



Customer Feedback Survey

The biggest mistake a small business can make is to think like a small business
- PostFilm Design

Tell us about your business:

*** 1. Name:**

*** 2. Email address:**

*** 3. Which of the following best describes your role?**

- I am the Business Owner and this is my company's website
- I am an employee and this is my company's website
- I am a Web Developer/Designer and this is my customer's website
- This website is for personal use
- Other (please specify)

*** 4. Select the category that best defines your business.**

- Web Design/Development
- Digital Marketing
- SME
- IT Services
- Other (please specify)

*** 5. How do you acquire most of your customers?**

- Word of mouth/Referrals
- Email Marketing
- Social Media Marketing
- Search Engine Optimization
- Indiacom/Yellow pages
- JustDial/Sulekha
- Other (please specify)

*** 6. To what extent do the following factors inhibit your growth?**

	Not at all	To a small extent	To a great extent
Finding new clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retaining clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding and retaining tech sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 7. For how long have you been in business?**

- Just started
- 1-3 years
- 4-6 years
- 7+ years

*** 8. For how long have you been a HostGator India Customer?**

- Less than a year
- 1-3 years
- 4-6 years
- 7+ years

*** 9. What is your most preferred tenure for purchasing hosting services?**

- 1 month
- 3 months
- 6 months
- > 1 year

*** 10. Have you purchased Shared Hosting from any other Web Hosting provider?**

- Yes
- No



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The cost of being wrong is less than the cost of doing nothing - Seth Godin

*** 11. Which other Web Hosting Provider have you purchased Shared Hosting from?**

- Godaddy
- BigRock
- BlueHost
- ZNet Live
- Net4 India
- Other (please specify)

*** 12. What is the primary reason for purchasing a Shared Hosting package from HostGator India?**

- Affordable
- Good Technical Support
- Reliable products
- Convenient payment options
- Recommended by a friend/colleague
- Other (please specify)

*** 13. Please rate the following aspects of our services on a scale of 1-5**

1 - very poor, 3 - average, 5 - excellent

	1	2	3	4	5
User interface- Control Panel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checkout Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product Specifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 14. Which feature would you like to see in the Shared Hosting plan?**

- Integrated Paid Backup Service
- Seamless upgrade of plans
- Free SSL integration
- IPv6 support
- Other (please specify)

*** 15. Would you recommend HostGator India to a friend/colleague?**

- Extremely Likely
- Somewhat Likely
- Not Likely

*** 16. Overall, how satisfied are you with HostGator India?**

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 17. Do you engage with any of the HostGator India Social Media pages?**

- facebook.com/hostgatorindia
- twitter.com/hostgatorindia
- plus.google.com/+hostgatorindia
- Not aware of them

18. Do you have any other comments, questions or concerns?



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