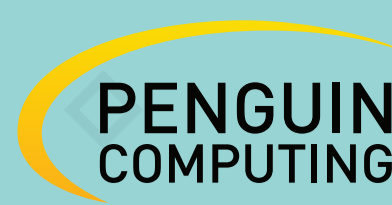


CUSTOMER SATISFACTION SURVEY



For Penguin Computing Support

Results since 2012 of all survey respondent to an independent customer satisfaction survey by Vanguard Vista for Penguin Computing customer support

5-Star Satisfaction

76% of all respondents gave Penguin Computing customer support a **perfect 5 out of 5** score for **overall satisfaction**

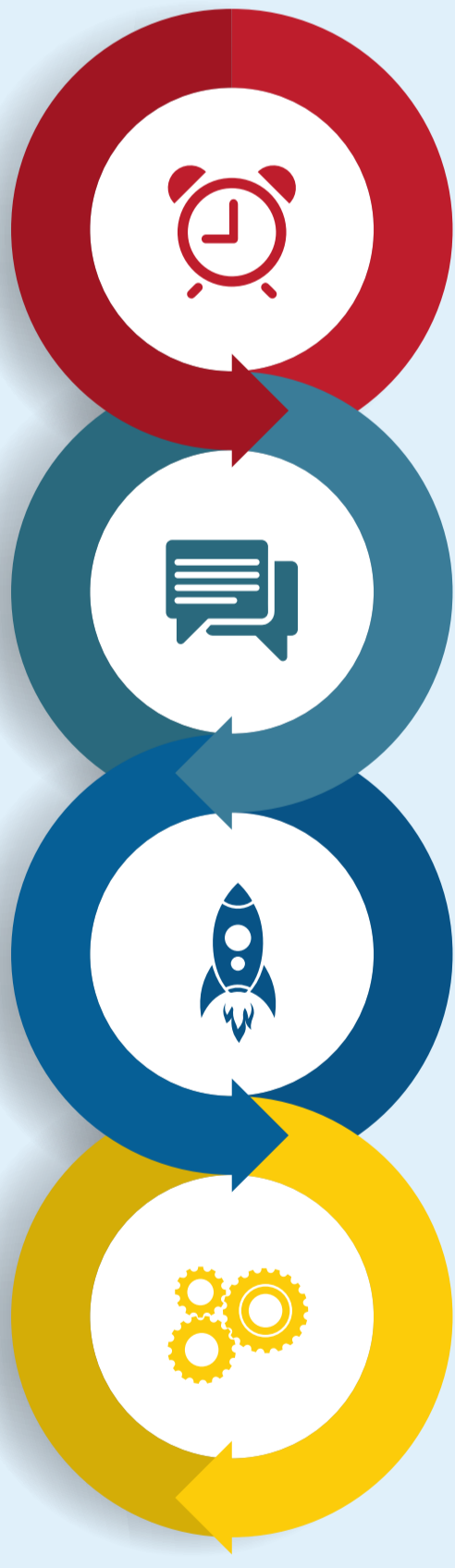


Meeting Customer Needs

Average customer support **satisfaction** score was **4.53** out of a possible 5



Measuring Qualities That Matter



Timeliness

Attitude

Results

Skills

Highly Skilled Support

82.2% of all respondents ranked the skill level of Penguin Computing customer support as a perfect **5 out of 5**

