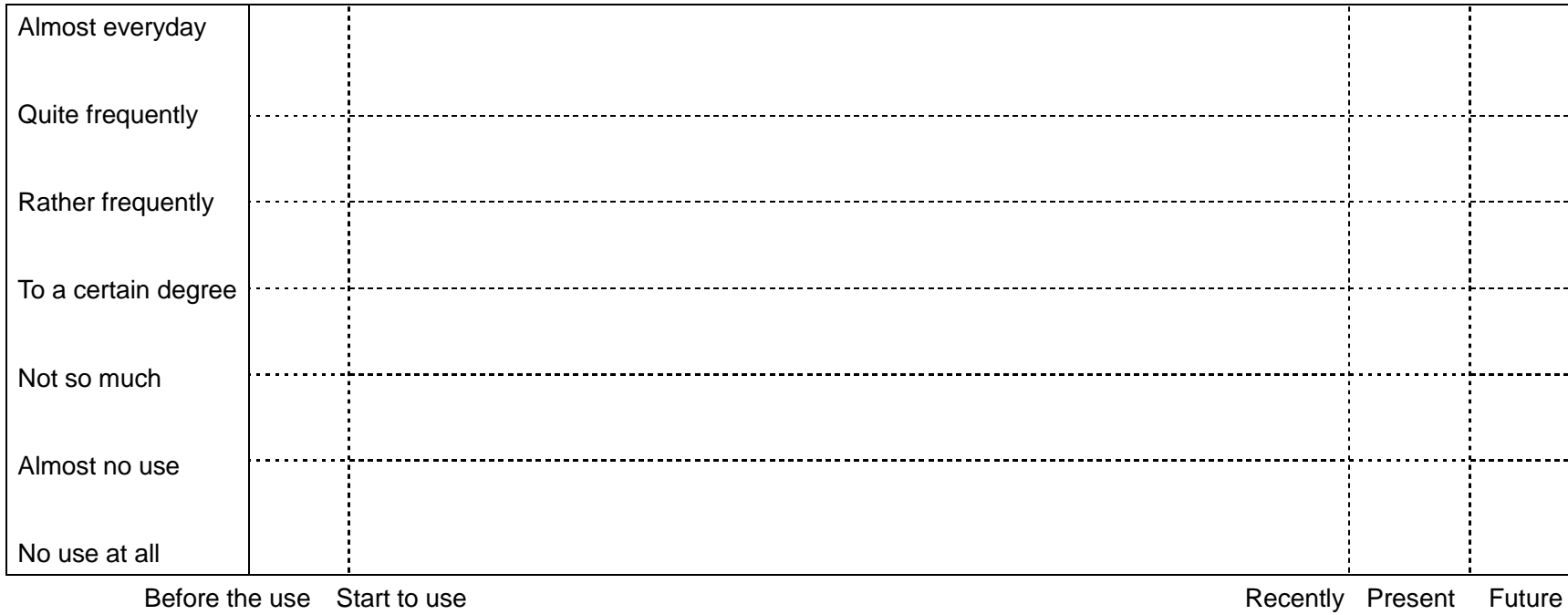


1. Write what you experienced at each phase and fill in the evaluation by +10 to -10 rating.

| Phase  |      | What you experienced | Evaluation |
|--|------|----------------------|------------|
| Expectation before the purchase                  |      |                      |            |
| Evaluation at the time of start of usage         | Year |                      |            |
| Evaluation at early days from the start of usage |      |                      |            |
|  |      |                      |            |
| Evaluation during the use                        |      |                      |            |
|  |      |                      |            |
|  |      |                      |            |
|  |      |                      |            |
| Recent evaluation                                |      |                      |            |
|  |      |                      |            |
| Present evaluation                               | Year |                      |            |
| Estimation in the near future                    |      |                      |            |

2. Draw a curve of frequency of usage



3. Any comments on today's talk?

Thank you!