

*ALL responses should refer to PCs that are used to access Customer Activities Websites and/or Informational Posting Websites hereafter referred to as Websites*

**Please tell us about the PC hardware**

Approximately how many PCs are used in your company to access Customer Activities Websites? \_\_\_\_\_

Approximately how many PCs are used in your company to access Informational Posting Websites? \_\_\_\_\_

What percentage of all PCs (within your company) is used to access Customer Activities Websites? \_\_\_\_\_%

How old are your PCs?  
 \_\_\_\_\_ % less than 1 year old  
 \_\_\_\_\_ % 1 to 2 years old  
 \_\_\_\_\_ % more than 2 years old

How often are PCs replaced with new PCs?  
 About every \_\_\_\_\_ years  
 No set schedule

What is the maximum resolution of your monitors?

Now 6 Months  
 Out  
 \_\_\_\_\_ % \_\_\_\_\_ % 640 x 480  
 \_\_\_\_\_ % \_\_\_\_\_ % 800 x 600  
 \_\_\_\_\_ % \_\_\_\_\_ % 1024 x 768  
 \_\_\_\_\_ % \_\_\_\_\_ % 1280 x 1024  
 \_\_\_\_\_ % \_\_\_\_\_ % Higher

What is the resolution actually used?

\_\_\_\_\_ % 640 x 480  
 \_\_\_\_\_ % 800 x 600  
 \_\_\_\_\_ % 1024 x 768  
 \_\_\_\_\_ % 1280 x 1024  
 \_\_\_\_\_ % Higher

What is the speed of your PC's processor?

Now 6 Months  
 Out  
 \_\_\_\_\_ % \_\_\_\_\_ % < 166 Mhz  
 \_\_\_\_\_ % \_\_\_\_\_ % 166 - 350Mhz  
 \_\_\_\_\_ % \_\_\_\_\_ % 400 - 600 Mhz  
 \_\_\_\_\_ % \_\_\_\_\_ % > 600 Mhz

How much Random Access Memory (RAM) is on your PCs?

Now 6 Months  
 Out  
 \_\_\_\_\_ % \_\_\_\_\_ % < 64M  
 \_\_\_\_\_ % \_\_\_\_\_ % 64 - 96M  
 \_\_\_\_\_ % \_\_\_\_\_ % 97 - 128M  
 \_\_\_\_\_ % \_\_\_\_\_ % > 128M

How do you connect to the Internet?

Now 6 Months  
 Out  
 \_\_\_\_\_ % \_\_\_\_\_ % direct connect (T1, ISDN, DSL, Cable, etc.)  
 \_\_\_\_\_ % \_\_\_\_\_ % Dialup connection

- What is your typical dialup connect speed now? \_\_\_\_\_
- What do you think your typical dialup connect speed will be in 6 months? \_\_\_\_\_
- Do you have a redundant (failover) Internet connection?  
 Yes  
 No

Are you using any non-PC devices to access Websites? (PDAs, cell phone browsing, web TV, etc.)

Now 6 Months  
 Out  
 \_\_\_\_\_ % \_\_\_\_\_ % Yes  
 \_\_\_\_\_ % \_\_\_\_\_ % No

If yes, what? \_\_\_\_\_

**Please tell us about the software (programs) on your PCs**

What operating systems are running on your PCs?x

Now 6 Months  
 Out  
 \_\_\_\_\_ % \_\_\_\_\_ % Windows  
 What version now? \_\_\_\_\_  
 In 6 months? \_\_\_\_\_  
 \_\_\_\_\_ % \_\_\_\_\_ % Linux  
 What version now? \_\_\_\_\_  
 In 6 months? \_\_\_\_\_  
 \_\_\_\_\_ % \_\_\_\_\_ % SystemN (MAC)  
 What version now? \_\_\_\_\_  
 In 6 months? \_\_\_\_\_  
 \_\_\_\_\_ % \_\_\_\_\_ % Other-Specify  
 \_\_\_\_\_

What Version? \_\_\_\_\_  
 \_\_\_\_\_ % Other-Specify  
 \_\_\_\_\_

What Version? \_\_\_\_\_

Which Internet browsers are installed on your PCs? (may total more than 100%)

Now 6 Months  
 Out  
 \_\_\_\_\_ % \_\_\_\_\_ % Netscape  
 What version now? \_\_\_\_\_  
 In 6 months? \_\_\_\_\_  
 \_\_\_\_\_ % \_\_\_\_\_ % Internet Explorer  
 What version now? \_\_\_\_\_  
 In 6 months? \_\_\_\_\_  
 \_\_\_\_\_ % \_\_\_\_\_ % Other  
 Specify \_\_\_\_\_  
 \_\_\_\_\_ % Other  
 Specify \_\_\_\_\_

Have you encountered any conflicts with browser versions and/or plug-ins?

- Yes
  - Please explain  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- No
- Don't know

**Please tell us about how you use your PC and the Internet**

How many different Customer Activity Websites does your average user access?

- 1
- 2
- 3
- 4 - 6
- 7 - 10
- > 10

Do your users access multiple Customer Activity Websites and/or Informational Posting Websites at the same time?

- No
- Yes
  - How many? \_\_\_\_\_
  - From the same workstation (PC)?  
 Yes  
 No

Do you have other interoperability issues or concerns about Customer Activities Websites or Informational Posting Websites?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Are you planning to upgrade your PCs in the future? If so, when and what will be the new configuration?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Please tell us about yourself. NOTE: This information will only be used to validate this survey and WILL NOT be shared with any other entity. Data will only be reported at a summary level and individual responses will not be identified.**

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Your Role: \_\_\_\_\_

Your Segment

- End user
- Producer
- Pipeline
- LDC
- Services
  - Marketer
  - Software Vendor
  - Gas Processor