

**Please answer the following questions:**

1) How satisfied are you with our response time to your specific question?

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ No Opinion
- ☐ Somewhat Unsatisfied
- ☐ Very Unsatisfied

2) How satisfied are you with the quality of the response you received from our support staff?

- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ No Opinion
- ☐ Somewhat Unsatisfied
- ☐ Very Unsatisfied

3) Did the response sent solve or answer your inquiry?

- ☐ Yes
- ☐ No

4) Has your experience with Audible's Customer Support changed your opinion about the value and/or quality of our service?

- ☐ Yes
- ☐ No