



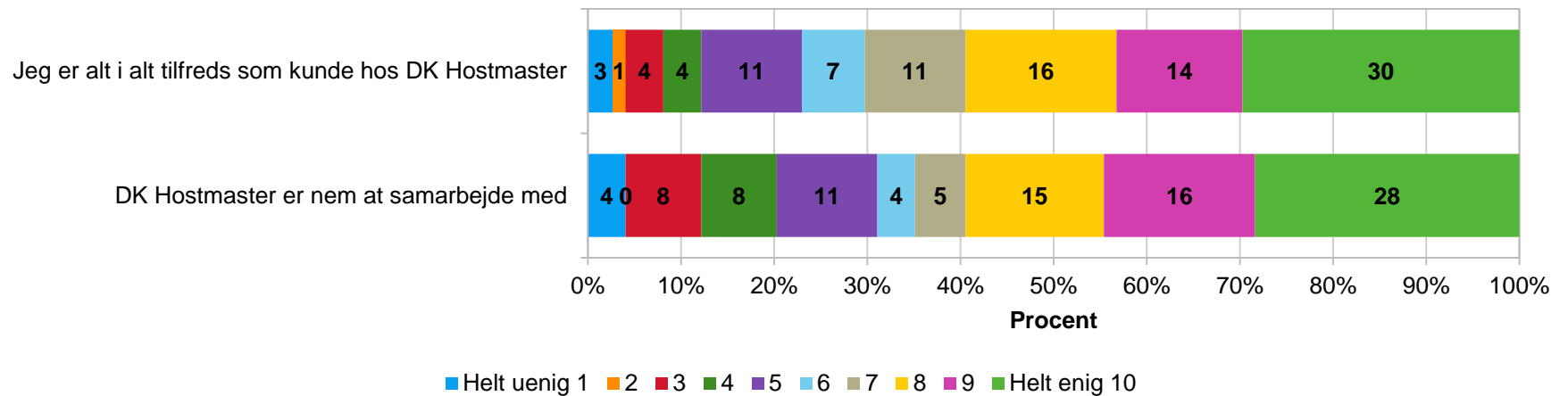
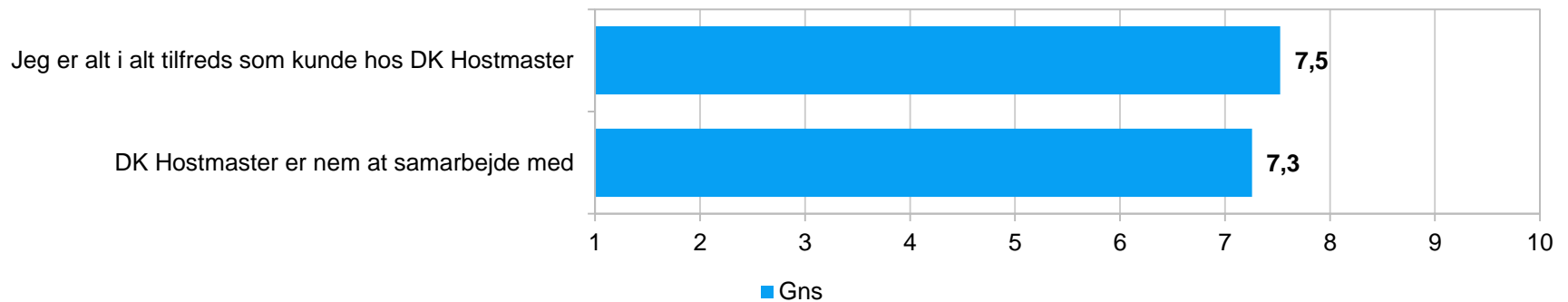
## Samlet rapport

Gennemført i samarbejde med RelationMonitor april 2019

Hvis du har spørgsmål til rapporten eller undersøgelsen,  
kan du kontakte Ingeborg Auken Beck ([iab@dk-hostmaster.dk](mailto:iab@dk-hostmaster.dk))

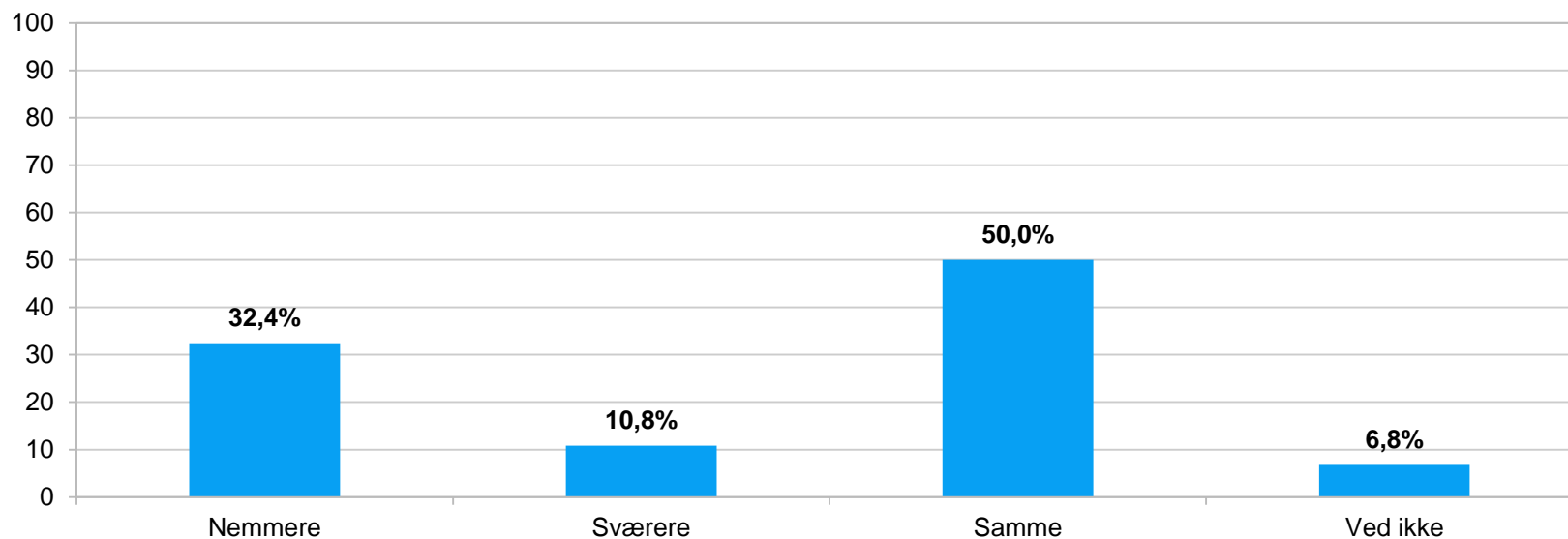
Antal svar = 74

## Tilfredshed



Antal svar = 74

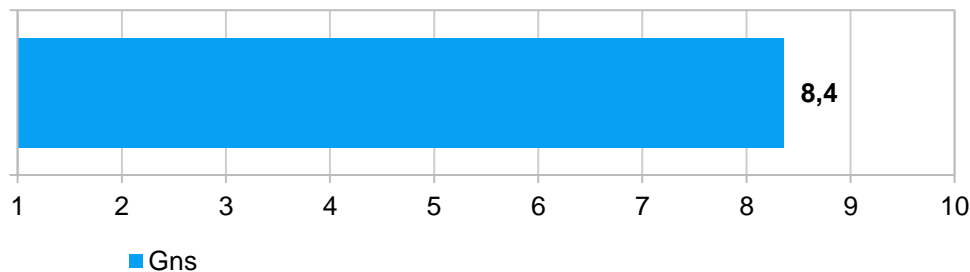
Synes du, at DK Hostmaster er blevet nemmere eller sværere at samarbejde med i forhold til tidligere år?



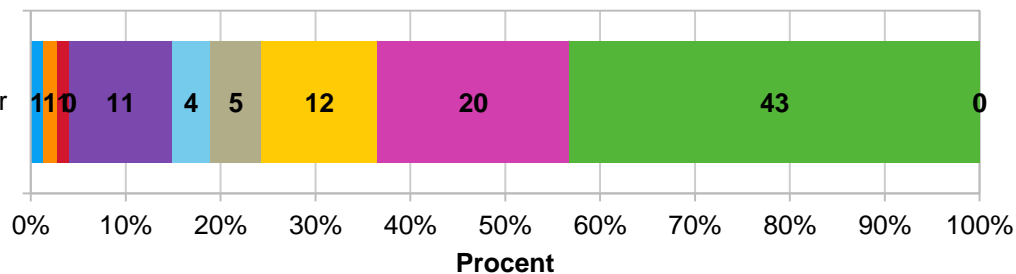
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Image/omdømme

Fremstår som en troværdig domænenavnsadministrator



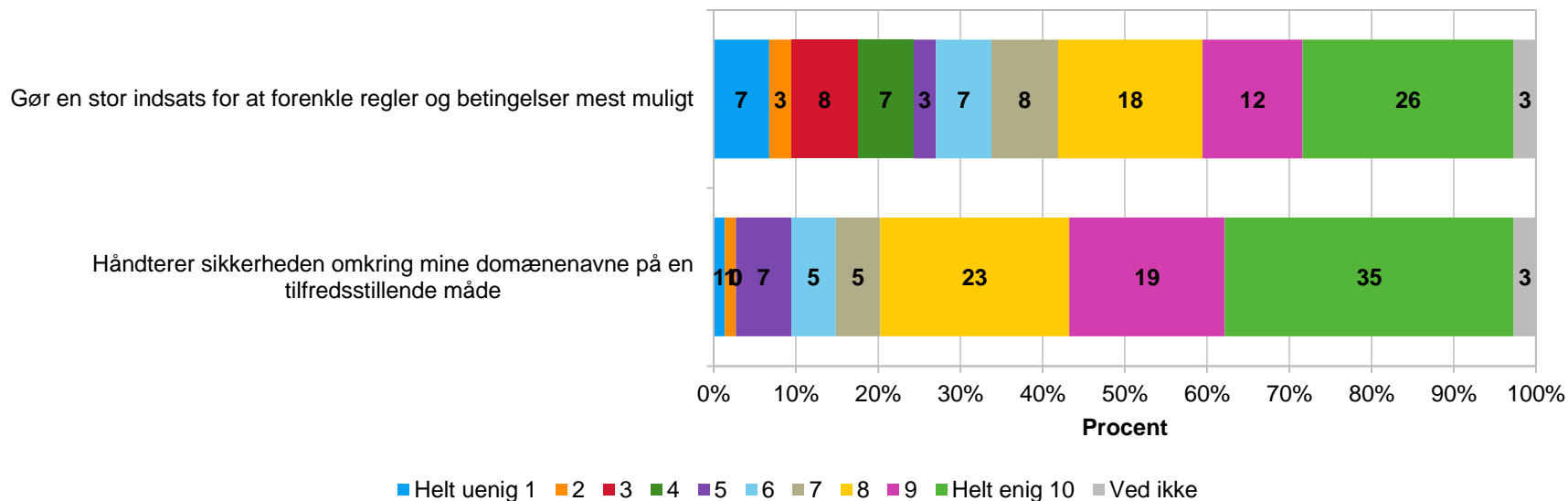
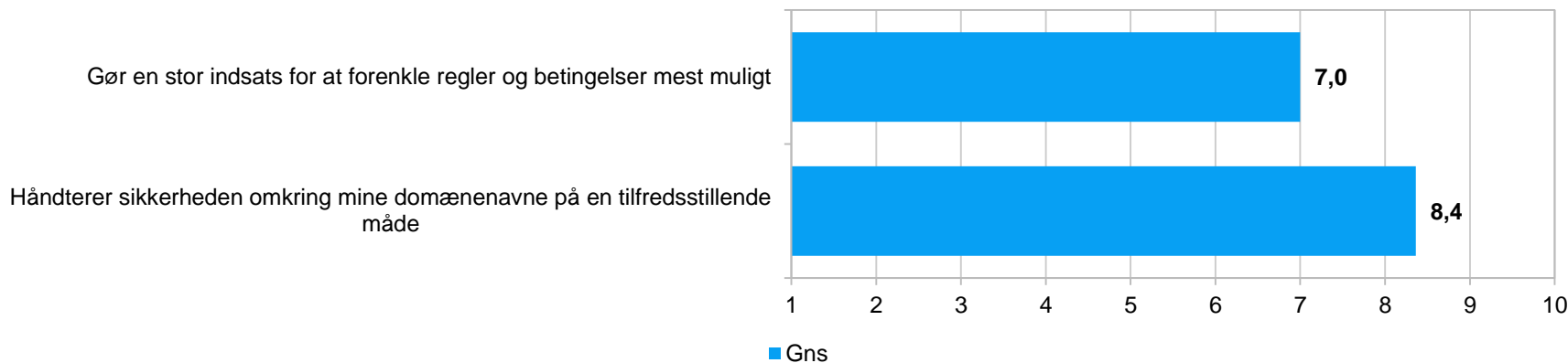
Fremstår som en troværdig domænenavnsadministrator



■ Helt uenig 1 ■ 2 ■ 3 ■ 4 ■ 5 ■ 6 ■ 7 ■ 8 ■ 9 ■ Helt enig 10 ■ Ved ikke

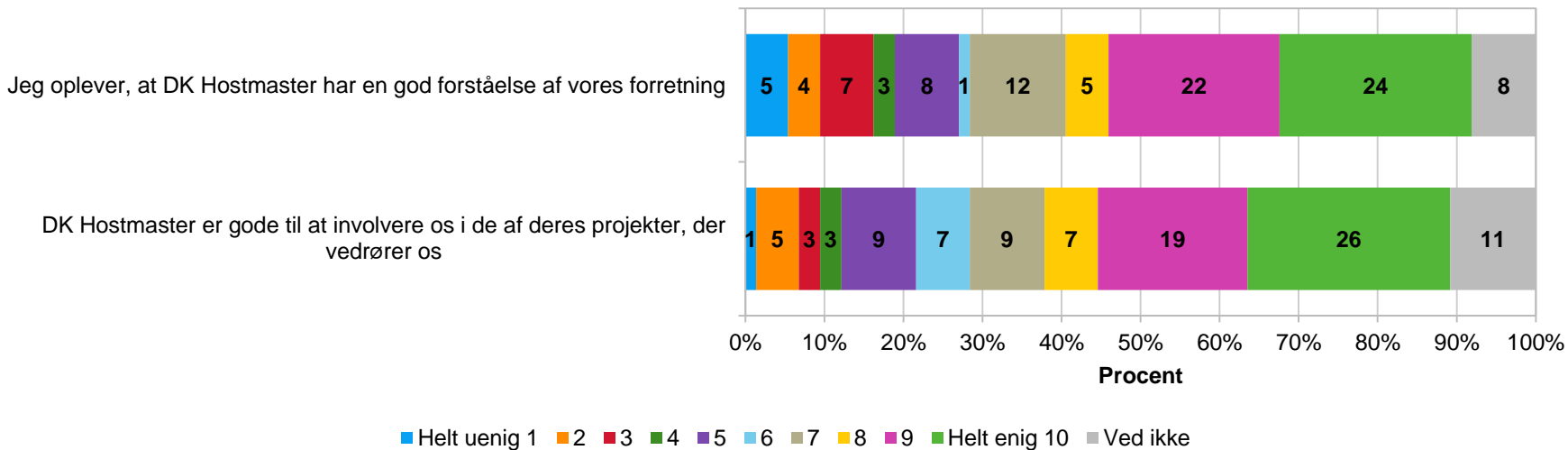
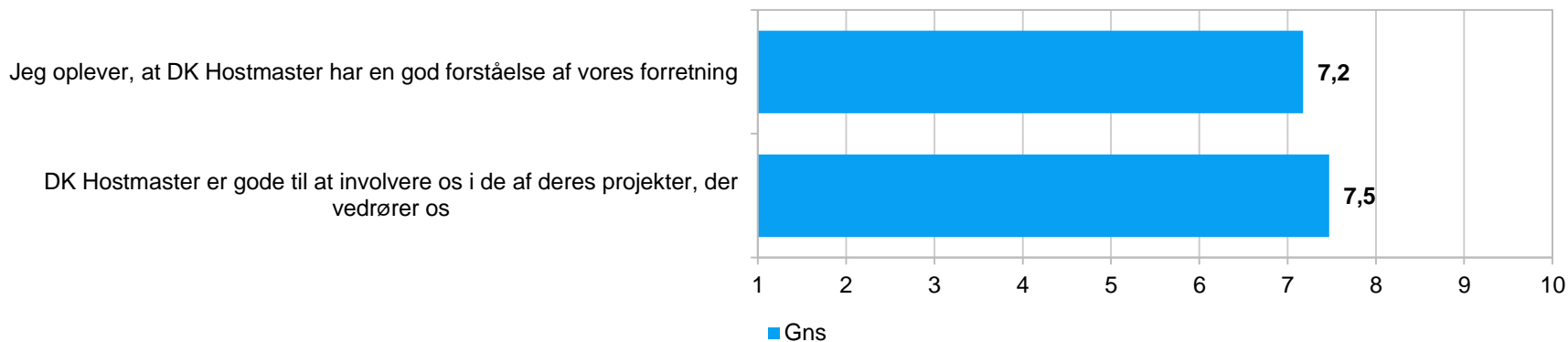
Produkter/services

Antal svar = 74



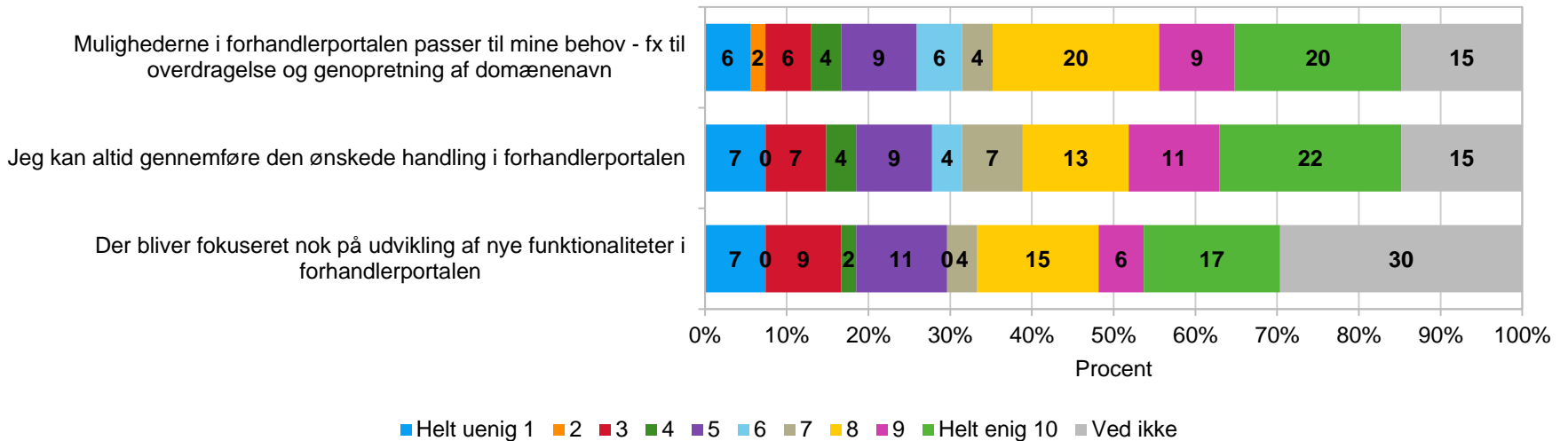
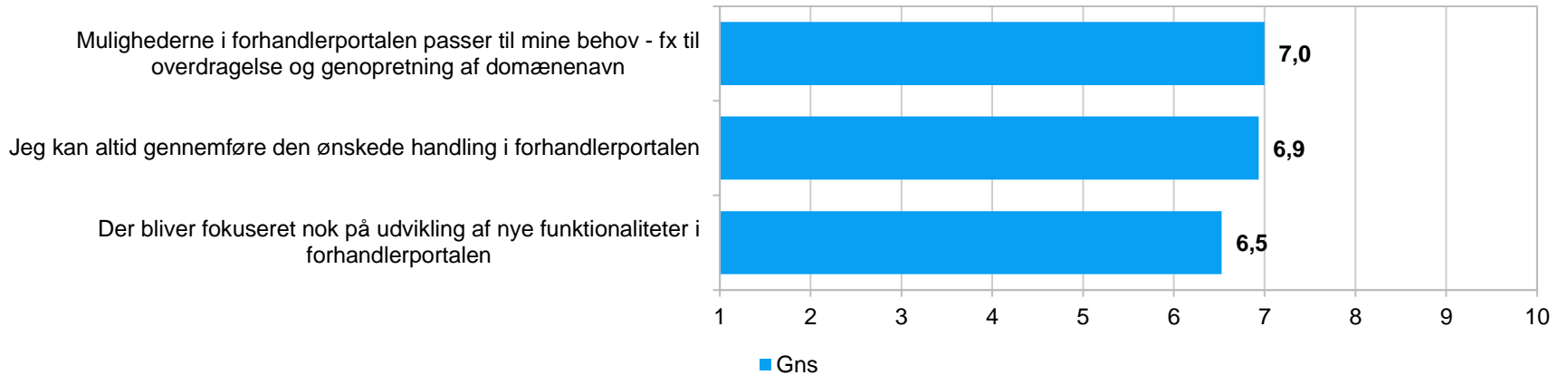
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## Samarbejdet med DK Hostmaster



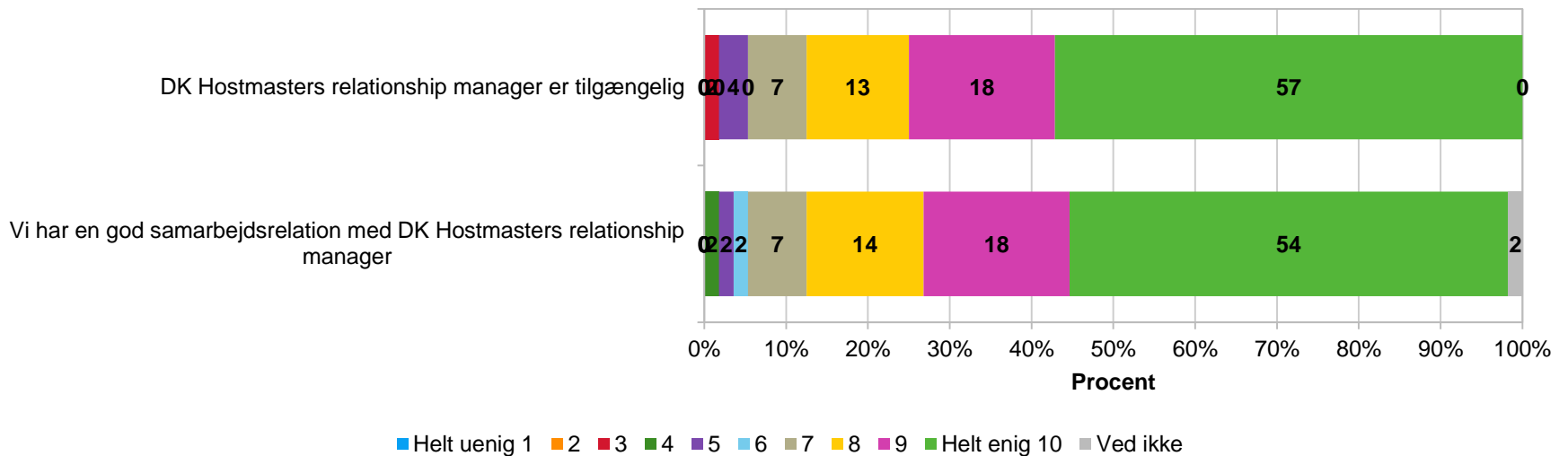
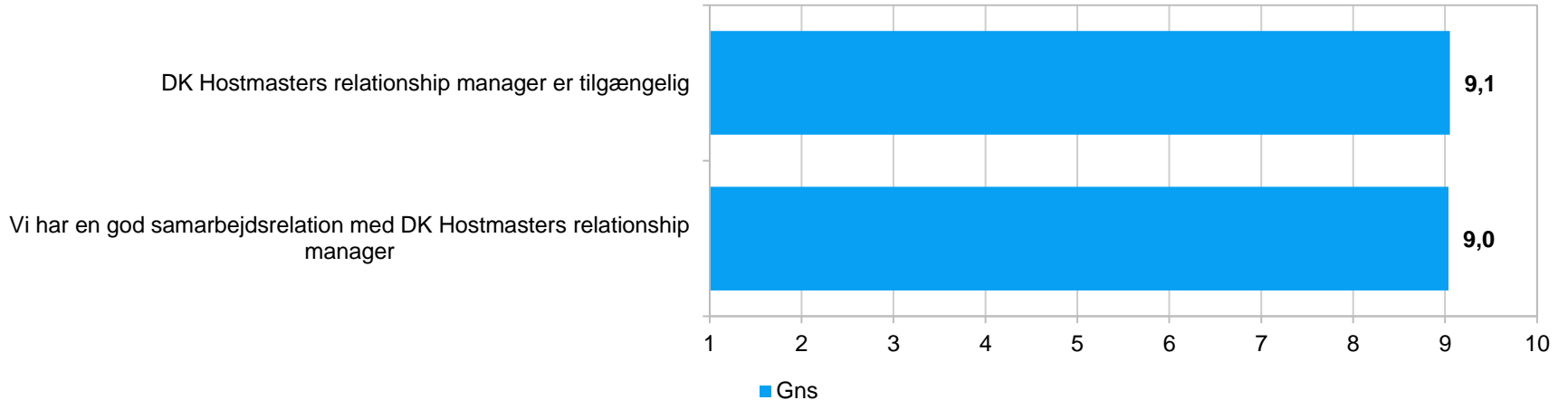
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## Selvbetjening



## Relationship manager

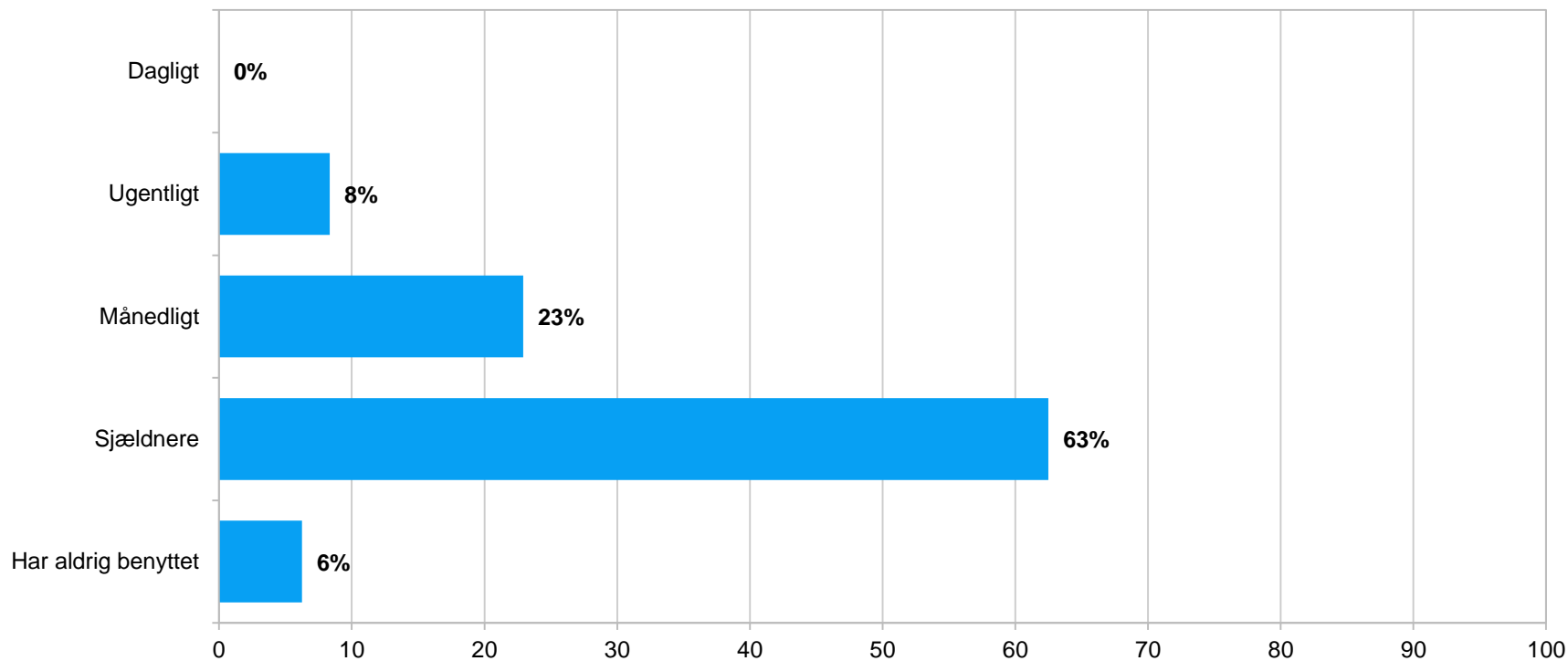
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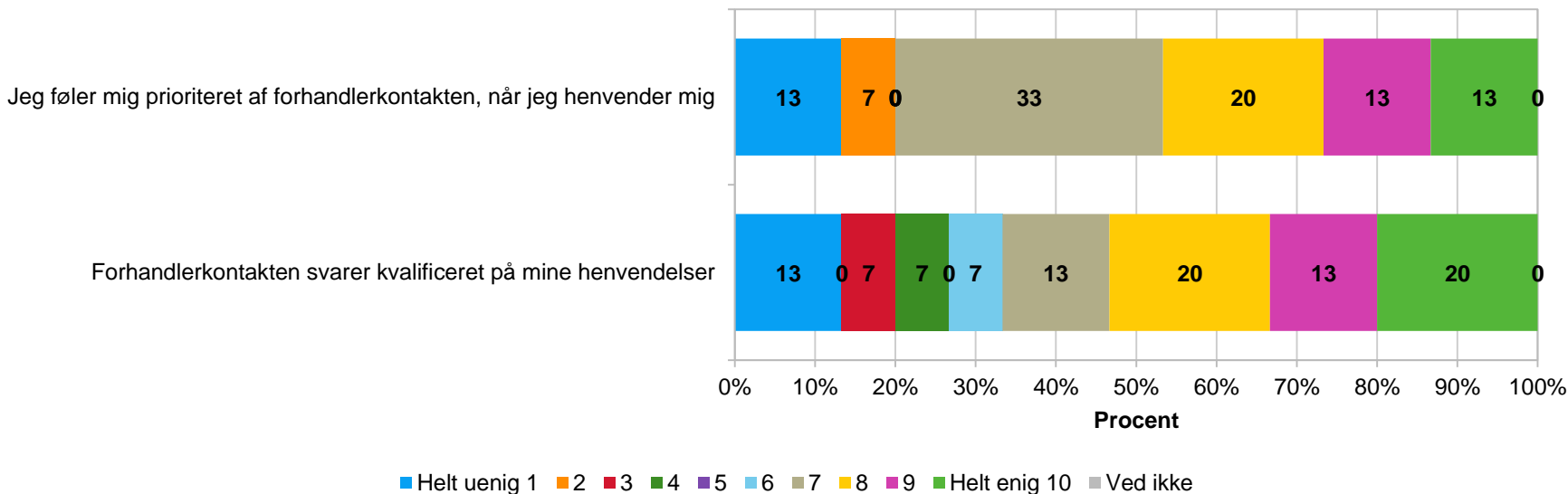
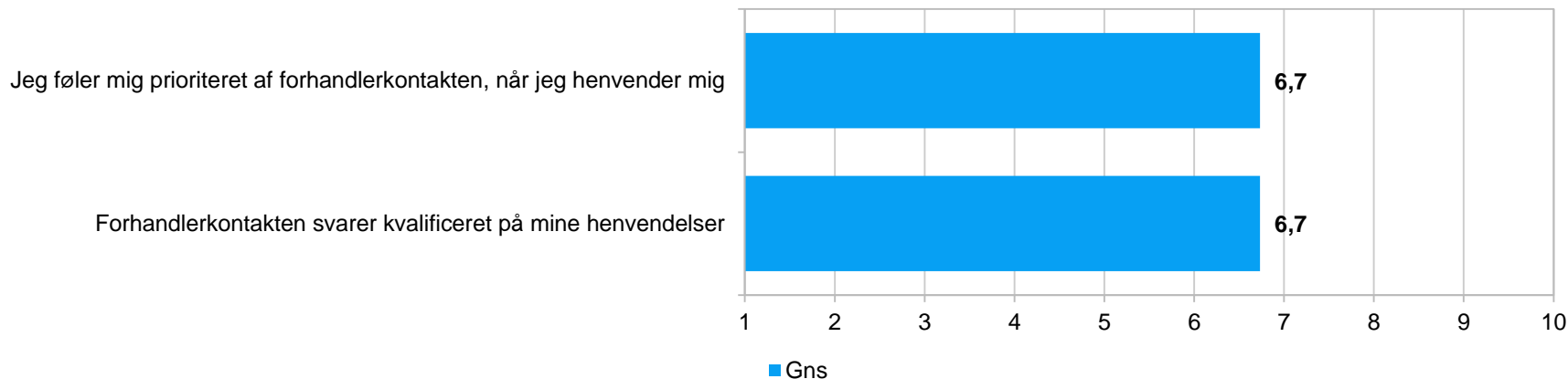
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## Hvor ofte kontakter du forhandler-kontakten i kundeservice?



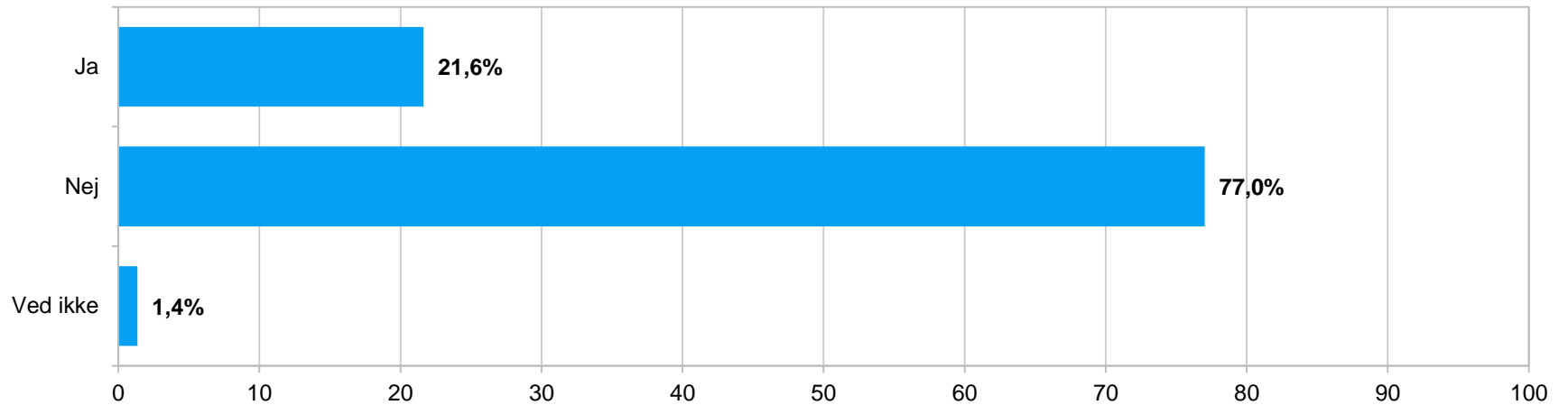
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## Forhandler-kontakt i kundeservice



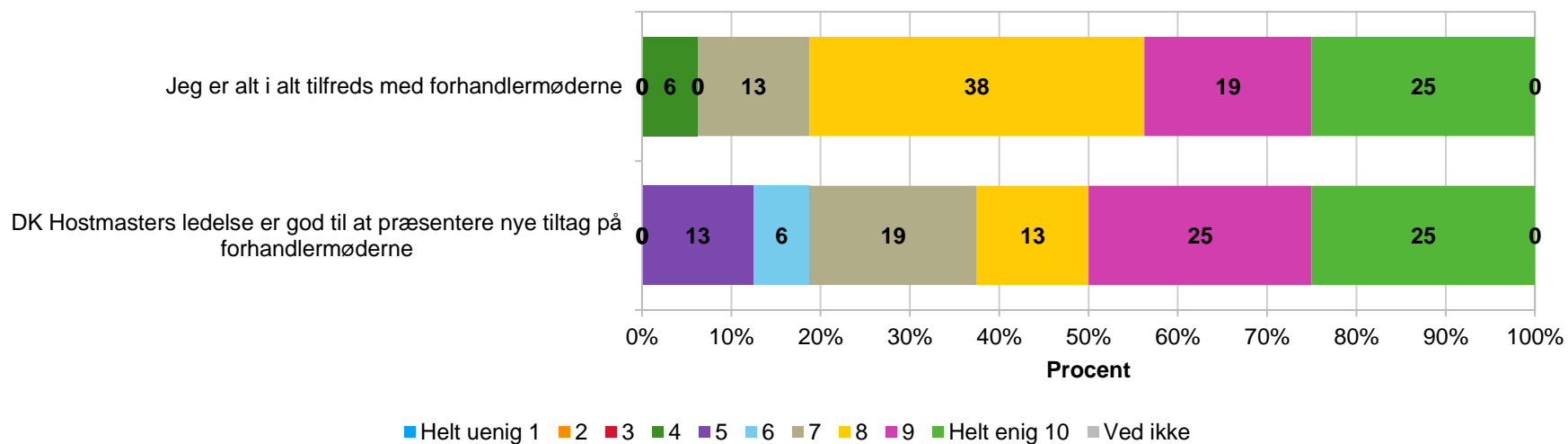
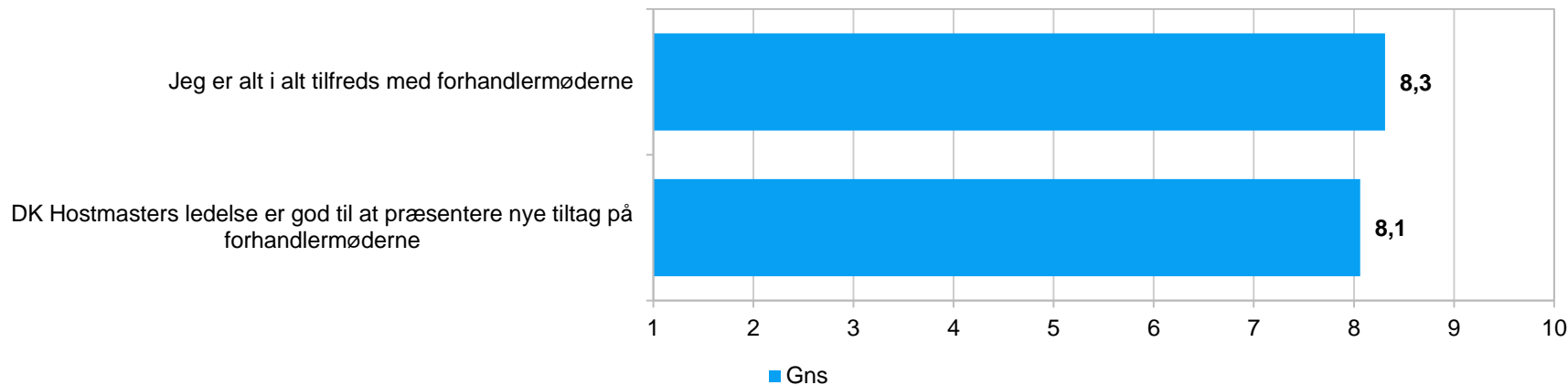
Antal svar = 74

Har du deltaget i forhandlermøder inden for det seneste år?



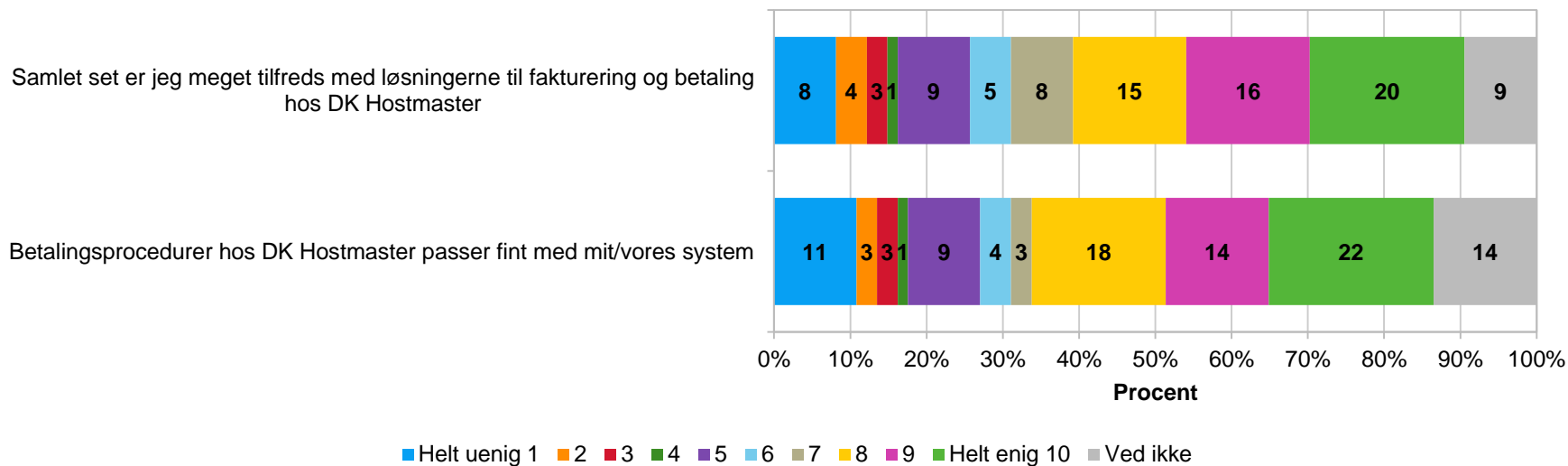
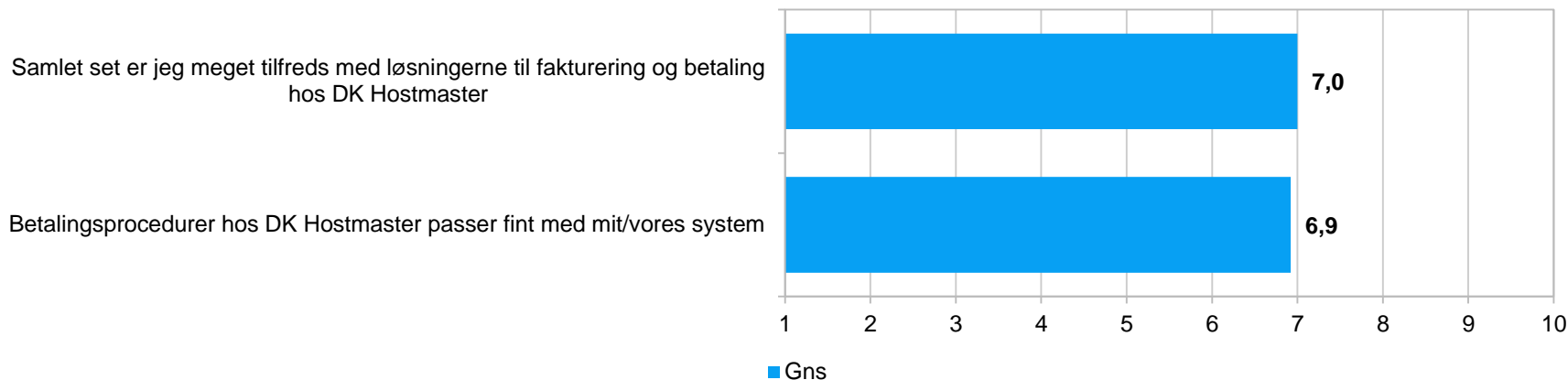
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## Forhandlermøder



Antal svar = 74

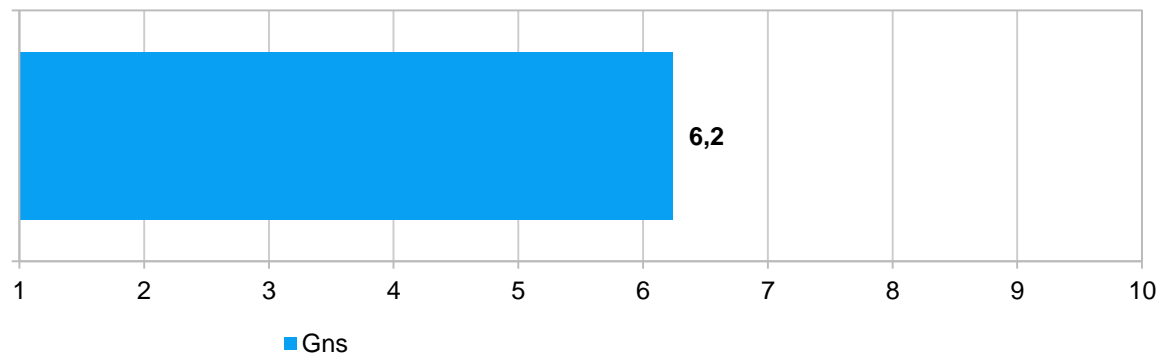
## Fakturering og betaling



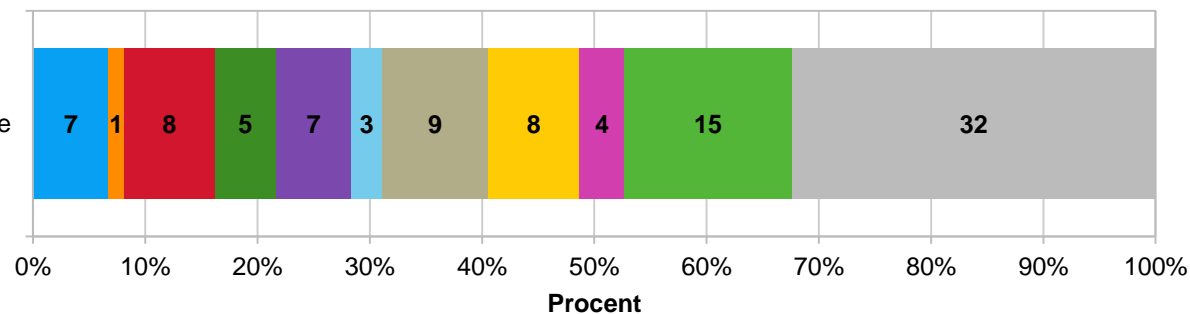
Antal svar = 74

**EPP**

Jeg er alt i alt tilfreds med EPP funktionaliteterne



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