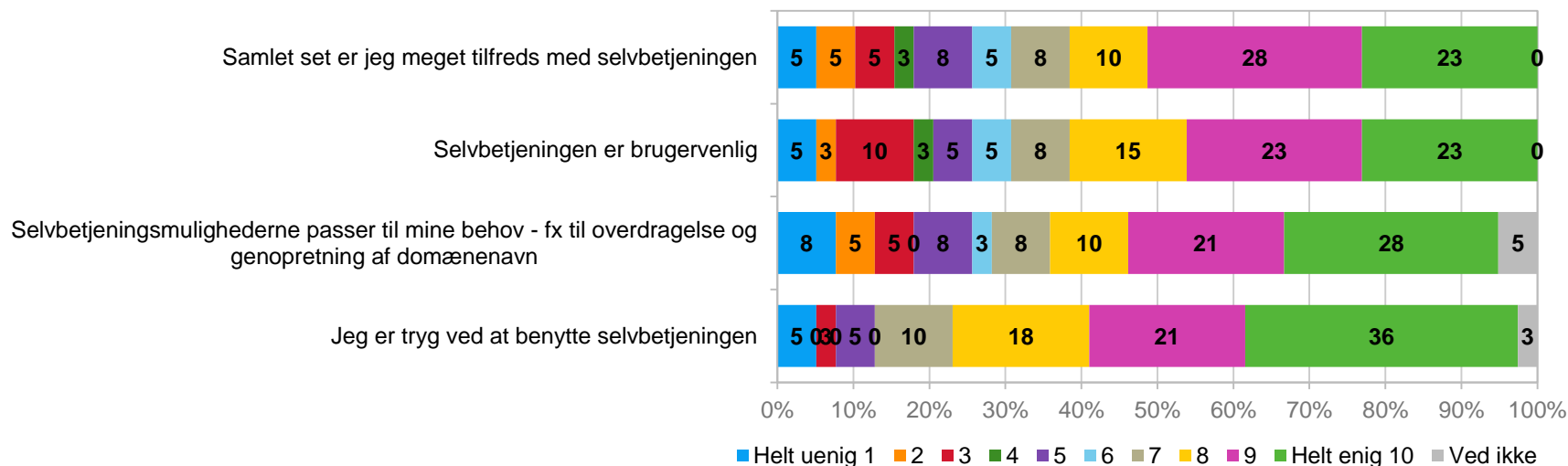
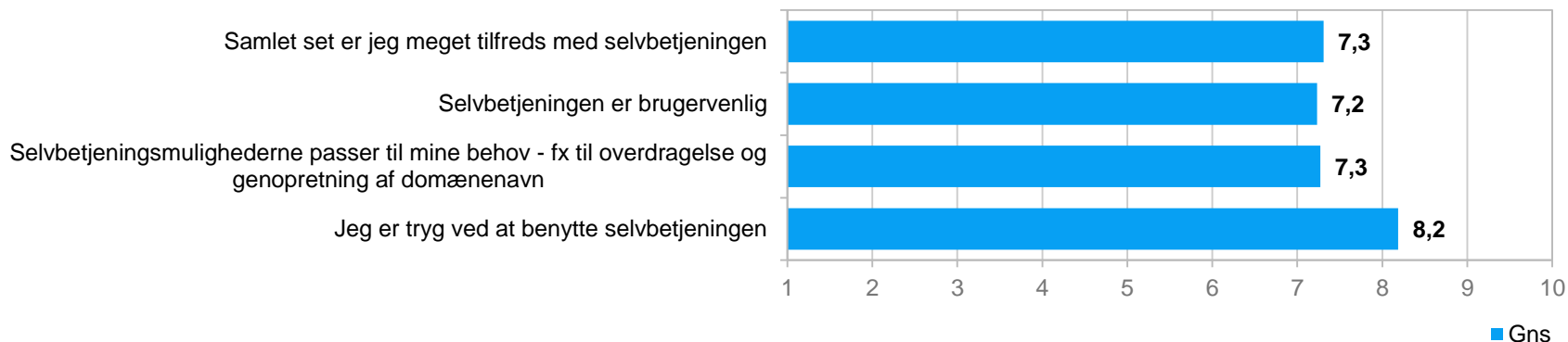
Registratorer

Antal svar = 12



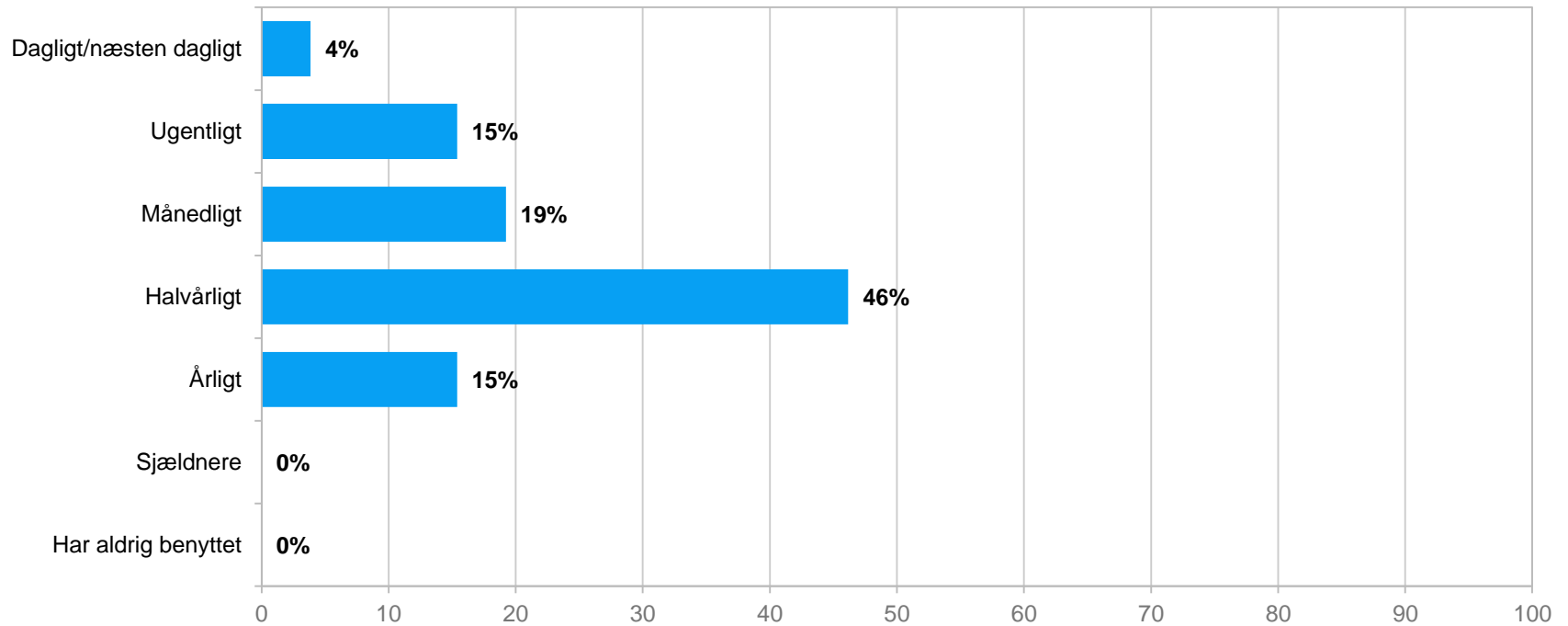
Selvbetjening

Antal svar = 39



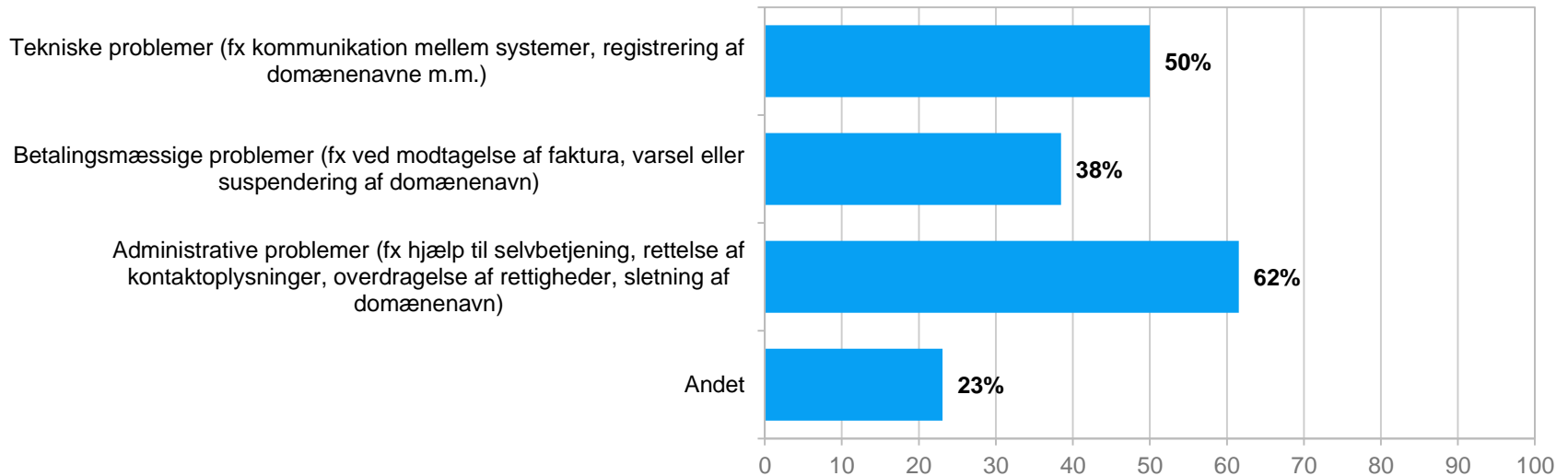
Hvor ofte benytter du DK Hostmasters telefoniske kundeservice?

Antal svar = 26



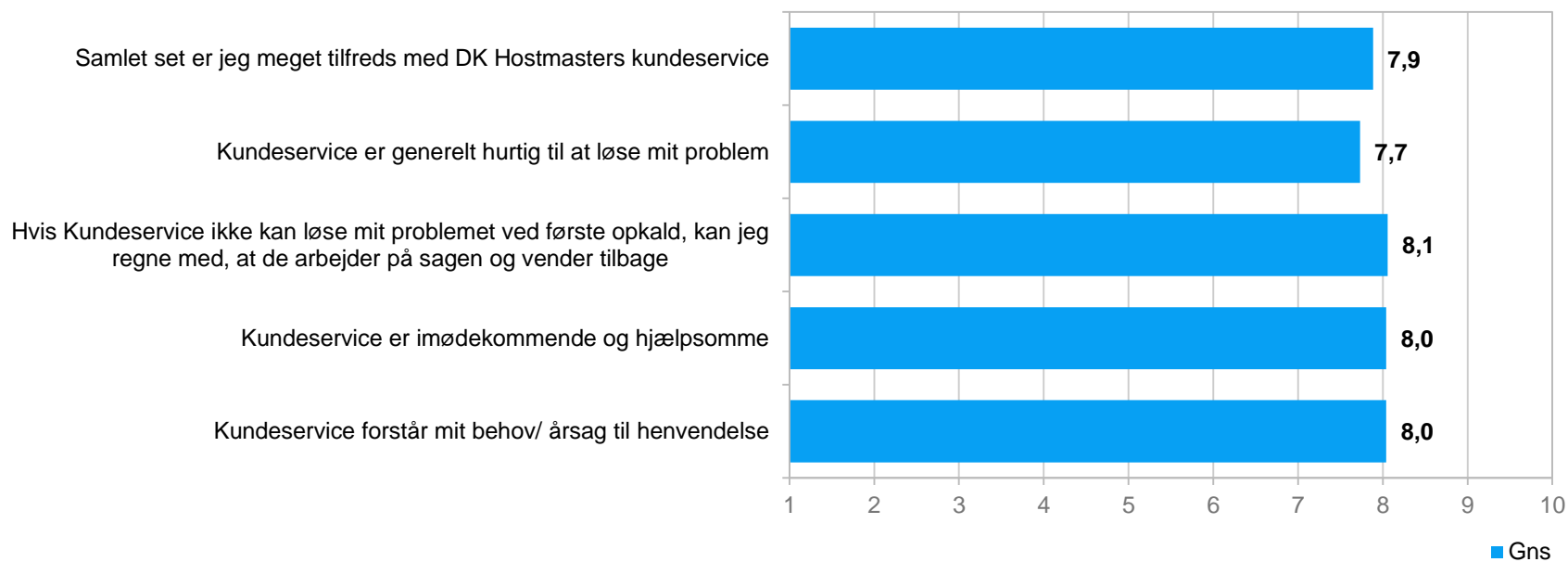
Hvilke problemer har du typisk kontaktet den telefoniske kundeservice med? (Flere svar muligt)

Antal svar = 26



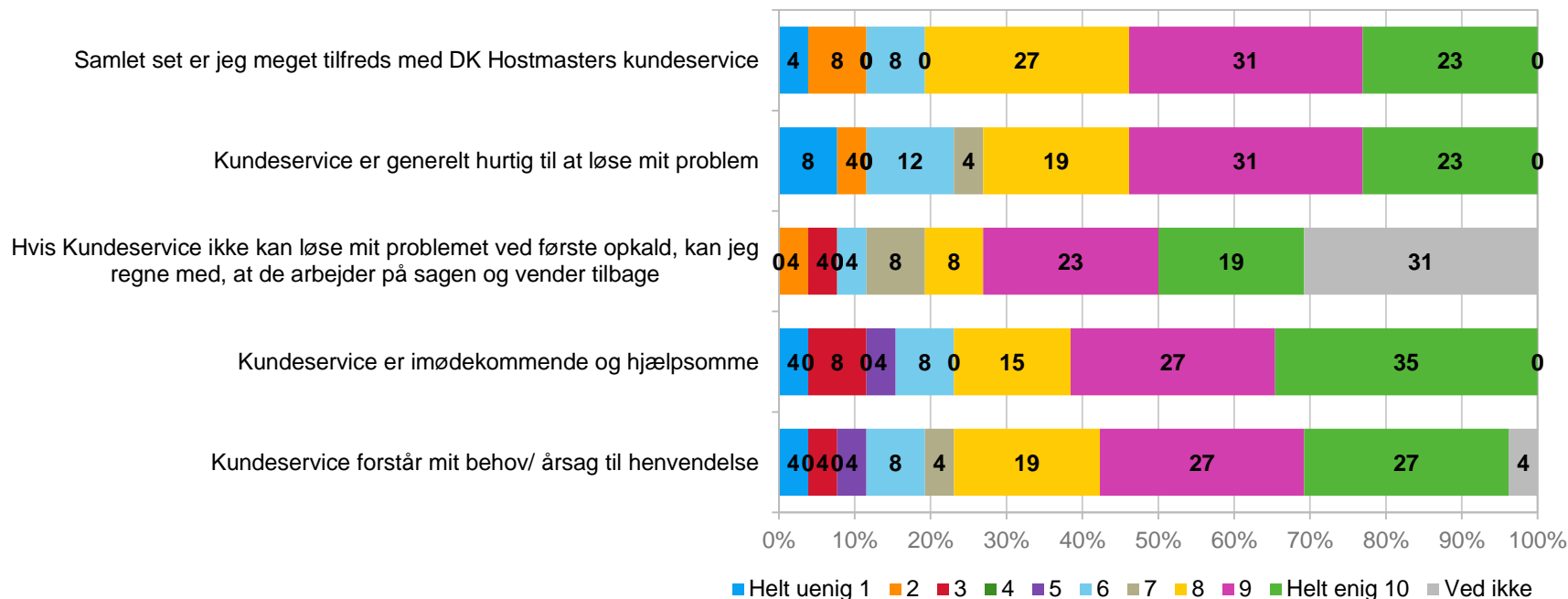
Telefonisk kundeservice

Antal svar = 26



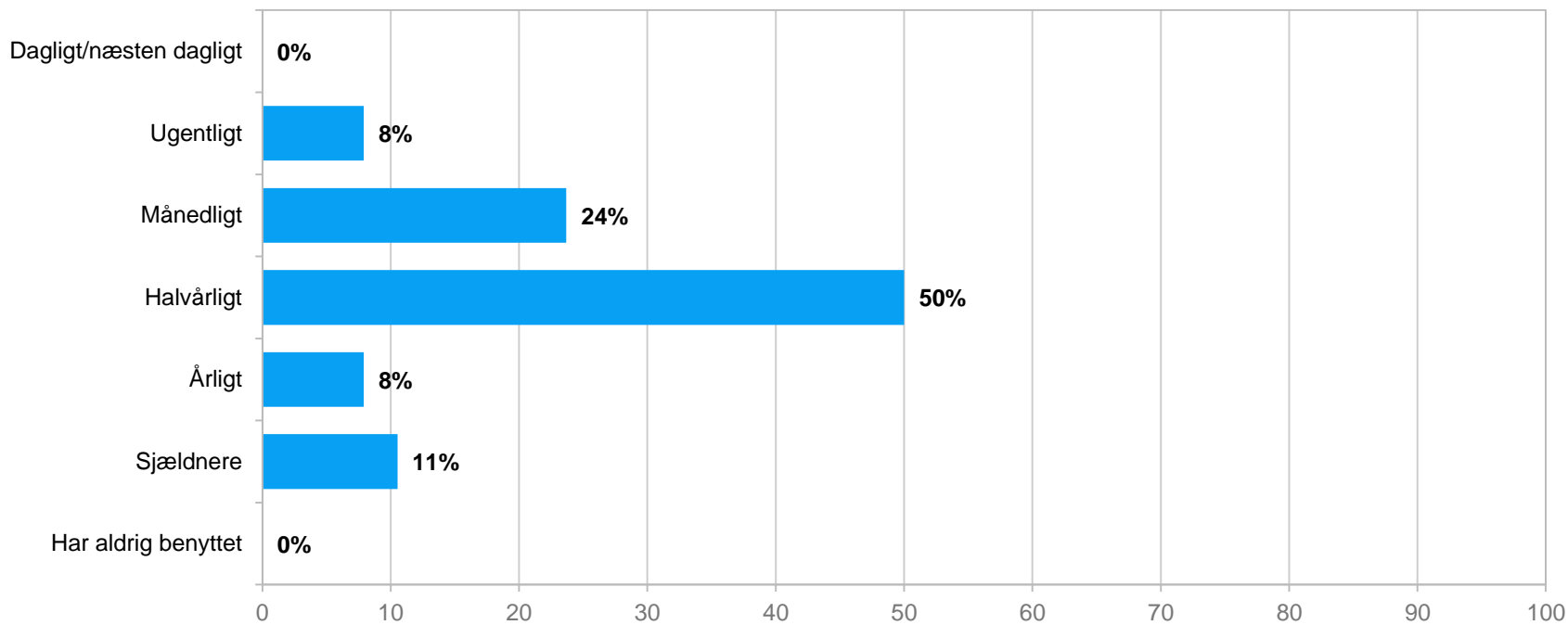
Telefonisk kundeservice

Antal svar = 26



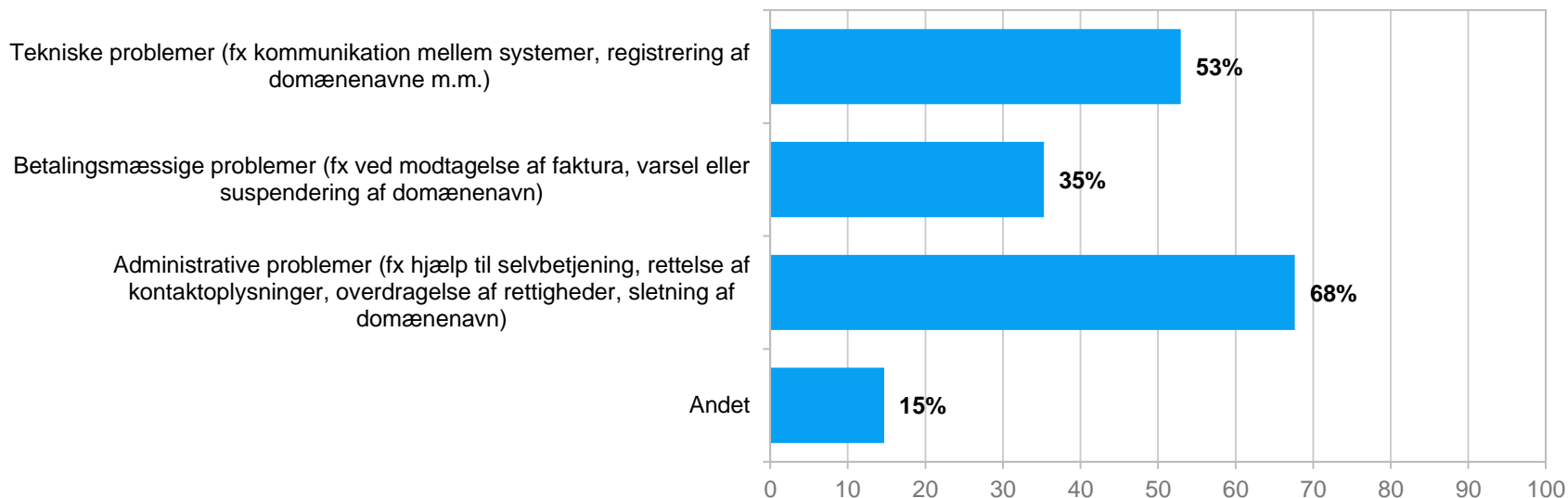
Hvor ofte benytter du vores kundeservice via e-mail?

Antal svar = 38



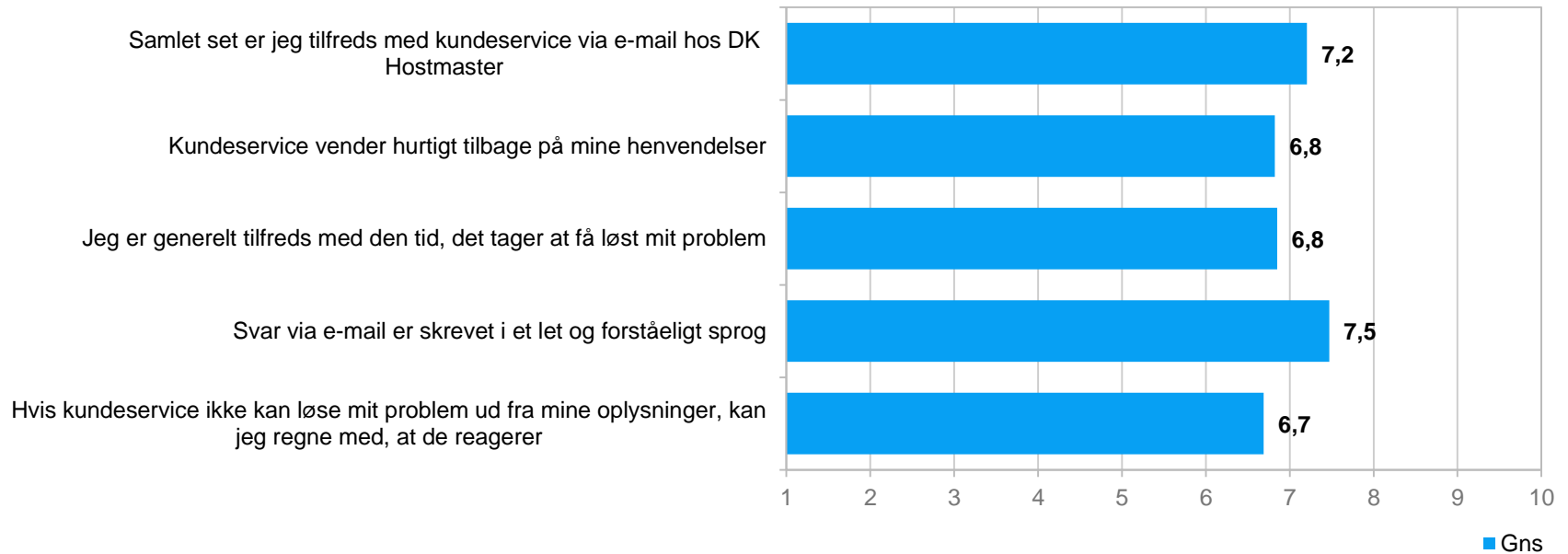
Hvilke problemer har du typisk kontaktet kundeservice via e-mail med? (Flere svar muligt)

Antal svar = 34



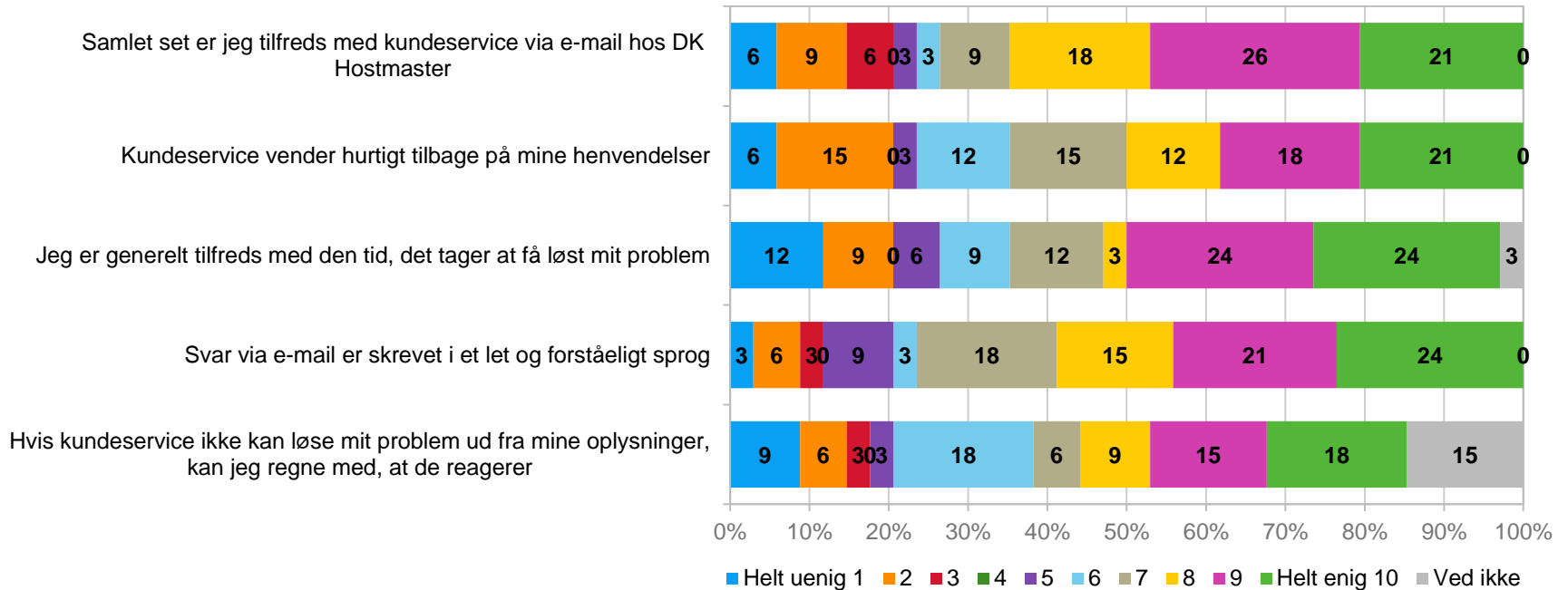
E-mail support

Antal svar = 34



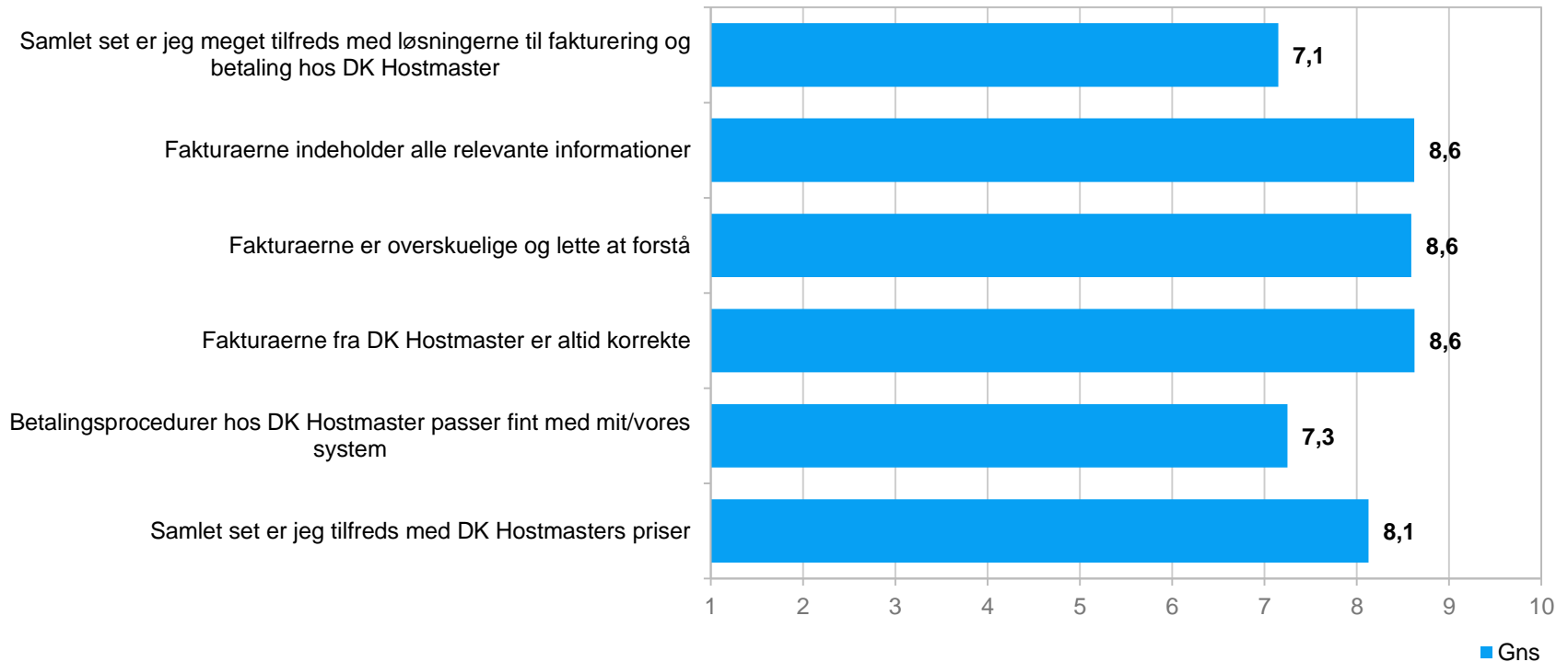
E-mail support

Antal svar = 34



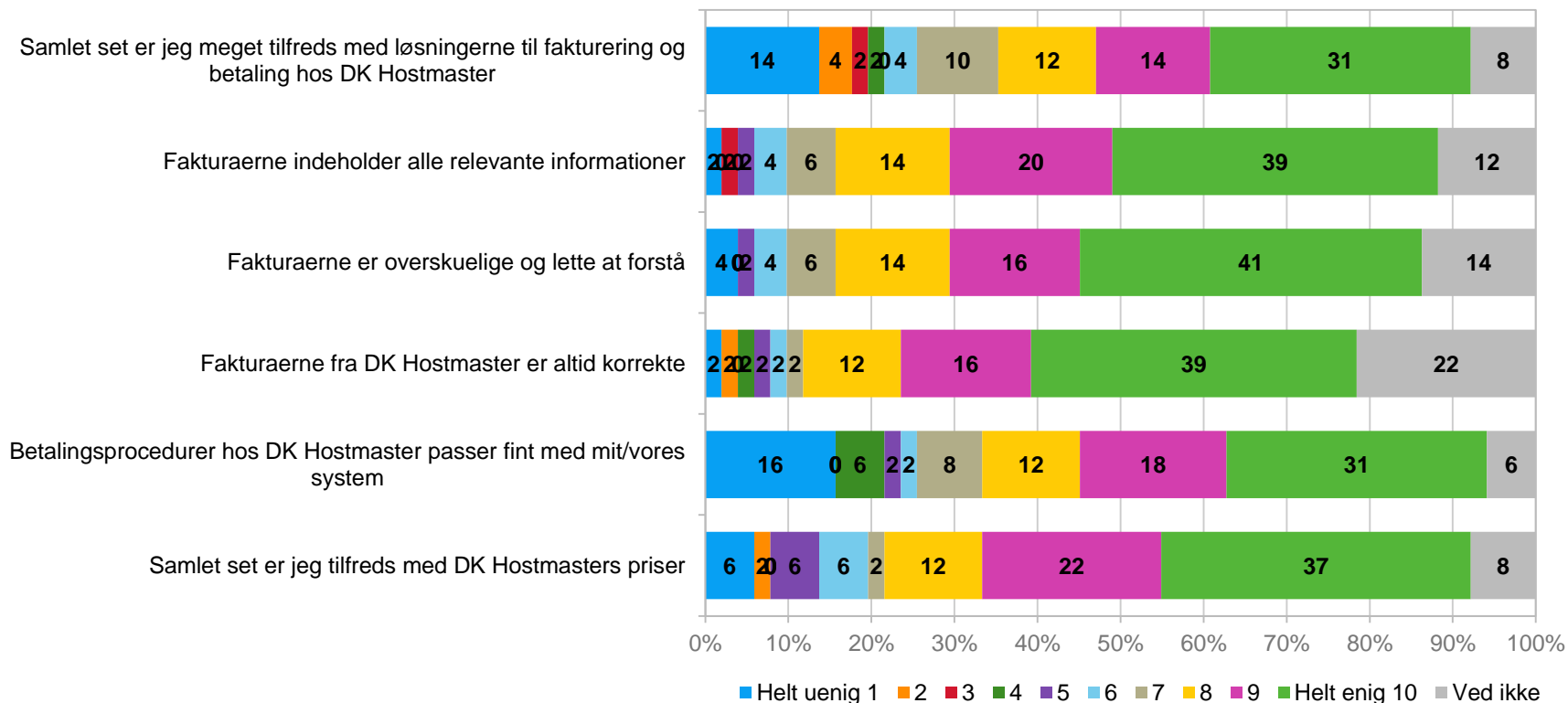
Fakturering og betaling

Antal svar = 51



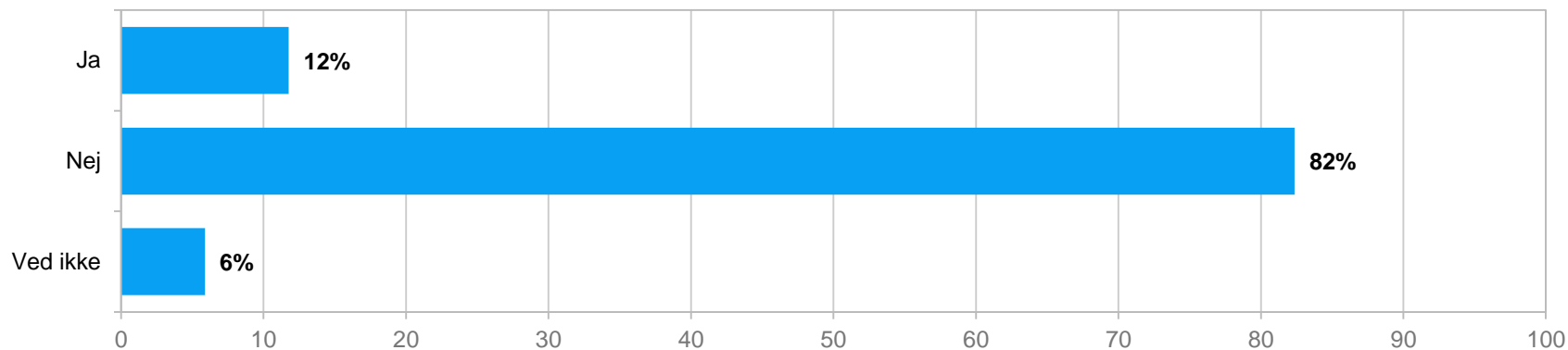
Fakturering og Betaling

Antal svar = 51



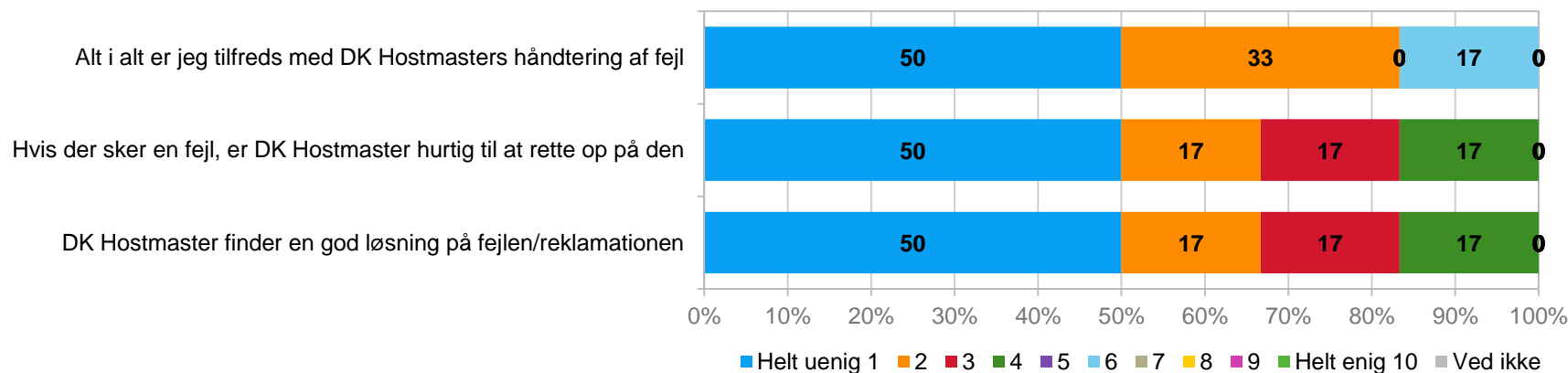
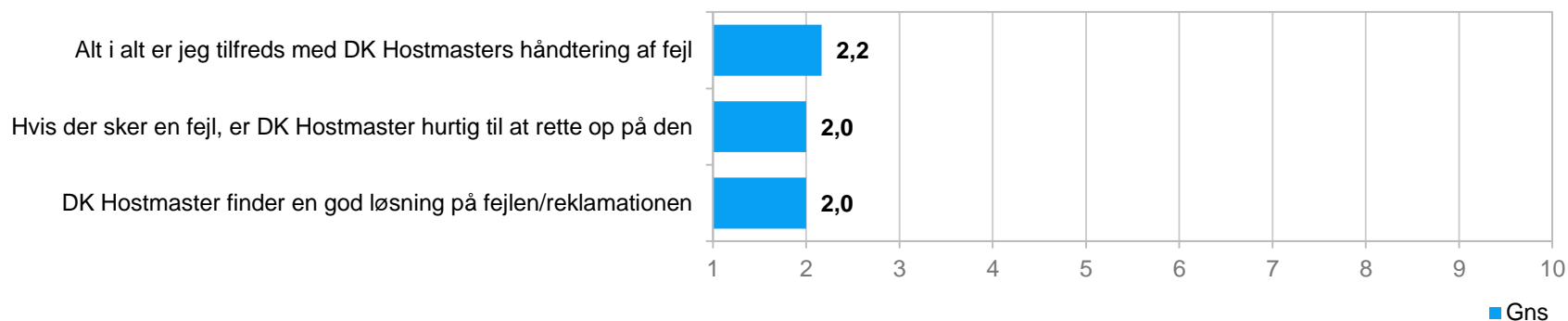
Har du haft behov for at klage til DK Hostmaster inden for de seneste 6 måneder?

Antal svar = 51



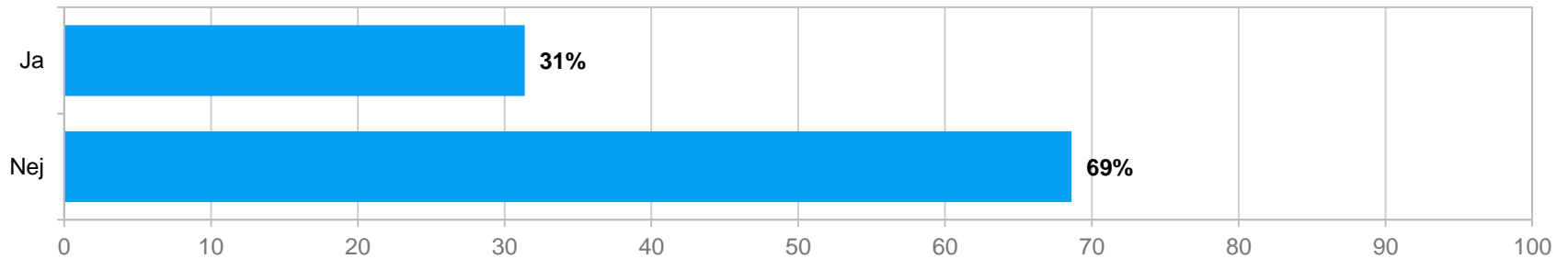
Fejl og reklamationer

Antal svar = 6



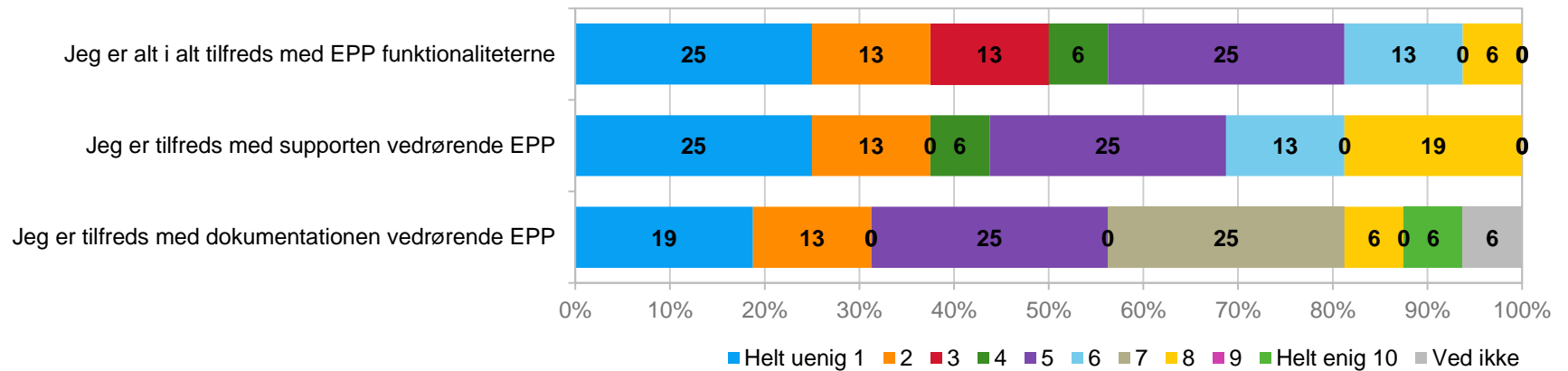
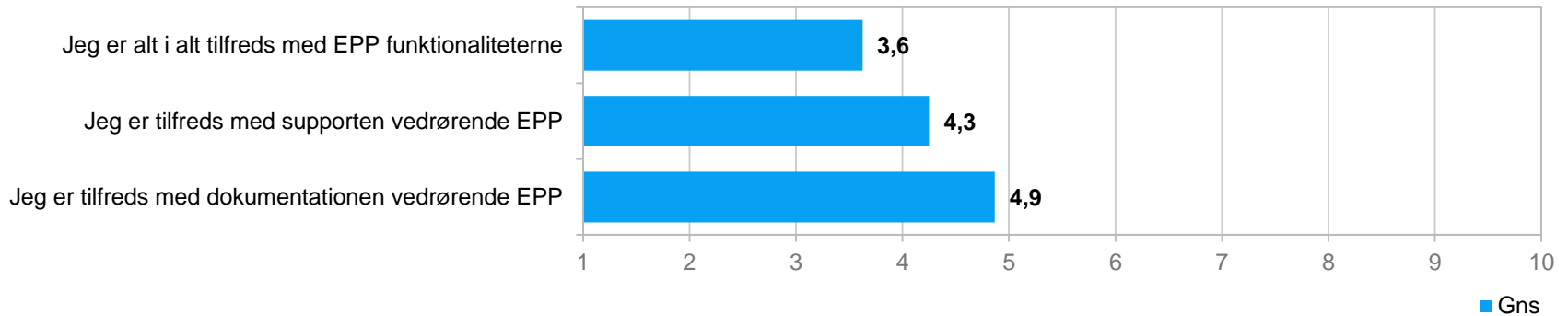
Bruger du EPP?

Antal svar = 51



EPP

Antal svar = 16



Har du/l implementeret DNSSEC?

Antal svar = 51

