**Network Performance Report Form**

**Part A (User Information)**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ User ID/Student ID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Department: \_\_\_\_\_\_\_\_\_\_\_

E-mail Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part B (Problem Detail)**

1) Which network connection did you used (wired network / wireless network)?

□ Wired Network □ Wireless Network (Please specify below information)

SSID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Your Device Brand Name, Model and OS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2) Where is the location when the problem occurred?

Building Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Floor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Room No.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3) When did the problem occurred in a day and how often?

□ 09:00 - 13:00 □ 13:00 - 14:00 □ 14:00 - 18:00 □ 18:00 - 22:00

□ 22:00 - 00:00 □ Others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ 1 time per day □ 2 times per day □ 3 times per day □ Others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4) Did you try to use another network connection (wired network / wireless network) instead and was the problem still existed?

□ No □ Yes -- Was the problem still existed: □ Yes □ No

5) Did you access UM Internal Service ([www.umac.mo](http://www.umac.mo)) when the problem occurred and how was the performance?

□ No □ Yes -- Performance: □ Satisfied □ Fair □ Dissatisfied

6) Which types of Internet Application you were feeling slow when the problem occurred?

□ Browse or search information □ Instant communication software (e.g. QQ)

□ Download software, music, movie or files □ Viewing streaming video (e.g. youtube)

□ Online Services □ Others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7) Had you perform speed test ([www.speedtest.net](http://www.speedtest.net)) for accessing Macao, HK, US, China when the problem occurred and how was the performance?

□ No

□ Yes Performance:

Macau Download Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Upload Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HK Download Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Upload Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

China Download Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Upload Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

US Download Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Upload Speed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8) Should we site visit with you for problem investigation?

□ Yes Your available date/time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

□ No