

TFMSP\_QuestionnaireCustomerCategories

TF-MSP - Questionnaire Customer categories  
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Please fill in your answers in under each question below

NOTE: the term 'Customer' used in the questions below refers to an organisations/Institution as an entity connected to the NREN.

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NREN Name:  
Contact:

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1. Which types of customers can connect to your NREN ?  
(pls, put an 'X' before the type if yes, and add % of total of your customer base if possible)

Traditional NREN customer types :  
... Universities/colleges  
... Research institutions  
... Academic Hospitals (= is part of university)

Atypical NREN customer Types:  
... Public Services / Administrations  
... % of total customer base  
  
... Public or government operated networks (state funded)  
... % of total customer base  
  
... Public companies (for e.g. National Railways, State Postal services...)  
... % of total customer base  
  
... National Broadcast Companies (=state funded)  
... % of total customer base  
  
... Education/schools (= non-higher education)  
... % of total customer base  
  
... Private companies (for e.g. for Reserch Means)  
... % of total customer base  
  
... Non-Academic / public Hospitals  
... % of total customer base  
  
... Cultural Institutions (performing arts: theatre, music, video...)  
... % of total customer base  
  
... Other, please specify:  
... % of total customer base

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2. If your NREN serves customer types from the 'atypical' section above please state briefly the reason why your NREN serves these organisation:

- Some examples:  
Public services: historical and/or political reasons + cover costs for prior customer types  
Non - Academic hospitals: high bandwidth needs for research purposes  
Schools: our NREN is funded to do so by government.

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3. If your NREN serves 'atypical' customer types, does your NREN apply a differentiation in its service offer on the following aspects:

a. Pricing schemes ?

... YES

... NO

If yes please specify (brief description, URL, or add document)

b. Service Levels ?

... YES

... NO

If yes please specify: (brief description, URL, or add document)

c. Range of services offered ?

(= not all services are offered to all types, specific services for specific types) :

... YES

... NO

If yes please specify: (brief description, URL, or add document)

d. Differences in connection policy ?

(for ex. minimum prerequisites: type x should at least take 100 Mbit/s connectivity)

... YES

... NO

If yes please specify: (brief description, URL, or add document)

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4. Do customers participate/have their voice in the decision making process regarding service offer ?

(for ex. User boards)

... yes, this participation is formally organized for all customer types

... Yes, but this participation is organized for some customer types

... No, this sort of participation is not formally organized in ur NREN

If yes, please clarify how this 'customer participation' is formally organized: (brief description below, add url or document)

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5. Your remarks, suggestions ... (opportunities, difficulties faced....)

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