**(a)** Most of the results shown are according to my observations that I have made over the past 10 years working for different ISPs (Internet Service Providers) across the globe. Data collected from Tier 1 ISPs and regional operators confirms that standard technologies and design used by service providers around the world are more or less the same.  
  
However, some of the ISP terminologies used in results are different than that being used in the industry e.g., U1 and A10 that you mentioned are not common terms that engineers and architects are familiar with. We use UNI (User-to-Network Interface) and NNI (Network-to-Network Interface). Moreover, the network edge where the Access domain terminates is called PE (Provider Edge) in the ISP world. But overall, I would say that the quantitative analysis matches my perception of trends pretty well.

**(b)** In regard to results, they do seem justified as most technologies mentioned in results are the same as used in our industry. For example, FTTH/FTTP (Fibre to the Home/Premises) is being deployed for fixed line internet all over the world and GPON (Gigabit Passive Optical Network) is being implemented widely now. Also, XGS-PON (10G Passive Optical Network) is the future for FTTH networks that is probably worth mentioning in your result options if you haven’t included it.  
  
In addition to that, Ethernet being used as the major Layer 2 backhaul in most ISPs also reflects that your results are up to the mark.  
  
Furthermore, video BNGs (Broadband Network Gateways) to be deployed as close to the subscriber as possible in order to make efficient use of bandwidth utilization and last, but not the least, VPLS (Virtual Private LAN Service) and MPLS (Multi-protocol Label Switching) core being the backbone of ISPs also strengthen that those results are accurate.

**(c)** As for limitations and ambiguities of the questions in the questionnaire, I would like to mention that graphs are not self-explanatory. The questions are quite clear though. To be honest, I was able to understand questions as well as survey results straightaway, but not the graphs until you explained that charts on the left represented data from NOGs whereas charts on the right represented data collected by SGA. In my humble opinion, it would have been ideal if graphs were also as straightforward as questions are.

On the whole, the results look fine as they reflect 90% of what we see in the industry nowadays. Also, the mention of virtualization of access nodes is something that service providers are trying to achieve with NGN (Next Generation Networks). One more thing that I would like to add is the automation of networks, which you will see in a lot of companies in future as ISPs move towards Software Defined Networks (SDN).

Great work and all the best :)