**EBU LE & Medium Customers Insights Questionnaire**

**Q1.Which city is the Business located**\_\_\_\_\_\_\_\_\_\_\_Jigjiga and Addis abab\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?

**Q2.Trading Name of the Business**\_\_\_\_\_\_\_\_Cellutech\_?

**Q3.What is the Business involved in?**

Manufacturing

Pharmaceutical

Agribusiness

Transport

Professionals

Services

Wholesale & Retail

Financial & Insurance

Hospitality

Technology

Education

Health

Government

**Q4.Number of employees in that Business?**

0 – 4

5 – 9 10 – 49

50- 100

> 100

**Q5.Does the Business purchase pre-pay or postpay packages for its employees?**

Prepay only------------

Postpay only--------------

Prepay and postpay---------------

Any other----------------------------

**Q6.What is the typical amount allocated for Telephony to staff on a monthly basis based on the following tiers ?**

**Senior Level Staff**

100 - 200Br

200 – 500 Br

500 – 1,000 Br

1,000 – 3,000 Br

‘> 3,000 Br

**A. Middle level staff**

< 100 Br

100 – 200 Br

200 - 500 Br

500 - 1000 Br

‘> 1,000 Br

**B. Junior level staff**

< 100 Br

100 – 200 Br

500 – 1000Br

‘> 1,000 Br

**Q7.** **What needs does Business Telephony serve?**

Call suppliers

Call customers

Digital marketing

Social Media

Business Applications

Other\_\_\_\_All\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q8.  Does the Business purchase unlimited packages for its staff?**

Yes

No

Other:

NO

**9. In the event of a running out of allocated resources, does the business top up for staff?**

Yes

No

**Q10. How are the resources loaded into staff lines?**

postpay

Backend top up

Airtime voucher

**Q11.** **What is your preferred package validity?**

Weekly

Monthly

Quarterly

Annually

Other

**Q12. Would you Prefer as customer?**

a. more resources on shorter validity

b. less resources for longer Validity

c. Data heavy package

d. Voice heavy package

**Q13. What would you find to offer more value between the following?**

100 Br - 1GB Data & 200 Minutes

100 Br - 2GB & 100 Minutes

**Q14.** **What is your preferred billing cycle?**

Monthly

Quarterly

Annually

Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q14.** **Any other General Comment?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Q.15 Does your Organization provide SIM Cards to the employees?

Yes

No

Other:\_\_\_No\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_