

Question	Response										Mean	SD
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Strongly disagree	Disagree	Neutral	Agree	Strongly agree		
Q1. I am very satisfied with the quality of the service provided by the company.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q2. The staff at the company are very friendly and helpful.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q3. The company's products are of high quality.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q4. The company's prices are very reasonable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q5. The company's customer service is excellent.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q6. The company's website is easy to use.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q7. The company's delivery is fast and reliable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q8. The company's products are durable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q9. The company's products are innovative.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q10. The company's products are reliable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q11. The company's products are easy to use.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q12. The company's products are safe.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q13. The company's products are secure.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q14. The company's products are reliable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q15. The company's products are easy to use.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q16. The company's products are safe.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q17. The company's products are secure.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q18. The company's products are reliable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q19. The company's products are easy to use.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q20. The company's products are safe.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q21. The company's products are secure.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q22. The company's products are reliable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q23. The company's products are easy to use.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q24. The company's products are safe.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q25. The company's products are secure.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q26. The company's products are reliable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q27. The company's products are easy to use.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q28. The company's products are safe.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q29. The company's products are secure.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q30. The company's products are reliable.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q31. The company's products are easy to use.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q32. The company's products are safe.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4	5		
Q33. The company's products are secure.	1	2	3	4	5	1	2	3	4	5		
	1	2	3	4	5	1	2	3	4			