System Usability Scale: Altafiber Mobile App

Thank you for helping us improve the AltaFiber mobile app experience. This brief survey uses the System Usability Scale (SUS) to measure how easy and effective our app is to use. Please respond to 10 statements based on your overall experience with the app. There are no right or wrong answers, just share your honest impressions. This should take less than 2 minutes to complete.

* This form will record your name, please fill your name.

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1. I think that I would like to use the Altafiber app frequently.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agre
	○	○	○	○	○

2. I found the app unnecessarily complex.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Disagr
	○	○	○	○	○

3. I thought the app was easy to use.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○

4. I think that I would need the support of a technical person to be able to use Altafiber app.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○

5. I found the various functions in this system were well integrated.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○

6. I thought there was too much inconsistency in the app.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○

7. I would imagine that most people would learn to use this system very quickly.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○

8. I found the app very cumbersome to use.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○

9. I felt very confident using the app.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○

10. I needed to learn a lot of things before I could get going with this system.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agre
	○	○	○	○	○