

	Mean
Satisfaction with FaxLink service.....	4

	Cases	Col Response %
Reason dissatisfied with Facts Link		
Info available doesn't meet my needs.....	2	18.2%
Slow speed of info transfer.....	2	18.2%
The info is out of date.....	1	9.1%
Experienced technical problems.....	1	9.1%
Hard to get through.....	4	36.4%
Other.....	1	9.1%
Total.....	8	100.0%

	Count	Col %
Title or function		
EA/Assistant.....	38	5.0%
Professor/Researcher.....	11	1.4%
Student.....	2	.3%
Executive.....	456	59.8%
General/Operating Manager.....	60	7.9%
Sales/Marketing manager.....	50	6.6%
Office manager/administrator.....	15	2.0%
Other manager.....	51	6.7%
Controller/Treasurer/Finance area.....	24	3.1%
Trader/Broker/Agent.....	11	1.4%
Librarian.....	6	.8%
Other.....	39	5.1%
Total.....	763	100.0%
Type of organization		
Private company.....	706	92.4%
Association.....	34	4.5%
University/educational.....	8	1.0%
Other.....	16	2.1%
Total.....	764	100.0%