

WIN

3 Olympus C-830L cameras

20 copies of Microsoft Office 2000



READER SURVEY >>

1999 Service and

►►► Take part in our survey and have the chance

It is time for the second *Personal Computer World* Service and Reliability Survey! With your help, our comprehensive, independent readership research survey will provide the ultimate guide to the best brands for technical support, product efficiency and reliability.

All completed questionnaires, with full name and address details, will be entered into a prize draw to win one of the following prizes: 3 x **Olympus C-830L cameras**, 20 copies of **Microsoft Office 2000** and 20 copies of **Microsoft's Money 99**; PLUS 50 copies of the latest **PCW on CD-ROM** (CD-ROM of the past 24 issues of the magazine, with full search and browse facilities).

PCW has employed the services of Maritz Research, one of the world's largest research groups and a leader in the field of customer satisfaction and loyalty research, to compile and deliver the ultimate performance guide to computer equipment. Share your experience with us, in

confidence, and we will produce a comprehensive report that maps which brands in the PC and printer markets really pull their weight when it comes to service and reliability. The findings of this report will appear in an issue of PCW later this year.

Please follow all instructions given and complete all relevant questions. Please tick the appropriate boxes.

To return your completed questionnaire, cut out the pages or photocopy them and post to the freepost address shown on page 123. Alternatively, if you would like to complete this survey online, please access it at www.pcwsurvey.co.uk and follow the instructions.

➤ We would like to emphasise that all responses will remain anonymous and will be used only in overall reports to represent general feelings and opinions. Maritz Research, an ISO 9001 registered company, is bound by the Market Research Society Code of Conduct, thus ensuring confidentiality. Many thanks for your participation.

YOUR DESKTOP PC

Please **ANSWER THE QUESTIONS** for your most recent purchase

Question 1

Please specify the **MANUFACTURER** of your desktop PC, e.g. **DO NOT** list the supplier or model details.

Question 2a

Please indicate your processor type.

- | | |
|--|----------------------------------|
| 1 <input type="checkbox"/> Intel | 2 <input type="checkbox"/> AMD |
| 3 <input type="checkbox"/> Cyrix | 4 <input type="checkbox"/> Other |
| 99 <input type="checkbox"/> Don't know | |

Question 2b

What is the speed of your processor?

- | | |
|--|---------------------------------------|
| 1 <input type="checkbox"/> <200MHz | 2 <input type="checkbox"/> 233-300MHz |
| 3 <input type="checkbox"/> 333-400MHz | 4 <input type="checkbox"/> 433MHz+ |
| 99 <input type="checkbox"/> Don't know | |

Question 3

How much did your PC cost?

- | | |
|--|--|
| 1 <input type="checkbox"/> Below £500 | 2 <input type="checkbox"/> £501-£800 |
| 3 <input type="checkbox"/> £801-£1000 | 4 <input type="checkbox"/> £1001-£1500 |
| 5 <input type="checkbox"/> £1501 - £2000 | 6 <input type="checkbox"/> £2000+ |
| 99 <input type="checkbox"/> Don't know | |

Question 4

How long ago did you purchase your PC?

- | | |
|--|--|
| 1 <input type="checkbox"/> Less than a month | 3 <input type="checkbox"/> 4-6 months |
| 2 <input type="checkbox"/> 1-3 months | 5 <input type="checkbox"/> 1-2 years |
| 4 <input type="checkbox"/> 7-12 months | 99 <input type="checkbox"/> Don't know |
| 6 <input type="checkbox"/> 2+ years | |

Question 5a

From where did you purchase your PC?

- | |
|---|
| 1 <input type="checkbox"/> Mail Order or Direct from manufacturer |
| 2 <input type="checkbox"/> Superstore or High Street Retailer |
| 3 <input type="checkbox"/> Other |
| 99 <input type="checkbox"/> Don't know |

Question 5b

How did you make your purchase?

- | | |
|---|--------------------------------------|
| 1 <input type="checkbox"/> By telephone | 2 <input type="checkbox"/> By email |
| 3 <input type="checkbox"/> From the web | 4 <input type="checkbox"/> In person |
| 5 <input type="checkbox"/> By post | 6 <input type="checkbox"/> Other |
| 99 <input type="checkbox"/> Don't know | |

Question 6a

What is the PC used for? (Please tick all that apply)

- | |
|--|
| 1 <input type="checkbox"/> Games |
| 2 <input type="checkbox"/> Business/office |
| 3 <input type="checkbox"/> Education/reference |
| 4 <input type="checkbox"/> Creative/graphics/sound/video |
| 5 <input type="checkbox"/> Programming |
| 6 <input type="checkbox"/> Other |

Question 6b

Who uses this PC?

- | |
|--|
| 1 <input type="checkbox"/> Only myself |
| 2 <input type="checkbox"/> Others infrequently |
| 3 <input type="checkbox"/> Others frequently |

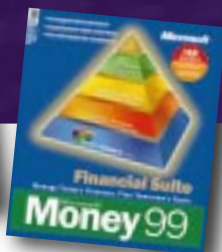
Question 7

How long is the **standard** warranty cover for your PC?

- | | |
|--|-------------------------------------|
| 1 <input type="checkbox"/> 3 months | 2 <input type="checkbox"/> 6 months |
| 3 <input type="checkbox"/> 1 year | 4 <input type="checkbox"/> 2 years |
| 5 <input type="checkbox"/> 3+ years | |
| 99 <input type="checkbox"/> Don't know | |



**20 copies of
Microsoft Money 99**



**50 copies of
the past 24
issues of PCW
on CD-ROM**

Reliability Survey

to win some of the great prizes shown above ◀ ◀ ◀

Question 8a

Did you purchase an **extended warranty**?

- 1 ☐ Yes 2 ☐ No

If 'yes', please answer Q8b-Q8d, otherwise please go to Q9

Question 8b

What extra period does this cover?

- 1 ☐ One additional year
2 ☐ Two additional years
3 ☐ Three or more additional years
99 ☐ Don't know

Question 8c

How much did the extended warranty cost?

- 1 ☐ Less than £50 2 ☐ £50-£100
3 ☐ £101-£200 4 ☐ £201+
99 ☐ Don't know

Question 8d

What type of cover was included in the extended warranty?

(Please tick all that apply).

- 1 ☐ Parts only 2 ☐ Parts and labour
3 ☐ 24hr helpline 4 ☐ Replacement PC
99 ☐ Don't know

Question 9

On a scale of 1-5, with 1 being 'very dissatisfied' and 5 being 'very satisfied', how satisfied are you with the following?

(Please circle)

- Q9a** Helpfulness of the sales staff n/a 1 2 3 4 5
Q9b Understanding of your needs by the sales staff n/a 1 2 3 4 5
Q9c The quality of advice you received n/a 1 2 3 4 5
Q9d System arrived on time n/a 1 2 3 4 5
Q9e Order was complete & correct n/a 1 2 3 4 5
Q9f Everything was in working order n/a 1 2 3 4 5

Question 10

Has your PC ever broken down?

(Broken down = technical failure and thus no longer capable of performing required tasks.)

- 1 ☐ Yes 2 ☐ No (go to Q13d)
99 ☐ Don't know (go to Q13d)

Question 11

How many problems have you had with your PC in the past 6 months that prevented the use for which it was bought?

- 1 ☐ None (please go to Q13d)
2 ☐ 1
3 ☐ 2-3
4 ☐ 4+
99 ☐ Don't know (Please go to Q.13d)

Question 12

Using the following comments, please classify the types of problem you experienced:

(Please tick all that apply)

- 1 ☐ 'Dead on arrival'
2 ☐ Failure due to hard drive component
3 ☐ Failure due to floppy disk drive component
4 ☐ Failure due to CD-ROM drive component
5 ☐ Failure due to sound card component
6 ☐ Failure due to video card component
7 ☐ Monitor/display panel problem
8 ☐ Failure due to virus
9 ☐ Failure due to RAM (Random Access Memory)
10 ☐ Problems with CPU (Central Processor Unit)
11 ☐ PC would not boot up
12 ☐ PC freezes or hangs up for a long time
13 ☐ Network adapter problem
14 ☐ Problems caused by software
15 ☐ Ports (I/O)/Connectors
16 ☐ Casing problem (i.e. cracked case)
17 ☐ Keyboard problem
18 ☐ Other
99 ☐ Don't know

Question 13

On a scale of 1-5, with 1 being 'very dissatisfied' and 5 being 'very satisfied', how satisfied are you with the following? (Please circle)

- Q13a** Helpful manner of the support staff n/a 1 2 3 4 5
Q13b Time taken to solve the problem n/a 1 2 3 4 5
Q13c The solution provided n/a 1 2 3 4 5
Q13d The overall reliability of your PC n/a 1 2 3 4 5

Question 14

On a scale of 1-5, with 1 being 'very unlikely' and 5 being 'very likely', what is the likelihood of you...

(Please circle)

- Q14a** Repurchasing the same brand of PC in the future? n/a 1 2 3 4 5
Q14b Recommending this brand of PC to your colleagues/friends? n/a 1 2 3 4 5

Your Notebook PC

Please **ANSWER THE QUESTIONS** for your most recent purchase

Question 15

Please specify the **MANUFACTURER** of your notebook PC. **DO NOT** list the supplier or model details

Question 16a

Please indicate your processor type.

- 1 ☐ Intel 2 ☐ AMD
3 ☐ Cyrix 4 ☐ Other
99 ☐ Don't know

Question 16b

What is the speed of your processor?

- 1 ☐ <200MHz 2 ☐ 233-300MHz
3 ☐ 333-400MHz 4 ☐ 433MHz+
99 ☐ Don't know

Question 17

How much did your notebook PC cost?

- 1 ☐ Below £500 2 ☐ £501-£800
3 ☐ £801-£1000 4 ☐ £1001-£1500
5 ☐ £1501 - £2000 6 ☐ £2000+
99 ☐ Don't know

Question 18

How long ago did you purchase your notebook PC?

- 1 ☐ Less than a month
2 ☐ 1-3 months 3 ☐ 4-6 months
4 ☐ 7-12 months 5 ☐ 1-2 years
6 ☐ 2+ years 99 ☐ Don't know

Question 19a

From where did you purchase your notebook PC?

- 1 ☐ Mail Order or Direct
from the manufacturer
2 ☐ Superstore or High Street Retailer
3 ☐ Other
99 ☐ Don't know

Question 19b

How did you make your purchase?

- 1 ☐ By telephone 2 ☐ By email
3 ☐ From the web 4 ☐ In person
5 ☐ By post 6 ☐ Other
99 ☐ Don't know

Question 20a

For what is your notebook PC used?

(Please tick all that apply)

- 1 ☐ Games
2 ☐ Business/office
3 ☐ Education/reference
4 ☐ Creative — graphics/sound/video
5 ☐ Programming
6 ☐ Other

Question 20b

Who uses this notebook PC?

- 1 ☐ Only myself
2 ☐ Others — infrequently
3 ☐ Others — frequently

Question 21

How long is the standard warranty cover for your notebook PC?

- 1 ☐ 3 months 2 ☐ 6 months
3 ☐ 1 year 4 ☐ 2 years
5 ☐ 3+ years 99 ☐ Don't know

Question 22a

Did you purchase an extended warranty?

- 1 ☐ Yes 2 ☐ No

If 'yes', please answer Q22b-Q22d, otherwise please go to Q23

Question 22b

What extra period does this cover?

- 1 ☐ One additional year
2 ☐ Two additional years
3 ☐ Three or more additional years
99 ☐ Don't know

Question 22c

How much did the extended warranty cost?

- 1 ☐ Less than £50 2 ☐ £50-£100
3 ☐ £101-£200 4 ☐ £201+
99 ☐ Don't know

Question 22d

What type of cover was included in the extended warranty?

(Please tick all that apply)

- 1 ☐ Parts only 2 ☐ Parts and labour
3 ☐ 24hr helpline 4 ☐ Replacement PC
99 ☐ Don't know

Question 23

On a scale of 1-5, with 1 being 'very dissatisfied' and 5 being 'very satisfied', how satisfied are you with the following?

(Please circle)

Q23a Helpfulness of the sales staff n/a 1 2 3 4 5

Q23b Understanding of your needs by the sales staff n/a 1 2 3 4 5

Q23c The quality of advice you received n/a 1 2 3 4 5

Q23d System arrived on time n/a 1 2 3 4 5

Q23e Order was complete and correct n/a 1 2 3 4 5

Q23f Everything was in working order n/a 1 2 3 4 5

Question 24

Has your notebook PC ever broken down?

(Broken down = technical failure and thus no longer capable of performing required tasks.)

- 1 ☐ Yes 2 ☐ No (go to Q27d)
99 ☐ Don't know (go to Q27d)

Question 25

How many problems have you had with your notebook PC in the past 6 months that prevented the use for which it was bought?

- 1 ☐ None (go to Q27d)
2 ☐ 1
3 ☐ 2-3
4 ☐ 4+
99 ☐ Don't know (go to Q27d)

Question 26

Using the following comments, please classify the type of problems you experienced:

(Please tick all that apply)

- 1 ☐ 'Dead on arrival'
2 ☐ Failure due to hard drive component
3 ☐ Failure due to floppy disk drive component
4 ☐ Failure due to CD-ROM drive component
5 ☐ Failure due to sound card component
6 ☐ Failure due to video card component
7 ☐ Display panel problem
8 ☐ Battery or power supply failure
9 ☐ Failure due to virus
10 ☐ Failure due to RAM (Random Access Memory)
11 ☐ Problems with CPU (Central Processor Unit)
12 ☐ PC would not boot up
13 ☐ PC freezes or hangs up for a long time
14 ☐ Network adapter problem
15 ☐ Problems caused by software
16 ☐ Ports (I/O)/Connectors
17 ☐ Casing problem (i.e. cracked case)
18 ☐ Keyboard problem
19 ☐ Other
99 ☐ Don't know

Question 27

On a scale of 1-5, with 1 being 'very dissatisfied' and 5 being 'very satisfied', how satisfied are you with the following?

(Please circle)

Q27a Helpful manner of the support staff n/a 1 2 3 4 5

Q27b Time taken to solve the problem n/a 1 2 3 4 5

Q27c The solution provided n/a 1 2 3 4 5

Q27d The overall reliability of your notebook PC n/a 1 2 3 4 5

Question 28

On a scale of 1-5, with 1 being 'very unlikely' and 5 being 'very likely', what is the likelihood of you...

(Please circle)

Q28a Repurchasing the same brand of PC in the future? n/a 1 2 3 4 5

Q28b Recommending this brand of notebook to your colleagues/friends? n/a 1 2 3 4 5

YOUR HANDHELD COMPUTER

Please **ANSWER THE QUESTIONS** for your most recent purchase

Question 29

Please indicate the type of handheld computer you have?

Windows CE

- 1 ☐ Casio 2 ☐ Compaq
3 ☐ Everex 4 ☐ Hewlett-Packard
5 ☐ Hitachi 6 ☐ LG
7 ☐ NEC 8 ☐ Sharp

Psion

- 9 ☐ Series 3 (a/c/mx) 10 ☐ Series 5

3Com

- 11 ☐ PalmPilot 12 ☐ PalmPilot Pro
13 ☐ Palm III

- 14 ☐ Nokia 9000 15 ☐ Other
99 ☐ Don't know

Question 30

How long ago did you purchase your handheld computer?

- 1 ☐ Less than a month
2 ☐ 1-3 months
3 ☐ 4-6 months
4 ☐ 7-12 months
5 ☐ 1-2 years
6 ☐ 2+ years
99 ☐ Don't know

Question 31

From where did you purchase your handheld computer?

- 1 ☐ Mail Order or Direct from manufacturer
2 ☐ Superstore or High Street Retailer
3 ☐ Other
99 ☐ Don't know

Question 32

Do you regularly connect your handheld computer to your PC?

Q32a For backup? 1 ☐ Yes 2 ☐ No 3 ☐ n/a

Q32b For diary synchronisation? 1 ☐ Yes 2 ☐ No 3 ☐ n/a

Q32c For file exchange? 1 ☐ Yes 2 ☐ No 3 ☐ n/a

Q32d For email or web access? 1 ☐ Yes 2 ☐ No 3 ☐ n/a

Question 33a

Did you purchase an extended warranty?

- 1 ☐ Yes 2 ☐ No

If 'yes', please answer Q33b-Q33c, otherwise please go to Q34

Question 33b

What extra period does this cover?

- 1 ☐ One additional year
2 ☐ Two additional years
3 ☐ Three or more additional years
99 ☐ Don't know

Question 33c

How much did the extended warranty cost?

- 1 ☐ Less than £50 2 ☐ £50-£100
3 ☐ £101-£200 4 ☐ £201+
99 ☐ Don't know

Question 34

On a scale of 1-5, with 1 being 'very dissatisfied' and 5 being 'very satisfied', how satisfied are you with the following?

(Please circle)

Q34a Helpfulness of the sales staff n/a 1 2 3 4 5

Q34b Understanding of your needs by the sales staff n/a 1 2 3 4 5

Q34c The quality of advice you received n/a 1 2 3 4 5

Q34d Everything was in working order n/a 1 2 3 4 5

Question 35

Has your handheld computer ever broken down? (Broken down = technical failure and thus no longer capable of performing required tasks.)

- 1 ☐ Yes 2 ☐ No (go to Q38d)
99 ☐ Don't know (go to Q38d)

Question 36

How many problems have you had with your handheld computer in the past 6 months that prevented the use for which it was bought?

- 1 ☐ None (go to Q38d)
2 ☐ 1 3 ☐ 2-3
4 ☐ 4+
99 ☐ Don't know (go to Q38d)

Question 37

Using the following comments, please classify the types of problems you have experienced:

(Please tick all that apply)

- 1 ☐ Screen display problem
2 ☐ Casing problem (i.e. cracked case)
3 ☐ Battery problem
4 ☐ Keyboard problem
5 ☐ Ports or I/O
6 ☐ CPU/memory
7 ☐ Data storage device (i.e. removable flash card)
8 ☐ Other
99 ☐ Don't know

Question 38

On a scale of 1-5, with 1 being 'very dissatisfied' and 5 being 'very satisfied', how satisfied are you with the following?

(Please circle)

Q38a Helpful manner of the support staff n/a 1 2 3 4 5

Q38b Time taken to solve the problem n/a 1 2 3 4 5

Q38c The solution provided n/a 1 2 3 4 5

Q38d The overall reliability of your handheld computer n/a 1 2 3 4 5

Question 39

On a scale of 1-5, with 1 being 'very unlikely' and 5 being 'very likely', what is the likelihood of you...

(Please circle)

Q39a Repurchasing the same brand in the future? n/a 1 2 3 4 5

Q39b Recommending this brand to your colleagues/friends? n/a 1 2 3 4 5

PRIZE DRAW DETAILS

If you wish to be entered into our Prize Draw, please fill in **all** the details below:

Title Initials Surname Job Title

Address

Postcode Email address

Tel Fax

From time to time you may receive communications from companies other than VNU.

☐ Tick here if you do not wish to receive them.

PLEASE RETURN TO:

Maritz Research, Freepost SCE8343,
High Wycombe, HP11 1ZA