



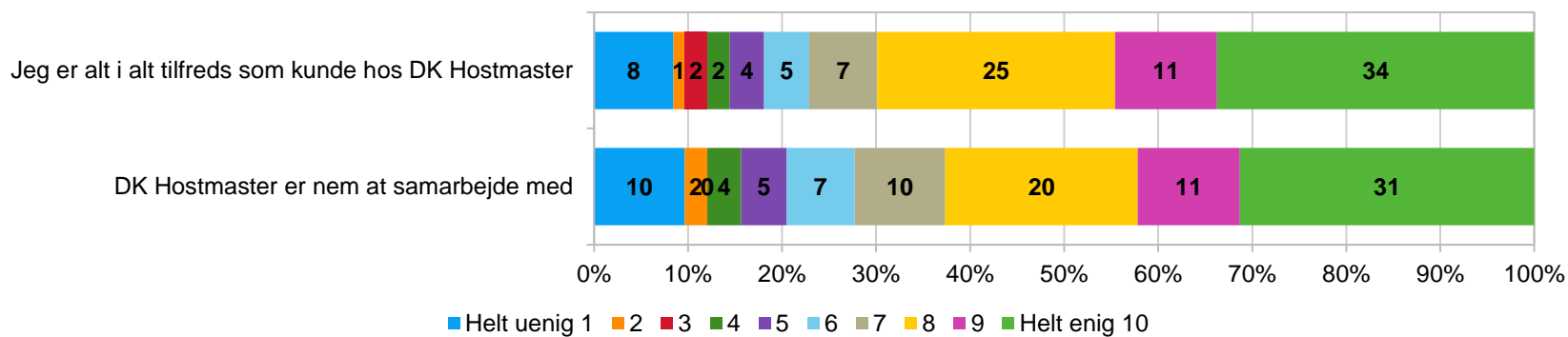
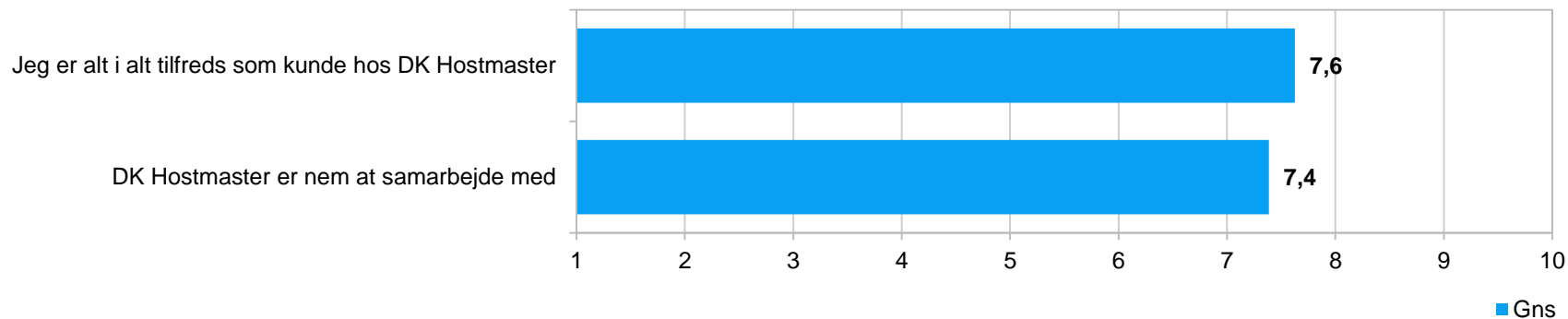
## Samlet rapport

Gennemført i samarbejde med RelationMonitor april 2018

Hvis du har spørgsmål til rapporten eller undersøgelsen,  
kan du kontakte Ingeborg Auken Beck ([iab@dk-hostmaster.dk](mailto:iab@dk-hostmaster.dk))

Antal svar = 83

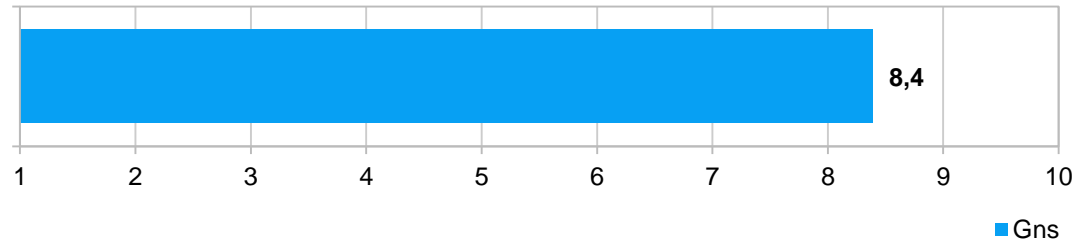
## Tilfredshed



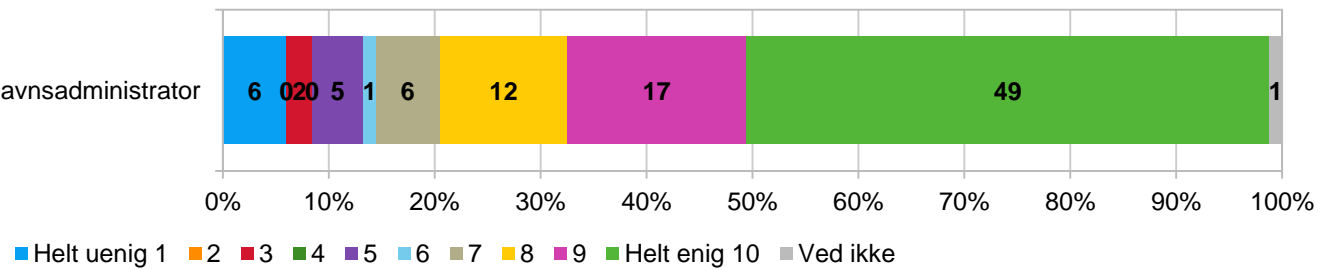
Antal svar = 83

## Image/omdømme

Fremstår som en troværdig domænenavnsadministrator

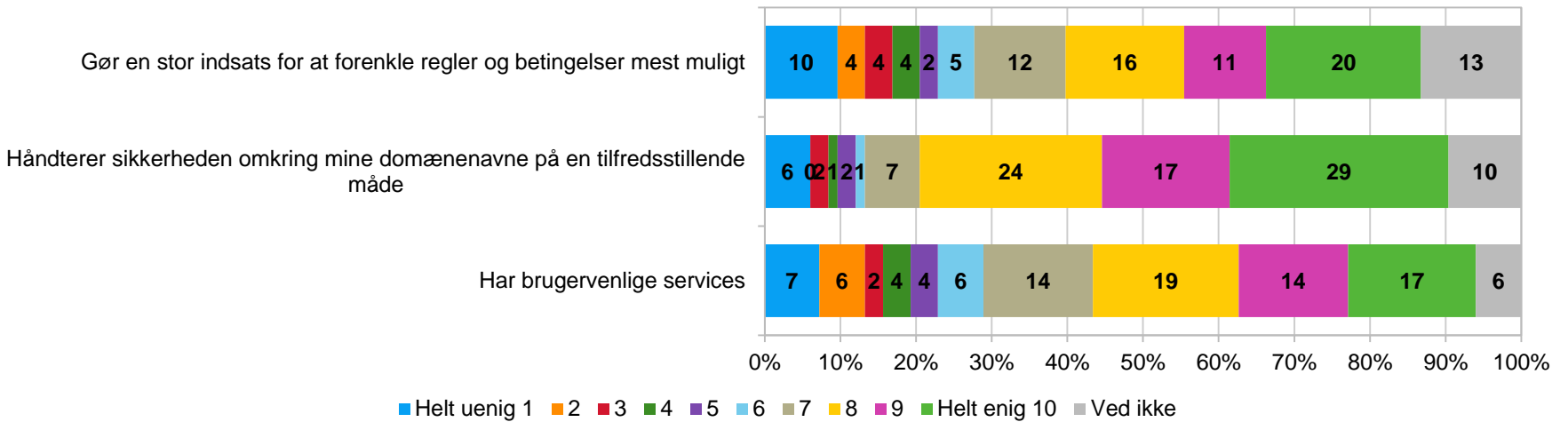
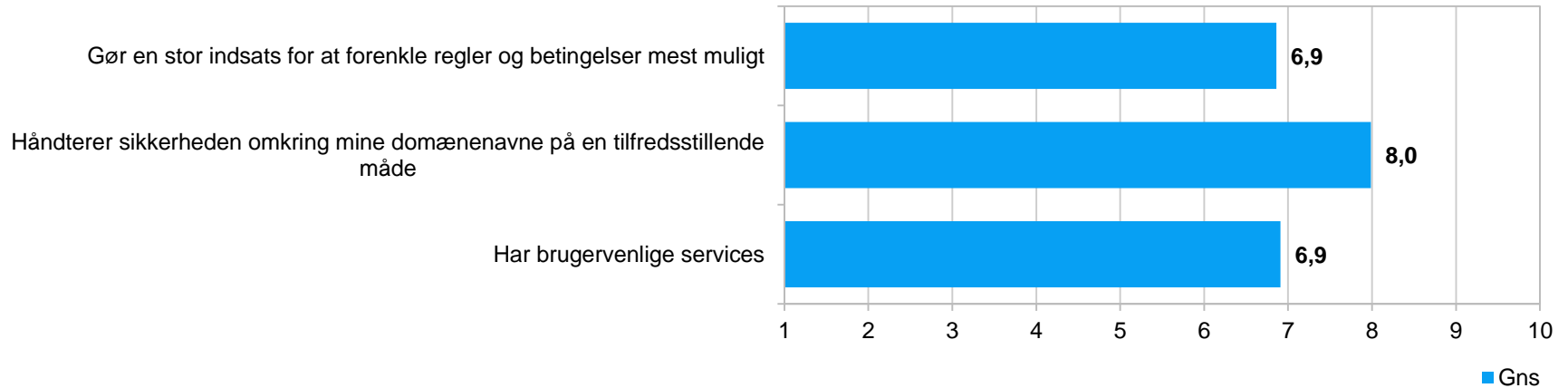


Fremstår som en troværdig domænenavnsadministrator



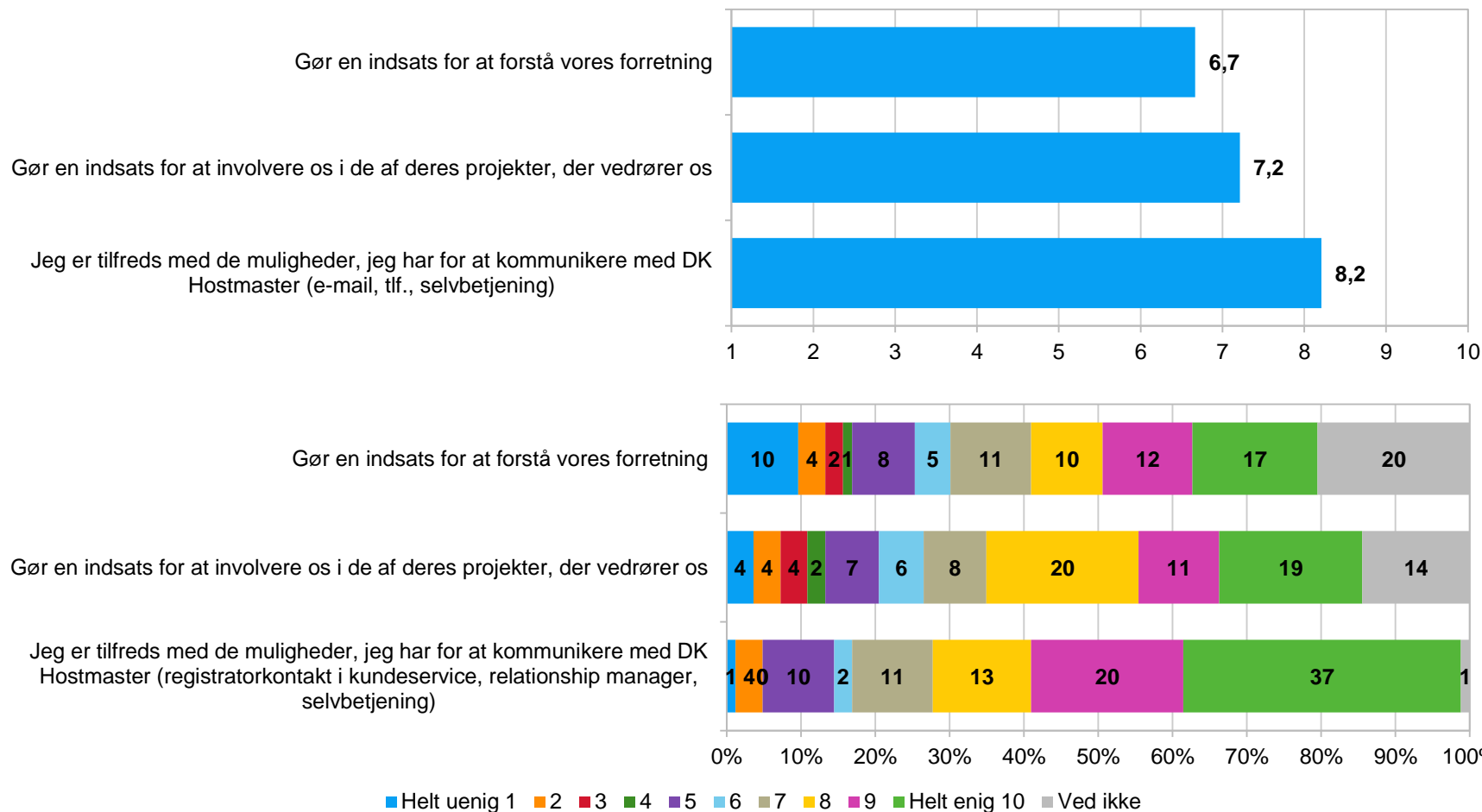
**Produkter/services**

Antal svar = 83



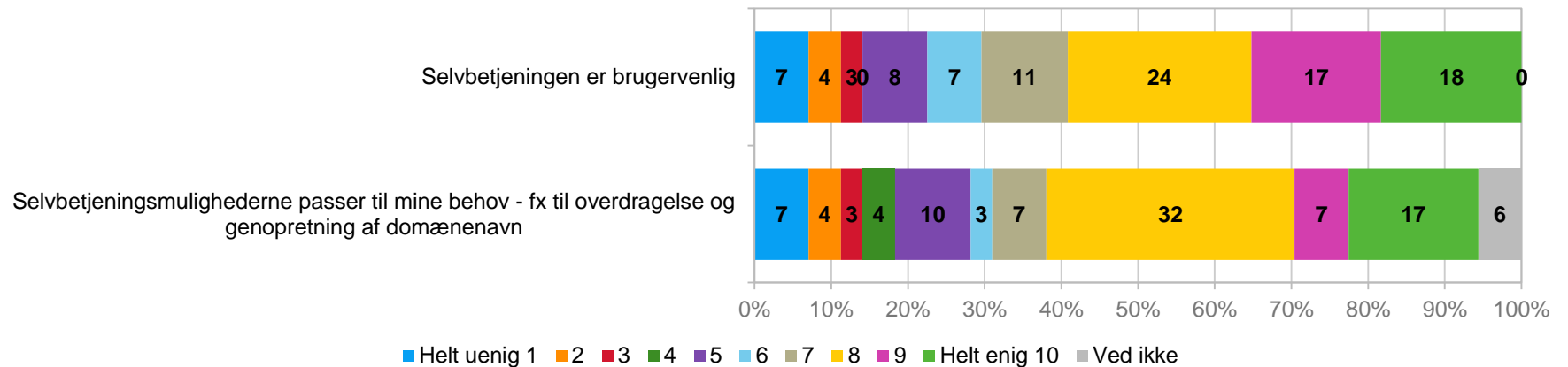
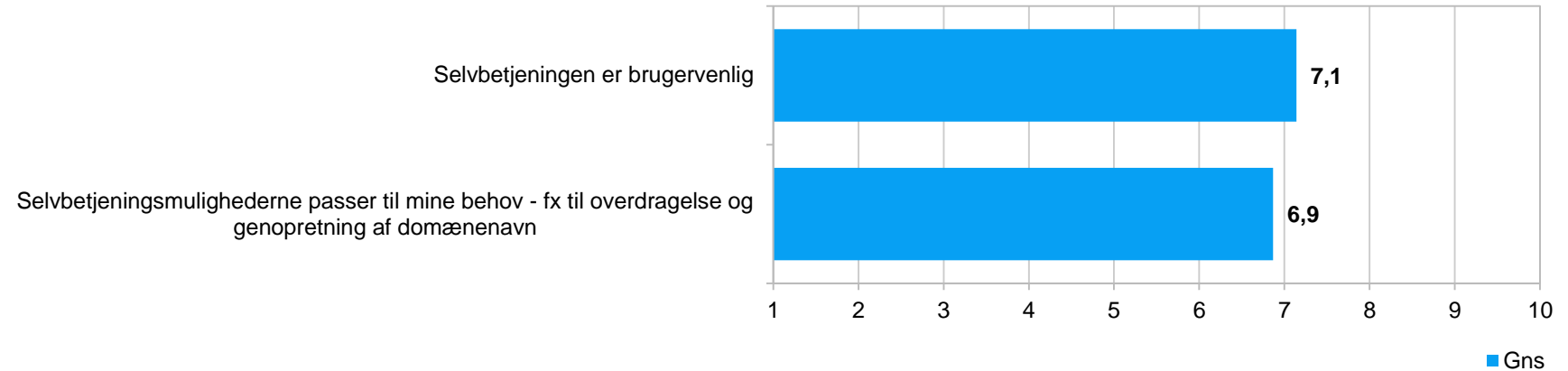
## Samarbejdet med DK Hostmaster

Antal svar = 83



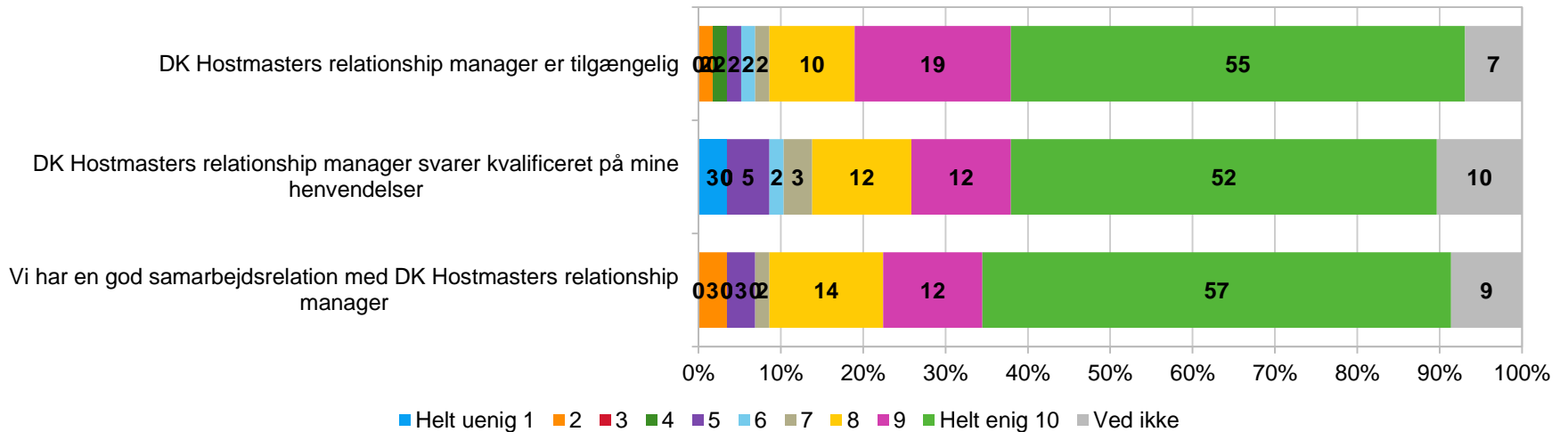
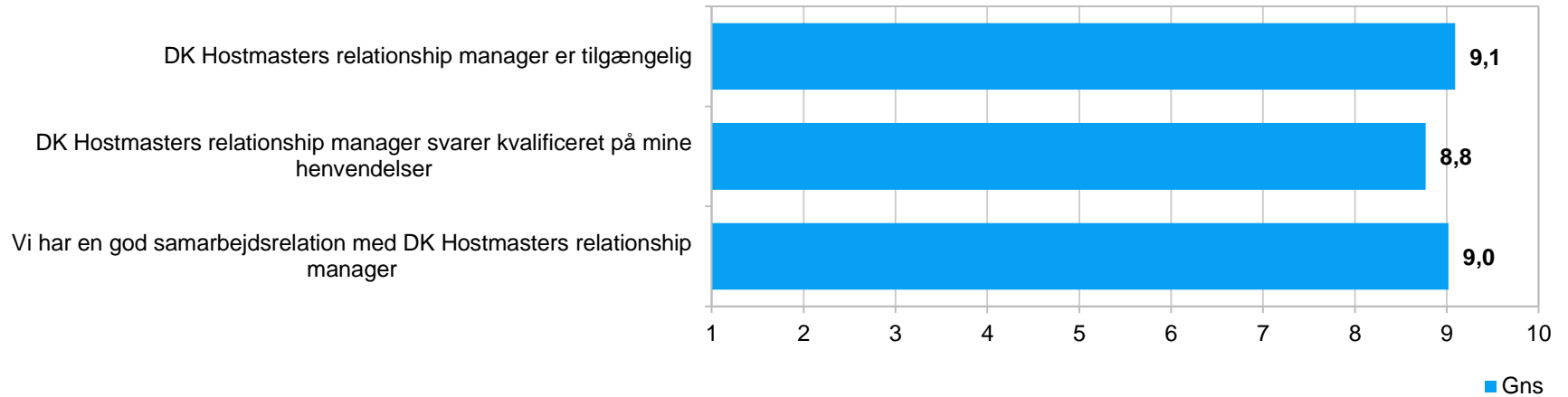
## Selvbetjening

Antal svar = 71



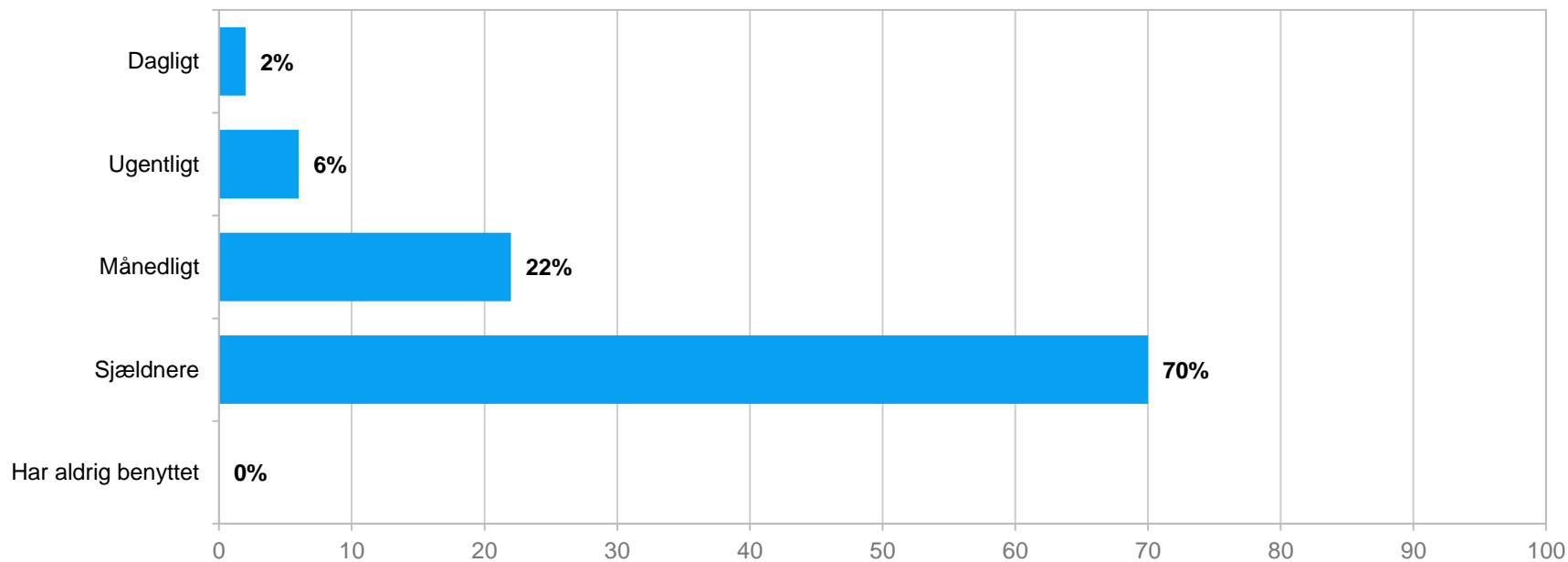
## Relationship manager

Antal svar = 58



Hvor ofte kontakter du registrator-kontakten i kundeservice?

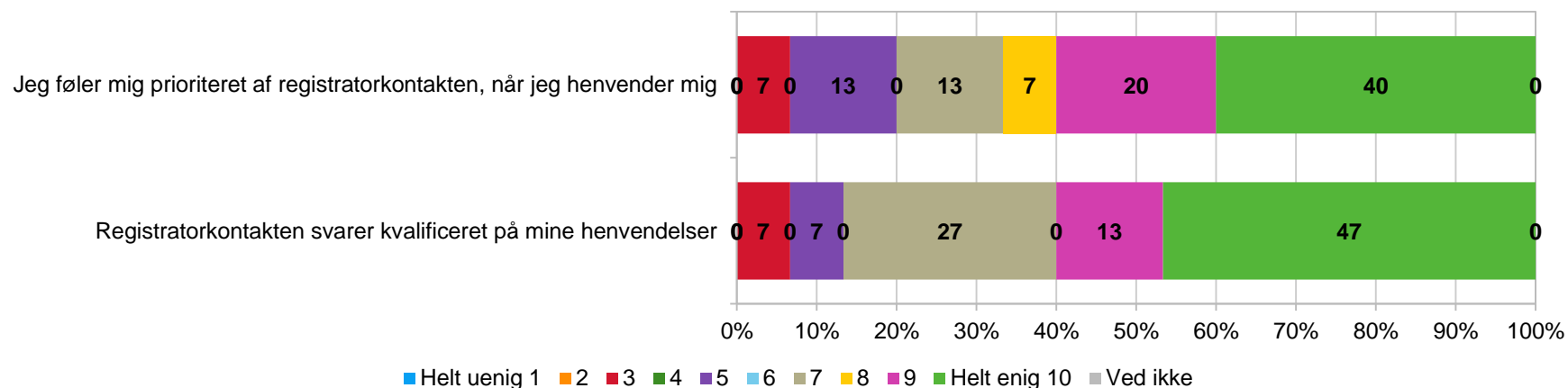
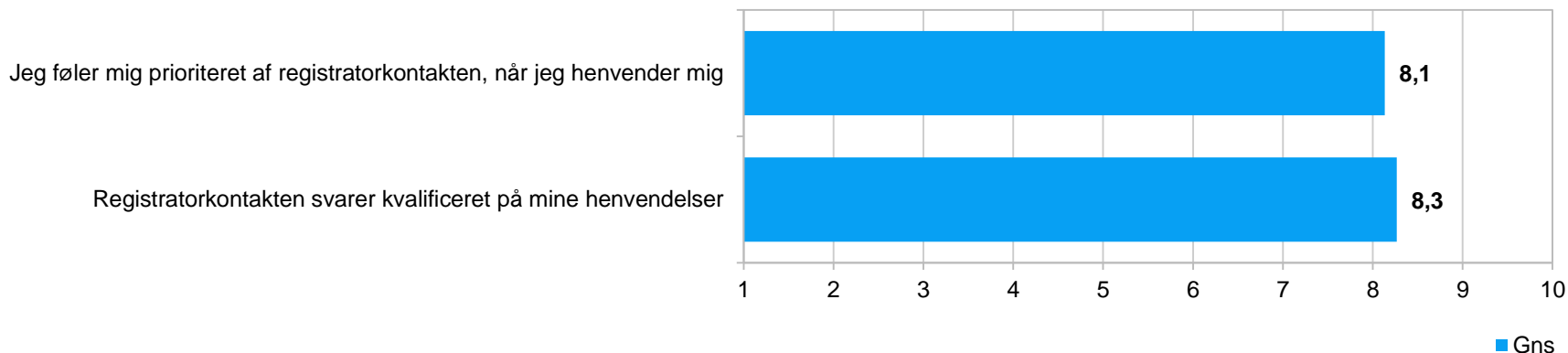
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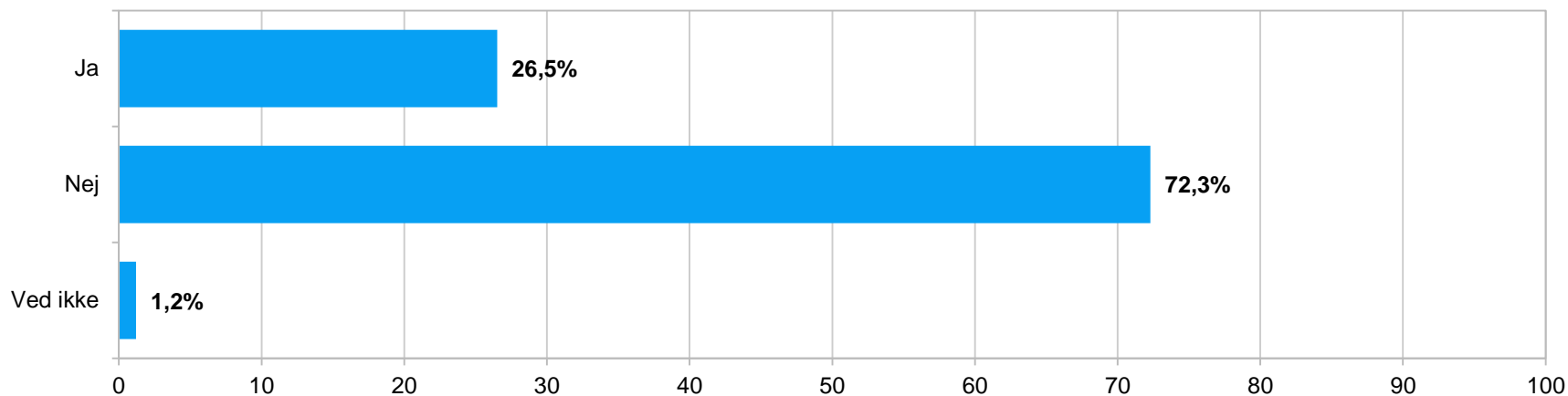
## Registrator-kontakt i kundeservice

Antal svar = 15



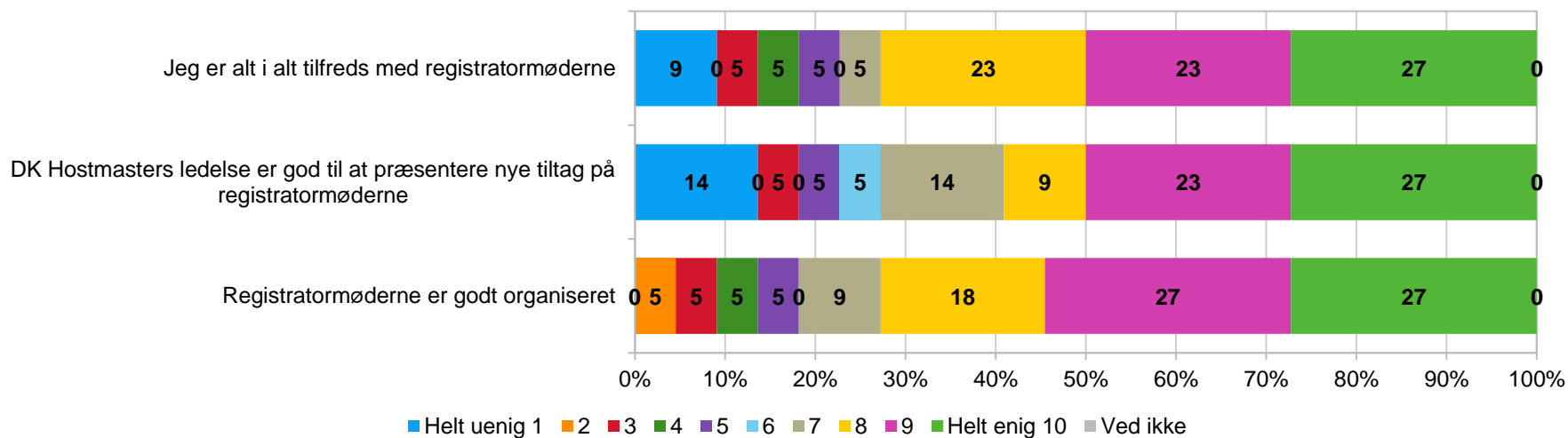
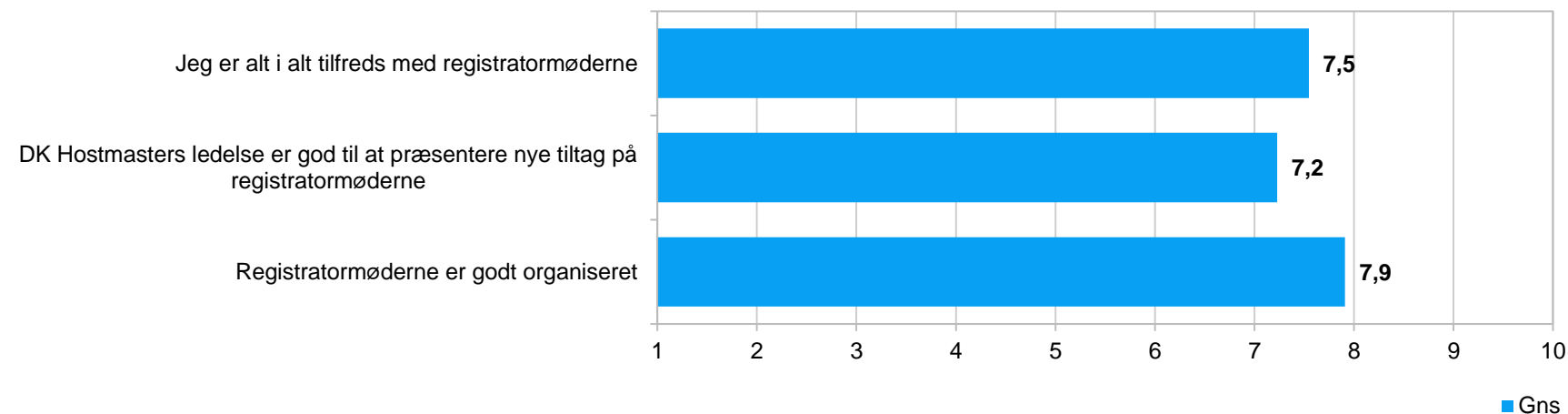
Antal svar = 83

## Har du deltaget i registratormøder inden for de seneste 2 år?



## Registratormøder

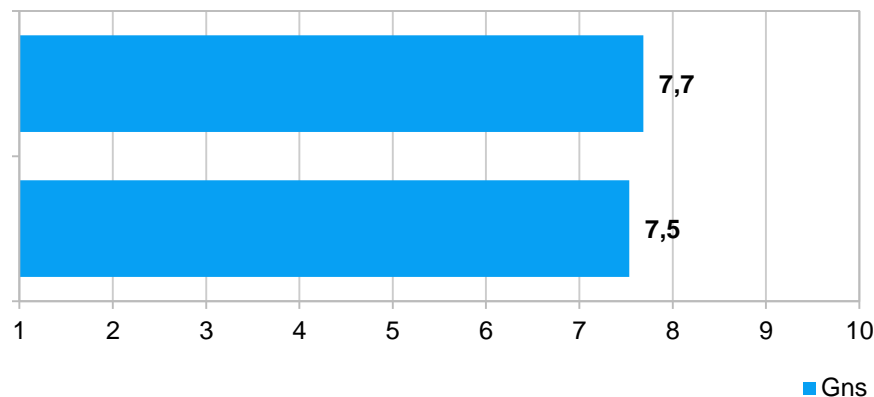
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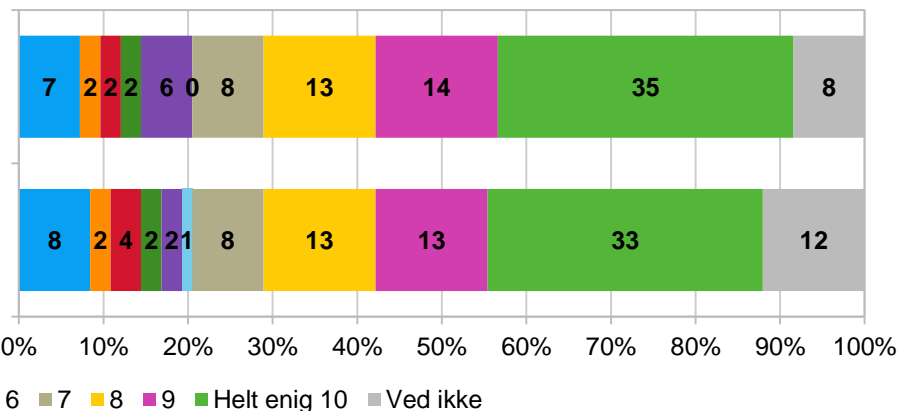
## Fakturering og betaling

Antal svar = 83

Samlet set er jeg meget tilfreds med løsningerne til fakturering og betaling hos DK Hostmaster

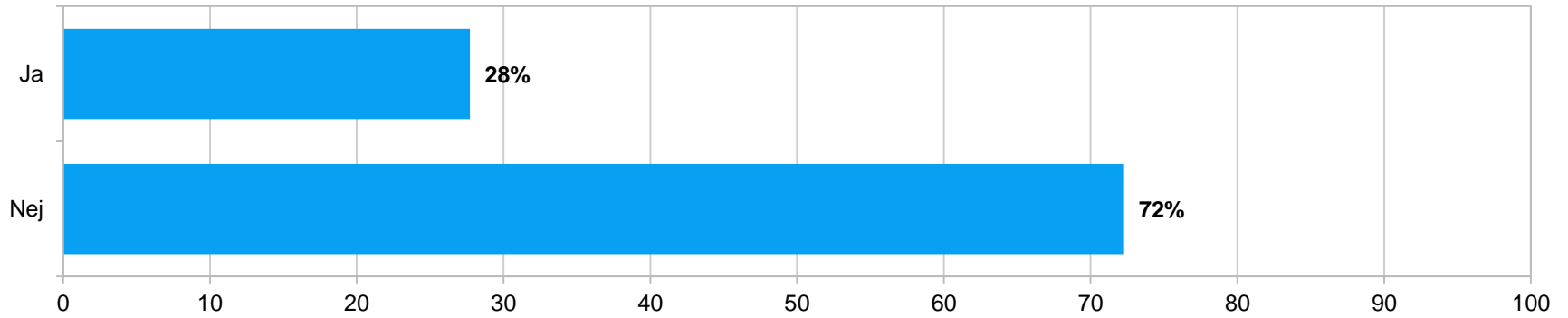


Samlet set er jeg meget tilfreds med løsningerne til fakturering og betaling hos DK Hostmaster



Bruger du EPP?

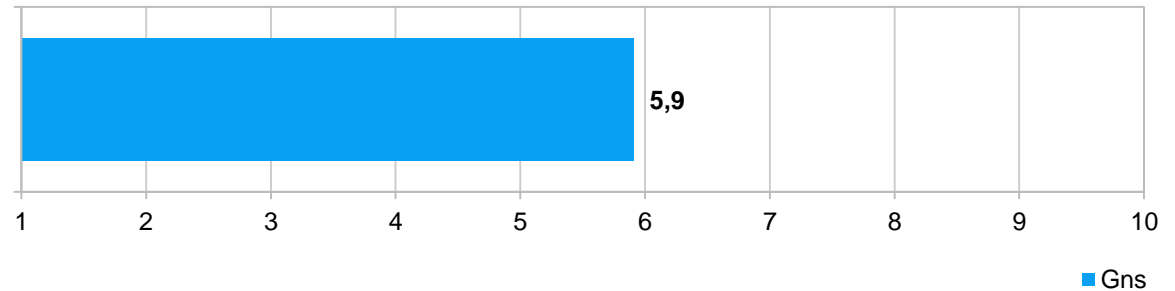
Antal svar = 83



**EPP**

Antal svar = 23

Jeg er alt i alt tilfreds med EPP funktionaliteterne



Jeg er alt i alt tilfreds med EPP funktionaliteterne

